



STANDARD ASSESSMENT SPECIFICATION

Level 2
Hospitality Team Member

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
V6	01/08/2022	Change to wording around submission of 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 2 Hospitality Team Member 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

The Hospitality Team Member apprenticeship is designed to provide the knowledge, skills and behaviours required by those working in a range of establishments, for example, bars, restaurants, cafes, conference centers, banqueting venues, hotels or contract caterers. The role is very varied and although hospitality team members often specialize, they need to be adaptable and ready to support team members across the business, for example, during busy periods. The most important part of the role is developing strong hospitality skills and knowledge, such as recognizing customer needs, knowing how to match them to the products and services of the business and working as part of a team to ensure that every customer, whether they are eating in a restaurant, drinking cocktails in a bar, ordering room service in a hotel or attending a business conference feels welcomed and looked after.

Standard Name	Hospitality Team Member
Level	2
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

Who is the apprenticeship for?

This apprenticeship is for people entering the industry. The primary object of the hospitality team member is to learn how to carry out the basic functions in their chosen job role so that all apprentices will all have the necessary understanding required to progress on to a hospitality supervision apprenticeship.

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:

- achieve level 1 English and maths functional skills;
- study for and take Functional Skills in maths and English at level 2
- meet with the on-programme assessor to review and record progress against the standard using the onprogramme 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 are 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 standard.

Modules	ASSESSMENT METHODS			
	Online test	Practical observation	Business project	Professional discussion
Introduction to hospitality industry	✓			
Customer knowledge	✓		✓	✓
Customer skills		✓		✓
Customer behaviours		✓		✓
Business knowledge	✓		✓	✓
Business skills		✓	✓	✓
Business behaviours		✓	✓	✓
People knowledge	✓		✓	✓
People skills		✓	✓	✓
People behaviours		✓	✓	✓
First line supervisor / team leading knowledge	✓			
First line supervisor / team leading skills		✓		✓
First line supervisor / team leading 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 written or typed proposal of 200–300 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 apprentice must also prepare a brief to the independent End-point assessor on the business' operations and how it fits into the wider hospitality industry. This will be a one-page document, to be presented at the end assessment planning meeting to evidence the relationship between the job role, organization and the industry.

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 usually conducted online and covers the knowledge element of the standard. This test will comprise scenario-based, multiple-choice questions and reflect different scenarios and situations 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 Standards Detail section of this specification (see page 9).

What is the practical observation in the workplace?

The practical observation is an observation of the apprentice in the workplace. It should last for 2 hours and must include customer interaction. It can be split into two one-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 in which they are working. It should focus on an opportunity, challenge or idea which the apprentice considers will make an improvement to the business. The apprentice's final report should be between 800 – 1,200 words. The apprentice will need to demonstrate that they were involved gathering / reviewing information and making recommendations to management. The business project will be discussed in the professional discussion.

What is the professional discussion?

The professional discussion is a 40-minute structured discussion between the apprentice and their End-point assessor. Ten minutes of the allocated time should be used for completing the business project presentation and question and answer session. The employer will be present at this discussion to support (but not lead) the apprentice and confirm information. The professional discussion must take place in a controlled environment (i.e. 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 - Customer

ASSESSMENT CRITERIA

Ref	Knowledge Apprentices will need to:	Maps to module/ criteria	Ref	Skill Apprentices will need to:	Maps to module/ criteria
K1	Describe customer profiles used in hospitality settings and the different needs of customer groups		S1	Establish rapport with customer through communication skills	
K2	Explain the importance of meeting, and where possible, exceeding customer expectations in a hospitality organisation		S2	Deliver customer service in line with organisational standards	
K3	Describe the importance of customer feedback to support the improvement of products and services		S3	Check customers' satisfaction with products and services	
			S4	Act on feedback in line with organisational procedure	
Behaviours:					
B1	Use own initiative and have confidence in determining customers' needs				
B2	Take an enthusiastic and positive approach to providing excellent customer service				
B3	Take feedback from customers seriously and actively improve own customer service in line with business brand standards				

