

Level 2 & 3 Hospitality Standards

Assessment - Practical observation

Employer Witness Testimony to confirm competency

Guidance Document

This document includes information and guidance on completing the Witness Testimony to confirm the apprentice's competency against the standard covered by the observation.

Section 1

Witness Requirements:

- The witness must work in a role equivalent to first line management of the apprentice, or above, eg: Team Leader, Supervisor, and Manager.
- The witness must have worked with the apprentice for a minimum of 3 months during the course of their apprenticeship.
- The witness must state their name, job title, position and relationship to the apprentice.
- Provide work-based examples where the apprentice has demonstrated competency against the standard.

Section 2

Providing work-based examples against the standard:

- Provide two dated (month and year) examples of how the apprentice has demonstrated practical competency against the standard.
- The examples they provide must attest to the criteria. Both the pass and distinction criteria have been listed to allow the witness to provide examples that encompass both the pass and distinction criteria.
- The witness testimony can be submitted in an audio format in place of a written testimony. Guidance has been provided below as to how the witness is to record the audio testimony.
- The testimony provides the opportunity for examples to map holistically across the standard. It may be one example could cover criteria from multiple sections across the standard, and you are encouraged to provide quality examples that could cover more than one area of the standard eg: One Example could cover both the People criteria and the Business criteria.
- Record where one example maps to other areas of the standard in the relevant box.
- There are no word count requirements/restrictions; the focus of the examples should be to cover the cover the relevant Knowledge, Skills & Behaviours.

Completed Example:

The example here meets the pass criteria and distinction criteria from Business Skills and also maps holistically to the pass criteria CS1/CB2 within Customers & LS1 within Leadership.

Witness Testimony for Business			
Please provide TWO specific examples of how and when the apprentice has demonstrated competency against the criteria:			
Pass Criteria BK3/BS3/BB1/BB3 The apprentice demonstrated supervising the delivery of service with a quality focus that supports the department in achieving overall business values, vision and objectives through personal drive.			
Distinction BK3/BS3/BB1/BB3 The apprentice demonstrated the ability to minimise potential disruption by pro-actively assessing activities and addressing issues in advance.			
Example 1 Sarah took a telephone call from a customer whom was cancelling for the following day, they had made a pre-order with the kitchen so she ensured she notified the chef in charge on that day so that food was not prepared and wasted, she did this in a friendly professional manner. On the same day a pre order for a table that evening took place again this was notified to the kitchen to ensure stock was available. Bookings for that evening were checked to make sure table availability and sufficient staff in place.			
Example 2 Sarah wore her uniform to meet company standards, she checked the bookings, ensured tables were allocated appropriately for service ensuring specific customer requests were met. Checks were carried out on table layup, menus and accompaniments to prevent delays in service. Staff were briefed on roles and responsibilities and support provided when needed using the appropriate style of leadership and supervision to motivate the team to achieve company standards. During service one staff member was asked to complete a check back on customers which had been forgotten, positive feedback was provided on how this was approached.			
Date the above example(s) took place:	March 2020		
Cross references to criteria if applicable:	BS4	CB2/CS1	LS1

Providing an Audio Witness Testimony:

- Ensure the recording includes the date, witness' name, position, and relationship to the apprentice at the start of the recording.
- A clear indication of the module that the example is referring to.
- The example is clearly time stamped within the relevant module on the Witness Testimony Form.
- The example is cross referenced to other modules where appropriate using the cross referencing box.

Witness Testimony for Food and Beverage Service

Please provide TWO specific examples of how and when the apprentice has demonstrated competency against the criteria;

Pass Criteria

F&BS1 The apprentice demonstrated preparing service areas, equipment and customer dining areas for food and beverage service adhering to brand standard.

Distinction criteria

F&BS1/F&BB1 The apprentice demonstrated a responsible approach and prepared service areas, equipment and customer dining areas to meet business/brand standards in a timely manner.

Example 1

They demonstrated this by.....

Time on recording 5 minutes 30 seconds

Example 2

They demonstrated this by.....

Time on recording 8 minutes 10 seconds

Date the above example(s) took place:

January 2020

Cross references to criteria if applicable:

BS3/4/5

PS1/PB1

Section 3

Employer Declaration & Preparing the Apprentice for Assessment:

- The witness must ensure the examples included are a true and accurate account of real work-based examples.
- Both the witness and the apprentice must sign and date the witness testimony.
- The apprentice has been involved and is familiar with the selection of the examples that have been included.

Completed Example:

Section 3			
Employer / Witness Declaration			
<i>I can confirm that:</i>			
<ul style="list-style-type: none">• <i>The examples provided within this witness testimony are a true and accurate account of real work-based examples. The apprentice has been observed carrying out work based activities where they have shown practical competency against the standard.</i>			
Witness Signature	<i>Team Leader 1</i>	Date	April 2020
Apprentice Declaration			
<i>I confirm that:</i>			
<ul style="list-style-type: none">• <i>The examples provided within this witness testimony are accurate and based on real-work based examples where I have practically demonstrated competency against the standard.</i>• <i>I have read the details of the examples included in preparation for a Witness Testimony Discussion which will take place during my End-point Assessment.</i>• <i>I understand that the details of the examples included will be explored further by the Independent End-point Assessor during the Witness Testimony Q&A.</i>			
Apprentice Signature	<i>Apprentice 1</i>	Date	April 2020