Hospitality Team Member Food and Beverage Service (9083-11)

Version 3.0 February 2020

End-point Assessment Pack

For independent end-point assessors

Version and date	Change detail	Section
Version 2 July 2018	Formatting and typographical amendments	Throughout
Version 2 July 2018	Note added regarding the requirement to allow seven days between the practical observation and the professional discussion	Section 3 – Introducing the EPA
Version 2 July 2018	Removal of reference to strengths and weaknesses	Section 3 - Feedback
Version 2 July 2018	A note about time needed if two assessments are failed before a resit	Section 3 – Opportunities for resits
Version 2 July 2018	Revision to final activity – now referred to as Professional Discussion	Section 5
Version 2 July 2018	Changes to the grading, number of questions and weightings	Assessment specification
Version 2 July 2018	New guidance on content related to how the professional discussion should be structured and preparation required. In particular the need to provide information to the apprentice on the focus of the professional discussion 5 days in advance.	Professional discussion – task instructions to IEPAs
Version 2 July 2018	Statement that five days before the discussion, details of topics will be sent.	Professional discussion – task instructions to centres etc
Version 2 July 2018	Statement that five days before the discussion, details of topics will be sent.	Professional discussion – task instruction to apprentices
Version 2 July 2018	Appendix 1 removed	Appendices
V3.0 February 2020	Practical Observation added to bullets in Introducing the End-point Assessment (EPA) to the Apprentice section	Section 3 EPA guidance for IEPAs
	Grading criteria referencing added	Assessment 701/751, 703/753

Contents

1	**Introduction**	**5**
	About this Apprenticeship Occupation	5
	What is in this document	5
	End-point Assessments	5
	Grading	5
	Entry requirements for End-point Assessment	6
	Gateway – prior to End-point Assessment	6
	Remote Assessment	6
	Security, confidentiality & copyright of End-point Assessment materials	6
2	**Apprenticeship Occupational Standard**	**8**
3	**End-point Assessment guidance for Independent End-point Assessors (IEPAs)**	**12**
	Introducing the End-point Assessment (EPA) to the Apprentice	12
	Health and safety / Codes of practice	12
	Authenticating the Apprentices work	13
	Recording forms	13
	Notes on the grading criteria	13
	Determining the Apprenticeship grade	13
	Sharing of results with Apprentices	14
	Results submission and Certification	14
	Feedback	14
	Opportunities to retake/resit or improve results for End-point Assessments	15
4	**End-point Assessment Resources list**	**15**
5	**End-point Assessment timeline**	**17**
Assessment 201/206	**Food and beverage service externally marked test/resit**	**19**
	Assessment specification	19
Assessment 201/206	**Food and beverage service externally marked test/resit**	**20**
	Task instructions for centres / end-point assessment customers / employers / training providers	20
Assessment 701/751	**Food and beverage service business project/resit**	**21**
	Assessment specification	21
	Task instructions for independent end-point assessors	22
	Task instructions for centres / end-point assessment customers / employers / training providers	23
	Task instructions for apprentices	25
	Recording forms	26
	Grading criteria	27
Assessment 702/752	**Food and beverage service practical observation/resit**	**28**
	Assessment specification	28
	Task instructions for independent end-point assessors	29

Task instructions for centres / end-point assessment customers / employers / training providers 30
Task instructions for apprentices 31
Recording forms 32
Grading criteria 33

Assessment 703/753 Food and beverage service professional discussion/resit 35

Assessment specification 35
Task instructions for independent end-point assessors 37
Task instructions for centres / end-point assessment customers / employers / training providers 40
Task instructions for Apprentices 41
Grading criteria 42

Apprenticeship assessment results sheet 44

1 Introduction

About this Apprenticeship Occupation

A hospitality team member can work in a range of establishments, for example bars, restaurants, cafés, conference centres, banqueting venues, hotels or contract caterers. The role is very varied and although hospitality team members tend to specialise in an area, they have to be adaptable and ready to support team members across the business, for example during busy periods. Specialist areas in hospitality include food and beverage service, serving alcoholic beverages, barista, food preparation and production, housekeeping, concierge and guest services, reception, reservations and conference and banqueting.

What is in this document

- The occupation standard for Hospitality team member
- Resource requirements for End-point Assessment
- Timeline for End-point Assessment
- End assessment tasks
- Guidance for the Independent End-point Assessor (IEPA), Centres and Apprentices.

This document must be used alongside the **End-point Assessment Recording Forms for Independent End-point Assessors** document

End-point Assessments

The focus of the End-point Assessment 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.

End-point Assessments 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
- work based practical observation
- business project
- professional discussion.

This pack contains specific guidance around the assessments of the Hospitality Team Member – Food and Beverage Service for an overview summary of all assessment methods that could be used as part of End-point Assessment please see the **Independent End-point Assessor Manual.**

Grading

This Apprenticeship is graded Pass, Distinction. End-point Assessments will be assessed and graded by City & Guilds Independent End-point Assessors. Further information about how each assessment is graded and how the overall Apprenticeship grade is determined can be found in later sections of this document.

Entry requirements for End-point Assessment

To be eligible for End-point Assessment the Apprentice must have successfully achieved the following:

- Achieved level 1 English and maths
- Registered on and taken the assessment for a level 2 qualification (or equivalent) in Mathematics and English however, they do not have to achieve the Mathematics and English at this level prior to completing their Apprenticeship.

Gateway – prior to End-point Assessment

When all on-programme content is complete, the employer and/or training provider are required to sign-off the Apprentice as being ready to undertake the End-point Assessment. In order to do this, they will be required to submit a **City & Guilds End-point Assessment Gateway Declaration form**. This confirms that the Apprentice has acquired the required knowledge, skills and behaviours, along with any mandatory qualifications. Each occupation has a specific Gateway Declaration form, a copy of the form for this Apprenticeship can be found in the appendices of this document.

Completed Gateway Declaration forms are submitted to City & Guilds as part of the booking process and are checked by the End-point Assessment team, prior to the allocation of an IEPA to undertake the assessments.

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

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 IEPA Manual.

Security, confidentiality & copyright of End-point Assessment materials

The content of this document is, unless otherwise indicated, © The City and Guilds of London Institute and may not be copied, reproduced or distributed without prior written consent. However, approved City & Guilds centres or End-point Assessment customers and Apprentices studying for City & Guilds End-point Assessment may photocopy this document free of charge. The Standard Copying Conditions (see the City & Guilds website) also apply.

Additional conditions of use City & Guilds End-point Assessment Materials for Independent End-point Assessors are protected by copyright and are supplied only to Independent End-point Assessors for use solely for the purpose of summative assessment.

The following conditions, which apply to City & Guilds Assessment Materials, are additional to

- **the Standard Copying Conditions** which can be found at **http://www.cityandguilds.com/142.html**; and
- (where the City & Guilds Assessment Materials are dated examinations), the JCQ Instructions for Conducting Examinations.

