ST1420 Hospitality Accomodation 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: Guest experience and service delivery

Knowledge/Skill Statement	Performance Category	Pass/Distinction Grading Descriptor
K1: Techniques and information for facilitating the guest journey during a stay, particularly when guests move between teams e.g. bar to restaurant or reception to room.	Applied Knowledge	Pass: Applies hospitality knowledge, facts, procedures, and ideas to complete well defined tasks and solve straightforward problems across routine and some varied work activities.
K3*: Methods of communication with guests, how to make a personal connection, and how to tailor communication to different needs and situations.	Communication and Collaboration	Pass: Communicates and collaborates effectively within a team, showing reliable customer service and teamwork skills when required.
K4: Principles of customer service, and service mentality, and how individuals impact guest satisfaction.	Applied Knowledge	Pass: Applies hospitality knowledge, facts, procedures, and ideas to complete well defined tasks and solve straightforward problems across routine and some varied work activities.
S1: Asks questions to support and direct the guest journey, and responds to, redirects, or escalates guest requests, taking opportunities to signpost other services eg dining, bar.	*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.*
S3: Tailors communication to meet guest 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.*

AO2: Safety, security and compliance

Knowledge/Skill Statement	Performance Category	Pass/Distinction Grading Descriptor
K6*: Legislation, guidelines, and local policies on guest privacy and safety e.g. data protection, child protection, modern slavery.	Regulatory and Procedural Awareness	Pass: Applies legislation, regulations, and organisational procedures relevant to hospitality roles with minimal noncritical errors, following required steps accurately, although depth of insight or adaptability may be limited.
K15: Safe and efficient use of on site specialist equipment and technology eg cleaning equipment, computer systems relevant to business.	Applied Knowledge	Pass: Applies hospitality knowledge, facts, procedures, and ideas to complete well defined tasks and solve straightforward problems across routine and some varied work activities.
K20*: Health and safety legislation and local policies relevant to own role, including manual handling, fire safety, emergency evacuation, and lone working.	Regulatory and Procedural Awareness	Pass: Applies legislation, regulations, and organisational procedures relevant to hospitality roles with minimal noncritical errors, following required steps accurately, although depth of insight or adaptability may be limited.
S12: Follows food safety and allergen legislation eg handling, labelling, and temperature monitoring.	Regulatory and Procedural Awareness	Pass: Applies legislation, regulations, and organisational procedures relevant to hospitality roles with minimal noncritical errors, following required steps accurately, although depth of insight or adaptability may be limited.
S16: Selects and applies hygiene management techniques to maintain a safe, clean environment, including pest and virus control, following COSHH guidelines.	*Regulatory and Procedural Awareness*	*Distinction: Demonstrates proactive and confident interpretation of legislation, regulations, and guidance relevant to hospitality roles.*
S17: Handles and disposes of waste safely.	Applied Skills	Pass: Selects and uses cognitive and practical hospitality skills to carry out mostly routine tasks with consistency and purpose.

S19: Complies with health and safety legislation, regulations, security and safety guidelines and procedures, including manual handling, fire safety, emergency evacuation, and lone working.	Regulatory and Procedural Awareness	Pass: Applies legislation, regulations, and organisational procedures relevant to hospitality roles with minimal noncritical errors, following required steps accurately, although depth of insight or adaptability may be limited.

AO3: Business procedures and resource management

Knowledge/Skill Statement	Performance Category	Pass/Distinction Grading Descriptor
K8: Process for handling transactions and payments securely.	Regulatory and Procedural Awareness	Pass: Applies legislation, regulations, and organisational procedures relevant to hospitality roles with minimal noncritical errors, following required steps accurately, although depth of insight or adaptability may be limited.
K19*: Stock management procedures across departments relevant to own role.	Applied Knowledge	Pass: Applies hospitality knowledge, facts, procedures, and ideas to complete well defined tasks and solve straightforward problems across routine and some varied work activities.
S7*: Handles transactions and payments securely.	Applied Skills	Pass: Selects and uses cognitive and practical hospitality skills to carry out mostly routine tasks with consistency and purpose.
S14: Uses on site specialist equipment and technology relevant to business correctly and efficiently.	Applied Skills	Pass: Selects and uses cognitive and practical hospitality skills to carry out mostly routine tasks with consistency and purpose.
S24: Reduces the waste of resources, taking sustainability into account, in line with business expectations.	*Responsibility and Autonomy*	*Distinction: Exercises informed judgement and self-direction, often anticipating the needs of the task, customer or team.*

AO4: Teamwork, communication, and professional standards

Knowledge/Skill Statement	Performance Category	Pass/Distinction Grading Descriptor
K10: Central role of communication within and between teams in ensuring operational effectiveness and efficiency.*	*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.*
S9*: Communicates within and between teams to ensure operational effectiveness and efficiency.	Communication and Collaboration	Pass: Communicates and collaborates effectively within a team, showing reliable customer service 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

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, question and answer, interview, portfolio, written assessment and demonstration.
- 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

Highfield will assess the portfolio with Q&A.

