

Q: If an apprentice retakes a task for any of the hospitality standards, can they still achieve a distinction overall?

A: If an apprentice has to resit/retake an assessment the maximum grade that can be achieved for that assessment is a pass.

If an apprentice were to resit/retake a knowledge test, they could still achieve a distinction overall, if they achieved a distinction in all other assessment methods

If an apprentice were to resit/retake a professional discussion, they could still achieve a distinction overall, if they achieved a distinction in all other assessment methods

Please see

End-point assessment guidance for Centres/Employers

Introducing the End-Point Assessment (EPA) to the apprentice. The section entitled - Determining the overall apprenticeship grade.

Q: Do incorrect answers from the knowledge test get discussed as part of the professional discussion?

A: The professional discussion covers any outstanding criteria in the practical observation and the business project . If an apprentice fails the knowledge test, they are required to resit it to obtain a pass prior to the professional discussion.

Q: Is it best to have carried out the gateway meeting signed the declaration, have maths and English evidence, 2 week work schedule and either recipe log of business project proposal ready prior to making a reservation/booking?

A: Yes.

Please see section 5 End-point assessment timeline in the EPA pack for centres.

Once the process has reached the Book end-point assessment section, all of these things must have already taken place.

Q: Can the centre/employer/training provider tell the apprentice their evolve results as soon as they are available?

A: Yes

Q: Can the professional discussions take place at the training providers' offices/college if the workplace is not able to get a video link due to being remote across any of the hospitality standards?

A: Yes as long as the environment and equipment meets the requirements of the Manual for the End-Point Assessment Service.

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Q: Will the apprentice get feedback on how they performed on each element of EPA and how will they receive this or simply receive a certificate of achievement?

A: Please see the following section in the EPA pack for centres:

- End-point assessment guidance for Centres/Employers - Introducing the End-Point Assessment (EPA) to the apprentice

Under the section 'Feedback' it states: The City & Guilds IEPA will not provide any feedback to the apprentice during or immediately following the end assessment process. Feedback (if given) will only be provided to fail apprentices, following submission of evidence to City & Guilds and after any grade determination has been carried out.

Q: Can the training provider be in the building during the practical observation for any of the hospitality standards?

A: Yes a training provider representative can be within the building but not within the controlled assessment environment.

Q: Who can be present for the initial meeting and professional discussion?

A: For the initial meeting an employer representative or a training provider representative.

For the professional discussion only the employer representative can be present. Please see the guidance for the professional discussion in section:

Assessment 703/753 Hospitality Supervisor Professional Discussion/Resit

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

Q: Who sets the date and time of the initial meeting?

A: The City & Guilds EPA team will agree these details as part of the booking process.

Q: Is the date for the professional discussion set at the initial meeting or can it be done at a later date?

A: A provisional date is agreed at the initial meeting. This date is subject to successful achievement of all of the other assessments within the EPA.

The professional discussion will only take place once all other parts were successfully passed.

Q: Can the professional discussion still take place if the business project is failed?

A: No.

Q: Will the IEPA be taking photographs of the apprentices during any part of the Practical observation?

A: No

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Q What happens if an apprentice fails the practical observation can they still undertake the planned professional discussion.

A The business project, practical observation and the professional discussion are linked so the grades for each cannot be finally determined until the professional discussion has been completed.

If not all the pass criteria were demonstrated as part of the practical observation, the IEPA would take these areas forward into the professional discussion. The criteria that are most likely to be carried across all of the observations have been highlighted in the assessment pack.

However if something went significantly wrong during the practical observation, eg they broke health and safety other the apprentice would need to redo the practical observation prior to any professional discussion taking place.

If any other assessments the test or the business project have already been failed a period of further training and development lasting between one and three months must take place before a resit.

Q Can an IEPA request a different two week work schedule from the one originally submitted?

A Yes they can request a different two week work schedule but only if the IEPA feels the apprentice is unlikely to be able to meet the assessment requirements within the original work schedule submitted.

The IEPA needs to be clear what specific area of the assessment requirements is not likely to be met.

As part of the gateway process both employers and apprentices should be checking the assessment requirements when selecting the most appropriate two week window to submit.