The Independent End-point Assessor must:

- only use the City & Guilds End-point Assessment Materials in formal, summative End-point Assessment leading to the award of an Apprenticeship and not for any other purpose (including, but not restricted to, teaching, revision, as practice assessments or for commercial purposes).
- handle and store securely the City & Guilds End-point Assessment Materials in accordance with the following conditions -

- City & Guilds End-point Assessment Materials must be accessible to Apprentices only during formal End-point Assessment as governed by the assessment conditions specified for the individual Apprenticeship; -
- The portfolio of the Apprentice may contain assessment results referenced to the assessment taken but should not contain the City & Guilds End-point Assessment Materials (such as assessment tasks or questions or marked scripts if the tests may be reused (unless otherwise stated));-
- The content of any City & Guilds End-point Assessment Materials must not be made public in any format, either in part or in full; -
- City & Guilds End-point Assessment Materials must be securely handled and under no circumstances shared with third party organisations (including centres and employers) or individuals

2 Apprenticeship Occupational Standard

Industry Knowledge: <u>All</u> hospitality team members must have the following introductory knowledge

Introduction to the hospitality industry

- Understand what hospitality means, the culture of the industry and why delivering a customer experience to meet and exceed customer's expectations is so important to hospitality businesses
- Appreciate the importance of hospitality behaviours such as personal conduct, being adaptable, using initiative and communicating with a diverse range of people
- Know the range of businesses and establishments that make up the hospitality industry, their differences and similarities and the variety of job roles and progression opportunities that are available

Core Hospitality: <u>All</u> hospitality team members must have the following core hospitality knowledge, skills and behaviours

	Knowledge and understanding (Know it)	Skills (Show it)	Behaviours (Live it)
Customer	**CK1** Recognise customer profiles in hospitality and how customers have different needs	**CS1** Use clear and engaging communication to establish a good rapport with customers and ask relevant questions to determine their needs	**CB1** Use own initiative and have confidence in determining customers' needs
	CK2 Understand the importance of meeting, and where possible, exceeding customer expectations in line with the business/brand standards	**CS2** Deliver excellent customer service in line with the business /brand standards with the aim of exceeding customer expectations	**CB2** Take an enthusiastic and positive approach to providing excellent customer service

	CK3 Understand the importance of receiving and dealing with customer feedback to support the improvement of products and services and provide value for money	**CS3** Check that customers are satisfied with products and services and act on feedback in line with business procedures	**CB3** Take feedback from customers seriously and actively improve own customer service in line with business / brand standards
Business	**BK1** Know the business vision and values, its main competitors, how it fits into the wider hospitality industry and how own area of work contributes to achieving business targets	**BS1** Perform activities to positively promote business/brand standards and identify opportunities to increase sales and achieve customer loyalty	**BB1** Proactively support the reputation of the business and be aware of how it compares with its competitors
	BK2 Know how own role can minimise unnecessary financial loss to the business	**BS2** Carefully handle payments, transactions, stock and packaging to minimise unnecessary financial loss	**BB2** Carry out activities with consideration of their cost and value
	BK3 Understand how personal discipline in approach to work, for example time-keeping, attendance, appearance, personal presentation and conduct can all have an impact on the business/ brand reputation	**BS3** Prepare and organise own work for example promptly arriving for shifts, communicate information at team meetings /briefings, following business /brand guidelines and procedures, meeting agreed deadlines	**BB3** Organise own work and have the confidence to ask for guidance, fully participate in performance reviews and training and act on feedback relating to personal performance
	BK4 Know the products/ services that are offered by the business, their prices and special offers and how to match them to customers' needs	**BS4** Clearly communicate relevant and useful information on products and services based on a clear understanding of customers' needs	**BB4** Confidently demonstrate a belief in the products/services the business offers
	BK5 Know how the business aims to increase its market share and compete against its main competitors, for example its unique selling points, promotions and marketing campaigns	**BS5** Actively promote the unique selling points of the business and special offers available and promotions to customers	**BB5** Keep up to date with how the business positions itself within the wider hospitality industry
	BK6 Understand how the use of technology can enhance customer service and productivity in hospitality businesses	**BS6** Use technology appropriately and efficiently in line with company policy in a way that supports customer service and ensure that faults and maintenance issues are reported promptly	**BB6** Use technology responsibly and take an interest in new developments that relate to own job role

Business (cont)	**BK7** Recognise and understand legislative responsibilities relating to the business and the products and/or services it offers	**BS7** Comply with legal requirements to avoid risks, minimise disruption to the business and to maintain the safety and security of people at all times	**BB7** Work with integrity in a safe, honest and trustworthy manner putting personal safety and that of others first
	BK8 Know how the activities in hospitality businesses can have a negative effect on the environment	**BS8** Work in a way that minimises negative effects on the environment for example by managing wastage in line with business procedures	**BB8** Demonstrate personal commitment to minimising the negative affect on the environment caused by work activities
People	**PK1** Understand the importance of using appropriate methods of communication that are suitable for different situations and individuals' needs in a variety of hospitality contexts	**PS1** Communicate accurately and effectively with others in line with the business culture to achieve the best result according to the situation	**PB1** Take a friendly and outgoing approach and enjoy talking and interacting with others, and communicating according to the business/brand standard
	PK2 Know how to support and influence the team positively, recognising how team members are dependent on each other to meet business objectives	**PS2** Support team members to ensure that the products and services delivered are of a high quality, on time and meet customer expectations in line with business needs	**PB2** Demonstrate pride in own role through a consistently positive and professional approach, and be aware of the impact of personal behaviour within the team
	PK3 Understand how to work with people from a wide range of backgrounds and cultures	**PS3** Put people at ease in all matters, adapt products and services as necessary, helping them to feel welcome and supported and provide them with information that is relevant to their need	**PB3** Operate in a fair and professional manner
First line supervision team leading	**SK1** Understand how to support the supervision of team members for example new and junior employees to assist line manager	**SS1** Contribute to meetings and planning shifts, support shift briefings and assist in the monitoring of standards to help ensure quality is maintained	**SB1** Demonstrate the ability and confidence to deputise for the line manager when necessary

Food and Beverage Service - Food and beverage service must be demonstrated in at least **one** food service style, such as table service, counter service, room service or conference and banqueting

	Knowledge and understanding (Know it)	Skills (Show it)	Behaviours (Live it)
Food & Beverage Service	**F&BK1** Know the range of food and beverage service styles and standards within different types of hospitality operations	**F&BS1** Ensure each stage of food and beverage service meets business/ brand standard, including, for example, customer arrival, provision of information, promoting menu and other items, taking and processing orders, serving food and drink and taking payments.	**F&BB1** Take a responsible approach to the preparation, sale and service of food and beverages for example in relation to safe handling and storage, and accurately communicating the contents of products.
	F&BK2 Know the key features of menu items products and services, and basic food and beverage pairing in line with menu		**F&BB2** Use appropriate opportunities to upsell and promote additional products and services
			F&BB3 Actively seek opportunities to delight and 'wow' customers in line with the business / brand standard

3 End-point Assessment guidance for Independent End-point Assessors (IEPAs)

Introducing the End-point Assessment (EPA) to the Apprentice

The employer/training provider should have made the Apprentice aware of the different assessment methods that make up the End-point Assessment of the Apprenticeship prior to the gateway process.

Once the employer/training provider has completed the gateway process, they must contact City & Guilds to book the End-point Assessments.

The IEPA will be provided with these documents for discussion at an initial meeting (this may be held remotely). The purpose of the meeting is to confirm details of the End-point Assessments and ensure that the Apprentice understands the requirements of the assessment tasks. At this meeting the IEPA will

- approve the business project proposal
- confirm the submission date for the business project
- confirm dates for the practical observation and professional discussion

Note:
The apprentice must be provided with the information they need to prepare for the professional discussion at least **five days** before it is scheduled to take place. As a result, the practical observation should take place at least **seven days** before the professional discussion.

All assessments must be completed within two months.