DELIVERY CONTENT AND GUIDANCE

Ref	Knowledge	Maps to module/ criteria	Ref	Skill	Maps to module/ criteria
K1	<p>Customer profiles:</p> <p>External customer: families, couples, pensioner, regulars, new customers, business customers, overseas customer, difficult customer's single travellers, conference delegates, those with specific needs (e.g. language, health, cultural, food intolerances, allergies)</p> <p>Internal customer: colleagues within department, suppliers, colleagues in other departments, colleagues working at other locations</p> <p>Different needs: External (food, snacks, beverages, hot cold, alcoholic, non-alcoholic) Internal (support, information, guidance, direction, training)</p>		S1	<p>Communication: non-verbal (including written) and verbal methods of communication (clear diction, tone and pitch of voice, choice of words)</p> <p>Use clear speech, eye contact and positive body language (open body language, care with face and body gestures to show empathy and understanding)</p> <p>Use questioning skills to determine customer needs.</p>	
K2	<p>Customer expectations: respect, made to feel welcome, timely professional service, to be understood, appreciated, recognised and to enjoy the experience</p>		S2	<p>Customer service should be with the aim of exceeding customer expectations.</p> <p>Provide evidence of exceeding customer expectations (first impressions, genuine warm welcome, a smile and positive body language, greet customers, use name if possible to make them feel welcome, make customers feel special, going the extra mile, pay attention to small details, treat all customers as VIPs, take the customer on a journey they will remember for the right reasons, WOW the customer by what is said and done)</p>	

DELIVERY CONTENT AND GUIDANCE

Ref	Knowledge	Maps to module/ criteria	Ref	Skill	Maps to module/ criteria
K3	Customer feedback: positive, negative, face to face, in writing (email, letters, online reviews, social media) Improvement includes providing value for money.		S3	Check: Request customer feedback personally, use appropriate skills such as: questions, listening, conversational and observational skills, active listening, using questioning to move the conversation along, observing body language and being aware of own body language	
			S4	Act: Respond to customer feedback accordingly in the context of the job role face to face, email, social media.	

Module 2 - 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 own organisation in the context of the wider hospitality industry		S1	Perform activities to promote business / brand standards	M1: S1-4
K2	Explain how own role contributes to achieving business targets		S2	Identify opportunities to increase sales and achieve customer loyalty	M1: S1-4
K3	Describe how to help minimise financial loss to the business in own role		S3	Minimise unnecessary financial loss when handling payments, dealing with transactions, stock and packaging	
K4	Describe how personal discipline can have an impact on own business / brand reputation		S4	Prepare and organise own work, in line with business standards	
K5	Describe the products and services offered by own organisation		S5	Adapt communication style in line with customer needs	
K6	Explain how a business can increase market share		S6	Promote own organisations products and services, within the scope of own role	
K7	Describe how the use of technology can enhance customer service and productivity in hospitality businesses		S7	Use technology in line with organisational policy	
K8	Know the legislative responsibilities relating to own organisation and its products and services		S8	Comply with relevant legal requirements while minimising the disruption to the business	
K9	Know the negative impact hospitality activities can have on the environment		S9	Minimise negative effects on the environment within scope of own role	

Behaviours:	
B1	Support the reputation of the business and be aware of how it compares with its competitors
B2	Carry out activities with consideration of their cost and value
B3	Organise own work and have the confidence to ask for guidance, fully participate in performance reviews and training and act on feedback relating to personal performance
B4	Display a confident belief in the products and services the business offers
B5	Keep up to date with how the business positions itself within the wider hospitality industry
B6	Use technology responsibly and take an interest in new developments that relate to own job role
B7	Work with integrity in a safe, honest and trustworthy manner putting personal safety and that of others first
B8	Display personal commitment to minimising the negative affect on the environment caused by work activities

DELIVERY CONTENT AND GUIDANCE

Ref	Knowledge	Maps to module/ criteria	Ref	Skill	Maps to module/ criteria
K1	Hospitality industry: Bistro, brasserie, restaurants, cafeterias, fast food outlets, wine bars, public houses, gastro pubs, retail stores, banqueting, leisure attractions, welfare catering, industrial catering, outdoor catering		S1	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	
K2	Business targets: increased profitability, improved customer service, improved retention, increased efficiency, increased growth Organisations' wider context considerations: vision, values, competitors				
K3	Minimise financial loss: reduce waste, correct dilution of chemicals, careful handling, (storage and preparation of food on receipt during preparation, handling and holding) energy conservation, safe handling of stock, (correct measures, portion control)		S3	Minimise unnecessary financial loss: handling cash, credit cards, debit cards, cash equivalents, follow correct procedure for transactions (chip and pin, credit card limits, ensure correct change is given, check payment amounts and totals), check stock is of the quality and quantity required, store any stock not for immediate use correctly	K2
K4	Personal discipline: time-keeping, attendance, personal appearance, personal presentation and conduct		S4	Prepare and organise: promptly arriving for shifts, communicating information at team meetings / briefings, following business / brand guidelines and procedures, meeting agreed deadlines. Basic preparation, collect all necessary tools and equipment, obtain up to date information on products and services such as specials	
K5	Products and services: prices and special offers and how to match them to customers' needs, principles of upselling		S5	Communication	M1: S1

