



STANDARD ASSESSMENT SPECIFICATION

Level 3
Hospitality Supervisor

Change Control

Innovate Awarding will continuously review all support material to ensure its accuracy. All amendments will be recorded on the below change control table. New and updated support material will be listed on the dashboard section of EPA Pro. Please ensure that you are using the most up-to-date version. Any enquiries about this process can be directed to EPA@innovateawarding.org.

VERSION NUMBER	DATE UPLOADED	AMENDMENT	PAGE AFFECTED
V5	01/08/2022	Change to wording around the business project synopsis	Page 7

Disclaimer note

This specification has been developed to support training providers, employer providers and employers to understand the End-point Assessment requirements of the Level 3 Hospitality Supervisor standard.

This specification has been released as draft to support planning and preparation for assessment and is correct at time of publication. Innovate Awarding will release final published specifications as soon as all information has been confirmed by regulatory and external quality assurance organisations. Any changes will be clearly referenced in future editions. Innovate Awarding Policies and Procedures for End-point Assessment will be published in a separate online customer handbook published on bespoke IT system (EPA Pro).

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Introduction

Innovate Awarding

Innovate Awarding is an End-point Assessment Organisation approved by the Education and Skills Funding Agency (ESFA) and a nationally regulated Awarding Organisation with a collaborative approach to doing business. We work with employers and training providers to deliver fit for purpose End-point Assessment and qualification services in a number of sectors.

For further information, please visit:

www.innovateawarding.org/apprenticeship-standards/end-point-assessment

Apprenticeship Overview

Hospitality supervisors work across a wide variety of businesses including bars, restaurants, cafés, conference centres, banqueting venues, hotels or contract caterers. They provide vital support to management teams and are capable of independently supervising hospitality services and running shifts. They typically work under pressure; delivering fantastic customer service and motivating a team. The majority of supervisors' skills and knowledge are similar but supervisors may specialise in specific functions or work across a variety of functions which reflect the multi-functional nature of the industry.

Standard Name	Hospitality Team Member
Level	3
Sector	Hospitality
Programme duration	12 to 18 months
Minimum time on programme	12 months
EPA Duration	Up to 2 months
EPA Methods	<ul style="list-style-type: none"> • On demand scenario-based multiple-choice questions • Practical observation in the workplace • Business project • Professional discussion
Outcomes	Fail, Pass, Distinction
External Quality Assuring Centre	People 1st

Who is the apprenticeship for?

The primary objective of the hospitality supervisor apprenticeship is to gather the skills, knowledge and behaviours to prepare the apprentice for supervision / management within the industry.

Role of Innovate Awarding

Innovate Awarding is the End-point Assessment Organisation (EPAO) that will complete the End-point Assessment requirements for the apprenticeship. Innovate Awarding will provide information on the processes that enable employers and training providers to support the apprentice to achieve the End-point Assessment.

Support Materials

Support materials provided may include:

- Guides for assessment methods
- Assessment specifications
- Assessment manual
- Module based multiple choice questions
- Practice papers
- Full mock papers
- Exemplar assessments
- Videos of assessments

On Programme Requirements

Gateway

To qualify for End-point Assessment, the apprentice must pass through the gateway. To do this, they need to:

- meet the on-programme assessor to review and record progress against the standard using the on-programme progression template (available free of charge from <http://www.people1st.co.uk/apprenticeships/standards-assessment-plans/hospitality-apprenticeship-standards>) at least every two months. A minimum of six meetings is recommended over a 12-month period prior to starting the EPA. Guidance and support on planning and managing the apprentice's training is available from People 1st.

The employer and training provider / employer provider must confirm that the apprentice is ready to complete the Endpoint Assessment (EPA) before they can pass through to the gateway. This will be indicated at the gateway meeting and documented on EPA Pro. This notifies Innovate Awarding that the apprentice is ready for their assessment and that the EPA planning meeting needs to be organised.

Module Overview

The modules are the titles of the knowledge, skills and behaviours highlighted in the core section of the standard. These should be combined with the relevant specialist module to make up the full assessment specification for the standard.

