



Specification

**Level 2 Hospitality Accommodation Team
Member v1.0**

Contents

| | |
|--|----|
| Welcome to Innovate Awarding | 1 |
| The Apprenticeship Standard and Assessment Plan | 2 |
| The Apprentice | 3 |
| Off-the-Job Training | 3 |
| Gateway | 4 |
| Pre-Gateway Checks | 5 |
| Assessment Booking | 5 |
| Portfolio of Evidence Guidance | 6 |
| End-Point Assessment | 8 |
| Assessment Method 1: Observation with questioning | 8 |
| Assessment Method 2: Interview underpinned by portfolio | 8 |
| Grading | 9 |
| Grading Descriptors | 11 |
| Assessment Method 1: Observation with questioning | 11 |
| Assessment Method 2: Interview underpinned by portfolio | 14 |
| Annex 1: Assessment Plan and Occupational Standard | 19 |
| Annex 2: Additional Information | 20 |
| Results and Certifications | 20 |
| Re-sits and Re-takes | 20 |
| Reasonable Adjustments, Special Considerations and Appeals | 21 |
| Version Record | 21 |

Welcome to Innovate Awarding

Welcome to the Level 2 Hospitality Accommodation Team Member Apprenticeship. Our Innovate Awarding Specifications are designed to ensure the employer, provider and apprentice have the appropriate support and guidance to allow successful completion of an apprenticeship, providing further confidence and assurance having chosen us as an End-Point Assessment Organisation.

We are an Ofqual approved End-Point Assessment Organisation (EPAO), experienced in operating within a regulated market. Driven by the employers we work in partnership with, we deliver End-Point Assessment (EPA) in the Health, Care, Education, Leadership, Management, Leisure, Customer Service, Creative, Hospitality, Retail, Transport and Logistics sectors.

Delivering an apprenticeship is an extremely rewarding role. We recognise the need for a clear specification, resources and support, so more valuable time can be spent delivering to an apprentice.

At Innovate Awarding we stand by our 'no surprises' approach to assessment, making an apprenticeship journey as simple as possible, ensuring the best chance of success for every apprentice who undertakes EPA with us.

About Innovate Awarding

We are an EPAO with a collaborative approach to doing business. We work with providers to deliver fit for purpose EPA, providing assessments for a wide range of apprenticeship Standards, certificating thousands of apprentices, continuing to learn and improve with each experience.

We have experienced and responsive teams to ensure the EPA experience is smooth and efficient, working closely with our provider partners.

Please see our website for the range of Standards we are approved to deliver:

<https://innovateawarding.org/end-point-assessment/apprenticeship-standards/>

The Apprenticeship Standard and Assessment Plan

An Apprenticeship Standard details the knowledge, skills and behaviours (KSBs) required to be occupationally competent:

- **Knowledge** - the information, technical detail, and 'know-how' that someone needs to have and understand to successfully carry out the duties. Some knowledge will be occupation-specific, whereas some may be more generic.
- **Skills** - the practical application of knowledge needed to successfully undertake the duties. They are learnt through on and/or off-the-job training or experience.
- **Behaviours** - mindsets, attitudes or approaches needed for competence. Whilst these can be innate or instinctive, they can also be learnt. Behaviours tend to be very transferable. They may be more similar across occupations than knowledge and skills. For example, team worker, adaptable and professional.

Apprenticeships are an invaluable tool for upskilling in areas that matter most to employers. They are a highly effective route to recruit and train future talent, address skills shortages and develop careers across core parts of the business.

The Level 2 Hospitality Accommodation Team Member apprenticeship has been developed by employers working in the sector detailing the knowledge, skills and behaviours required to be occupationally competent and outlining the training and assessment journey for an apprentice.

The apprentice will typically spend 12 months on-programme, working towards the Level 2 Hospitality Accommodation Team Member Standard, combining practical training in a job with study. The extent of the on-programme time should be decided for each apprentice based on their prior learning, skills and experience. If employers are using this Standard for an existing employee, it is important to be aware that the role must represent new learning. Providers should support employers with this.

It is vital the apprentice is prepared and fully ready before they commence their EPA period, which is detailed in the Assessment Plan.

The EPA period will last three months, consisting of:

- Observation with questioning
- Interview underpinned by portfolio

The Apprentice

A Hospitality Accommodation Team Member delivers a range of guest focused services including dining and bar, reception, and housekeeping. Hospitality Accommodation team members move between departments gaining broad based knowledge, skills and experience in the typical operations of hotels, holiday parks and other hospitality businesses offering accommodation to paying guests. They are responsible for the smooth operation of the business, working or sharing information cross-departmentally in order to deliver all the services that make up the guest experience.

