



IfATE

Shaping skills training

EPA Draft Preview

DRAFT END-POINT ASSESSMENT PLAN FOR ^{ST1420/} THE HOSPITALITY OPERATIONS TEAM MEMBER APPRENTICESHIP

APPRENTICESHIP REFERENCE NUMBER	LEVEL OF THIS END-POINT ASSESSMENT (EPA)	INTEGRATION
ST1420	2	None

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Introduction and overview

This document explains the requirements for end-point assessment (EPA) for the hospitality operations team member apprenticeship. End-point assessment organisations (EPAOs) must follow this when designing and delivering the EPA.

Hospitality Operations Team Member apprentices, their employers and training providers should read this document.

A full-time hospitality operations team member apprentice typically spends 12 months on-programme. The apprentice must spend at least 12 months on-programme and complete the required amount of off-the-job training in line with the apprenticeship funding rules.

The EPA should be completed within an EPA period lasting typically 3 months.

The apprentice must complete their training and meet the gateway requirements before starting their EPA. The EPA will assess occupational competence.

An approved EPAO must conduct the EPA for this apprenticeship. Employers must work with the training provider to select an approved EPAO from the apprenticeship providers and assessment register (APAR).

This EPA has 2 assessment methods.

The grades available for each assessment method are below.

Assessment method 1 - observation with questioning:

- fail
- pass
- distinction

Assessment method 2 - interview underpinned by portfolio:

- fail
- pass

- distinction

The result from each assessment method is combined to decide the overall apprenticeship grade. The following grades are available for the apprenticeship:

- fail
- pass
- merit
- distinction

EPA summary table

<p>On-programme - typically 12 months</p>	<p>The apprentice must:</p> <ul style="list-style-type: none"> • complete training to develop the knowledge, skills and behaviours (KSBs) outlined in this apprenticeship's standard • complete training towards English and mathematics qualifications in line with the apprenticeship funding rules • compile a portfolio of evidence
<p>End-point assessment gateway</p>	<p>The apprentice's employer must be content that the apprentice is occupationally competent.</p> <p>The apprentice must:</p> <ul style="list-style-type: none"> • confirm they are ready to take the EPA • have achieved English and mathematics qualifications in line with the apprenticeship funding rules <p>For the interview underpinned by portfolio, the apprentice must submit a portfolio of evidence.</p> <p>Gateway evidence must be submitted to the EPAO, along with any organisation specific policies and procedures requested by the EPAO.</p>
<p>End-point assessment - typically 3 months</p>	<p>The grades available for each assessment method are below</p> <p>Observation with questioning:</p> <ul style="list-style-type: none"> • fail • pass • distinction <p>Interview underpinned by portfolio:</p> <ul style="list-style-type: none"> • fail • pass • distinction

	<p>Overall EPA and apprenticeship can be graded:</p> <ul style="list-style-type: none"> • fail • pass • merit • distinction
<p>Re-sits and re-takes</p>	<p>The details for re-sits and re-takes are below:</p> <ul style="list-style-type: none"> • re-take and re-sit grade cap: pass • re-sit timeframe: typically 2 months • re-take timeframe: typically 3 months

Duration of end-point assessment period

The EPA is taken in the EPA period. The EPA period starts when the EPAO confirms the gateway requirements have been met and is typically 3 months.

The EPAO should confirm the gateway requirements have been met and start the EPA as quickly as possible.

EPA gateway

The apprentice's employer must be content that the apprentice is occupationally competent. That is, they are deemed to be working at or above the level set out in the apprenticeship standard and ready to undertake the EPA. The employer may take advice from the apprentice's training provider, but the employer must make the decision. The apprentice will then enter the gateway.

The apprentice must meet the gateway requirements before starting their EPA.

They must:

- confirm they are ready to take the EPA
- have achieved English and mathematics qualifications in line with the apprenticeship funding rules
- submit a portfolio of evidence for the interview underpinned by portfolio

Rotation on Programme

Apprentices must either rotate between bar, dining, housekeeping, and guest services during their on job training, spending a similar length of time in each area, or work day to day in a multi-skilled role across all 4 areas, or a combination.

Portfolio of evidence requirements:

The apprentice must compile a portfolio of evidence during the on-programme period of the apprenticeship. It should only contain evidence related to the KSBs that will be assessed by the interview / professional discussion [delete as appropriate]. It will typically contain 10 discrete pieces of evidence. Evidence must be mapped against the KSBs. Evidence may be used to demonstrate more than one KSB; a qualitative as opposed to quantitative approach is suggested.

Evidence must be provided from work in all 4 departments of business covered by this apprenticeship; bar, dining, housekeeping and guest services.

Evidence sources may include workplace documentation and records, for example:

- workplace policies and procedures
- witness statements
- annotated photographs
- video clips with a maximum total duration 10 minutes; the apprentice must be in view and identifiable

This is not a definitive list; other evidence sources can be included.

The portfolio of evidence should not include reflective accounts or any methods of self-assessment. Any employer contributions should focus on direct observation of performance, for example, witness statements, rather than opinions. The evidence provided should be valid and attributable to the apprentice; the portfolio of evidence should contain a statement from the employer and apprentice confirming this.

