

End-Point Assessment for

ST0230 Hospitality Supervisor V1.1

Level 3

Working as a hospitality supervisor

Hospitality supervisors work across a wide variety of businesses including bars, restaurants, cafés, conference centres, banqueting venues, hotels or contract caterers. They provide vital support to management teams and are capable of independently supervising hospitality services and running shifts. They typically work under pressure delivering fantastic customer service and motivating a team is essential to their role. The majority of supervisors' skills and knowledge are the same but supervisors may specialise in specific functions or work across a variety of functions which reflect the multi-functional nature of the industry.

Gateway requirements

Level 2 in English and maths (optional for 19+, please see funding rules) and a business project proposal

End-point assessment methods

An on-demand test, a practical observation, a business project and a professional discussion

Ready for training

- Initial assessment
 - English and maths training (optional for 19+, please see funding rules)
 - On-programme training to meet the requirements of the standard
 - Gateway readiness self-assessment
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Set for assessment

End-point assessment methods are:

On-demand test

- A two-hour (including 30-minutes reading time) multiple-choice test
- Consisting of 52 scenario-based multiple-choice questions

Practical observation

- A four-hour observation
- Observing the apprentice in the hospitality environment
- Shows apprentice covering a range of tasks in their specialist function

Business project

- A 2,000-5,000-word written project
- Focussing on an opportunity/challenge/idea which the apprentice considers will make an improvement to the business they are working in
- Followed by a 30-minute presentation of the project and question and answer session

Professional discussion

- A 90-minute professional discussion
 - Employer present to support (but not lead) the apprentice and confirm information
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Go further

On completion of the apprenticeship, apprentices may wish to progress into a hospitality management role.

Available support

On-programme support

- Delivery resources
- Tutor support resource
- Innovative and multi-device e-learning courses

End-point assessment support

- Gateway and mock assessments
- Bespoke end-point assessment solutions
- Progression tracking system