They are responsible for delivering consistent, high-quality food and beverage, housekeeping, and guest services to guests in line with business standards. They will use a range of specialist equipment and technology and comply with multiple interacting regulations, legal requirements and internal metrics, standards, policies and processes to provide these services. They will be responsible for ensuring guest's needs are met and acting to meet targets for the delivery and profitability of accommodation services. They will contribute to planning and be responsive to unexpected situations to ensure business operations run smoothly. They will remain adaptable, flexible and resilient to the ever-changing needs of the business.

Hospitality Accommodation Team Members are found in hotels, inns, holiday parks, B&Bs, restaurants or pubs with rooms, and other hospitality accommodation businesses offering accommodation to paying guests. Employers range from large to small. Hospitality Accommodation Team Member is a multi-skilled occupation, working across front of house roles in dining and bar services, reception and housekeeping.

In their daily work, a Hospitality Accommodation Team Members interacts with guests at hotels, inns, holiday parks, B&Bs, restaurants or pubs with rooms, and other hospitality accommodation businesses. They also interact with team members, staff from across the wider organisation, and across other departments, managers, contractors, suppliers and other stakeholders.

Off-the-Job Training

Off-the-job training is a statutory requirement for an English apprenticeship. It is training, which is received by the apprentice during the apprentice's normal working hours, for the purpose of achieving the knowledge, skills and behaviours of the approved apprenticeship the learner is completing.

It is an important aspect of apprenticeship training, as it gives the learner time to properly develop knowledge and skills from the programme.

Off-the-job training allows the learner to take full advantage of the programme, improving the return on investment in training costs for the employer. A developed and upskilled apprentice will lead to an increase in productivity, a clear benefit to the business.

Examples of off-the-job training include:

- Learning new skills at work through shadowing other members of the team, where this activity has been agreed and documented as part of the agreed training plan
- In-house training programmes relevant to the apprenticeship
- Coaching sessions
- Attendance at workshops, training days and webinars relevant to the apprenticeship
- Completion of online learning
- Self-study that includes reading or watching videos
- Training in new working practices or new equipment
- Role-playing or simulation exercises
- Industry visits/conferences relevant to apprenticeships
- Writing assessments, assignments and completing projects or activities
- Practical training or training in the workplace relevant to the apprenticeship

Gateway

This may change due to new on-programme assessment. Check your Assessment Plan for further details.

Gateway is the entry point to EPA, and it is vital that all parties understand its importance. It is the point at which the apprentice has completed their learning, met the requirements of the Level 2 Hospitality Accommodation Team Member Apprenticeship Standard, and the provider and employer have reviewed the apprentice's knowledge, skills and behaviours to confirm they satisfied the provider and employer that they are competent and ready to enter their EPA.

Employers are ultimately responsible for deciding when their apprentice is competent as a Hospitality Accommodation Team Member and ready to enter EPA. This decision should be taken after conversation with the provider and apprentice. It is vital this decision is based on each individual apprentice's readiness and not because they have reached the end of the initially agreed training period.

Pre-Gateway Checks

This may change due to new on-programme assessment. Check your Assessment Plan for further details.

Knowing when an apprentice is Gateway-ready is much more than simply checking the apprentice has completed their learning and obtained all the mandatory requirements outlined in the Level 2 Hospitality Accommodation Team Member Assessment Plan. Although this is important, it is about the provider, apprentice and employer being convinced that the apprentice is at the level of competence set out in the Standard and that they are prepared for the EPA, so they can claim that competency.

To pass through Gateway, typically the apprentice will have been training for a minimum of 12 months. They must also have:

- Achieved English and maths qualifications in line with the apprenticeship funding rules if appropriate
- Satisfied their employer that they are consistently working at, or above, the occupational competence of the Level 2 Hospitality Accommodation Team Member
- Compiled, and be ready to submit, a portfolio of 10 discrete pieces of evidence towards the interview
- A signed declaration
- Declared any reasonable adjustments and special considerations

Readiness for Gateway includes confirming that the apprentice's portfolio meets the requirements of the knowledge, skills and behaviours set out within the Level 2 Hospitality Accommodation Team Member Standard. This will be confirmed at Gateway and documented on epaPRO. This notifies us that the apprentice is ready for their assessment and the EPA planning meeting will be organised.