For this Apprenticeship, you are required to clarify the following tasks to the Apprentice

- Knowledge test
- Practical Observation
- Business project
- Professional discussion

The specific details of what should be shared and when, can be found in the **Task Instructions for Independent End-point Assessors** sections within this document. When sharing details of the assessments it is important that IEPAs confirm a realistic timeframe for completion of tasks. If tasks are not completed within the agreed timeframe, without the Apprentice having a good reason, the IEPA should notify City & Guilds and the timeline for any endpoint assessment visit may be reviewed.

Health and safety / Codes of practice

The importance of safe working practices, the demands of the Health and Safety at Work Act and any Codes of Practice associated with the industry **must** always be adhered to.

The requirement to follow safe working practices is an integral part of all City & Guilds assessments, and it is the responsibility of the employer/training provider/tutor to ensure that all relevant health and safety requirements are in place before Apprentices begin any practical assessment or when working on projects.

Should an Apprentice fail to follow correct health and safety practices and procedures during practical assessment, the IEPA should **stop the assessment** and advise the Apprentice of the reasons why.

The Apprentice should be informed that they have not reached the standard of assessment required. It is at the discretion of the IEPA to confirm whether the End-point Assessment can restart.

Should the IEPA identify something, when assessing evidence submitted for the Apprenticeship or pick up on something during an oral assessment that indicates that health and safety practices and procedures may not have been adhered to, they should feed this back to the City & Guilds End-point Assessment team.

Authenticating the Apprentices work

When making judgements on evidence of unobserved tasks, the IEPA must ensure all decisions satisfy VACS (valid, authentic, current, sufficient) criteria. For evidence produced outside controlled conditions the Apprentice will be required to

- sign a declaration that the work is their own
- reference all sources

The employer/ training provider should also aid authentication by:

- supplementary (oral) questioning to gauge familiarity with the topic
- looking out for any changes to the Apprentices usual writing style such as unusual sources/examples or the use of US spellings or phrases that might indicate cutting and pasting from the internet
- requiring access to evidence of steps in the process e.g. drafts, notes, planning documents

For further information on authenticating work, see: **www.ofqual.gov.uk/plagiarism-teachers**

City & Guilds have produced evidence reference forms for both Apprentices and IEPAs to use when reviewing evidence produced outside of controlled conditions. These forms, include a declaration of authenticity form, and must be completed when submitting evidence. They should be completed and signed by both the tutor/employer and the Apprentice and can be found in the **EPA recording forms for End-point Assessment customers/employers/training providers** document.

Recording forms

City & Guilds have designed specific recording forms for this Apprenticeship, some for centres/employers/training providers to use, and some for IEPAs to use. These can be found in the following documents:

- End-point Assessment Recording Forms for Independent End-point Assessors
- EPA recording forms for End-point Assessment customers/employers/training providers

Centres must use the forms provided by City & Guilds in the format laid out in this document.

IEPAs should ensure that any notes recorded on these forms are recorded in a way that another assessor who was not present at the assessment can clearly see why grading/marking decisions were made.

Notes on the grading criteria

Each assessment will be individually assessed and graded by a City & Guilds IEPA. The grade will be determined using the grading criteria detailed in the tasks.

Determining the Apprenticeship grade

IEPAs are responsible for grading all tasks, apart from any online tests, and communicating these outcomes to City & Guilds. You are also responsible for determining the overall grade of the Apprenticeship.

All assessments must be achieved at a minimum of pass for the Apprenticeship to be achieved. Each assessment will be graded individually and each result converted into points. The contribution of each assessment towards the Apprenticeship grade is listed in the table below:

Assessment	Pass	Distinction
Practical observation	1	3
Business project	1	3
On demand test	1	2
Professional discussion	1	2

Apprentices cannot achieve the apprenticeship without gaining at least a pass in every assessment method.

Once the apprentice has achieved at least a pass in each assessment activity the final grade will be calculated as follows:

Total Score	Overall grade
0-3	Fail
4-8	Pass
9+	Distinction

Sharing of results with Apprentices

On completion of the final assessment method, where appropriate, the IEPA may indicate to the Apprentices if they have achieved the overall End-point Assessment but should **not** share any grades with them.

Results submission and Certification

The IEPA is responsible for submitting Apprentice's results to City & Guilds. City & Guilds will issue an End-point Assessment record of achievement confirming the grade achieved and will notify the appropriate body who will issue the Apprenticeship certificate.

Feedback

The IEPA is required to provide written feedback for any Apprentice that fails their End-point Assessment. Written feedback must be captured on the City& Guilds Apprentice Feedback form. The Apprentice feedback form can be found in the **End-point Assessment Recording Forms for Independent End-point Assessors** document. Written feedback should outline which aspects of the standard/assessment were not met.

If Apprentices have achieved the End-point Assessment, default feedback will not be provided other than confirmation of results. If an End-point Assessment customer specifically requests feedback this will be viewed as an exception and decisions around this made on a case by case basis. If it is agreed to provide feedback the End-point Assessment team will contact the IEPA directly and request that this is completed. It is expected that the information captured in the recording forms would be used to draft the feedback to the Apprentice.

Opportunities to retake/resit or improve results for End-point Assessments

An Apprentice who passes the End-point Assessment cannot re-sit in order to improve their result and achieve a higher grade.

If an Apprentice fails any part of the End-point Assessment they should not retake the End-point Assessment until they have completed a period of further learning or training and the employer/training provider is confident the Apprentice is competent. A separate End-point Assessment resit booking will need to be made with City & Guilds for the relevant assessment.

If two assessments are failed, the apprentice must wait at least one month before they can resit the second assessment that was failed.

If an Apprentice fails any part of the End-point Assessment, a resit can be booked at the earliest opportunity. The maximum grade an Apprentice can achieve when retaking any End-point Assessment is a pass.

4 End-point Assessment Resources list

Resources required
On demand knowledge tests • Knowledge tests require IT systems that are set up to receive evolve tests • Apprentices should have access to a quiet room with adequate lighting, space and privacy to sit the tests. *These exams are sat under invigilated examination conditions, as defined by the JCQ: **http://www.jcq.org.uk/exams-office/ice---instructions-for-conducting-examinations**.

Practical observation
• The observation must be conducted in a commercial restaurant establishment
• This should be the apprentice's normal place of work and adequate resources, tools and equipment should be available for them to demonstrate all aspects of the standard. This will include
  o taking and processing orders
  o promoting menu and other items
  o interacting with customers
  o safe handling and storage of food and beverages
  o serving food
  o serving beverages (including alcohol)
  o taking payments.

Business project The Apprentice must be given • 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/writing facilities.
Professional discussion • The professional discussion will be conducted in a quiet room, away from the normal place of work and should be of sufficient size to accommodate the Apprentice, the IEPA and the employer representative • For a remote assessment, suitable equipment as outlined in the EPA manual is to be utilised.

