What should I expect from the professional discussion?

Apprentice notes and guidance

The aim of the professional discussion is to assess areas of the Hospitality Supervisor standard that have not been covered in your 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 you to check the depth of your knowledge and understanding on the criteria outlined in the standards. The questions will provide you with the opportunity to expand on the knowledge and understanding you have shown in your project and practical observation as well as clarifying areas that may be unclear.

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

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.

Before starting each discussion, the 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 will give you an idea of the questions that could be asked and the types of answers you could provide. Remember when answering the questions to provide as much information as possible but not to go off on a tangent. It may help to have a note pad to write ideas down that you want to include in your response to the question. Do not be afraid to ask the IEPA to repeat the question if you are not clear what is being asked.

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Preparing for the discussion

- Familiarise yourself with the information you have recorded in your training manual.
- Read through your business project and collect the supporting materials you used to complete the project.
- Read through/practise your business project presentation.
- Read through the Hospitality Supervisor standards.
- Think of examples from your role that you can give to show how you are able to demonstrate the Hospitality Supervisor standards.
- Practice the professional discussion assessment with your employer, they will be able to suggest how you can expand on your answers or suggest examples relating to your role/the business you can use.
- Remember the discussion questions could be related to the core or specialist areas of the standards and you will need to relate your responses to your job role and place of work.
- Read the information received from the IEPA on the topics to be covered in the professional discussion.

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