A City & Guilds Group Collaboration

End-point Assessment Review

9083 – 11/14 (Hospitality Team Member – Food & Beverage Service/Food Production)

December 2019

Lead Independent End-point Assessor Report

For external use

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1. Introduction

The purpose of this document to provide employers/ providers with feedback on the performance of apprentices for 9084-11/14 Hospitality Team Member – Food & Beverage Service / Food Production / Alcoholic Beverage service.
It is designed to be used as a feedback tool for employers and providers who have apprentices on the above-named standard. It highlights areas of good performance, as well as areas for improvement, for each assessment method within the standard. In addition, it offers recommendations and advice for employers and providers.

2. Overall Performance

This report covers the period from November 2018 – December 2019.

2.1 Areas of good performance

Distinction	Merit	Pass	Fail
5%	0%	95%	0%

201 On demand test

A good level of performance in the knowledge tests for the three pathways with an increase in the number of apprentices achieving the distinction grade. A very small percentage have needed to resit the test.

701/713 Business Project

The majority of apprentices across the three pathways are achieving a pass grade for the business project with a significant percentage required to complete a resubmission that fully meets all of the pass criteria. A small percentage have achieved a distinction grade.

702/714 Practical Observation

A high level of performance has been apparent in the practical observations with no fails and a significant increase in the number of apprentices achieving a distinction grade; particularly in the Food and Beverage pathway where a higher number of apprentices achieved a distinction grade compared to the pass grade.

703/715 Professional Discussion

A marked improvement in the quality of professional discussions has resulted in some apprentices achieving a distinction grade in both the Food and Beverage and Food production pathways. It is apparent apprentices are preparing for the professional discussion and are confident to discuss their role within the business, and how they have met the requirements of the standards whilst providing examples.

2.2 Areas for development

201 On demand test

Ensure knowledge tests and resits are booked and completed prior to the date booked for the professional discussion to avoid delays in completing the EPA.

701/713 Business Project

Work with the apprentice to agree a suitable proposal for the business project that relates to the role of a team member, is viable and achievable whilst adding value to the business.

Ensure the apprentice uses the grading criteria as a checklist to ensure full coverage prior to submission.

Encourage the apprentice to use the City & Guilds template for the business project to support them in completing the project and advise them that a power point presentation is not suitable.

Ensure a valid declaration of authenticity is uploaded with the business project, if completed and submitted at gateway it is not valid.

702/714 Practical Observation

Plan the practical observation for a time when there is a good level of business to provide the opportunity for the apprentice to showcase their skills and behaviours whilst demonstrating customer interaction.

Ensure the timings allow for both preparation and service to be observed.

703/715 Professional Discussion

The apprentice will receive the topics for the professional discussion 5 days in advance so they can collect information, prepare and practice the assessment.

Ensure the apprentice understands the criteria for the assessment and the areas identified from the business project and practical observation for further exploration in the discussion.

Supporting documents / training logs / menus etc can be used during the discussion for the apprentice to refer to and support them when providing examples.

3. Recommendations / Advice for employers/ providers

When booking the EPA ensure sufficient time is allowed to complete the assessments before the apprentice’s contract ends or they move to another role / employer.

If an apprentice has been promoted during their apprenticeship the EPA will be completed for the standard they have been registered on.

Ensure all required documentation is completed and uploaded at Gateway. For the Hospitality Team Member, the following is required:

- Gateway declaration
- Evidence of English and Maths
- Business brief
- Business project proposal
- 2 week work rota

Join the initial meeting call to support the apprentice, to agree the dates planned for the elements of the EPA and to ask any questions relating to the EPA process.

Following the initial meeting sign and return a copy of the EPA booking document to ensure there is no delay in the planned assessments taking place.

Support the apprentice in identifying a suitable topic for the business project that relates to the business and the role / responsibilities of the team member.

When submitting the business project ensure a valid declaration of authenticity is signed, dated and uploaded.

Should a resubmission be required for the business project ensure the apprentice fully understand the criteria that has not been met and what they need to do to meet it.

To avoid delays in completing the EPA encourage the apprentice to complete and submit the business project resubmission in a timely manner.

When planning the practical observation ensure the role the apprentice is undertaking is that of a team member even if they have been promoted within the business.

On receipt of the topics for the professional discussion ensure they are passed to the apprentice to provide the opportunity for them to prepare for and practice the professional discussion to enable them to access information / documents that will support them when providing examples relating to the work place.

4. Additional Information

https://www.cityandguilds.com/apprenticeships/emerging-standards/end-assessment-service