5 End-point Assessment timeline

	Activity
On-going prior to completion (12 month period on-programme)	Line manager/tutor • Reviews progress and ensures Apprentices' performance is on track as part of the regular performance management system • Identifies gaps and creates a plan for the end assessment with the Apprentice • Employer and Apprentice to agree business project • Prior to independent end assessment the Apprentice must complete the English and Maths components of the Apprenticeship.
Gateway process	The Apprentice and line manager/tutor review progress and confirm agreement that the apprentice is ready for End-point Assessment The employer/training provider submits • Completed gateway declaration form • Business project proposal • Two week schedule of work. • Business Operations brief The IEPA will be provided with these documents. They will provide feedback/approval of the business project proposal within one week.
Book End-point Assessment in line with City & Guilds booking timelines	Employer/training provider • Makes End-point Assessment booking with City & Guilds • Submits reservation request 501/502/505.
Introductory meeting	The purpose of the meeting (this may be held remotely) is to confirm details of the End-point Assessments and ensure that the Apprentice understands the requirements of the assessment tasks. At this meeting the IEPA will • Confirm acceptance of the business project proposal • Confirm the submission date for the business project • Clarify assessment activities/tasks • Confirm dates for the practical observation and professional discussion.
Completion of assessment activities	The following assessment activities must all be completed before the professional discussion • Knowledge test • Business project - Note that the business project should be submitted before the practical observation and professional discussion take place. • Practical observation

	Activity
Professional discussion	City & Guilds IEPA provides details of the focus of the professional discussion at least **five days** before it is scheduled to take place. City & Guilds IEPA carries out the professional discussion, including a ten minute question and answer session on the business project.

Assessment 201/206 Food and beverage service externally marked test/resit

Assessment specification

Assessment type: Examiner marked, written exam, usually delivered online*
Assessment conditions: Invigilated examination conditions* calculators may be used
Grading: D 85% P70%
Resit grading: P70%

Exam 201/206	Duration: One hour and 35 minutes		
Areas of learning	**Topic**	**Number of marks**	**%**
01 Customer	1.1 Customer profiles and hospitality businesses 1.2 The importance of meeting and exceeding customer expectations in line with business /brand standards 1.3 Managing customer feedback to improve services	11	21
02 Business	2.1 How own role can minimise financial loss to the business 2.2 Impact of personal discipline in approach to work on business brand reputation 2.3 The use of technology in hospitality businesses 2.4 Legislative responsibilities of hospitality businesses 2.5 Environmental issues within hospitality businesses	9	17
03 People	3.1 Importance of using appropriate methods of communication 3.2 Support and influence the team positively to meet business objectives	4	8
04 First line supervision/ team leading	4.1 Principles of first line supervision and how to support with the supervision of team members	2	4
05 Food and Beverage Service	5.1 Food and beverage service styles and standards 5.2 Features of menu items 5.3 Legislation relating to food and beverages 5.4 Food and beverage pairing in line with menu	26	50
	Total	**52**	**100**

*These exams are sat under invigilated examination conditions, as defined by the JCQ: **http://www.jcq.org.uk/exams-office/ice---instructions-for-conducting-examinations**.

Entry for exams can be made through the City & Guilds Walled Garden.

Assessment 201/206 Food and beverage service externally marked test/resit

Task instructions for centres / end-point assessment customers / employers / training providers

The assessment is an on-demand multiple choice test comprised of 52 questions covering both the core and specialist functions. The duration of the test is one hour and 35 minutes.

Apprentices should have access to a quiet room with adequate lighting, space and privacy to sit the tests. The external tests require IT systems that are set up to receive evolve tests.

The conduct of the external tests must comply with the Joint Council for Qualifications[CIC] invigilation requirements. However, tutors/assessors may act as invigilators.

Some questions will be scenario based, designed to present the Apprentice with a range of real-life scenarios which are representative of situations in which they are likely to find themselves when working in the hospitality industry. These questions will require the Apprentice to consider a course of action or solution to a situation/problem based on a 'real-life' workplace activity.

The test requires Apprentices to relate the knowledge, skills and behaviours of the Apprenticeship Standards across different contexts relevant to hospitality team members. Each scenario has been written to ensure there is sufficient context for different employment types and are meaningful to a wide range of roles within the scope of the Apprenticeship standard.

Employers/training providers should prepare their Apprentices for the externally marked knowledge tests by carrying out formative tests throughout the on-programme training to test their knowledge and understanding of the standard. This could include

- Sharing the 9083-201 assessment specification (above) as well as the Apprenticeship Standards (section 2) of this document
- Encouraging Apprentices to sit the City & Guilds multiple choice sample papers under invigilated exam conditions. These are available on the 9083 webpage.

Assessment 701/751 Food and beverage service business project/resit

Assessment specification

Component	Description	Coverage	Grading
701/751	Food and beverage business project	As agreed with employer, Apprentice and IEPA	P/D/X

Assessment 701/751 Food and beverage service business project/resit

Task instructions for independent end-point assessors

The business project proposal of 200-300 words must be submitted to the IEPA at the gateway process and approved prior to an Apprentice commencing their project. If the IEPA does not approve the proposal, the Apprentice must send a new project proposal to the IEPA prior to the initial meeting.

The business project should be submitted prior to the practical observation and professional discussion.

The length of the business project should be between 800 and 1,200 words. It will be necessary for the Apprentice to sign a statement confirming that they have been the author of the project using a standard template. These documents are available in the **End-point Assessment Recording forms for End-point Assessment Customers/Employers/Training Providers** document.

The IEPA will be responsible for assessing the business project to determine that the Apprentice has

- Understood the context of the business
- Identified the need for the project
- Selected a project theme that is appropriate for the workplace
- Used primary and secondary sources of research appropriate to their workplace
- Analysed information and developed realistic business recommendations
- Maintained an up-to-date knowledge of trends and developments in the hospitality industry/sector.

The IEPA will assess the business project to

- Ensure that the project draws upon the skills, knowledge and behaviours of the Apprenticeship Standards as set out in section 2 of this document and the assessment specification
- Assess against the grading descriptors and apply the recommended grade
- Identify areas to explore in the professional discussion.

There is **not** a requirement that all skills, knowledge and behaviours are to be covered in the project. When assessing the project, the focus should be on determining that there is a sufficient breadth of skills, knowledge and behaviours to indicate that Apprentices are able to relate the Standards to their own job roles.

The business project feeds into the professional discussion, thus the project must be submitted to the IEPA in advance of the professional discussion. This will enable the Independent End-point Assessor to read, reflect and prepare questions. The IEPA should identify assessment criteria that are met through the business project and practical observation and those, which are to be followed up as part of the professional discussion.

Task instructions for centres / end-point assessment customers / employers / training providers

Preparation

The employer/centre/training provider should work with the Apprentice to identify a need for the project that is both beneficial to the business and relates to the Apprentices work. The project should allow the Apprentice opportunities to demonstrate their understanding of the business in which they are working and their wider understanding of the hospitality industry.

It is recommended that both the employer and apprentice are involved in the process of agreeing potential themes taking into account.

- Apprentice preference where appropriate
- Viability/achievability for the apprentice's workplace
- Potential added value for the employer.

Once the centre and employer have agreed a range of themes which are applicable to the apprentice's workplace, the apprentice should then be involved in the final decision.

Apprentices are expected to work independently on their business project. The role of the employer and centre should be limited to helping Apprentices select an appropriate project theme, approving project plans and signing off the project proposal/final business project for submission to the IEPA.

The Apprentice should have access to sources of information including the opportunities to communicate with relevant members of staff, managers, customers, contractors and suppliers if required as part of the information gathering and review process.

When agreeing project plans employer/centre/provider should ensure that the

- project theme is relevant to the apprentices job role and the workplace
- content and scheduling of primary research is agreed with the employer
- timeframes are realistic for the employer and for submission deadlines to IEPA
- project is drawing upon the skills, knowledge and behaviours of the Apprentice Standards.