The EPAO should not assess the portfolio of evidence directly as it underpins the **interview**. The independent assessor should review the portfolio of evidence to prepare questions for the **interview**. They are not required to provide feedback after this review.

Gateway evidence must be submitted to the EPAO, along with any organisation specific policies and procedures requested by the EPAO.

Order of assessment methods

The assessment methods can be delivered in any order. The result of one assessment method does not need to be known before starting the next.

Observation with questioning

Overview

In the observation with questioning, an independent assessor observes the apprentice in their workplace and asks questions. The apprentice completes their day-to-day duties under normal working conditions. Simulation is not allowed. It gives the apprentice the opportunity to demonstrate the KSBs mapped to this assessment method.

Rationale

This assessment method is being used because:

- this is a practical role it can assess KSBs holistically
- it should give employers assurance about an apprentice's competence as it takes place in a real work setting the familiar environment should allow the apprentice to perform at their best
- it is cost effective, tasks completed during the observation should contribute to workplace productivity and it makes use of the employer's resources and equipment
- it allows for the assessment of KSBs that relate to interaction with colleagues, customers or members of the public

Delivery

The observation with questioning must be structured to give the apprentice the opportunity to demonstrate the KSBs mapped to this assessment method to the highest available grade.

An independent assessor must conduct and assess the observation with questioning.

The independent assessor must only observe one apprentice at a time to ensure quality and rigour. They must be as unobtrusive as possible.

The EPAO must give the apprentice 2 weeks' notice of the observation with questions.

The observation must take 2 hours.

The independent assessor can increase the time of the observation with questioning by up to 10%. This time is to allow the apprentice to complete a task or respond to a question if necessary.

The observation with questions cannot be split, except for comfort breaks or to allow the apprentice to move from one location to another. Such breaks will not count towards the total observed time.

The EPAO must manage invigilation of the apprentice during the assessment, to maintain security of the EPA, in line with their malpractice policy. This includes breaks and moving between locations.

The independent assessor must explain to the apprentice the format and timescales of the observation with questions before it starts. This does not count towards the assessment time.

The independent assessor should observe the following during the observation:

- Interaction with guests and customer service

- Processing of payments and transactions
- Team communication
- Displaying compliance with professional standards
- Use of equipment and technology

These activities provide the apprentice with the opportunity to demonstrate the KSBs mapped to this assessment method.

The independent assessor must keep accurate records of the assessment. They must record:

- the KSBs observed
- the apprentice's answers to questions
- the KSBs demonstrated in answers to questions
- the grade achieved

Assessment location

The observation with questioning must take place in the apprentice's normal place of work for example, their employer's premises or a customer's premises. Equipment and resources needed for the observation must be confirmed to be available by the EPAO, who can liaise with the employer to provide these. They must be in good and safe working condition.

Additional venue requirements that must be in place include:

The observation should take place in an area, or areas, of the business which gives the apprentice the opportunity to meet the KSBs mapped to this assessment and provides an opportunity to engage with customers face-to-face.

Question and resource development

The EPAO must develop a purpose-built assessment specification and question bank. It is recommended this is done in consultation with employers of this occupation. The EPAO must maintain the security and confidentiality of EPA materials when consulting with employers. The assessment specification and question bank must be reviewed at least once a year to ensure they remain fit-for-purpose.

The assessment specification must be relevant to the occupation and demonstrate how to assess the KSBs mapped to this assessment method. The EPAO must ensure that questions are refined and developed to a high standard. The questions must be unpredictable. A question bank of sufficient size will support this.

The EPAO must produce the following materials to support the observation with questioning:

- independent assessor assessment materials which include:
 - training materials
 - administration materials
 - moderation and standardisation materials
 - guidance materials

- grading guidance
- question bank
- EPA guidance for the apprentice and the employer

The EPAO must ensure that the EPA materials are subject to quality assurance procedures including standardisation and moderation.

Interview underpinned by portfolio

Overview

In the interview, an independent assessor asks the apprentice questions. It gives the apprentice the opportunity to demonstrate the KSBs mapped to this assessment method.

Rationale

This assessment method is being used because:

- it assesses KSBs holistically and objectively
- it allows for the assessment of KSBs that do not occur on a predictable or regular basis
- it allows for assessment of responses where there are a range of potential answers
- it can be conducted remotely, potentially reducing cost

Delivery

The interview must be structured to give the apprentice the opportunity to demonstrate the KSBs mapped to this assessment method to the highest available grade.

An independent assessor must conduct and assess the interview.

The purpose of the independent assessor's questions will be to assess the apprentice's competence against the following themes:

- Guest safety, privacy and security
- Reporting issues
- Food service
- Food safety
- Beverage service
- Hygiene management
- Stock management
- Health and safety
- Key performance indicators (KPIs)
- Performance and personal development

- Sustainability
- Shift handover
- Equity, diversity and inclusion (EDI)

The EPAO must give an apprentice 2 weeks' notice of the interview.

The independent assessor must have at least 2 weeks to review the supporting documentation.

The apprentice must have access to their portfolio of evidence during the interview.

The apprentice can refer to and illustrate their answers with evidence from their portfolio of evidence however, the portfolio of evidence is not directly assessed.

