What should I expect from the business project?

Apprentice notes and guidance

The business project will provide the opportunity for you to identify and discuss with your employer an area of the business where an idea/opportunity is available to make improvements to the business. When deciding on the project you need to consider:

- your preferences for the theme of the project where appropriate
- the viability/achievability of the project in relation to your work place
- the potential added value for the business.

The project you decide on should come with justifications and expected outcomes. It will require a research phase where you gather information and review the situation, producing realistic business recommendations for improvements with justifications and expected outcomes.

You are required to produce a presentation on your business project. You will have 30 minutes to deliver your presentation to include questions and answers from the independent end-point assessor (IEPA).

You will be required to produce of business project proposal of 200–300 words, which will be submitted to the IEPA for approval. If the IEPA does not approve your project proposal you will need to submit a new proposal.

The length of the business project should be between 2,000 and 5,000 words and provide opportunities for you to demonstrate your understanding of the business where you are working and a wider understanding of the hospitality industry.

The project theme will depend on the type of business where they are working but could focus on:

- customer feedback
- waste management, cost efficiency, stock control
- business reputation, increasing market share, increasing sales through promotions
- health and safety issues, food safety/hygiene issues
- service efficiency, increased productivity
- menus and commodity considerations, beverage offers
- training and development of teams to improve performance.

Preparation

The employer/training provider will be required to work with you on developing the skills for completing the project whist identifying the need for the project that is both beneficial to the business and the work you undertake in your job role.

The employer/training provider may suggest a range of themes that are applicable to the work place but the final decision of the selected theme will be yours.

You will need to work independently on all stages of the business project but should be provided with access to sources of information and the opportunity to communicate with relevant members of staff, managers, customers, contractors and suppliers if required for gathering information and the review process.

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To assist you in completing the project you will be provided with:

- the task instructions
- the business project template
- grading descriptors for the business project
- a copy of the Hospitality Supervisor standards.

Proposal

Before you commence the project, you will need to complete the written proposal (200–300 words) for your business project and submit it to the IEPA for approval. This will need to be submitted before you undertake the practical observation and professional discussion assessments.

An introductory meeting will be arranged with the IEPA (this may be held remotely) to confirm the details of the end-point assessment (EPA) to ensure you understand the requirements of the assessment tasks. During this meeting the IEPA will:

- confirm acceptance of your business project proposal
- confirm the submission date for your business project (this will be two weeks before your practical observation and professional discussion take place).

Assessment of the business project

The IEPA will be looking at the following when assessing your project to determine the grade.

In order to pass, you must provide evidence of:

- a general introduction and background to department, team or area of work, including how this relates to the rest of the business unit (if applicable).
- how the business fits into the hospitality industry.
- an awareness of and understanding of the need for deadlines.
- keeping up to date with trends and the changing industry.
- outline the problem, challenge or opportunity identified.
- the aims and objectives of the project.
- how the potential changes would lead to measurable improvements and benefits to the department, team or area of working.
- consultation with relevant stakeholders (eg customers, team members, managers) to inform the results and recommendations.
- an indication of costs associated with the proposed recommendations.
- applicable legislation ensuring the proposal complies where necessary.
- research methodology to demonstrate a logical, coherent approach.
- clear recommendations for implementation.
- concise validation and justification of recommendation.

In order to achieve a distinction (in addition to achieving all pass criteria), you must provide evidence of:

- a detailed introduction and background of the department, team or working area/wider business unit (eg other departments, head office, local community/customer profile).
- the current situation which has led to the identification of a challenge or opportunity.

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- detailed aims and objectives for the project, linking to the current situation.
- measurable improvements and benefits to the organisation.
- review the project to ensure it meets organisational and legal requirements.
- a range of research has been used effectively, including obtaining information from stakeholders, such as team members, management, suppliers or customers.
- detailed recommendations for implementation, including timings and potential costs.
- a range of qualitative and quantitative research has been used effectively.
- detailed recommendations for implementation.
- detailed validation and justification of recommendations.
- proposed timeframes for implementation.

The IEPA will be determining whether you have demonstrated sufficient breadth of skills, knowledge and behaviours to indicate you are able to relate to the Hospitality Supervisor standards to your own job role.

Submission

When submitting the business project, you will need to sign and complete the relevant sections in the project header and declaration sheet. Your employer/training provider will need to review the project to ensure it meets the requirements, they will then need to sign the project header and declaration sheet and upload the completed project and signed documents to the portal for the IEPA to mark.

Professional discussion – business project presentation, questions and answers

Prior to the professional discussion assessment, 30 minutes will be allocated for the presentation of the business project and questions. The IEPA will prepare questions they can ask to check the depth of knowledge and understanding on points mentioned in your project. The questions will provide you with an opportunity to expand on the knowledge you have shown in your project as well as clarifying areas that may be unclear.

Before your professional discussion make sure you read through your presentation and have a copy of your project to help remember what you have written. A copy of the project together with additional materials you used in the completion of your project, eg photos, data, brochures, can be taken into the discussion for you to refer to.

Although your employer may be present at the professional discussion to support you and confirm any information you give, they will not be asking questions.

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