What should the apprentice expect from the professional discussion?

Employer/training provider notes and guidance

The aim of the professional discussion is to assess areas of the Hospitality Supervisor standard that have not been covered in the apprentice's practical observation or business project.

The professional discussion is a 90-minute structured discussion. The independent end-point assessor (IEPA) will prepare questions they can ask the apprentice to check the depth of their knowledge and understanding on the criteria outlined in the standards. The questions will provide them with the opportunity to expand on the knowledge and understanding they have shown in their project and practical observation as well as clarifying areas that may be unclear.

Before the professional discussion make sure the apprentice reads through a copy of their project and presentation as it will help them to remember what they have written and familiarise them with the information recorded in their training manual. A copy of their training manual and project together with additional materials used in the completion of their project eg photos, data, brochures and any other resources to help them demonstrate their competence can be taken into the discussion for reference.

Although the employer may be present at the professional discussion to support the apprentice and confirm any information given you will not be asking questions.

Before starting each discussion, the independent end-point assessor (IEPA) confirms the apprentice's identity and goes over the following:

- the criteria to be covered
- the fact the discussion is to be recorded
- the maximum time on the discussion
- that the IEPA will introduce themselves
- that the IEPA will ask the apprentice to introduce themselves by stating their name and confirming that they agreed to the discussion being recorded
- that supporting evidence can be referred to during the discussion eg the business project or apprenticeship training manual.

The IEPA also ensures that they and the apprentice have a glass of water each. There will be some small talk by the IEPA to put the apprentice at ease.

The two examples provided will give you an idea of the questions that could be asked and the types of answers the apprentice could provide. Encourage the apprentice when answering the questions to provide as much information as possible but not to go off on a tangent. It may help them to have a note pad to write ideas down they want to include in their response to the question. The apprentice should not be afraid to ask the IEPA to repeat the question if they are not clear what is being asked.

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Preparing for the discussion

Ensure the apprentice:

- familiarises themselves with the information they have recorded in their training manual
- has read through their business project and collected the supporting materials used to complete the project
- has practised their business project presentation
- has read through the Hospitality Supervisor standards
- thinks of examples from their role to show how they demonstrate the Hospitality Supervisor standards
- practises the professional discussion assessment with you, the employer, as you will be able to suggest how they can expand on their answers or suggest examples relating to their role/the business that can be used
- remembers the discussion questions could be related to the core or specialist areas of the standards and they will need to relate their responses to their job role and place of work
- has read the information received from the IEPA on the topics to be covered in the professional discussion.

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