The interview must last for 90 minutes. The independent assessor can increase the time of the interview by up to 10%. This time is to allow the apprentice to respond to a question if necessary.

The independent assessor must ask at least 14 questions. The independent assessor must use the questions from the EPAO's question bank or create their own questions in line with the EPAO's training. Follow-up questions are allowed where clarification is required.

The apprentice may choose to end the assessment method early. The apprentice must be confident they have demonstrated competence against the assessment requirements for the assessment method. The independent assessor or EPAO must ensure the apprentice is fully aware of all assessment requirements. The independent assessor or EPAO cannot suggest or choose to end the assessment methods early, unless in an emergency. The EPAO is responsible for ensuring the apprentice understands the implications of ending an assessment early if they choose to do so. The independent assessor may suggest the assessment continues. The independent assessor must document the apprentice's request to end the assessment early.

The independent assessor must make the grading decision.

The independent assessor must keep accurate records of the assessment. They must record:

- the apprentice's answers to questions
- the KSBs demonstrated in answers to questions
- the grade achieved

Assessment location

The interview must take place in a suitable venue selected by the EPAO for example, the EPAO's or employer's premises.

The interview can be conducted by video conferencing. The EPAO must have processes in place to verify the identity of the apprentice and ensure the apprentice is not being aided.

The interview should take place in a quiet room, free from distractions and influence.

Question and resource development

The EPAO must develop a purpose-built assessment specification and question bank. It is recommended this is done in consultation with employers of this occupation. The EPAO must maintain the security and confidentiality of EPA materials when consulting with employers. The assessment specification and question bank must be reviewed at least once a year to ensure they remain fit-for-purpose.

The assessment specification must be relevant to the occupation and demonstrate how to assess the KSBs mapped to this assessment method. The EPAO must ensure that questions are refined and developed to a high standard. The questions must be unpredictable. A question bank of sufficient size will support this.

The EPAO must ensure that the apprentice has a different set of questions in the case of re-sits or re-takes.

The EPAO must produce the following materials to support the interview underpinned by portfolio:

- independent assessor assessment materials which include:
 - training materials
 - administration materials
 - moderation and standardisation materials
 - guidance materials
 - grading guidance
 - question bank
- EPA guidance for the apprentice and the employer

The EPAO must ensure that the EPA materials are subject to quality assurance procedures including standardisation and moderation.

Grading

Observation with questioning

Fail - does not meet pass criteria

THEME KSBS	PASS APPRENTICES MUST DEMONSTRATE ALL OF THE PASS DESCRIPTORS	DISTINCTION APPRENTICES MUST DEMONSTRATE ALL OF THE PASS DESCRIPTORS AND ALL OF THE DISTINCTION DESCRIPTORS
Guest journey K1 K2 S1 S2 B2	Asks questions to support and direct the guest journey, taking opportunities to increase sales and signpost other services. (K1, K2, S1,S2, B2)	Explains how they select and use techniques to maximise sales and improve guest experience (K2, S2, B2)
Customer service K3 K4 S3 S4 B3	Uses tailored methods of communication and personal connection to create guest satisfaction. (K3, K4, S3, S4, B3)	Tailors methods of communication closely to guest needs, quickly establishing rapport and enhancing guest satisfaction. (K3, K4, S3, S4, B3)
Payments and transactions K8 K9 S7 S8	Handles payment transactions securely, applying any relevant packages or allowances, and explaining to guests as required according to business procedures (K8, K9, S7, S8)	None
Team work and communication K10 K25 S9 S23 B5	Communicates within and between teams, and plans and prioritises own tasks, to ensure operational effectiveness and efficiency. (K10, K25, S9, S23 B5)	Communicates clearly, efficiently and positively with colleagues, sharing important information in a timely fashion within and between teams (K10, S9)
Professional standards K23 B6	Observes professional standards in own role to meet the needs and expectations of the business. (K23, B6)	None
Equipment and technology K15	Makes safe and efficient use of on-site specialist equipment and	None

S14	technology. (K15, S14)	
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Interview underpinned by portfolio

Fail - does not meet pass criteria

THEME KSBS	PASS APPRENTICES MUST DEMONSTRATE ALL OF THE PASS DESCRIPTORS	DISTINCTION APPRENTICES MUST DEMONSTRATE ALL OF THE PASS DESCRIPTORS AND ALL OF THE DISTINCTION DESCRIPTORS
Guest safety, privacy and security K6 K7 S6	Explains their role in applying legislation and local policies to ensure guest safety, provacy and security. (K6) Explains procedures for handling of room keys and guest property. (K7, S6)	None
Reporting issues K5 K11 S5 S10	Explains their role in the resolution of feedback, complaints and issues, including reporting or recording faults, issues or damage, and escalating guest feedback and complaints. (K5, K11, S5, S10)	Justifies their approach to resolving customer complaints. (K5, S5)
Food service K12 S11	Describes the steps of food service demonstrating good knowledge of business processes and standards. (K12, S11)	Explains how steps of food service contribute to meeting business standards. (K12, S11)
Food safety K13 S12	Explains how they comply with food safety and allergen procedures within limits of own role and the implications of non- compliance. (K13, S12)	None
Beverage service K14 S13	Identifies the responsibilities of a server under licensing legislation and relates to the process of preparing and serving beverages. (K14,S13)	None

