ST1488 Food and Beverage Team Member

Apprenticeship Assessment

Model A

Assessment methods

- **Observation with question and answer (Q&A)**
- **Professional discussion**

Model B

Assessment methods

- **Observation with question and answer (Q&A)**
- **Portfolio with question and answer (Q&A)**

Observation with Q&A

Assessment organisations must design apprenticeship assessments to include at least one observation.

The observation will last up to 90 minutes, and the Q&A session will last up to 30 minutes.

This can be conducted and assessed by the Training Provider.

Rationale

- Mandatory assessment stated in the assessment plan.
- Duration ensures sufficient time to generate valid, reliable and representative evidence of performance, while maintaining a proportionate and manageable assessment approach.
- Ensure that assessment decisions are based on sufficient, valid and reliable evidence by enabling criteria that is demonstrated through behaviours and interactions being observed in practice

- Q&A can explore understanding by asking apprentices to connect knowledge from different topics, justify decisions and apply learning to broader occupational contexts.

The following will be assessed in the observation with Q&A:

AO1: Food and beverage service

Knowledge/Skill Statement	Performance Category	Pass/Distinction Grading Descriptor
K13: Methods of planning own workload and prioritising tasks.	Responsibility and Autonomy	Pass: Takes responsibility for completing food and beverage service tasks, demonstrating autonomy within familiar situations.
S1: Serve food and beverages to individual business standards.	Applied Skills	Pass: Selects and uses practical food and beverage service skills to carry out mostly routine tasks with consistency and purpose.
S9: Work as part of a team to ensure that the products and services are delivered on time and in line with business needs	Communication and Collaboration	Pass: Communicates and collaborates effectively within team and customer service settings, showing reliable service delivery and teamwork skills when required.
S12: Manages own time and workload, prioritising tasks.	*Responsibility and Autonomy*	*Distinction: Exercises informed judgement and self-direction, often anticipating the needs of the task or team.*

AO2: Equipment and transactions

Knowledge/Skill Statement	Performance Category	Pass/Distinction Grading Descriptor
K8: Functions and procedures for safe and correct use of equipment and technology relevant to own role.	Applied Knowledge	Pass: Applies food and beverage service knowledge, facts and procedures to complete well defined tasks and solve straightforward problems across routine and some varied work activities.
K9*: Processes for handling transactions and payments securely.	Regulatory and Procedural Awareness	Pass: Applies food safety, allergen, health and safety, and service procedures relevant to the role with minimal non-critical errors, although depth of insight or adaptability may be limited.
S7: Use technology and equipment in line with business policy to meet customer needs.	*Applied Skills*	*Distinction: Integrates cognitive and practical food and beverage service skills to execute mostly routine tasks with precision, even when faced with subtle complexities or shifting requirements.*
S8: Handle transactions and payments securely.	Applied Skills	Pass: Selects and uses practical food and beverage service skills to carry out mostly routine tasks with consistency and purpose.

AO3: Customer experience and communication

Knowledge/Skill Statement	Performance Category	Pass/Distinction Grading Descriptor
K3: Techniques to maximise sales and improve customer experience; cross selling, upselling.	Applied Knowledge	Pass: Applies food and beverage service knowledge, facts and procedures to complete well defined tasks and solve straightforward problems across routine and some varied work activities.
K4*: Methods of communication with customers and how to tailor communication to different situations and customer needs.	Communication and Collaboration	Pass: Communicates and collaborates effectively within team and customer service settings, showing reliable service delivery and teamwork skills when required.
S2: Identify opportunities and apply techniques to increase sales and improve customer experience.	*Applied Skills*	*Distinction: Integrates cognitive and practical food and beverage service skills to execute mostly routine tasks with precision, even when faced with subtle complexities or shifting requirements.*
S3: Tailors communication techniques to meet customer needs and build rapport.	*Communication and Collaboration*	*Distinction: Consistently communicates with clarity and sensitivity, showing strong awareness of others and responding resourcefully in a range of team and customer service scenarios.*
S15: Check customers are satisfied with products and services through questioning and act on feedback in line with business procedures.*	*Information Use and Decision Making*	*Distinction: Gathers and interprets relevant information and feedback to shape actions that are purposeful and show clear added value in terms of efficiency or outcomes.*