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

Rationale

- Listed as an optional assessment method available for this standard. Others include additional observation, interview, professional discussion, written assessment and demonstration.
- 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: Guest experience and service delivery

Knowledge/Skill Statement	Performance Category	Pass/Distinction Grading Descriptor
K2: Techniques to maximise sales and improve guest experience; cross selling, upselling. supporting guest loyalty.	*Applied Knowledge*	*Distinction: Applies hospitality knowledge, facts, procedures and ideas with consistently high accuracy and efficiency to solve straightforward problems and adapt effectively to well defined tasks.*
K5: Principles of handling feedback complaints, and issues, including dispute de-escalation techniques.	*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.*
S2: Identifies and acts on opportunities to increase sales and guest loyalty.	*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.*
S4*: Delivers customer service to business standards, checks that guests are satisfied with products or service, and acts on feedback.	*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.*
S5: Assists in the resolution of feedback, complaints, and issues.	Communication and Collaboration	Pass: Communicates and collaborates effectively within a team, showing reliable customer service and teamwork skills when required.

AO2: Safety, security and compliance

Knowledge/Skill Statement	Performance Category	Pass/Distinction Grading Descriptor
K7: Procedures for handling room keys and guest property, including lost property.	Regulatory and Procedural Awareness	Pass: Applies legislation, regulations, and organisational procedures relevant to hospitality roles with minimal noncritical errors, following required steps accurately, although depth of insight or adaptability may be limited.
K13*: Food safety and allergen legislation and procedures including handling, labelling and temperature monitoring.	Regulatory and Procedural Awareness	Pass: Applies legislation, regulations, and organisational procedures relevant to hospitality roles with minimal noncritical errors, following required steps accurately, although depth of insight or adaptability may be limited.
K14*: Responsibilities of a server under the licensing act and legislation related to weights and measures when serving alcohol.	Regulatory and Procedural Awareness	Pass: Applies legislation, regulations, and organisational procedures relevant to hospitality roles with minimal noncritical errors, following required steps accurately, although depth of insight or adaptability may be limited.
K17: Hygiene management techniques to maintain a safe, clean environment, including pest and virus control, following COSHH guidelines.	Regulatory and Procedural Awareness	Pass: Applies legislation, regulations, and organisational procedures relevant to hospitality roles with minimal noncritical errors, following required steps accurately, although depth of insight or adaptability may be limited.
K28: Legislation and principles relating to equity, diversity and inclusion in the workplace.	Regulatory and Procedural Awareness	Pass: Applies legislation, regulations, and organisational procedures relevant to hospitality roles with minimal noncritical errors, following required steps accurately, although depth of insight or adaptability may be limited.
S6: Handles room keys and guest property, including lost property, in line with business procedures	Applied Skills	Pass: Selects and uses cognitive and practical hospitality skills to carry out mostly routine tasks with consistency and purpose.

S25: Follows equity, diversity and inclusion legislation and principles.	Regulatory and Procedural Awareness	Pass: Applies legislation, regulations, and organisational procedures relevant to hospitality roles with minimal noncritical errors, following required steps accurately, although depth of insight or adaptability may be limited.

AO3: Business procedures and resource management

Knowledge/Skill Statement	Performance Category	Pass/Distinction Grading Descriptor
K9*: Different packages, allowances and process for implementing those packages and allowances, including payment if required.	Applied Knowledge	Pass: Applies hospitality knowledge, facts, procedures, and ideas to complete well defined tasks and solve straightforward problems across routine and some varied work activities.
K11: Process for reporting or recording faults, issues or damage, or escalating guest feedback.	Regulatory and Procedural Awareness	Pass: Applies legislation, regulations, and organisational procedures relevant to hospitality roles with minimal noncritical errors, following required steps accurately, although depth of insight or adaptability may be limited.
K12: Steps of food service eg set up, reset, touch points, sequence of service in line with business processes and standards.	Applied Knowledge	Pass: Applies hospitality knowledge, facts, procedures, and ideas to complete well defined tasks and solve straightforward problems across routine and some varied work activities.
K16: Sequence for cleaning guest accommodation and public areas in line with business processes and standards.	Applied Knowledge	Pass: Applies hospitality knowledge, facts, procedures, and ideas to complete well defined tasks and solve straightforward problems across routine and some varied work activities.
K18: Methods for the safe and environmentally appropriate handling and disposal of waste including; food, broken dish or glassware, biohazards, controlled substances, chemicals, general waste.	Regulatory and Procedural Awareness	Pass: Applies legislation, regulations, and organisational procedures relevant to hospitality roles with minimal noncritical errors, following required steps accurately, although depth of insight or adaptability may be limited.
K21: Key performance indicators and own responsibility for contributing to them in terms of efficiency, performance and profitability.*	*Responsibility and Autonomy*	*Distinction: Exercises informed judgement and self-direction, often anticipating the needs of the task, customer or team.*