<p>Hygiene management K16 K17 K18 S15 S16 S17 B4</p>	<p>Describes the sequence for cleaning guest accommodation and public areas in line with business standards. (K16, S15)</p> <p>Explains how they select and apply hygiene management techniques and the safe and appropriate handling of waste in line with COSHH guidelines. (K17, K18, S16, S17, B4)</p>	<p>Justifies choices of hygiene methodology or technique. (K17,S16)</p>
<p>Stock management K19 S18</p>	<p>Explains how they manage stock in line with procedures relevant to own role. (K19, S18)</p>	<p>None</p>
<p>Health and safety K20 S19</p>	<p>States ways to comply with health and safety legislation relevant to own role. (K20, S19)</p>	<p>None</p>
<p>Key performance indicators (KPIs) K21 S20</p>	<p>Describes their own responsibility for contributing to KPIs in terms of efficiency, performance and profitability. (K21, S20)</p>	<p>Evaluates the role of KPIs in driving efficiency, performance and profitability in the business. (K21, S20)</p>
<p>Performance and personal development K22 K24 S21 S22 B1</p>	<p>Explains the importance of feedback from managers and the use of support, training and development opportunities to stay up to date with business information and improve personal performance and meet personal goals. (K22, K24, S21, S22)</p>	<p>Evaluates the impact of feedback and the use of support, training and development opportunities on their own performance. (K22, K24, S21, S22)</p>

Sustainability K26 S24	Describes methods for reducing waste of resources in the business. (K26, S24)	Evaluates the effectiveness of methods of improving sustainability. (K26, S24)
Shift handover K27	Describes the procedures for starting and finishing a shift. (K27)	None
Equity, diversity and inclusion (EDI) K28 S25	Explains how legislation and organisational policies have been followed to support and promote equity, diversity and inclusion in the workplace. (K28, S25)	Evaluates their approach to supporting equity, diversity and inclusion in the workplace. (K28,S25)

Overall EPA grading

Performance in the EPA determines the overall grade of:

- fail
- pass
- merit
- distinction

An independent assessor must individually grade the observation with questioning and interview underpinned by portfolio in line with this EPA plan.

An independent assessor must individually grade the

- Observation with questioning An independent assessor must individually grade the
 - Interview underpinned by portfolio

The EPAO must combine the individual assessment method grades to determine the overall EPA grade.

If the apprentice fails one assessment method or more, they will be awarded an overall fail.

To achieve an overall pass, the apprentice must achieve at least a pass in all the assessment methods. To achieve an overall merit the apprentice must gain a distinction in one method and a pass in the other. To achieve an overall distinction they must achieve a distinction in both assessments.

Grades from individual assessment methods must be combined in the following way to determine the grade of the EPA overall.

OBSERVATION WITH QUESTIONING	INTERVIEW UNDERPINNED BY PORTFOLIO	OVERALL GRADING
Pass	Pass	Pass
Fail	Any grade	Fail
Any grade	Fail	Fail
Pass	Distinction	Merit
Distinction	Pass	Merit
Distinction	Distinction	Distinction

Re-sits and re-takes

If the apprentice fails one assessment method or more, they can take a re-sit or a re-take at their employer's discretion. The apprentice's employer needs to agree that a re-sit or re-take is appropriate. A re-sit does not need further learning, whereas a re-take does. The apprentice should have a supportive action plan to prepare for a re-sit or a re-take.

The employer and the EPAO should agree the timescale for a re-sit or re-take. A re-sit is typically taken within 2 months of the EPA outcome notification. The timescale for a re-take is dependent on how much re-training is required and is typically taken within 3 months of the EPA outcome notification.

Failed assessment methods must be re-sat or re-taken within a 6-month period from the EPA outcome notification, otherwise the entire EPA will need to be re-sat or re-taken in full.

Re-sits and re-takes are not offered to an apprentice wishing to move from pass to a higher grade.

The apprentice will get a maximum EPA grade of pass if they need to re-sit or re-take one or more assessment methods, unless the EPAO determines there are exceptional circumstances.

Roles and responsibilities

ROLES	RESPONSIBILITIES
Apprentice	<p>As a minimum, the apprentice should:</p> <ul style="list-style-type: none"> • complete on-programme training to meet the KSBs as outlined in the apprenticeship standard for a minimum of 12 months • complete the required amount of off-the-job training specified by the apprenticeship funding rules and as arranged by the employer and training provider • understand the purpose and importance of EPA • prepare for and undertake the EPA including meeting all gateway requirements
Employer	<p>As a minimum, the apprentice's employer must:</p> <ul style="list-style-type: none"> • select the training provider • work with the training provider to select the EPAO • work with the training provider, where applicable, to support the apprentice in the workplace and to provide the opportunities for the apprentice to develop the KSBs • arrange and support off-the-job training to be undertaken by the apprentice • decide when the apprentice is working at or above the apprenticeship standard and is ready for EPA • ensure the apprentice is prepared for the EPA • ensure that all supporting evidence required at the gateway is submitted in line with this EPA plan • confirm arrangements with the EPAO for the EPA in a timely manner, including who, when, where • provide the EPAO with access to any employer-specific documentation as required for example, company policies • ensure that the EPA is scheduled with the EPAO for a date and time which allows appropriate opportunity for the apprentice to meet the KSBs • ensure the apprentice is given sufficient time away from regular duties to prepare for, and complete the EPA • ensure that any required supervision during the EPA period, as stated within this EPA plan, is in place • ensure the apprentice has access to the resources used to fulfil their role and carry out the EPA for workplace based assessments <p>remain independent from the delivery of the EPA</p>