Documents to share with Apprentices

Centres must ensure that Apprentices are provided with the following documents

- The task instructions for Apprentices
- Business project template
- Grading descriptors for the business project
- Copy of the relevant hospitality Apprenticeship Standards.

Types of evidence

The type of projects identified will depend on the employers business but could include a wide range of projects. This could include projects such as customer feedback, cost efficiency, business reputation, increasing market share, increased productivity, waste management, increasing sales through promotions, health and safety issues, food safety / hygiene issues, service efficiency, stock control, menus and commodity considerations, production methods to improve efficiency and updating beverage offers.

Submission to City & Guilds

The Apprentice is required to complete the relevant sections in the Project Header and Declaration Sheet.

The training provider/employer will review the report once completed to ensure it meets the requirements, as set out in the instructions for apprentices, the centre will then sign the Project Header and Declaration Sheet. It is recommended that the employer reads the report prior to centre sign off and submission.

Once the Project Header and Declaration Sheet has been signed by the centre the following documents must be uploaded to the City & Guilds EPA Portal. The report will then be formally marked by the IEPA. Their Assessment decisions will be recorded in the Project Header and Declaration sheet.

The documents that must be sent are:

1. The completed project
2. The completed Project Header and Declaration Sheet.

The purpose of signing off the Project Header Form is to authenticate the apprentice's work and verify that it is representative to their workplace. Training providers/employers are not expected to provide feedback or support.

Refer the *End-point Assessment Recording forms for centres/End-point Assessment Customers/Employers* for guidance on to complete these forms.

Assessment 701/751 Food and beverage service business project/resit

Task instructions for apprentices

Task 1 Planning a project

You must identify a business project that will focus on opportunities to make improvements to the business that you work in. You should agree the context of the project with your line manager and the parameters within which you will work. Before commencing work on your project, you must produce a written or typed 200-300 word project proposal. Your business proposal has to be approved by a City & Guilds independent end-point assessor and will be the basis for your business project. This proposal is not formally assessed although it is essential in progressing the work on your business project.

Task 2 Business project

You must produce a written or typed 800–1200 word business project based on your proposal brief.

Your project should focus on an area of the business where there are opportunities, challenges or improvements required. You should undertake research, gather information and review the situation, producing realistic business recommendations for improvements with justifications and expected outcomes.

Your project should demonstrate that you have an understanding of the context of the business in which you work and how it relates to current trends and developments in the wider hospitality industry/sector. You should ensure that your project meets the required criteria in the Apprenticeship Standards.

As part of the professional discussion with the Independent End-point Assessor, there will be ten minutes allocated to questions and answers relating to your business project.

Conditions of assessment:

- Your business project must be completed working alone
- You should have access to suitable resources to undertake research

Your line manager/tutor will provide you with the following information:

- Business proposal/project templates
- Grading descriptors for the business project
- Copy of the relevant Apprenticeship Standards
- City & Guilds declaration of authenticity

What you must produce for marking:

- Business proposal produced on the City & Guilds template
- Business project produced on the City & Guilds template
- City & Guilds signed authentication form

Assessment 701/751 Food and beverage service business project/resit

Recording forms

All recording forms can be found in the **End-point assessment recording forms for end-point assessment customers/employers/training providers** document that is available in a word format. Please see below summary of the recording forms that are available for this assessment.

Recording form	Purpose	Who should complete	Where can it be found
Business project proposal template	City & Guilds template for Apprentices to produce their project proposal	Apprentice	End-point Assessment recording forms for end-point assessment customers/ employers/training providers
Business project template	City & Guilds template for Apprentices to write/type up their business project	Apprentice	End-point Assessment recording forms for end-point assessment customers/ employers/training providers
Signed declaration of authenticity form	Confirmation of validity of work signed by Apprentice and Employer	Employer Apprentice	End-point Assessment recording forms for end-point assessment customers/ employers/training providers
End-point Assessment recording/feedback form	City & Guilds form for IEPA to record assessment outcome and feedback to the Apprentice	Independent End-point Assessor	End-point Assessment recording forms for Independent End-point Assessors

Assessment 701/751 Food and beverage service business project/resit

Grading criteria

The following criteria will form the basis for grading the business project

Descriptors	
To achieve a **pass grade** the apprentice has achieved all the criteria below	To achieve a **distinction grade** the apprentice has achieved everything at a pass grade and all the criteria below
P1. Provided a general introduction and background to the department, team or area of work, including how this relates to the rest of the business unit (if applicable) P2. Explained how the business fits into the hospitality industry (links to briefing paper given in planning meeting) P3. Demonstrated an awareness of and understanding for the need for deadlines P4. Explained how they keep up to date with trends and the changing industry P5. Outlined the problem, challenge or opportunity identified P6. Stated the aims and objectives of the project P7. Provided an indication of costs associated with the proposed recommendations P8. Explained how the research was undertaken P9. Explained how suggested improvements will impact on customers and their experience, or improve business performance P10. Explained how the idea could be implemented.	D1. Given a detailed introduction and background of the department, team or working area within the context of the wider business unit D2. Outlined the current situation which has led to the identification of a challenge or opportunity D3. Provided detailed aims and objectives for the project, linking to the current situation D4. Identified measurable improvements and benefits to the organisation D5. Reviewed the project to ensure it meets organisational and legal requirements D6. Demonstrated effective use of a range of research, including obtaining information from stakeholders, such as team members, management, suppliers or customers D7. Made detailed recommendations for implementation, including timings and potential costs D8. Provided detailed validation and justification of recommendations D9. Proposed realistic timeframes for implementation.

Assessment 702/752 Food and beverage service practical observation/resit

Assessment specification

Description	Coverage	Grading
Customer	**CS1** Use clear and engaging communication to establish a good rapport with customers and ask relevant questions to determine their needs **CS2** Deliver excellent customer service in line with the business /brand standards with the aim of exceeding customer expectations **CS3** Check that customers are satisfied with products and services and act on feedback in line with business procedures	P/D/X
Business	**BS1** Perform activities to positively promote business/brand standards and identify opportunities to increase sales and achieve customer loyalty **BS2** Carefully handle payments, transactions, stock and packaging to minimise unnecessary financial loss **BS3** Prepare and organise own work for example promptly arriving for shifts, communicate information at team meetings /briefings, following business /brand guidelines and procedures, meeting agreed deadlines **BS4** Clearly communicate relevant and useful information on products and services based on a clear understanding of customers' needs **BS5** Actively promote the unique selling points of the business and special offers available and promotions to customers **BS6** Use technology appropriately and efficiently in line with company policy in a way that supports customer service and ensure that faults and maintenance issues are reported promptly **BS7** Comply with legal requirements to avoid risks, minimise disruption to the business and to maintain the safety and security of people at all times **BS8** Work in a way that minimises negative effects on the environment for example by managing wastage in line with business procedures	
People	**PS1** Communicate accurately and effectively with others in line with the business culture to achieve the best result according to the situation **PS2** Support team members to ensure that the products and services delivered are of a high quality, on time and meet customer expectations in line with business needs **PS3** Put people at ease in all matters, adapt products and services as necessary, helping them to feel welcome and supported and provide them with information that is relevant to their needs	
First Line Supervision	**SS1** Contribute to meetings and planning shifts, support shift briefings and assist in the monitoring of standards to help ensure quality is maintained	
Food & Beverage Service	**F&BS1** Ensure each stage of food and beverage service meets business/ brand standard, including, for example, customer arrival, provision of information, promoting menu and other items, taking and processing orders, serving food and drink and taking payments.	

