

End-point assessment venue and resources list

9084 Hospitality Supervisor, Level 3

- 31 Food and Beverage Supervisor
- 32 Bar Supervisor
- 36 Events Supervisor

This document lists the requirements for the end-point assessment (EPA). These may include:

- venue specifications
- IT requirements
- tools
- resources
- physical resources.

If you don't meet these requirements, it may not be possible to assess your apprentice properly and the EPA event may have to be cancelled. You will still be charged.

Please read through this list carefully and share with colleagues who may be needed to help meet the requirements. Remember that we're here to help you, if you have questions not answered here or in the assessment plan, you can talk to your business manager or email apprenticeships@cityandguilds.com.

End-point assessment

The focus of the EPA is for the apprentice to demonstrate the values, knowledge, skills and behaviours set out in the apprenticeship standard and to be able to demonstrate this level of professional competence in authentic workplace contexts.

EPAs are formal summative assessments that conclude an apprenticeship programme. Each apprenticeship will be assessed in a number of ways to provide a clear indication of the apprentice's knowledge and skills. For this apprenticeship the following assessment methods need to be achieved:

- knowledge test
- practical observation
- business project
- professional discussion.

Remote assessment

Remote assessment is live assessment that is supported by technology where the IEPA and the apprentice are not in the same physical location when the assessment takes place.

For this apprenticeship the following assessments can be conducted remotely:

- professional discussion

For more detailed information around the conditions and requirements that must be met for remote assessment please refer to the **Manual for the End-Point Assessment Service**.

9084-31 Hospitality Supervisor – Food and Beverage Supervisor

Resource required

Online test

Suitable IT systems for e-volve as outlined in the Manual for the End-Point Assessment Service

An invigilator

A quiet room with adequate lighting, space and privacy. It must be away from the pressures of work activities, in a controlled environment. This may be on or off the employer's premises

Practical observation

The observation must be conducted in a commercial establishment which should be the apprentice's normal place of work

Adequate resources, tools and equipment for the apprentice to demonstrate all aspects of the standard. This will include

- briefing the team on activities
- setting work objectives
- preparing the food and beverage area for service
- ensuring the team provide service in line with business/brand standards
- providing customers with information and food and beverage recommendations

Business project

Access to sources of information for research. This could include the internet, trade press, journals and interaction with other members of the team, management or customers

Access to a quiet room with IT and writing facilities

Professional discussion

A suitable room for the professional discussion/interview to take place, large enough to accommodate all those involved including panel member where applicable

Seating area or room for any other apprentices to wait

Access to water and cups

Where applicable, internet access and suitable equipment for remote assessment as outlined in the Manual for the End-Point Assessment Service

9084-32 Hospitality Supervisor – Bar Supervisor

Resource required

Online test

Suitable IT systems for e-volve as outlined in the Manual for the End-Point Assessment Service

An invigilator

A quiet room with adequate lighting, space and privacy. It must be away from the pressures of work activities, in a controlled environment. This may be on or off the employer's premises

Practical observation

The observation must be conducted in a commercial establishment such as a bar, restaurant, or catering outlet that provides alcohol beverages

This should be the apprentice's normal place of work with adequate resources, tools and equipment for them to demonstrate all aspects of the standard. This will include

- briefing the team on activities
- setting work objectives
- preparing the bar/drinks dispense area for service
- maintaining standards of service
- ensuring accurate customer information is provided

Business project

Access to sources of information for research. This could include the internet, trade press, journals and interaction with other members of the team, management or customers

Access to a quiet room with IT and writing facilities

Professional discussion

A suitable room for the professional discussion/interview to take place, large enough to accommodate all those involved including panel member where applicable

Seating area or room for any other apprentices to wait

Access to water and cups

Where applicable, internet access and suitable equipment for remote assessment as outlined in the Manual for the End-Point Assessment Service

9084-36 Hospitality Supervisor – Events Supervisor

Resource required

Online test

Suitable IT systems for e-volve as outlined in the Manual for the End-Point Assessment Service

An invigilator

A quiet room with adequate lighting, space and privacy. It must be away from the pressures of work activities, in a controlled environment. This may be on or off the employer's premises

Practical observation

The observation must be conducted in a commercial restaurant establishment

This should be the apprentice's normal place of work with adequate resources, tools and equipment for them to demonstrate all aspects of the standard. This will include

- preparing areas and resources for the event
- ensuring service is provided in line with business/brand standards
- following the client brief and liaising regularly with the client
- completing documentation in line with organisational procedures

Business project

Access to sources of information for research. This could include the internet, trade press, journals and interaction with other members of the team, management or customers

Access to a quiet room with IT and writing facilities

Professional discussion

A suitable room for the professional discussion/interview to take place, large enough to accommodate all those involved including panel member where applicable

Seating area or room for any other apprentices to wait

Access to water and cups

Where applicable, internet access and suitable equipment for remote assessment as outlined in the Manual for the End-Point Assessment Service