	<ul style="list-style-type: none"> • pass the certificate to the apprentice upon receipt
EPAO	<p>As a minimum, the EPAO must:</p> <ul style="list-style-type: none"> • conform to the requirements of this EPA plan and deliver its requirements in a timely manner • conform to the requirements of the apprenticeship provider and assessment register • conform to the requirements of the external quality assurance provider (EQAP) • understand the apprenticeship including the occupational standard and EPA plan • make all necessary contractual arrangements including agreeing the price of the EPA • develop and produce assessment materials including specifications and marking materials, for example mark schemes, practice materials, training material • maintain and apply a policy for the declaration and management of conflict of interests and independence. This must ensure, as a minimum, there is no personal benefit or detriment for those delivering the EPA or from the result of an assessment. It must cover: <ul style="list-style-type: none"> • apprentices • employers • independent assessors • any other roles involved in delivery or grading of the EPA • have quality assurance systems and procedures that ensure fair, reliable and consistent assessment and maintain records of internal quality assurance (IQA) activity for external quality assurance (EQA) purposes • appoint independent, competent, and suitably qualified assessors in line with the requirements of this EPA plan • appoint administrators, invigilators and any other roles where required to facilitate the EPA • deliver induction, initial and on-going training for all their independent assessors and any other roles involved in the delivery or grading of the EPA as specified within this EPA plan. This should include how to record the rationale and evidence for grading decisions where required • conduct standardisation with all their independent assessors before allowing them to deliver an EPA, when

	<p>the EPA is updated, and at least once a year</p> <ul style="list-style-type: none"> • conduct moderation across all of their independent assessors' decisions once EPAs have started according to a sampling plan, with associated risk rating of independent assessors • monitor the performance of all their independent assessors and provide additional training where necessary • develop and provide assessment recording documentation to ensure a clear and auditable process is in place for providing assessment decisions and feedback to all relevant stakeholders • use language in the development and delivery of the EPA that is appropriate to the level of the apprenticeship • arrange for the EPA to take place in a timely manner, in consultation with the employer • provide information, advice, and guidance documentation to enable apprentices, employers and training providers to prepare for the EPA • confirm the gateway requirements have been met before they start the EPA for an apprentice • arrange a suitable venue for the EPA • maintain the security of the EPA including, but not limited to, verifying the identity of the apprentice, invigilation and security of materials • where the EPA plan permits assessment away from the workplace, ensure that the apprentice has access to the required resources and liaise with the employer to agree this if necessary • confirm the overall grade awarded • maintain and apply a policy for conducting appeals
<p>Independent assessor</p>	<p>As a minimum, an independent assessor must:</p> <ul style="list-style-type: none"> • be independent, with no conflict of interest with the apprentice, their employer or training provider, specifically, they must not receive a personal benefit or detriment from the result of the assessment • have, maintain and be able to evidence up-to-date knowledge and expertise of the occupation • have the competence to assess the EPA and meet the requirements of the IQA section of this EPA plan • understand the apprenticeship's occupational standard and EPA plan

	<ul style="list-style-type: none"> • attend induction and standardisation events before they conduct an EPA for the first time, when the EPA is updated, and at least once a year • use language in the delivery of the EPA that is appropriate to the level of the apprenticeship • work with other personnel, where used, in the preparation and delivery of assessment methods • conduct the EPA to assess the apprentice against the KSBs and in line with the EPA plan • make final grading decisions in line with this EPA plan • record and report assessment outcome decisions • comply with the IQA requirements of the EPAO • comply with external quality assurance (EQA) requirements
Training provider	<p>As a minimum, the training provider must:</p> <ul style="list-style-type: none"> • conform to the requirements of the apprenticeship provider and assessment register • ensure procedures are in place to mitigate against any conflict of interest • work with the employer and support the apprentice during the off-the-job training to provide the opportunities to develop the KSBs as outlined in the occupational standard • deliver training to the apprentice as outlined in their apprenticeship agreement • monitor the apprentice's progress during any training provider led on-programme learning • ensure the apprentice is prepared for the EPA • work with the employer to select the EPAO • advise the employer, upon request, on the apprentice's readiness for EPA • ensure that all supporting evidence required at the gateway is submitted in line with this EPA plan • remain independent from the delivery of the EPA

Reasonable adjustments

Reasonable adjustments

The EPAO must have reasonable adjustments arrangements for the EPA.

This should include:

- how an apprentice qualifies for a reasonable adjustment
- what reasonable adjustments may be made

Adjustments must maintain the validity, reliability and integrity of the EPA as outlined in this EPA plan.

Special considerations

The EPAO must have special consideration arrangements for the EPA.

This should include:

- how an apprentice qualifies for a special consideration
- what special considerations will be given

Special considerations must maintain the validity, reliability and integrity of the EPA as outlined in this EPA plan.