DELIVERY CONTENT AND GUIDANCE

Ref	Knowledge	Maps to module/ criteria	Ref	Skill	Maps to module/ criteria
K6	Increase market share: unique selling points, enhanced products and or services, new products, promotions and marketing campaigns, compete against competitors		S6	Promote: unique selling points of the business, special offers available, promotions to customers	
K7	Enhance customer service and productivity: increase speed of communication via email, internet, websites, data management, marketing, potential reduction in costs, monitoring of productivity, increased productivity (for example sensors monitoring fridge temperatures) improved ordering and stock processes, consistency and quality of processes (for example digital work management system for housekeeping,) staff training		S7	Use technology: In a way that supports and improves speed of service for customers for example use of the internet to book products / services, reservations systems, computerised systems (to share information, to programme equipment, stock ordering / control software, EPOS systems) To ensure that faults and maintenance issues are reported promptly in a way that supports customer service	

DELIVERY CONTENT AND GUIDANCE

Ref	Knowledge	Maps to module/ criteria	Ref	Skill	Maps to module/ criteria
K8	Legislative responsibilities: Trades Description Act Food Safety Act Consumer Rights Legislation Health & Safety at Work Act Licensing (where applicable)		S8	Comply with legal requirements: provide accurate information about products to customers, avoid unsafe behaviours, wear clean and hygienic clothing for jobs being undertaken, report any illnesses that could contaminate food, make sure surface and equipment are clean and in good working order, report any damages to appropriate person, report pest infestation, store, monitor food, ensure food is stored correctly on receipt, in preparation, cooking and holding for service, supply of goods should be of a satisfactory quality, fit for purpose, match the description, take reasonable care of own and others safety, co-operate with employers, follow training given, wear PPE provided, report any health and safety risks, accurate weights and measures for drinks, serve only to serve those eligible to be served, safe guard staff and customers, dealing with difficult customers or those who should not be on the premises - known prostitutes, drug dealers for example	
K9	Activities: energy management, resource management, chemical waste Negative impact: energy consumption, disposal of equipment, increase waste (paper, plastics, glass, food waste metal, water, chemical waste)		S9	Minimise negative effects by: Managing waste (recycling), Managing resources, for example: control of resources such as paper, energy usage, turning off Taking care with chemical waste (use correct dilution rates for chemicals, dispose of chemicals correctly) Working in line with business procedures and best practices	

Module 3 - People

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 importance of adapting communication methods to suit the context		S1	Use communication skills in line with business culture and requirements	
K2	Describe the skills required to support and influence the team positively, in a hospitality context	M1: K1	S2	Support team members to deliver operational goals, in line with business procedures	M1: K2 M2: K1
K3	Explain how to work in a fair and equal way with people from a wide range of backgrounds and cultures				
Behaviours:					
B1	Take a friendly and outgoing approach and communicate according to the business / brand standard				
B2	Display pride in their own role through a consistently positive and professional approach and be aware of the impact of personal behaviour within the team				
B3	Work in a fair and professional manner				

DELIVERY CONTENT AND GUIDANCE

Ref	Knowledge	Maps to module/ criteria	Ref	Skill	Maps to module/ criteria
K1	Importance of adapting communication methods: to ensure communication is understood, taking account of different people, taking account of varying needs (standard product or service, special product or service, dealing with complaints or issues)	M1: K1	S1	Communication	M1: K1
K2	Answers should recognise how team members are dependent on each other to meet business objectives / targets Skills: communication, planning, organisational, teamwork, obtaining resources, evaluating work, supporting coworkers when a need is identified, listening, showing assertiveness, negotiation, asking for help when needed	M2: K1	S2	Goals: meeting customer expectations and business targets. In relation to communication, service delivery, dealing with complaints, handling payments Put people at ease in all matters, adapt products and services as necessary, helping them to feel welcome and supported and provide them with information that is relevant to their needs	M1: K2 M1: S1 M1: S2 M1: S3 M2: K1
K3	Fair and equal: treat everyone the same regardless of age, race, gender, sexual preferences, colour, national origin, mental or physical disability				

Module 4 - First line supervision / team leader

ASSESSMENT CRITERIA

Ref	Knowledge Apprentices will need to:	Maps to module/ criteria	Ref	Skill Apprentices will need to:	Maps to module/ criteria
K1	Describe how to support line manager in the supervision of team members		S1	In line with organisation standards:	
Behaviours:					
B1	Deputise for the line manager when necessary				

DELIVERY CONTENT AND GUIDANCE

Ref	Knowledge	Maps to module/ criteria	Ref	Skill	Maps to module/ criteria
K1	Skills Team members: such as new and junior employees	M2: K3	S1	Prepare and organise meetings Contribute to planning shifts Support shift briefings Assist in the monitoring of standards to help ensure quality is maintained	M2: S3