Modules	ASSESSMENT METHODS			
	Online test	Practical observation	Business project	Professional discussion
Business knowledge	✓	✓	✓	✓
Business skill		✓	✓	✓
Business behaviours		✓	✓	✓
People knowledge	✓	✓	✓	
People skills		✓		✓
People behaviours		✓		✓
Customer knowledge	✓	✓		✓
Customer skills		✓		✓
Customer behaviours		✓		✓
Leadership knowledge	✓			✓
Leadership skills		✓		
Leadership behaviours		✓		✓

End-point Assessment

The End-point Assessment requires the apprentice to demonstrate that they have achieved the standard requirements.

What will the End-point Assessment look like?

A planning meeting will take place once the gateway has been passed and the apprentice has been deemed ready for the Endpoint Assessment.

The purpose is to:

- plan when the assessments will take place
- identify the requirements of each assessment method
- answer any questions or concerns the apprentice may have about the assessment process
- aid in the preparation requirements for End-point assessment (e.g. arranging access, facilities and resources)

At gateway, the apprentice is required to supply a two-page synopsis of their proposed business project. This should be a hand-written or typed proposal of 600-1000 words or two pages words for discussion and approval. If for any reason the proposal is not approved at this meeting, a revised proposal should be sent to the employer and independent End-point Assessor within one week.

The End-Point Assessment will use four assessment methods:

1. multiple-choice knowledge test
2. practical observation
3. business project
4. professional discussion

What is the multiple-choice test?

The multiple-choice test is an online test that covers the knowledge element of the standard. This knowledge test will comprise scenario-based, multiple-choice questions and reflects different scenarios and situations that are covered within the standard. It may be conducted remotely or on paper. A breakdown of the knowledge within the standard can be found within the Apprenticeship Standard Amplification section of this specification.

What is the practical observation in the workplace?

The practical observation of the apprentice is conducted in the workplace. It should last for 4 hours and must include customer interaction. It may be split into two 2-hour sessions to cover preparation and service and it should allow the apprentice to demonstrate competence e.g. they may need to move from one area to another area of the business to perform a different part of the role. The observation must be conducted at a time which reflects typical working conditions and avoids seasonal periods of low levels of trading. The apprentice and employer are required to provide a two-week working schedule, including business levels, for the independent End-point Assessor to determine when to carry out observations. The independent End-point Assessor will plan the observation in conjunction with the apprentice and employer.

What is the business project?

The business project is designed to give the apprentice an opportunity to demonstrate their wider knowledge of the business they are working in. It should focus on an opportunity / challenge / idea which the apprentice believes will make an improvement to the business. The apprentice's final report should be between 2,000- 5,000 words. The apprentice will need to demonstrate that they have gathered and reviewed information and made recommendations to management. After the written project is submitted there is a 30 minute presentation of the project with a question and answer session.

What is the professional discussion?

The professional discussion is a 90 minute structured discussion between the apprentice and their End-point Assessor. The employer may be present at this discussion to support (but not lead) the apprentice and confirm information. The professional discussion will be structured to cover areas of the standard not seen in the observation or covered in the business project. The professional discussion must take place in a controlled environment (such as a private room that is free from distractions), away from the normal place of work. It may be conducted face-to-face or remotely.

The first three assessment methods may be used in any order but the professional discussion must come last.

Apprenticeship Standard Amplification

Module 1 - Business

ASSESSMENT CRITERIA

Ref	Knowledge Apprentices will need to:	Maps to module/criteria	Ref	Skill Apprentices will need to:	Maps to module/criteria
K1	Describe the role of a supervisor, in a hospitality business context		S1	Monitor and contribute to operational output within scope of own role, recommending business improvements, in line with business procedures	
K2	Explain why it is important to work according to own organisation's vision and values to achieve business targets		S2	Work according to set objectives to achieve business targets	
K3	Describe the importance of providing quality customer service, in line with business's expectations		S3	Supervise the delivery of a quality customer service, in line with organisation's standards	
K4	Explain financial operations used within hospitality businesses		S4	Manage and control costs to operate within budget	
K5	Describe information used to evaluate individuals', teams' and departments' contribution to the whole organisation		S5	Evaluate individuals, team and the department contribution in line with organisational procedures	
K6	Explain standard operating procedures used in own organisation		S6	Ensure team follows processes and procedures in line with organisation's standards	
K7	Outline hazards and risks in own organisation, and describe how to mitigate them		S7	Manage matters of concern, in line with scope of own authority	
K8	Explain how technologies support the delivery of hospitality products and services		S8	Complete activities using technology in line with organisational procedures	
K9	Explain the legislative requirements relevant in the hospitality sector		S9	Ensure compliance to legislative requirements within the scope of own role	