Internal quality assurance

Internal quality assurance refers to the strategies, policies and procedures that an EPAO must have in place to ensure valid, consistent and reliable EPA decisions.

EPAOs for this EPA must adhere to the requirements within the roles and responsibilities table.

They must also appoint independent assessors who:

- have recent relevant experience of the occupation or sector to at least occupational level 3 gained in the last **3 years or significant experience of the occupation or sector**

Value for money

Affordability of the EPA will be aided by using at least some of the following:

- utilising digital remote platforms to conduct applicable assessment methods
- assessing multiple apprentices simultaneously where the assessment method permits this
- using the employer's premises
- conducting assessment methods on the same day

Professional recognition

This apprenticeship is not aligned to professional recognition.

Mapping of KSBs to assessment methods

KNOWLEDGE	ASSESSMENT METHODS
<p>K1 Techniques and information for facilitating the guest journey during a stay, particularly when guests move between teams e.g. bar to restaurant or reception to room.</p>	<p>Observation with questioning</p>
<p>K2 Techniques to maximise sales and improve guest experience; cross selling, upselling. supporting guest loyalty.</p>	<p>Observation with questioning</p>
<p>K3 Methods of communication with guests, how to make a personal connection, and how to tailor communication to different needs and situations.</p>	<p>Observation with questioning</p>
<p>K4 Principles of customer service, and service mentality, and how individuals impact guest satisfaction.</p>	<p>Observation with questioning</p>
<p>K5 Principles of handling feedback complaints, and issues, including dispute de-escalation techniques.</p>	<p>Interview underpinned by portfolio</p>
<p>K6 Legislation, guidelines, and local policies on guest privacy and safety e.g. data protection, child protection, modern slavery.</p>	<p>Interview underpinned by portfolio</p>
<p>K7 Procedures for handling room keys and guest property, including lost property.</p>	<p>Interview underpinned by portfolio</p>
<p>K8 Process for handling transactions and payments securely.</p>	<p>Observation with questioning</p>
<p>K9 Different packages, allowances and process for implementing those packages and allowances, including payment if required.</p>	<p>Observation with questioning</p>
<p>K10 Central role of communication within and between teams in ensuring operational effectiveness and efficiency.</p>	<p>Observation with questioning</p>

<p>K11 Process for reporting or recording faults, issues or damage, or escalating guest feedback.</p>	Interview underpinned by portfolio
<p>K12 Steps of food service eg set up, reset, touch points, sequence of service in line with business processes and standards.</p>	Interview underpinned by portfolio
<p>K13 Food safety and allergen legislation and procedures including handling, labelling and temperature monitoring.</p>	Interview underpinned by portfolio
<p>K14 Responsibilities of a server under the licensing act and legislation related to weights and measures when serving alcohol.</p>	Interview underpinned by portfolio
<p>K15 Safe and efficient use of on site specialist equipment and technology eg cleaning equipment, computer systems relevant to business.</p>	Observation with questioning
<p>K16 Sequence for cleaning guest accommodation and public areas in line with business processes and standards.</p>	Interview underpinned by portfolio
<p>K17 Hygiene management techniques to maintain a safe, clean environment, including pest and virus control, following COSHH guidelines.</p>	Interview underpinned by portfolio
<p>K18 Methods for the safe and environmentally appropriate handling and disposal of waste including; food, broken dish or glassware, biohazards, controlled substances, chemicals, general waste.</p>	Interview underpinned by portfolio
<p>K19 Stock management procedures across departments relevant to own role.</p>	Interview underpinned by portfolio

<p>K20 Health and safety legislation and local policies relevant to own role, including manual handling, fire safety, emergency evacuation, and lone working.</p>	Interview underpinned by portfolio
<p>K21 Key performance indicators and own responsibility for contributing to them in terms of efficiency, performance and profitability.</p>	Interview underpinned by portfolio
<p>K22 How to use feedback from managers and team to improve own performance.</p>	Interview underpinned by portfolio
<p>K23 Professional standards for uniform, personal hygiene and appearance in line with business expectations.</p>	Observation with questioning
<p>K24 Procedures for staying up to date with business information and new procedures and discussing implementation in your team.</p>	Interview underpinned by portfolio
<p>K25 Methods of planning own workload and prioritising tasks.</p>	Observation with questioning
<p>K26 Methods to sustainably reduce the waste of resources.</p>	Interview underpinned by portfolio
<p>K27 Procedures for starting and finishing a shift, including handover.</p>	Interview underpinned by portfolio
<p>K28 Legislation and principles relating to equity, diversity and inclusion in the workplace.</p>	Interview underpinned by portfolio