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
Core 50%	Customer	M1: K1-3
	Business	M2: K3, K4, K6-9
	People	M1: K2, K3
	First line supervisor / team leader	M4: K1
Specialism (50%)		

Practical observation

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

Knowledge, skills and behaviours (K, S, B)		Assessment criteria
Core 50%	Customer	M1: S1-4; M1: B2
	Business	M2: S3-9; M2: B2, B3, B6-8
	People	M3: S1-3; M3: B1-3
	First line supervisor / team leader	M4: S1; M4: B1
Specialism (50%)		

Business project

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

Knowledge, skills and behaviours (K, S, B)		Assessment criteria
Core 50%	Customer	Not applicable
	Business	M2: K1, K2, K5; M2: S1, S2, S5; M2: B1, B4, B5, B6
	People	M3: K1; M3: S1; M3: B1
	First line supervisor / team leader	Not applicable
Specialism (50%)		

Professional discussion

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

Knowledge, skills and behaviours (K, S, B)		Assessment criteria
Core 50%	Customer	M1: K2; M1: S2-4; M1: B1-3
	Business	M2: K4-6; M2: S1-7; M2: B1, B3, B6, B8
	People	M3: K3; M3: S2; M3: B2, B3
	First line supervisor / team leader	M4: S1; M4: B1
Specialism (50%)		

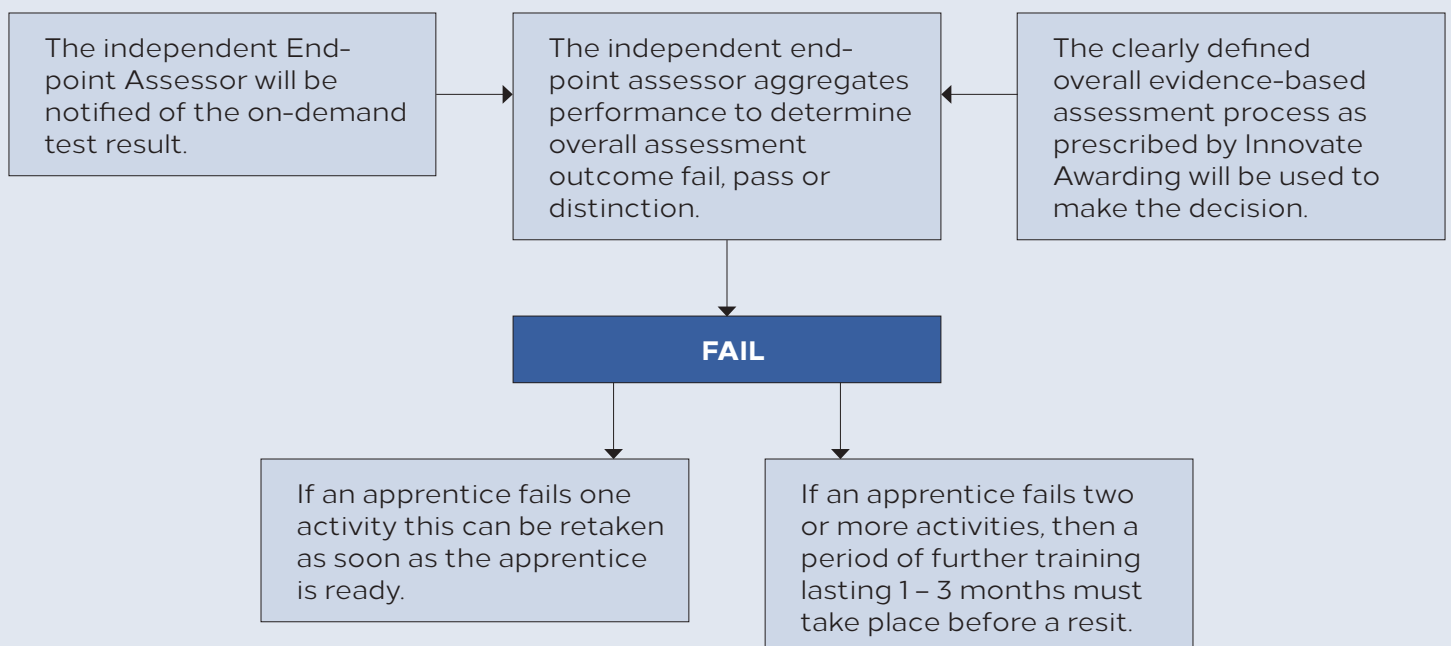
Re-Assessment

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.

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

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		
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 Team Member 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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