Assessment 702/752 Food and beverage service practical observation/resit

Task instructions for independent end-point assessors

The IEPA will be sent a two week schedule of work for the apprentice and should agree the timing of the practical observation as part of the assessment activity scheduling. When selecting the schedule the IEPA should consider the following;

- the apprentice is in their usual place of work
- there is a good level of business
- there is the opportunity to observe both preparation and service
- the apprentice will be able to demonstrate customer interaction
- the apprentice is able to move from one area / function of the business to another if required to show competence across the standards.

As part of the practical observation, the apprentice should have the opportunity to demonstrate how they have applied the full breadth of their knowledge, skills and behaviours against the assessment criteria. If the IEPA feels that the schedule does not reflect the opportunity for the apprentice to demonstrate this, they should contact the end-point assessment team.

The practical assessment is a two hour observation of the apprentice in the workplace. The time may be split into two one hour sessions to cover both the preparation and service. However, these sessions should take place on the same day.

During the observation the IEPA must observe a range of tasks from **all** of the criteria, both for the core and the food and beverage service specialism and the IEPA should identify which assessment criteria are covered and which ones are to be followed up as part of the professional discussion.

Task instructions for centres / end-point assessment customers / employers / training providers

The apprentice will be observed carrying out a range of tasks from across the core and food and beverage standards and should reflect the apprentice's typical working conditions.

The practical observation must be scheduled at a time, which allows them to demonstrate their ability to work in a variety of situations and optimise evidence as much as possible against the assessment criteria. The apprentice should have the opportunity to move from one area / function of the business to another to demonstrate how they have applied their knowledge, skills and behaviours.

The IEPA will be reviewing the two week work schedule to ensure that the practical assessment can take place at a time when;

- the apprentice is in their usual place of work
- there is a good level of business
- there is the opportunity to observe both preparation and service
- the apprentice will be able to demonstrate customer interaction.

The practical assessment task is a two hour observation. The time may be split into two one hour sessions to cover both the preparation and service. However, these sessions should take place on the same day.

Assessment 702/752 Food and beverage service practical observation/resit

Task instructions for apprentices

Task 1

You will be observed carrying out food and beverage tasks for a two hour period.

You are required to carry out food and beverage preparation and service in at least **one** service style such as table service, counter service, room service and conference/ banqueting.

The practical observation will take place during your normal working hours and in your normal working environment. As part of the assessment, you must demonstrate that you are able to communicate with customers.

Conditions of assessment:

- You must work independently in supervised conditions
- You must complete the task in a controlled environment, which will be your normal place of work.

Assessment 702/752 Food and beverage service practical observation/resit

Recording forms

All recording forms can be found in the **End-point assessment recording forms for end-point assessment customers/employers/training providers** document that is available in a word format. Please see below summary of the recording forms that are available for this assessment.

Recording form	Purpose	Who should complete	Where can it be found
End-point Assessment recording/feedback form	City & Guilds form for the IEPA to record practical assessment outcome and feedback to the Apprentice	Independent End-point Assessor	End-point Assessment recording forms for Independent End-point Assessors

Assessment 702/752 Food and beverage service practical observation/resit

Grading criteria

The following criteria will form the basis for grading the practical observation

Descriptors		
	To achieve a **pass** grade the apprentice has achieved all the criteria below. They must also • achieve tasks on time and to standard	To achieve a **distinction grade** the apprentice has achieved everything at a pass grade criteria below and must also • Work efficiently in a coordinated way • Work to exceed timescales, standards or ways of working
Core	**CS1** Demonstrate effective, two-way communication **CS1/BS4** Establish needs through questioning, confirm understanding of needs **CS3** Act on information	CS1 Demonstrate genuine rapport with colleagues and customers CS1/BS4 Accurately determine the needs of others and respond speedily
	BS2/BS3/BS8 Demonstrate ability to take responsibility for self and work requirements **BS3** Demonstrate the ability to meet deadlines **BS7/BB7** Demonstrate the ability to maintain personal and other team members' safety **SS1/PB2** Demonstrate positive and encouraging behaviours to maintain professionalism	BS2/BS3/BS5 Demonstrate pride in the delivery of products and services BS3 Demonstrated the ability to exceed timescales
	CS2/BS1/BS5 Actively deliver according to the business / brand standards **BS1/BS3** Work within required standards and procedures **BS1/BS3/BS2** Maintain organisational standards **BS7** Work within legislative guidelines	CS2/BS1/BS5 Consistently represent the business/brand standards BS1/BS3/BS2 Work efficiently and effectively with ease, prioritise tasks so that they are completed in a sequenced and well-ordered manner
	PS1/PS2/PS3/PB3 Welcome and support colleagues and customers to ensure required information, goods and services are given **CS2/CS3** Deliver excellent service to the customer, meeting their needs or explaining why their needs cannot be met	CS2/CS3 Deliver excellent service to the customer going beyond their expectations
Food & Beverage	**F&BS1** Prepare service areas and equipment for food and beverage service **F&BS1** Prepare customer and dining areas for food and beverage service	F&BS1 Prepare service and customer areas to required standards and deal with contingencies in a timely manner

	F&BS1 Greet customers and take orders **F&BS1** Serve food and beverages **F&BS1** Maintain the dining area during service.	F&Bs1 Provide a positive welcome in line with the brand/organisational standards F&BS1 Deliver an efficient and timely service exceeding customer expectations

Assessment 703/753 Food and beverage service professional discussion/resit

Assessment specification

Description	Coverage	Grading
Customer	**CK2** Understand the importance of meeting, and where possible, exceeding customer expectations in line with the business/ brand standards **CS2** Deliver excellent customer service in line with the business / brand standards with the aim of exceeding customer expectations **CS3** Check that customers are satisfied with products and services and act on feedback in line with business procedures **CB1** Use own initiative and have confidence in determining customers' needs **CB2** Take an enthusiastic and positive approach to providing excellent customer service **CB3** Take feedback from customers seriously and actively improve own customer service in line with business/brand standards	P/D/X
Business	**BK3** Understand how personal discipline in approach to work, for example time-keeping, attendance, personal appearance, personal presentation and conduct can all have an impact on the business/ brand reputation **BK4** Know the products / services that are offered by the business, their prices and special offers and how to match them to customers' needs **BK5** Know how the business aims to increase its market share and compete against its main competitors, for example its unique selling points, promotions and marketing campaigns **BS1** Perform activities to positively promote business /brand standards and identify opportunities to increase sales and achieve customer loyalty **BS2** Carefully handle payments, transactions, stock and packaging to minimise unnecessary financial loss **BS3** Prepare and organise own work for example promptly arriving for shifts, communicating information at team meetings / briefings, following business / brand guidelines and procedures, meeting agreed deadlines **BS4** Clearly communicate relevant and useful information on products and services based on a clear understanding of customers' needs **BS5** Actively promote the unique selling points of the business and special offers available and promotions to customers **BS6** Use technology appropriately and efficiently in line with company policy in a way that supports customer service ensuring that faults and maintenance issues are reported promptly **BB1** Proactively support the reputation of the business and be aware of how it compares with competitors	