Behaviours:	
B1	Demonstrate a personal drive to achieve the business values, vision and objectives
B2	Operate astutely and credibly on all matters that affect business finance
B3	Operate with a quality focus to achieve the best for the organisation
B4	Positively support the benefits of working within standard business operating procedures
B5	Be solution focussed and remain calm under pressure, adopting a constructive attitude to dealing with problems and driving a positive outcome
B6	Champion the responsible use of technology
B7	Advocate and adhere to the importance of working safely and legally in the best interest of all people

DELIVERY CONTENT AND GUIDANCE

Ref	Knowledge	Maps to module/ criteria	Ref	Skill	Maps to module/ criteria
K1	The role of the Supervisor: set SMART objectives, communicate with and motivate the team, other department, customers, suppliers, colleagues, senior management, to motivate team members, conduct briefings, supervise the team, provide advice / support, to be financially aware, work to budgets, control resources, comply with relevant legislation, maintain documentation, provide information and keep accurate records		S1	Contribute: set and communicate objectives, provide information, encourage team members, conduct training, development, coaching, empower team member to solve customer problems Monitor: operational procedures, team members' performance, individual, team objectives, difficult situations, conflicts in team other departments Make recommendations: clear, detailed recommendations with concise and valid justifications Output must include: procedures, working practices, team performance	
K2	Business targets: key performance indicators (KPIs), profit and loss, sales forecasts, growth, how the role of the supervisor relates to these		S2	Business targets	K2
K3	Quality customer service: meet or exceed expectations, on time, to a high standard in terms quality and quantity, how the role of the supervisor relates to these		S3	Quality customer service must support the department in achieving overall business objectives	K3
K4	Financial operations: KPIs, financial targets, opportunities to increase sales, data for example, staff costs, other costs, commodities, energy, waste/ energy management, outline how to source financial information relating to own area of work		S4	Appropriate techniques include exercising strict resource control and minimising wastage to enhance sales, reduce costs and minimise risk of financial loss	
K5	Information: business vision, values, targets, qualitative feedback from team / customers, SWOT analysis, individual suggestion how to make improvements, personal development plans linked to business objectives		S5	Process of evaluation: set objectives, review against business targets, company vision, communicate with team, senior management, take part in appraisal system, complete documentation	

DELIVERY CONTENT AND GUIDANCE

Ref	Knowledge	Maps to module/ criteria	Ref	Skill	Maps to module/ criteria
K6	Purpose: to set standards, define regularly occurring procedures, to aid standardisation of performance		S6	Ensure: this should be done through a process of monitoring	S1
K7	Hazard analysis / risk assessment: biological, chemical physical, HACCP, COSHH, HASAW, five steps to control risk Mitigation must include planning for potential risks to business and service		S7	Perform activities: communicate with internal customers to support service delivery to external customer, know products and services, identify opportunities to up sell or promote products	
K8	Technologies: WiFi, digital conference facilities, mobile communications, robots, smart room keys, in room entertainment, cloud services, social media		S8	Customer, know products and services, identify opportunities to up sell or promote products	
K9	Legislation requirements <ul style="list-style-type: none"> • Trades Descriptions Act • Health and Safety at Work Act • Discrimination Acts • Copyright law • COSHH • Food Hygiene • Data Protection Act • General Data Protection Regulation 		S9	Legislation requirements Ensuring compliance must involve monitoring of all work activities	K9