AO4: Food safety and compliance

Knowledge/Skill Statement	Performance Category	Pass/Distinction Grading Descriptor
K5: Methods for maintaining a hygienic, safe, and secure working environment.	Regulatory and Procedural Awareness	Pass: Applies food safety, allergen, health and safety, and service procedures relevant to the role with minimal non-critical errors, although depth of insight or adaptability may be limited.
S4: Maintain a safe, hygienic, and secure working environment.	Regulatory and Procedural Awareness	Pass: Applies food safety, allergen, health and safety, and service procedures relevant to the role with minimal non-critical errors, although depth of insight or adaptability may be limited.
S5: Comply with health and safety legislation, regulations, guidelines and procedures.	Regulatory and Procedural Awareness	Pass: Applies food safety, allergen, health and safety, and service procedures relevant to the role with minimal non-critical errors, although depth of insight or adaptability may be limited.
S6: Follow food safety and allergen legislation and procedures applicable to own role.	Regulatory and Procedural Awareness	Pass: Applies food safety, allergen, health and safety, and service procedures relevant to the role with minimal non-critical errors, although depth of insight or adaptability may be limited.

AO5: Stock and resources

Knowledge/Skill Statement	Performance Category	Pass/Distinction Grading Descriptor
K15*: Principles of stock management and rotation; first in, first out.	Applied Knowledge	Pass: Applies food and beverage service knowledge, facts and procedures to complete well defined tasks and solve straightforward problems across routine and some varied work activities.
S13*: Maintain and rotate stock according to life cycle and business processes.	Applied Skills	Pass: Selects and uses practical food and beverage service skills to carry out mostly routine tasks with consistency and purpose.
S18: Reduces the waste of resources, taking sustainability into account, in line with business expectations.	Responsibility and Autonomy	Pass: Takes responsibility for completing food and beverage service tasks, demonstrating autonomy within familiar situations.

AO6: Teamwork and personal development

Knowledge/Skill Statement	Performance Category	Pass/Distinction Grading Descriptor
***S11*: Use professional methods of communication that are tailored to different situations, and individual and team needs.**	*Communication and Collaboration*	*Distinction: Consistently communicates with clarity and sensitivity, showing strong awareness of others and responding resourcefully in a range of team and customer service scenarios.*

*NOTE: Knowledge and skills statements in **bold** are mandatory and must be assessed in every version of the assessment that is made available. Knowledge and skills statements in italics will be graded against the relevant distinction grading descriptor.*

(*) Knowledge and skills statements which offer opportunities to develop functional English and maths are identified with an asterisk

Model A - Professional discussion

The professional discussion will last up to 60 minutes.

Highfield will assess the professional discussion.

Rationale

- Listed as an optional assessment method available for this standard. Others include additional observation(s), interview, question and answer, written assessment, demonstration and portfolio.
- This method has been chosen as it allows assessors to tailor questioning to individual performance and supports deeper exploration of complex topics and clarifies areas where evidence may be incomplete or ambiguous.
- Professional discussions can be designed to explore synoptic understanding by asking apprentices to justify decisions and link together multiple strands of knowledge and skills from across the standard.
- Enables apprentices to demonstrate how different strands of knowledge and skills interconnect in response to structured questioning.

Model B - Portfolio with Q&A

The Q&A session will last up the 30 minutes.

Highfield will assess the portfolio with Q&A.

Rationale

- Listed as an optional assessment method available for this standard. Others include additional observation(s), interview, written assessment, demonstration and professional discussion.
- This method has been chosen as it provides opportunities for the learner to best showcase themselves through the evidence they collate.
- A portfolio with Q&A can be designed to explore synoptic understanding by asking apprentices to justify decisions and link together multiple strands of knowledge and skills from across the standard.
- Enables apprentices to demonstrate how different strands of knowledge and skills interconnect in response to structured questioning.

The following will be assessed in both models of the assessment (Professional discussion/Portfolio with Q&A):

AO1: Food and beverage service

Knowledge/Skill Statement	Performance Category	Pass/Distinction Grading Descriptor
K1: Business standards for the service of food and beverages.	Applied Knowledge	Pass: Applies food and beverage service knowledge, facts and procedures to complete well defined tasks and solve straightforward problems across routine and some varied work activities.
K2*: Range of food and beverages, their price, and any pairings, deals or offers.	Applied Knowledge	Pass: Applies food and beverage service knowledge, facts and procedures to complete well defined tasks and solve straightforward problems across routine and some varied work activities.
K10: The importance of teamwork and the impact on service delivery.	Communication and Collaboration	Pass: Communicates and collaborates effectively within team and customer service settings, showing reliable service delivery and teamwork skills when required.