SKILL	ASSESSMENT METHODS
<p>S1 Asks questions to support and direct the guest journey, and responds to, redirects, or escalates guest requests, taking opportunities to signpost other services eg dining, bar.</p>	<p>Observation with questioning</p>
<p>S2 Identifies and acts on opportunities to increase sales and guest loyalty.</p>	<p>Observation with questioning</p>
<p>S3 Tailors communication to meet guest needs and build rapport.</p>	<p>Observation with questioning</p>
<p>S4 Delivers customer service to business standards, checks that guests are satisfied with products or service, and acts on feedback.</p>	<p>Observation with questioning</p>
<p>S5 Assists in the resolution of feedback, complaints, and issues.</p>	<p>Interview underpinned by portfolio</p>
<p>S6 Handles room keys and guest property, including lost property, in line with business procedures</p>	<p>Interview underpinned by portfolio</p>
<p>S7 Handles transactions and payments securely.</p>	<p>Observation with questioning</p>
<p>S8 Applies packages and allowances to guest purchases, explains packages, allowances, and processes to guests, and takes payments if required.</p>	<p>Observation with questioning</p>
<p>S9 Communicates within and between teams to ensure operational effectiveness and efficiency.</p>	<p>Observation with questioning</p>
<p>S10 Reports or records faults, issues or damage to e.g. equipment, rooms, and escalates guest feedback as appropriate.</p>	<p>Interview underpinned by portfolio</p>

<p>S11 Follows steps of food service for relevant business e.g. set up, reset, touch points, sequence of service.</p>	Interview underpinned by portfolio
<p>S12 Follows food safety and allergen legislation eg handling, labelling, and temperature monitoring.</p>	Interview underpinned by portfolio
<p>S13 Prepares and serves alcoholic and non-alcoholic beverages to business standards.</p>	Interview underpinned by portfolio
<p>S14 Uses on site specialist equipment and technology relevant to business correctly and efficiently.</p>	Observation with questioning
<p>S15 Follows sequence for cleaning guest accommodation and public areas in line with business processes and standards for relevant business e.g. touch points, sequence of service.</p>	Interview underpinned by portfolio
<p>S16 Selects and applies hygiene management techniques to maintain a safe, clean environment, including pest and virus control, following COSHH guidelines.</p>	Interview underpinned by portfolio
<p>S17 Handles and disposes of waste safely.</p>	Interview underpinned by portfolio
<p>S18 Manage stock across departments in line with local procedures relevant to own role.</p>	Interview underpinned by portfolio
<p>S19 Complies with health and safety legislation, regulations, security and safety guidelines and procedures, including manual handling, fire safety, emergency evacuation, and lone working.</p>	Interview underpinned by portfolio
<p>S20 Delivers to key performance indicators to support efficiency, performance and profitability within own area of responsibility.</p>	Interview underpinned by portfolio

<p>S21 Uses feedback from managers and team to improve own performance and meet personal goals.</p>	Interview underpinned by portfolio
<p>S22 Attends team briefings and implements instructions, offering input or feedback where relevant within team.</p>	Interview underpinned by portfolio
<p>S23 Manages own time to ensure allocated tasks are completed.</p>	Observation with questioning
<p>S24 Reduces the waste of resources, taking sustainability into account, in line with business expectations.</p>	Interview underpinned by portfolio
<p>S25 Follows equity, diversity and inclusion legislation and principles.</p>	Interview underpinned by portfolio
BEHAVIOUR	ASSESSMENT METHODS
<p>B1 Takes responsibility for own health, wellbeing and professional development, seeking support when appropriate.</p>	Interview underpinned by portfolio
<p>B2 Commercially aware.</p>	Observation with questioning
<p>B3 Customer focused.</p>	Observation with questioning
<p>B4 Be diligent in safe and hygienic working practices.</p>	Interview underpinned by portfolio
<p>B5 Be team focused, working collaboratively with colleagues and other professionals.</p>	Observation with questioning
<p>B6 Observe professional standards in own role e.g. time keeping and appearance.</p>	Observation with questioning

Mapping of KSBs to grade themes

Observation with questioning

KSBS GROUPED BY THEME	KNOWLEDGE	SKILLS	BEHAVIOUR
<p>Guest journey K1 K2 S1 S2 B2</p>	<p>Techniques and information for facilitating the guest journey during a stay, particularly when guests move between teams e.g. bar to restaurant or reception to room. (K1)</p> <p>Techniques to maximise sales and improve guest experience; cross selling, upselling, supporting guest loyalty. (K2)</p>	<p>Asks questions to support and direct the guest journey, and responds to, redirects, or escalates guest requests, taking opportunities to signpost other services eg dining, bar. (S1)</p> <p>Identifies and acts on opportunities to increase sales and guest loyalty. (S2)</p>	<p>Commercially aware. (B2)</p>
<p>Customer service K3 K4 S3 S4 B3</p>	<p>Methods of communication with guests, how to make a personal connection, and how to tailor communication to different needs and situations. (K3)</p> <p>Principles of customer service, and service mentality, and how individuals impact guest satisfaction. (K4)</p>	<p>Tailors communication to meet guest needs and build rapport. (S3)</p> <p>Delivers customer service to business standards, checks that guests are satisfied with products or service, and acts on feedback. (S4)</p>	<p>Customer focused. (B3)</p>
<p>Payments and transactions K8 K9 S7 S8</p>	<p>Process for handling transactions and payments securely. (K8)</p> <p>Different packages, allowances and process for</p>	<p>Handles transactions and payments securely. (S7)</p> <p>Applies packages and allowances to guest purchases, explains packages,</p>	<p>None</p>