Module 2 - People

ASSESSMENT CRITERIA

Ref	Knowledge Apprentices will need to:	Maps to module/criteria	Ref	Skill Apprentices will need to:	Maps to module/criteria
K1	Explain how to effectively organise and coordinate a team to provide required levels of service to meet customer demand		S1	Effectively organise and coordinate a team to meet expected levels of customer demand within business constraints	
K2	Describe how to support and work with team members to achieve targets and business objectives		S2	Support the team by setting objectives that are realistic but challenge the team and work continuously to accomplish the best results	
K3	Describe different methods of communication a supervisor can use		S3	Demonstrate effective methods of communication that achieve the desired results	
K4	Describe the benefits of effective communication to suit different situations		S4	Take action to correct poor communication within the team	
K5	Describe the knowledge and skills required of hospitality teams		S5	Actively support team members to maximise potential in their role and identify opportunities for development	
Behaviours:					
B1	Contribute to the review process, being aware of the individual needs of the team				
B2	Strive to continuously improve the effectiveness of personal communications				
B3	Encourage team to demonstrate personal pride in their role through a consistently positive and professional approach				
B4	Encourage team members to see the importance of their role within the wider business and opportunities for development				

DELIVERY CONTENT AND GUIDANCE

Ref	Knowledge	Maps to module/ criteria	Ref	Skill	Maps to module/ criteria
K1	Effectively organise and coordinate a team: know the roles and responsibilities of the team, staff levels to meet customer requirements, business objectives, trends in demand, resource requirements, plan and organise staff to meet levels of demand		S1	Effectively organise and coordinate a team	K1
K2	Support: plan, Set SMART objectives, communicate, identify opportunities, discuss difficulties, help team members, provide resources, review, evaluate		S2	Support	K2
K3	Methods of communication: Verbal communication – face to face, telephone, via team briefings / meetings, one to one appraisals, web communication Non-verbal communication – body language, eye contact, attentive listening, In writing – letters, email, text, memos, minutes of meetings, staff rotas, staff notice boards, messages Demonstration -demonstrating skills and techniques		S3	Methods of communication	K3
K4	Benefits: to maximise productivity, efficiency, to help achieve targets, to increase staff motivation, to maintain standards of service, to reduce staff turnover, maintain positive business reputation, to help build teams		S4	Take action: communicate with the team, identify potential areas of conflict, identify disagreements between colleagues, to minimises disruptions / implications to the business	
K5	Knowledge and skills: understand business objectives, company vision, own role in achieving business objectives, where to find information- on products, services, trends, benefits of performance improvements to individual and business		S5	Support	K2

Module 3 - Customers

ASSESSMENT CRITERIA

Ref	Knowledge Apprentices will need to:	Maps to module/ criteria	Ref	Skill Apprentices will need to:	Maps to module/ criteria
K1	Explain the importance of customer profiles		S1	Coordinate the team to deliver to customers according to their needs in line with organisational standards, enhancing the customer experience where appropriate	M2:K1
K2	Describe the information used to build customer profiles and how this enables the business to meet their needs profitably		S2	Implement marketing sales and activities in own area, ensuring team are fully supported to deliver them	
K3	Explain the marketing and sales activities used by hospitality businesses and how to support them to achieve the desired outcome		S3	Make suggestion for future marketing and sales activities within area of responsibility	
K4	Explain the benefits of standardisation of products / services to brand standards and business		S4	Actively promote the brand and product; consistently maintain the highest standards	
Behaviours:					
B1	Proactively encourage a customer-centric culture				
B2	Encourage team to demonstrate personal pride in their role through a consistently positive and professional approach				
B3	Demonstrate a belief in the brand and products the business offers				

DELIVERY CONTENT AND GUIDANCE

Ref	Knowledge	Maps to module/ criteria	Ref	Skill	Maps to module/ criteria
K1	Importance: help to target products to customers, identifies types of customers, provide information on- age, gender, spending pattern		S1	Coordinate the team Enhance the customer experience: deliver excellence in line with business values, ensure positive interaction between the team and customer, utilise customer profiles	M2: K1
K2	Information: demographics -age, gender, race, educational level, occupation, where they live, household, religion, physical characteristics psychographics- hobbies, interests, likes/dislikes, favourite, TV programmes, music, media, websites, spending habits, anxieties, political view Enable: identify best ways to reach customer, types of promotions – discounts, give away products, new products, events		S2	Marketing and sales activities	K3
K3	Marketing and sales activities: social media, websites, “Groupon”, tent cards, flyers, seasonal events, events, such as cookery demonstrations, email campaigns to existing customers linked to promotional codes, Google advertising- pence per click		S3	Methods of communication	K3
K4	Benefits of standardisation: helps market differentiation, gives businesses an identity, builds trust in the brand, positions brand, potentially drives up prices of product and service		S4	Support	K3