AO2: Equipment and transactions

Knowledge/Skill Statement	Performance Category	Pass/Distinction Grading Descriptor
K11: Company procedures for fixing or escalating equipment or technology faults and maintenance issues. Limits of own role.	Regulatory and Procedural Awareness	Pass: Applies food safety, allergen, health and safety, and service procedures relevant to the role with minimal non-critical errors, although depth of insight or adaptability may be limited.
S14: Ensure equipment and technology faults and maintenance issues are reported promptly.	Regulatory and Procedural Awareness	Pass: Applies food safety, allergen, health and safety, and service procedures relevant to the role with minimal non-critical errors, although depth of insight or adaptability may be limited

AO3: Customer experience and communication

Knowledge/Skill Statement	Performance Category	Pass/Distinction Grading Descriptor
K16: Methods of dealing with or escalating feedback, complaints or issues that impact service and customer experience, to business standards.	Information Use and Decision Making	Pass: Gathers and interprets relevant information to inform decisions and actions that are fit for purpose in the food and beverage work context.
K22: Customer types and how their specific needs and customer journeys differ.	*Applied Knowledge*	*Distinction: Applies food and beverage service knowledge and ideas with consistently high accuracy and efficiency to solve straightforward problems and adapt effectively to well defined tasks.*
S10: Deal with or escalate issues that impact service and customer experience, and implement any instructions given by supervisor.	Information Use and Decision Making	Pass: Gathers and interprets relevant information to inform decisions and actions that are fit for purpose in the food and beverage work context.

AO4: Food safety and compliance

Knowledge/Skill Statement	Performance Category	Pass/Distinction Grading Descriptor
K6: Health and safety legislation, regulations, guidelines and procedures relevant to own role.	Regulatory and Procedural Awareness	Pass: Applies food safety, allergen, health and safety, and service procedures relevant to the role with minimal non-critical errors, although depth of insight or adaptability may be limited.
K7: Food safety and allergen legislation and procedures applicable to own role.	Regulatory and Procedural Awareness	Pass: Applies food safety, allergen, health and safety, and service procedures relevant to the role with minimal non-critical errors, although depth of insight or adaptability may be limited.
K23*: Responsibilities of a server under the licensing act.	Regulatory and Procedural Awareness	Pass: Applies food safety, allergen, health and safety, and service procedures relevant to the role with minimal non-critical errors, although depth of insight or adaptability may be limited.
K24: Legislation related to weights and measures when serving alcohol.	Regulatory and Procedural Awareness	Pass: Applies food safety, allergen, health and safety, and service procedures relevant to the role with minimal non-critical errors, although depth of insight or adaptability may be limited.
K25: Food safety inspections, relevance to own role, and penalties for non-compliance with legislation.	*Regulatory and Procedural Awareness*	*Distinction: Demonstrates proactive and confident interpretation of food safety, allergen, health and safety, and service procedures.*

AO5: Stock and Resources

Knowledge/Skill Statement	Performance Category	Pass/Distinction Grading Descriptor
K14: Impact of full stock availability on the customer and the financial performance of the business.*	*Responsibility and Autonomy*	*Distinction: Exercises informed judgement and self-direction, often anticipating the needs of the task or team.*
K17: Where to go to access information about new products and processes within the business.	Information Use and Decision Making	Pass: Gathers and interprets relevant information to inform decisions and actions that are fit for purpose in the food and beverage work context.
K20: Methods to sustainably reduce the waste of resources, in line with business standards.	Applied Knowledge	Pass: Applies food and beverage service knowledge, facts and procedures to complete well defined tasks and solve straightforward problems across routine and some varied work activities.
S16*: Keep up to date with changes to products and processes.	Information Use and Decision Making	Pass: Gathers and interprets relevant information to inform decisions and actions that are fit for purpose in the food and beverage work context.

AO6: Teamwork and personal development

Knowledge/Skill Statement	Performance Category	Pass/Distinction Grading Descriptor
K12*: Professional methods of communication, verbal, non-verbal, and written, between team members in a hospitality environment.	Communication and Collaboration	Pass: Communicates and collaborates effectively within team and customer service settings, showing reliable service delivery and teamwork skills when required.
K18: Principles of using feedback to maximise own performance.	Responsibility and Autonomy	Pass: Takes responsibility for completing food and beverage service tasks, demonstrating autonomy within familiar situations.
K19: Professional standards including behaviour, appearance, timekeeping and efficient delivery of expected tasks.	Responsibility and Autonomy	Pass: Takes responsibility for completing food and beverage service tasks, demonstrating autonomy within familiar situations.
K21*: Legislation and principles relating to equity, diversity and inclusion in the workplace.	Regulatory and Procedural Awareness	Pass: Applies food safety, allergen, health and safety, and service procedures relevant to the role with minimal non-critical errors, although depth of insight or adaptability may be limited.
K26: Different types of organisation that make up the wider hospitality industry.	Applied Knowledge	Pass: Applies food and beverage service knowledge, facts and procedures to complete well defined tasks and solve straightforward problems across routine and some varied work activities.
S17: Uses feedback to improve own performance.	*Responsibility and Autonomy*	*Distinction: Exercises informed judgement and self-direction, often anticipating the needs of the task or team.*
S19: Follows and supports equity, diversity and inclusion legislation and principles.	Regulatory and Procedural Awareness	Pass: Applies food safety, allergen, health and safety, and service procedures relevant to the role with minimal non-critical errors, although depth of insight or adaptability may be limited.