Description	Coverage	Grading
	BB3 Organise own work and have the confidence to ask for guidance. Fully participate in performance reviews and training and act on feedback relating to personal performance **BB6** Use technology responsibly and take an interest in new developments that relate to own job role **BB8** Demonstrate a personal commitment to minimising the negative effect on the environment caused by work e.g. managing waste in line with business procedures	
People	**PS2** Support team members to ensure that the products and services delivered are of a high quality, on time and meet customer expectations in line with business needs **PS3** Put people at ease in all matters, adapt products and services as necessary, helping them to feel welcome and supported and provide them with information that is relevant to their needs **PB2** Demonstrate pride in own role through a consistently positive and professional approach, and be aware of the impact of personal behaviour within the team **PB3** Operate in a fair and professional manner	
First line supervision/team leading	**SS1** Contribute to meetings and planning shifts, support shift briefings and assist in the monitoring of standards to help ensure quality is maintained **SB1** Demonstrate the ability and confidence to deputise for the line manager when necessary	
Food and Beverage Service	**F&BK1** Know the range of food and beverage service styles and standards within different types of hospitality operations **F&BK2** Know the key features of menu items products and services, and basic food and beverage pairing in line with menu **F&BS1** Ensure each stage of food and beverage service meets business/ brand standard **F&BB1** Take a responsible approach to the preparation, sale and service of food and beverages for example in relation to safe handling and storage, and accurately communicating the contents of products. **F&BB2** Use appropriate opportunities to upsell and promote additional products and services **F&BB3** Actively seek opportunities to delight and 'wow' customers in line with the business / brand standard	

Assessment 703/753 Food and beverage service professional discussion/resit

Task instructions for independent end-point assessors

Purpose of the professional discussion
The professional discussion is a structured discussion between the apprentice and the IEPA. The apprentice must demonstrate **ALL** of the knowledge/skills and behaviours in the core and food and beverage standards. The purpose of the professional discussion is to assess areas of the standard not covered in the practical observation or business project. If the apprentice has presented naturally occurring evidence to demonstrate competence in either the practical observation or business project there is no requirement to reassess it as part of the professional discussion.

Requirements for the professional discussion
The Apprentice must have completed all of the other three assessments, knowledge test, business project and practical observation prior to the professional discussion.

Assessment environment
The IEPA is responsible for ensuring that any assessment takes place in appropriate surroundings, which are free from distractions and interruptions. You may need to liaise with the training provider/ employer representatives to ensure that the assessment environment is suitable and could include ensuring that appropriate signposting and other arrangements are in place to maintain a suitable environment throughout the duration of the assessment activity. However, the assessment may take place remotely, using suitable technology. This should include video conferencing/video calling and a two way visual and audio link.

Preparation for the professional discussion
At least **seven days** before the scheduled professional discussion, you must:

- Review the requirements for the professional discussion and identify areas that require further discussion from the practical observation
- Review the business project and identify areas that require further discussion
- Identify the topics that will be covered during the professional discussion
- Prepare any questions you want to ask
- Ensure a suitable environment for the professional discussion has been booked
- Ensure all parties are aware of the location, date and time of the professional discussion.

At least **five days** before the assessment, you must provide the apprentice with details of the topics to be covered in the professional discussion, including any evidence they may want to bring with them to support them. Further details are in the next section.

Structure of the professional discussion
The professional discussion is a 40 minute structured discussion. The timings for the professional discussion include 10 minutes allocated for questions and answers related to the business project. However, you should allow up to an hour to complete the task. This gives you time to prepare the environment, have an introduction (as indicated in section 1 below) and a conclusion at the end (section 6). The professional discussion should be organised as follows:

1. Introduction (5 minutes – although do not class this as part of the 40 minutes)
It is important that you ensure that actions are taken to help put the apprentice at ease at the beginning of the assessment and before collection of evidence begins. This is to enable an accurate assessment of the apprentice's skills, knowledge and behaviours by minimising the extent to which their performance may be hindered by anxiety.

You should:

- introduce yourself and explain the roles of all those present
- summarise the purpose and structure of the Professional Discussion
- explain that the professional discussion will last a maximum of 40 minutes, although a further 10 minutes will be used for the introduction and conclusion. It is advisable to place a clock/watch within view during the Professional Discussion to support you in staying on track
- emphasise that the confidentiality of their Professional Discussion will be maintained
- ask the apprentice if they have any questions before beginning the Professional Discussion.

2. A review of the period of learning, development and continuous assessment (5 minutes)

You should invite the apprentice to give a summary of how they feel they have performed during their apprenticeship. They could be asked to give examples of highlights and lowlights and/or key lessons learned. In this section, they may refer to

- Performance reviews with their line manager. Evidence of these reviews could be provided.
- When they have needed support from another team member, supervisor or another team eg restaurant team
- Knowledge of their own role and others within the team and/or other departments
- Their relationships with others including team members, supervisors, internal and external customers and other stakeholders such as suppliers. They could provide customer feedback or peer feedback to support this part of the discussion.

3. A review of the business project (10 minutes)

You should ask the apprentice to 'present' a summary of their business project for up to 5 minutes. They can use visual aids. You should prepare 2-3 questions to ask at the end of their presentation that enable the project to be explored in more detail. You should identify the grading criteria you want to focus on in advance.

You might find it helpful to explore with them how they carried out their research or ask them about the feasibility of their proposal.

4. Coverage of the remaining areas of the standard (20 minutes)

In this section, you should select 3-4 open questions that enable you to explore the areas of the standard that have not been covered through the Business Project or Practical Observation, the previous sections of the Professional Discussion or the final section of the Professional Discussion. These can be followed with more probing questions. For example:

- How have you supported your team members to improve overall standards?
    - How do you know that support was valued?

5. Personal development and reflections (5 minutes)

This is an opportunity for the apprentice to sum up how their journey has developed their personal skills and what they would like to do in the future. They may have evidence in their performance reviews or certificates they have obtained from attending masterclasses or other training events.

6. Conclusion (5 minutes – although do not class this as part of the 40 minutes)

Use this time to inform the apprentice that the Professional Discussion is coming to a close. Ask them if they want to add anything about how they meet the standard that they don't feel they have had the opportunity to mention. You should also ask if there are any questions before the close.

You should not give any indication of the grade or level of success at this time.

The Grading criteria section for this task indicates which section should best be used to assess the criteria. However, this is not a requirement.

Prompting during a professional discussion
The professional discussion should feel as natural as possible, utilising open questions to allow the Apprentice to dominate the conversation. The use of prompting questions should be kept to a minimum (maximum of one per question) and only used where they will either

- bring the professional discussion back on track when the Apprentice is deviating from the required subject to achieve a Pass by asking the question again or rewording the question.
- allow the Apprentice to demonstrate deeper evidence that may lead to distinction. These questions are optional and used only when you feel a prompt would allow the Apprentice to reach distinction criteria

Providing information to the apprentice in advance of the assessment
At least **five days** before the Professional Discussion you should provide the apprentice with further information on the topics to be covered. These topics should be based on

- what you were unable to observe in the practical observation assessment tasks
- what you did observe in those tasks eg if you saw them dealing with a difficult situation.

You do not need to give details of the focus of discussion of the business project, but the apprentice should be reminded that this will be included in the professional discussion.

Examples of topics could be:

- Allergens
- Team relationships and leadership
- Business success
- Menu design
- Record keeping/documentation
- Waste management.

You should also provide information of any evidence that it would be useful to bring to the Professional Discussion eg customer feedback, performance reviews, peer/supervisor confirmation of their abilities. You should also remind them that they can use visual aids to support the presentation of their business project.

Task instructions for centres / end-point assessment customers / employers / training providers

Preparation for a Professional Discussion

The apprentice should prepare for the professional discussion and be ready to give examples from their role in the workplace to illustrate their capabilities to perform to the standards required. At least **five days** before the assessment, the City & Guilds IEPA will send details of topics and content that will be the focus of the discussion.