Module 4 - Leadership

ASSESSMENT CRITERIA

Ref	Knowledge Apprentices will need to:	Maps to module/ criteria	Ref	Skill Apprentices will need to:	Maps to module/ criteria
K1	Identify the different leadership styles and supervisory management skills which are effective in hospitality organisations		S1	Use leadership styles and supervisory management skills appropriate to the organisation and situation	K1
K2	Explain how to work fairly with individuals that have diverse needs		S2	Ensure team members are aware of and follow policy relating to individuals with diverse needs	K2
Behaviours:					
B1	Lead by example to maximise performance				
B3	Act as a role model operating in an empathic, fair and consistent professional manner				

DELIVERY CONTENT AND GUIDANCE

Ref	Knowledge	Maps to module/ criteria	Ref	Skill	Maps to module/ criteria
K1	Leadership styles: theories / models of types of leadership / supervision / management - laissez-faire, autocratic, participative, transactional, transformational Supervisory management skills: communication, problem-solving, managing people, leadership, planning, motivation and delegation		S1	Leadership styles Supervisory management skills	K1
K2	Diverse needs: race, ethnicity, gender, sexual orientation, socio-economic status, age, physical abilities, religious beliefs, political beliefs, other ideologies		S2	Diverse needs	K2

End-point Assessment Coverage

On-demand multiple-choice test

The on-demand multiple-choice test will cover the following modules of the standard:

Knowledge and understanding	Coverage
Module 1: Business	K1-4, K7, K9
Module 2: People	K1, K3, K4
Module 3: Customers	K1, K2
Module 4: Leadership	K1
Module 5: (50%)	

Practical observation

The practical observation will cover the following modules of the standard:

Knowledge, skills and behaviours (K, S, B)	Assessment criteria
Module 1: Business	K2, K5; S3, S5, S6, S9; B1-4
Module 2: People	K2; S1-5; B2-4
Module 3: Customers	K3; S1-4; B2, B3
Module 4: Leadership	S1; B1, B2
Module 5: (50%)	

Business project

The business project will cover the following modules of the standard:

Knowledge, skills and behaviours (K, S, B)	Assessment criteria
Module 1: Business	K9; S7, S9; B5, B7
Module 2: People	Not applicable
Module 3: Customers	Not applicable
Module 4: Leadership	Not applicable
Module 5: (50%)	Not applicable

Professional discussion

The professional discussion will cover the following modules of the standard:

Knowledge, skills and behaviours (K, S, B)	Assessment criteria
Module 1: Business	K1-6, K8; S1, S2, S4, S7, S8; B1, B2, B4-7
Module 2: People	K2, K5; S1-5; B2-4
Module 3: Customers	K3, K4; S1-4; B1-3
Module 4: Leadership	K2; S1, S2; B1, B2
Module 5: (50%)	