S20*: Participate in team briefings, implementing instructions, and offering input or feedback where relevant.	Communication and Collaboration	Pass: Communicates and collaborates effectively within team and customer service settings, showing reliable service delivery and teamwork skills when required.

*NOTE: Knowledge and skills statements in **bold** are mandatory and must be assessed in every version of the assessment that is made available. Knowledge and skills statements in italics will be graded against the relevant distinction grading descriptor.*

(*) Knowledge and skills statements which offer opportunities to develop functional English and maths are identified with an asterisk

Documents required

- Assessment specification
- Assessor guide
- Mock assessment materials
- Assessment feedback report
- Portfolio matrix



Resit and retake guidance

- There will be no cap on the grade that apprentices can achieve through a resit or retake
- There will be no cap on the number of resits or retakes that apprentices can undertake
- The failed assessment method will be resat or retaken in full

Please use the below table to provide feedback on how the **observation with Q&A** has been mapped:

Assessment Outcome	Knowledge/ Skills	Performance Category	Pass/ Distinction	Comments
AO1: Food and beverage service	K13	Responsibility and Autonomy	Pass	
	S1	Applied Skills	Pass	
	S9	Communication and Collaboration	Pass	
	S12	*Responsibility and Autonomy*	*Distinction*	
AO2: Equipment and transactions	**K8**	Applied Knowledge	Pass	
	K9*	Regulatory and Procedural Awareness	Pass	
	S7	*Applied Skills*	*Distinction*	
	S8	Applied Skills	Pass	
AO3: Customer experience and communication	K3	Applied Knowledge	Pass	
	K4*	Communication and Collaboration	Pass	
	S2	*Applied Skills*	*Distinction*	

	S3	*Communication and Collaboration*	*Distinction*	
	*S15**	*Information Use and Decision Making*	*Distinction*	
AO4: Food safety and compliance	**K5**	Regulatory and Procedural Awareness	Pass	
	S4	Regulatory and Procedural Awareness	Pass	
	S5	Regulatory and Procedural Awareness	Pass	
	S6	Regulatory and Procedural Awareness	Pass	
AO5: Stock and Resources	**K15***	Applied Knowledge	Pass	
	S13*	Applied Skills	Pass	
	S18	Responsibility and Autonomy	Pass	
AO6: Teamwork and personal development	***S11****	*Communication and Collaboration*	*Distinction*	

Please use the below table to provide feedback on how the **professional discussion** and **portfolio with Q&A** has been mapped:

Assessment Outcome	Knowledge/ Skills	Performance Category	Pass/ Distinction	Comments
AO1: Food and beverage service	**K1**	Applied Knowledge	Pass	
	K2*	Applied Knowledge	Pass	
	K10	Communication and Collaboration	Pass	
AO2: Equipment and transactions	K11	Regulatory and Procedural Awareness	Pass	
	S14	Regulatory and Procedural Awareness	Pass	
AO3: Customer experience and communication	K16	Information Use and Decision Making	Pass	
	K22	*Applied Knowledge*	*Distinction*	
	S10	Information Use and Decision Making	Pass	
AO4: Food safety and compliance	**K6**	Regulatory and Procedural Awareness	Pass	
	K7	Regulatory and Procedural Awareness	Pass	
	K23*	Regulatory and Procedural Awareness	Pass	

	K24	Regulatory and Procedural Awareness	Pass	
	K25	*Regulatory and Procedural Awareness*	*Distinction*	
AO5: Stock and Resources	*K14**	*Responsibility and Autonomy*	*Distinction*	
	K17	Information Use and Decision Making	Pass	
	K20	Applied Knowledge	Pass	
	S16*	Information Use and Decision Making	Pass	
AO6: Ethics, Equity and Professional Practice	**K12***	Communication and Collaboration	Pass	
	K18	Responsibility and Autonomy	Pass	
	K19	Responsibility and Autonomy	Pass	
	K21*	Regulatory and Procedural Awareness	Pass	
	K26	Applied Knowledge	Pass	
	S17	*Responsibility and Autonomy*	*Distinction*	
	S19	Regulatory and Procedural Awareness	Pass	
	S20*	Communication and Collaboration	Pass	