Readiness for Gateway requires confirmation from the employer, provider and apprentice, that the apprentice has met all the mandatory requirements.

Assessment Booking

The planning meeting will be booked on epaPRO once the apprentice has been allocated to an Innovate Awarding Assessor, and the Gateway documents have been reviewed and approved. The planning meeting will take place between the apprentice and an Innovate Awarding representative (in most cases this will be the allocated End-Point Assessor). Unless specified in the Assessment Plan, there is no requirement for the employer to attend, however some employers may wish to be present for this meeting.

The purpose of the meeting is to discuss assessment dates, confirm assessment timings, assessment requirements and assessment preparation. During the meeting we will discuss what happens if assessments are cancelled/rescheduled and how this could impact the end-point assessment (EPA) period, as well as providing information on certification and appeals.

The Level 2 Hospitality Accommodation Team Member 45-minute EPA planning meeting will book assessment timeslots for the:

- Observation with questioning
- Interview underpinned by portfolio

After the planning meeting, the apprentice will receive an email confirming everything discussed in the meeting and a calendar invitation for all booked assessments. The apprentice will then prepare for their end-point assessment.

Portfolio of Evidence Guidance

Employers will ensure their apprentice has compiled a portfolio of evidence during the on-programme period of the apprenticeship, which will be submitted at Gateway. It underpins the interview but will not be assessed.

We will review the portfolio of evidence in preparation for the interview prior to Gateway. Feedback is not required, although generally if Gateway is rejected due to the portfolio of evidence being inadequate, a courtesy email will be sent with an explanation, including the rejection reason on epaPRO.

The portfolio of evidence must be uploaded to epaPRO at Gateway, either by inserting a link to a SharePoint or including a zip file.

Portfolio of evidence requirements:

- The apprentice must compile a portfolio of evidence during the on-programme period of the apprenticeship
- It must contain evidence related to the knowledge, skills and behaviours (KSBs) that will be assessed by the interview
- The portfolio of evidence 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 a quantitative approach is suggested
- The evidence provided must be valid and attributable to the apprentice; the portfolio of evidence must contain a statement from the employer and apprentice confirming this

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

The portfolio should also include evidence to support interview questions on the themes of:

- Guest safety, privacy and security
- Reporting issues
- Food service
- Food safety
- Beverage service
- Housekeeping
- Stock management
- Health and safety
- Key performance indicators (KPIs)
- Performance and personal development
- Sustainability
- Shift handover
- Equity, diversity and inclusion (EDI)

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.

End-Point Assessment

Assessment Methods

Assessment Method 1: Observation with Questioning

In the observation with questioning, an Innovate Awarding 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.

Apprentices will be given at least two weeks' notice of the observation with questioning.

The observation with questioning must take two-and-a-half hours.

The Innovate Awarding 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 may be split into discrete sections held on the same working day.

The following activities should be observed:

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

Questions must be asked after the observation. The total duration of the observation assessment method is 2 hours and 30 minutes. The total time for the observation element is 120 minutes. The time allocated for questioning is 30 minutes. The independent assessor must ask at least 3 questions. Follow-up questions are allowed where clarification is required.

The Innovate Awarding Assessor must ask questions about KSBs that were not observed to gather assessment evidence. These questions are in addition to the set number of questions for the observation with questioning and should be kept to a minimum.

Assessment Method 2: Interview underpinned by portfolio

In the interview, the Innovate Awarding Assessor asks the apprentice questions in a quiet room, free from distractions and influence. It gives the apprentice the opportunity to demonstrate the KSBs mapped to this assessment method.

Innovate Awarding will give the apprentice at least two weeks' notice of the interview.

The apprentice will 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 will last for 90 minutes. The Innovate Awarding 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 Innovate Awarding Assessor will ask at least 14 questions covering the following:

- Guest safety, privacy and security
- Reporting issues
- Food service
- Food safety
- Beverage service
- Housekeeping
- Stock management
- Health and safety
- Key performance indicators (KPIs)
- Performance and personal development
- Sustainability
- Shift handover
- Equity, diversity and inclusion (EDI)

Follow-up questions are allowed where clarification is required.

Grading

Performance in the EPA determines the overall grade of:

- Distinction
- Merit
- Pass
- Fail

The Innovate Awarding Assessor will individually grade the observation with questioning and interview underpinned by portfolio.

Innovate Awarding will combine the individual assessment method grades to determine the overall EPA grade.

To achieve a distinction overall, an apprentice must achieve a distinction in both assessment methods.