The employer may be present at the professional discussion to support (but not lead) the apprentice and confirm information provided.

During the professional discussion there will be 10 minutes allocated for a question session relating to the apprentice's business project. Whilst not compulsory apprentices are permitted to incorporate the use of additional materials to support their discussion e.g. photos, video clips, figures or brochures to communicate their research and recommendations.

The training provider/employer should support the apprentice for the professional discussion by

- Explaining the role of the independent assessor
- Issuing the task instructions
- Encouraging apprentices to provide examples from their role in the workplace to illustrate their capabilities to perform to the standards
- Encouraging apprentices to prepare notes for the professional discussion including
- Explaining that the purpose of the professional discussion is to assess areas of the standard not seen in the practical observation or business project
- Explaining the grading criteria and how it relates to the apprenticeship standard.

Timings

The professional discussion is a 40 minute structured discussion. However, you should schedule up to 50 minutes for the full assessment as the City & Guilds IEPA will spend some time introducing the task at the beginning and discussing next steps at the end.

The timings for the professional discussion include 10 minutes allocated for questions and answers related to the business project. Apprentices are permitted to incorporate the use of additional materials to support their discussion and communicate their research and recommendations e.g. photos, video clips, figures, brochures.

Assessment 703/753 Food and Beverage Service Professional Discussion/Resit

Task instructions for Apprentices

Task 1 Participate in a Professional Discussion

You are required to participate in a professional discussion. It will last for 40 minutes with 10 minutes allocated for questions and answers related to your business project.

Your professional discussion will focus on areas of the core standards and specialist food and beverage standards that have not been evidenced by other assessment methods. At least **five days** before the assessment, the City & Guilds IEPA will send you details of topics that will be the focus of the discussion.

During the discussion you should draw on the evidence gathered for your business project and experiences during your Apprenticeship which align with the skills, knowledge and behaviours of the Apprenticeship Standards.

In order to support your discussion and help you communicate your research and recommendations to the IEPA you may bring the following documentation to refer to

- notes relating to your business project
- additional materials such as photos, video clips, figures or brochures
- Copy of the business project submitted to the IEPA.

Conditions of assessment:

You must

- answer the questions independently without support
- complete the task in a controlled environment
- take in supporting documentation, including your Business Project
- comply with the relevant conditions if the assessment is being conducted remotely.

Assessment 703/753 Food and beverage service professional discussi

Grading criteria

Descriptors		
Component	In order to pass the professional discussion apprentices will demonstrate ALL of the following during the professional discussion, unless naturally occurring evidence in the observation or business project has already demonstrated competence	In order to obtain a distinction in the p apprentices will, in addition to achievi demonstrate ALL of the following dur
Hospitality Industry	The business project brief and subsequent discussion will show: P1. a clear understanding of the organisation's place in the wider hospitality industry P2. the Apprentice's potential career pathway	D1. Proactively keeps up to date with inc business objectives D2. Looks for opportunities to influence i performance in line with new trends D3. Evaluates own performance and take improve in own job role D4. Takes appropriate opportunities to re techniques/procedures/ products /se D5. Evaluates procedures to seek improv D6. Acts as a role model to other team m guidance when required D7. Encourages and facilitates good tear D8. Demonstrates a high level of conside D 9 . Takes responsibility for identifying po for self and team members
Core	The Apprentice will P3. explain how they meet the requirements of the standards for knowledge, skills and behaviour for the four core areas examples, with supporting evidence where appropriate, to demonstrate the way in which they meet the standards in their role within their organisation	

Food & Beverage Service	The apprentice will explain, using examples, how they perform to the standards required. They may include the use of additional documentation or evidence from the work place **F&BK1** Know the range of food and beverage service styles and standards within different types of hospitality operations **F&BK2** Know the key features of menu items products and services, and basic food and beverage pairing in line with menu **F&BS1** Ensure each stage of food and beverage service meets business/ brand standard **F&BB1** Take a responsible approach to the preparation, sale and service of food and beverages for example in relation to safe handling and storage, and accurately communicating the contents of products. **F&BB2** Use appropriate opportunities to upsell and promote additional products and services **F&BB3** Actively seek opportunities to delight and 'wow' customers in line with the business / brand standard	D10. Evaluates own skills and performance, seeks feedback from others and proactively engages with performance reviews and development planning D11. Approaches tasks / solves problems with a methodical, considered approach taking into account potential consequences of own actions D12. Sets an example to team members on efficient ways of working to organisational standards D13. Considers factors that may affect performance and responds effectively in line with the job role D14. Has a working knowledge of costs in the department and why their control is important to meet team and organisational needs

Level 2 Hospitality Team Member Food and Beverage Service
Apprenticeship assessment results sheet

Component	Task	Grade achieved	**Knowledge test/ Professional Discussion** Pass (1 mark) Distinction (2 marks) **Business Project/Practical Observation** Pass (1 mark) Distinction (3 marks)
201/206	Knowledge test	Pass /distinction / fail	
701/751	Business Project	Pass /distinction / fail	
702/752	Practical Observation	Pass /distinction / fail	
703/753	Professional Discussion	Pass /distinction / fail	
		Total mark for all graded tasks	

Conversion chart	
Total score	**Overall grade**
0-3	Fail
4-8	Pass
9+	Distinction

All tasks must be passed to allow a grade to be claimed.

Useful contacts

Centres Exam entries, Certificates, Registrations/enrolment, Invoices, Missing or late exam materials, Nominal roll reports, Results	**E: centresupport@cityandguilds.com**
Learners General qualification information	**E: learnersupport@cityandguilds.com**
Other contacts For other contacts visit the Contact Us page of our website	**W: www.cityandguilds.com/help/contact-us**

About City & Guilds

As the UK's leading vocational education organisation, City & Guilds is leading the talent revolution by inspiring people to unlock their potential and develop their skills. We offer over 500 qualifications across 28 industries through 8500 centres worldwide and award around two million certificates every year. City & Guilds is recognised and respected by employers across the world as a sign of quality and exceptional training.

City & Guilds Group

The City & Guilds Group operates from three major hubs: London (servicing Europe, the Caribbean and Americas), Johannesburg (servicing Africa), and Singapore (servicing Asia, Australia and New Zealand). The Group also includes the Institute of Leadership & Management (management and leadership qualifications), City & Guilds Licence to Practice (land-based qualifications), the Centre for Skills Development (CSD works to improve the policy and practice of vocational education and training worldwide) and Learning Assistant (an online e-portfolio).

Copyright

The content of this document is, unless otherwise indicated, © The City and Guilds of London Institute and may not be copied, reproduced or distributed without prior written consent. However, approved City & Guilds centres and candidates studying for City & Guilds qualifications may photocopy this document free of charge and/or include a PDF version of it on centre intranets on the following conditions:

- centre staff may copy the material only for the purpose of teaching candidates working towards a City & Guilds qualification, or for internal administration purposes
- candidates may copy the material only for their own use when working towards a City & Guilds qualification

The Standard Copying Conditions (see the City & Guilds website) also apply.

Please note: National Occupational Standards are not © The City and Guilds of London Institute. Please check the conditions upon which they may be copied with the relevant Sector Skills Council.

Published by City & Guilds, a registered charity established to promote education and training

City & Guilds
1 Giltspur Street
London EC1A 9DD

www.cityandguilds.com