Re-Assessment

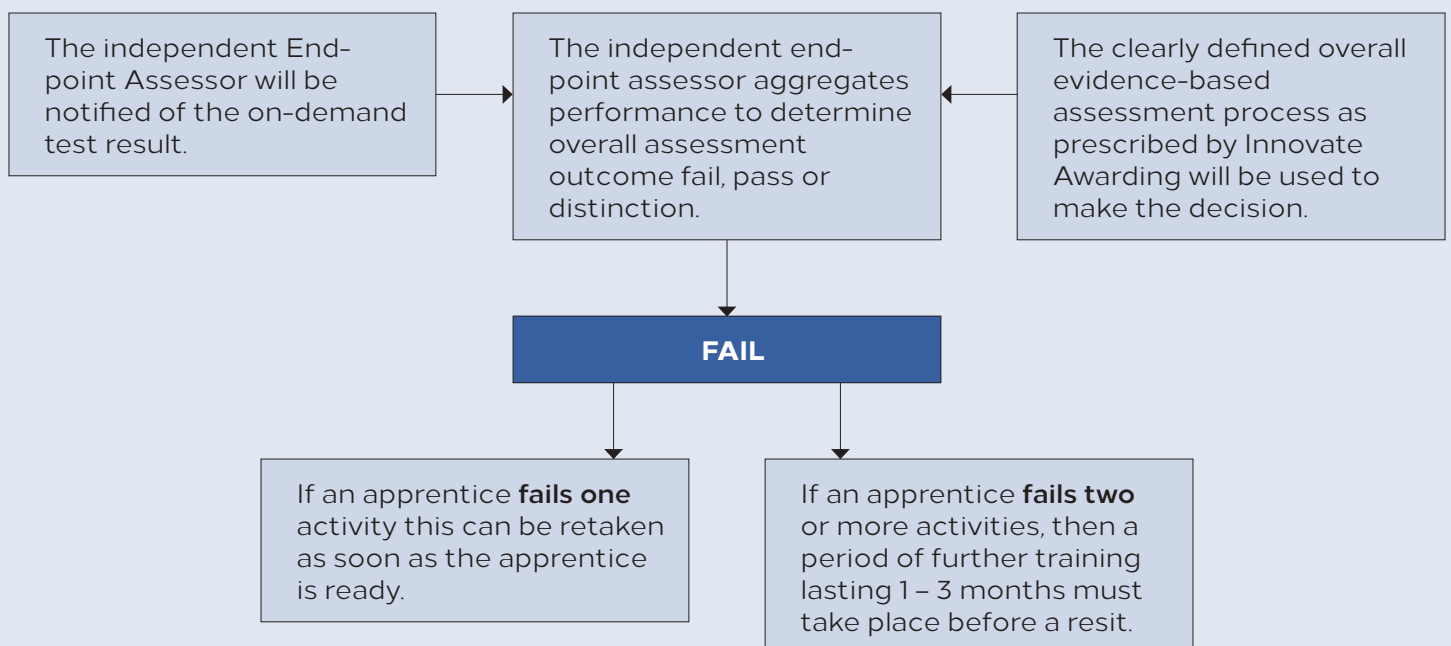
If an apprentice fails an assessment, this will need to be completed again. For a list of the re-sit costs, please see the Innovate website. It is the responsibility of the employer and the employer provider / training provider to ensure that apprentices are ready to pass the End-point Assessments and Innovate Awarding will provide support materials to help prepare apprentices for their assessments.

The maximum grade for any resit is capped at a pass.

Assessment Overview

The End-point Assessor will review the evidence for each apprentice and grade the apprentice on the following scale: Fail / Pass / Distinction. The End-point Assessment Organisation will make the final decision as to whether the standard has been met or not.

Making the assessment decision



Grading Requirements

The assessment activities are not 'weighted' in percentage terms as they are all important to demonstrating the apprentice's synoptic performance; however, in order to achieve a distinction overall the apprentice must perform to distinction level in the business project and the practical observation, with performance in the other assessment methods contributing to the overall grade. To reflect this, the scores available for the business project and practical observation are higher at distinction level. In order to achieve this, a simple 'Section A / Section B' approach will be taken as set out in the table below:

Section A	Grade	Score (Pass = 1, Distinction = 3)
Practical observation		
Business project		
Total section A		

Section B	Grade	Score (Pass = 1, Distinction = 2)
On demand test Pass = 60% Distinction = 85%		
Professional discussion		
Total section B		

If any assessment activity is failed, it must be retaken.
 Apprentices cannot achieve the apprenticeship without gaining at least a pass in every assessment method.
 Once the apprentice has achieved at least a pass in each assessment activity, the final grade will be calculated as follows:

Total score	Overall grade
4-8	Pass
9+	Distinction

Internal Quality Assurance

Internal quality assurance is conducted by Innovate Awarding. All assessments completed by an apprentice are subject to Innovate Awarding's Internal Quality Assurance Policy.

External Quality Assurance

The external quality assurance organisation for the Hospitality Supervisor standard is People 1st. The external quality assurance organisation may require access to an apprentice's assessments and they may need to speak to the apprentice directly. Innovate Awarding has a responsibility to accommodate any reasonable request made by the external quality assurance organisation.

Further Information

www.innovateawarding.org/apprenticeshipstandards

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