To achieve a merit overall, an apprentice must achieve a pass in one assessment method, and a distinction in the other assessment method.

To achieve an overall pass, the apprentice must achieve at least a pass in all the assessment methods.

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

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 |
|------------------------------|------------------------------------|-----------------|
| Distinction | Distinction | Distinction |
| Distinction | Pass | Merit |
| Pass | Distinction | Merit |
| Pass | Pass | Pass |
| Any grade | Fail | Fail |
| Fail | Any grade | Fail |

Grading Descriptors

Assessment Method 1: Observation with Questioning

| Guest Journey | | |
|---|--|--|
| Assessed Criteria | Pass Grading Descriptor | Distinction Grading Descriptor |
| 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 | 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) |
| K2 Techniques to maximise sales and improve guest experience; cross selling, upselling, supporting guest loyalty | | |
| S1 Asks questions to support and direct the guest journey, and responds to, redirects, or escalates guest requests, taking opportunities to signpost other services e.g. dining, bar | | |
| S2 Identifies and acts on opportunities to increase sales and guest loyalty | | |
| B2 Commercially aware | | |
| Customer Service | | |
| Assessed Criteria | Pass Grading Descriptor | Distinction Grading Descriptor |
| K3 Methods of communication with guests, how to make a personal connection, and how to tailor communication to different needs and situations | Uses tailored methods of communication and personal connection to increase guest satisfaction (K3, K4, S3, S4, B3) | n/a |
| K4 Principles of customer service, and service mentality, and how individuals impact guest satisfaction | | |
| S3 Tailors communication to meet guest needs and build rapport | | |
| S4 Delivers customer service to business standards, checks that guests are satisfied with products or service, and acts on feedback | | |
| B3 Customer focused | | |

| Payments and Transactions | | |
|--|--|---|
| Assessed Criteria | Pass Grading Descriptor | Distinction Grading Descriptor |
| K8 Process for handling transactions and payments securely | Demonstrates how to handle transactions or payments, applying relevant packages or allowances to guest purchases (K8, K9, S7, S8) | n/a |
| K9 Different packages, allowances and process for implementing those packages and allowances, including payment if required | | |
| S7 Handles transactions and payments securely | | |
| S8 Applies packages and allowances to guest purchases, explains packages, allowances, and processes to guests, and takes payments if required | | |
| Teamwork and Communication | | |
| Assessed Criteria | Pass Grading Descriptor | Distinction Grading Descriptor |
| K10 Central role of communication within and between teams in ensuring operational effectiveness and efficiency | Communicates effectively within and between teams to ensure operational efficiency (K10, S9, B5) | Prioritises and sequences tasks efficiently, communicating effectively with team to ensure coordination of tasks (K10, K25, S9, S23) |
| S9 Communicates within and between teams to ensure operational effectiveness and efficiency | | |
| B5 Be team focused, working collaboratively with colleagues and other professionals | | |
| K25 Methods of planning own workload and prioritising tasks | Demonstrates the ability to plan own workload to ensure tasks are completed (K25, S23) | |
| S23 Manages own time to ensure allocated tasks are completed | | |
| Professional Standards | | |
| Assessed Criteria | Pass Grading Descriptor | Distinction Grading Descriptor |
| K23 Professional standards for uniform, personal hygiene and appearance in line with business expectations | Demonstrates professional standards in own role to meet the needs and expectations of the business (K23, B6) | n/a |
| B6 Observe professional standards in own role e.g. time keeping and appearance | | |

| Equipment and Technology | | |
|--|---|--------------------------------|
| Assessed Criteria | Pass Grading Descriptor | Distinction Grading Descriptor |
| K15 Safe and efficient use of on-site specialist equipment and technology, e.g. cleaning equipment, computer systems relevant to business | Uses on-site specialist equipment and technology safely and efficiently (K15, S14) | n/a |
| S14 Uses on-site specialist equipment and technology relevant to business correctly and efficiently | | |