	implementing those packages and allowances, including payment if required. (K9)	allowances, and processes to guests, and takes payments if required. (S8)	
Team work and communication K10 K25 S9 S23 B5	Central role of communication within and between teams in ensuring operational effectiveness and efficiency. (K10) Methods of planning own workload and prioritising tasks. (K25)	Communicates within and between teams to ensure operational effectiveness and efficiency. (S9) Manages own time to ensure allocated tasks are completed. (S23)	Be team focused, working collaboratively with colleagues and other professionals. (B5)
Professional standards K23 B6	Professional standards for uniform, personal hygiene and appearance in line with business expectations. (K23)	None	Observe professional standards in own role e.g. time keeping and appearance. (B6)
Equipment and technology K15 S14	Safe and efficient use of on site specialist equipment and technology eg cleaning equipment, computer systems relevant to business. (K15)	Uses on site specialist equipment and technology relevant to business correctly and efficiently. (S14)	None

Interview underpinned by portfolio

KSBS GROUPED BY THEME	KNOWLEDGE	SKILLS	BEHAVIOUR
<p>Guest safety, privacy and security K6 K7 S6</p>	<p>Legislation, guidelines, and local policies on guest privacy and safety e.g. data protection, child protection, modern slavery. (K6)</p> <p>Procedures for handling room keys and guest property, including lost property. (K7)</p>	<p>Handles room keys and guest property, including lost property, in line with business procedures (S6)</p>	<p>None</p>
<p>Reporting issues K5 K11 S5 S10</p>	<p>Principles of handling feedback complaints, and issues, including dispute de-escalation techniques. (K5)</p> <p>Process for reporting or recording faults, issues or damage, or escalating guest feedback. (K11)</p>	<p>Assists in the resolution of feedback, complaints, and issues. (S5)</p> <p>Reports or records faults, issues or damage to e.g. equipment, rooms, and escalates guest feedback as appropriate. (S10)</p>	<p>None</p>
<p>Food service K12 S11</p>	<p>Steps of food service eg set up, reset, touch points, sequence of service in line with business processes and standards. (K12)</p>	<p>Follows steps of food service for relevant business e.g. set up, reset, touch points, sequence of service. (S11)</p>	<p>None</p>

<p>Food safety K13 S12</p>	<p>Food safety and allergen legislation and procedures including handling, labelling and temperature monitoring. (K13)</p>	<p>Follows food safety and allergen legislation eg handling, labelling, and temperature monitoring. (S12)</p>	<p>None</p>
<p>Beverage service K14 S13</p>	<p>Responsibilities of a server under the licensing act and legislation related to weights and measures when serving alcohol. (K14)</p>	<p>Prepares and serves alcoholic and non-alcoholic beverages to business standards. (S13)</p>	<p>None</p>

<p>Hygiene management K16 K17 K18 S15 S16 S17 B4</p>	<p>Sequence for cleaning guest accommodation and public areas in line with business processes and standards. (K16)</p> <p>Hygiene management techniques to maintain a safe, clean environment, including pest and virus control, following COSHH guidelines. (K17)</p> <p>Methods for the safe and environmentally appropriate handling and disposal of waste including; food, broken dish or glassware, biohazards, controlled substances, chemicals, general waste. (K18)</p>	<p>Follows sequence for cleaning guest accommodation and public areas in line with business processes and standards for relevant business e.g. touch points, sequence of service. (S15)</p> <p>Selects and applies hygiene management techniques to maintain a safe, clean environment, including pest and virus control, following COSHH guidelines. (S16)</p> <p>Handles and disposes of waste safely. (S17)</p>	<p>Be diligent in safe and hygienic working practices. (B4)</p>
<p>Stock management K19 S18</p>	<p>Stock management procedures across departments relevant to own role. (K19)</p>	<p>Manage stock across departments in line with local procedures relevant to own role. (S18)</p>	<p>None</p>

Health and safety K20 S19	Health and safety legislation and local policies relevant to own role, including manual handling, fire safety, emergency evacuation, and lone working. (K20)	Complies with health and safety legislation, regulations, security and safety guidelines and procedures, including manual handling, fire safety, emergency evacuation, and lone working. (S19)	None
Key performance indicators (KPIs) K21 S20	Key performance indicators and own responsibility for contributing to them in terms of efficiency, performance and profitability. (K21)	Delivers to key performance indicators to support efficiency, performance and profitability within own area of responsibility. (S20)	None
Performance and personal development K22 K24 S21 S22 B1	How to use feedback from managers and team to improve own performance. (K22) Procedures for staying up to date with business information and new procedures and discussing implementation in your team. (K24)	Uses feedback from managers and team to improve own performance and meet personal goals. (S21) Attends team briefings and implements instructions, offering input or feedback where relevant within team. (S22)	Takes responsibility for own health, wellbeing and professional development, seeking support when appropriate. (B1)
Sustainability K26 S24	Methods to sustainably reduce the waste of resources. (K26)	Reduces the waste of resources, taking sustainability into account, in line with business expectations. (S24)	None

Shift handover K27	Procedures for starting and finishing a shift, including handover. (K27)	None	None
Equity, diversity and inclusion (EDI) K28 S25	Legislation and principles relating to equity, diversity and inclusion in the workplace. (K28)	Follows equity, diversity and inclusion legislation and principles. (S25)	None