Assessment Method 2: Interview underpinned by Portfolio

| Guest Safety, Privacy and Security | | |
|--|---|---|
| Assessed Criteria | Pass Grading Descriptor | Distinction Grading Descriptor |
| K6 Legislation, guidelines, and local policies on guest privacy and safety e.g. data protection, child protection, modern slavery | Explains the legislation and local policies applied to ensure guest safety, privacy and security (K6) | n/a |
| K7 Procedures for handling room keys and guest property, including lost property | Explains procedures for handling of room keys and guest property (K7, S6) | n/a |
| S6 Handles room keys and guest property, including lost property, in line with business procedures | | |
| Reporting Issues | | |
| Assessed Criteria | Pass Grading Descriptor | Distinction Grading Descriptor |
| K5 Principles of handling feedback complaints, and issues, including dispute de-escalation techniques | Explains how they resolve customer complaints and report any faults, issues or damage (K5, K11, S5, S10) | Justifies their approach to resolving customer complaints (K5, S5) |
| K11 Process for reporting or recording faults, issues or damage, or escalating guest feedback | | |
| S5 Assists in the resolution of feedback, complaints, and issues | | |
| S10 Reports or records faults, issues or damage to e.g. equipment, rooms, and escalates guest feedback as appropriate | | |
| Food Service | | |
| Assessed Criteria | Pass Grading Descriptor | Distinction Grading Descriptor |
| K12 Steps of food service e.g. set up, reset, touch points, sequence of service in line with business processes and standards | Describes the steps of food service in line with of business processes and standards (K12, S11) | Explains how steps of food service contribute to meeting business standards (K12, S11) |
| S11 Follows steps of food service for relevant business e.g. set up, reset, touch points, sequence of service | | |

| Food Safety | | |
|---|---|--------------------------------|
| Assessed Criteria | Pass Grading Descriptor | Distinction Grading Descriptor |
| K13 Food safety and allergen legislation and procedures including handling, labelling and temperature monitoring S12 Follows food safety and allergen legislation e.g. handling, labelling, and temperature monitoring | Explains how they comply with food safety and allergen procedures (K13, S12) | n/a |
| Beverage Service | | |
| Assessed Criteria | Pass Grading Descriptor | Distinction Grading Descriptor |
| K14 Responsibilities of a server under the licensing act and legislation related to weights and measures when serving alcohol S13 Prepares and serves alcoholic and non-alcoholic beverages to business standards | Explains how to prepare and serve alcoholic and non-alcoholic beverages according to business standards and current legislation (K14, S13) | n/a |

| Housekeeping | | |
|--|---|---|
| Assessed Criteria | Pass Grading Descriptor | Distinction Grading Descriptor |
| K16 Sequence for cleaning guest accommodation and public areas in line with business processes and standards 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 | Describes the sequence for cleaning guest accommodation and public areas in line with business standards (K16, S15) | n/a |
| K17 Hygiene management techniques to maintain a safe, clean environment, including pest and virus control, following COSHH guidelines 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 S16 Selects and applies hygiene management techniques to maintain a safe, clean environment, including pest and virus control, following COSHH guidelines S17 Handles and disposes of waste safely B4 Be diligent in safe and hygienic working practices | 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) | Justifies the choices of hygiene management techniques used (K17, S16) |
| Stock Management | | |
| Assessed Criteria | Pass Grading Descriptor | Distinction Grading Descriptor |
| K19 Stock management procedures across departments relevant to own role S18 Manage stock across departments in line with local procedures relevant to own role | Explains how they manage stock in line with procedures relevant to own role (K19, S18) | n/a |

| Health and Safety | | |
|--|---|--|
| Assessed Criteria | Pass Grading Descriptor | Distinction Grading Descriptor |
| K20 Health and safety legislation and local policies relevant to own role, including manual handling, fire safety, emergency evacuation, and lone working | States ways to comply with health and safety legislation relevant to own role (K20, S19) | n/a |
| S19 Complies with health and safety legislation, regulations, security and safety guidelines and procedures, including manual handling, fire safety, emergency evacuation, and lone working | | |
| Key Performance Indicators (KPIs) | | |
| Assessed Criteria | Pass Grading Descriptor | Distinction Grading Descriptor |
| K21 Key performance indicators and own responsibility for contributing to them in terms of efficiency, performance and profitability | Describes their own responsibility for contributing to KPIs in terms of efficiency, performance and profitability (K21, S20) | Evaluates the role of KPIs in driving efficiency, performance and profitability in the business (K21, S20) |
| S20 Delivers to key performance indicators to support efficiency, performance and profitability within own area of responsibility | | |
| Performance and Personal Development | | |
| Assessed Criteria | Pass Grading Descriptor | Distinction Grading Descriptor |
| K22 How to use feedback from managers and team to improve own performance | Explains how feedback from managers is used to improve own performance and meet personal goals (K22, S21, B1) | Evaluates the impact of feedback and the use of support, training and development opportunities on their own performance (K22, K24, S21, S22) |
| S21 Uses feedback from managers and team to improve own performance and meet personal goals | | |
| B1 Takes responsibility for own health, wellbeing and professional development, seeking support when appropriate | | |
| K24 Procedures for staying up to date with business information and new procedures and discussing implementation in your team | Explains how they stay up to date with business information and new procedures and discuss implementation within their team (K24, S22) | |
| S22 Attends team briefings and implements instructions, offering input or feedback where relevant within team | | |

| Sustainability | | |
|---|---|---|
| Assessed Criteria | Pass Grading Descriptor | Distinction Grading Descriptor |
| K26 Methods to sustainably reduce the waste of resources | Describes methods for reducing waste of resources in the business (K26, S24) | Evaluates the effectiveness of methods of improving sustainability (K26, S24) |
| K24 Reduces the waste of resources, taking sustainability into account, in line with business expectations | | |
| Shift Handover | | |
| Assessed Criteria | Pass Grading Descriptor | Distinction Grading Descriptor |
| K27 Procedures for starting and finishing a shift, including handover | Describes the procedures for starting and finishing a shift (K27) | n/a |
| Equity, Diversity and Inclusion (EDI) | | |
| Assessed Criteria | Pass Grading Descriptor | Distinction Grading Descriptor |
| K28 Legislation and principles relating to equity, diversity and inclusion in the workplace | 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) |
| S25 Follows equity, diversity and inclusion legislation and principles | | |

Annex 1: Assessment Plan and Occupational Standard

The Level 2 Hospitality Accommodation Team Member Occupational Standard and the latest version of the Assessment Plan can be accessed by following this link:

<https://skillsengland.education.gov.uk/apprenticeships/st1420-v1-0>

Level 2 Hospitality Accommodation Team Member ST1420

Version 1.0

Sector: Catering and Hospitality

EQA Organisation: Ofqual

Annex 2: Additional Information

Results and Certifications

All final assessment component results are published on epaPRO within **ten working days** of the assessment taking place.

We will submit a certificate claim with the DfE within 15 working days after the final result has been uploaded to epaPRO. The DfE will send the certificate directly to the employer.

For replacement certificates a request must be emailed to epa@innovateawarding.org. Within two days of receiving the email, a replacement certificate will be requested from the DfE.

Re-sits and Re-takes

Apprentices who fail one or more assessment method will be offered the opportunity to take a re-sit or a re-take. A re-sit does not require further learning, whereas a re-take does.

Apprentices should have a supportive action plan to prepare for the re-sit or a re-take. The apprentice's employer will need to agree that either a re-sit or re-take is an appropriate course of action.

An apprentice who fails an assessment method, and therefore the EPA in the first instance, will be required to re-sit or re-take any failed assessment methods only.

A re-sit is typically taken within two 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 three months of the EPA outcome notification.

Failed assessment methods must be re-sat or re-taken within a six-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 apprentices wishing to move from pass to a higher grade.

Where any assessment method has to be re-sat or re-taken, the apprentice will be awarded a maximum EPA grade of pass, unless we determine there are exceptional circumstances requiring a re-sit or re-take.

Reasonable Adjustments, Special Considerations and Appeals

Information on reasonable adjustments, special considerations and the appeals process can be accessed by using this link:

<https://innovateawarding.org/end-point-assessment/apprentice-information>

Support Materials

All the support materials for this apprenticeship can be found on epaPRO including the Assessment Key Verbs Document.

- Assessment Criteria Content
- Assessment Method Grading Descriptors
- Assessment Journey
- EPA Journey
- Mock Records
- Portfolio of Evidence Locator

Use of Artificial Intelligence (AI) and referencing

Apprentice submissions such as reports, presentations, business projects and portfolios must be produced by themselves. Correctly cited quotes and the use of Artificial Intelligence (AI) can be used to enhance and support the document, but the document itself must be the apprentice's own work and not generated by AI.

Innovate Awarding expects all forms of plagiarism to be treated very seriously by staff at centres, and centres should have in place their own plagiarism policy and process for handling suspected cases of plagiarism.

Version Record

Innovate Awarding continuously review all support material to ensure its accuracy. All amendments will be recorded in the Version Record.

| Version Number | Effective From | Reason for Change | Location |
|----------------|----------------|-------------------|----------|
| | | | |
| | | | |

Please ensure that you use the current version.

All enquiries relating to the version change of the document should be directed to epa@innovateawarding.org



Innovate Awarding
Block F, 291 Paintworks, Arnos Vale,
Bristol, BS43AW

 innovateawarding.org

 contactus@innovateawarding.org

 +44 (0)117 314 2800