K26: Methods to sustainably reduce the waste of resources.	*Applied Knowledge*	*Distinction: Applies hospitality knowledge, facts, procedures and ideas with consistently high accuracy and efficiency to solve straightforward problems and adapt effectively to well defined tasks.*
S8*: Applies packages and allowances to guest purchases, explains packages, allowances, and processes to guests, and takes payments if required.	Applied Skills	Pass: Selects and uses cognitive and practical hospitality skills to carry out mostly routine tasks with consistency and purpose.
S10: Reports or records faults, issues or damage to e.g. equipment, rooms, and escalates guest feedback as appropriate.	Information Use and Decision Making	Pass: Gathers and interprets relevant information to inform decisions and actions that are fit for purpose in the hospitality work context.
S11: Follows steps of food service for relevant business e.g. set up, reset, touch points, sequence of service.	Applied Skills	Pass: Selects and uses cognitive and practical hospitality skills to carry out mostly routine tasks with consistency and purpose.
S13: Prepares and serves alcoholic and non-alcoholic beverages to business standards.	Applied Skills	Pass: Selects and uses cognitive and practical hospitality skills to carry out mostly routine tasks with consistency and purpose.
S15: Follows sequence for cleaning guest accommodation and public areas in line with business processes and standards for relevant business e.g. touch points, sequence of service.	Applied Skills	Pass: Selects and uses cognitive and practical hospitality skills to carry out mostly routine tasks with consistency and purpose.
S18*: Manage stock across departments in line with local procedures relevant to own role.	*Applied Skills*	*Distinction: Integrates cognitive and practical hospitality skills to execute mostly routine tasks with precision even when faced with subtle complexities or shifting requirements.*
S20: Delivers to key performance indicators to support efficiency, performance and profitability within own area of responsibility.*	*Responsibility and Autonomy*	*Distinction: Exercises informed judgement and self-direction, often anticipating the needs of the task, customer or team.*

AO4: Teamwork, communication, and professional standards

Knowledge/Skill Statement	Performance Category	Pass/Distinction Grading Descriptor
K22: How to use feedback from managers and team to improve own performance.	*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.*
K23: Professional standards for uniform, personal hygiene and appearance in line with business expectations.	Regulatory and Procedural Awareness	Pass: Applies legislation, regulations, and organisational procedures relevant to hospitality roles with minimal noncritical errors, following required steps accurately, although depth of insight or adaptability may be limited.
K24: Procedures for staying up to date with business information and new procedures and discussing implementation in your team.*	*Responsibility and Autonomy*	*Distinction: Exercises informed judgement and self-direction, often anticipating the needs of the task, customer or team.*
K25: Methods of planning own workload and prioritising tasks.	*Responsibility and Autonomy*	*Distinction: Exercises informed judgement and self-direction, often anticipating the needs of the task, customer or team.*
K27: Procedures for starting and finishing a shift, including handover.	Applied Knowledge	Pass: Applies hospitality knowledge, facts, procedures, and ideas to complete well defined tasks and solve straightforward problems across routine and some varied work activities.
S21: Uses feedback from managers and team to improve own performance and meet personal goals.*	*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.*
S22: Attends team briefings and implements instructions, offering input or feedback where relevant within team.	Communication and Collaboration	Pass: Communicates and collaborates effectively within a team, showing reliable customer service and teamwork skills when required.

S23: Manages own time to ensure allocated tasks are completed.	Responsibility and Autonomy	Pass: Takes responsibility for completing hospitality tasks, within limits of own authority, demonstrating autonomy within familiar situations.

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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: Guest experience and service delivery	**K1**	Applied Knowledge	Pass	
	K3*	Communication and Collaboration	Pass	
	K4	Applied Knowledge	Pass	
	S1	*Communication and Collaboration*	*Distinction*	
	S3	*Communication and Collaboration*	*Distinction*	
AO2: Safety, security and compliance	**K6***	Regulatory and Procedural Awareness	Pass	
	K15	Applied Knowledge	Pass	
	K20*	Regulatory and Procedural Awareness	Pass	
	S12	Regulatory and Procedural Awareness	Pass	
	S16	*Regulatory and Procedural Awareness*	*Distinction*	
	S17	Applied Skills	Pass	

	S19	Regulatory and Procedural Awareness	Pass	
AO3: Business procedures and resource management	K8	Regulatory and Procedural Awareness	Pass	
	K19*	Applied Knowledge	Pass	
	S7*	Applied Skills	Pass	
	S14	Applied Skills	Pass	
	S24	*Responsibility and Autonomy*	*Distinction*	
AO4: Teamwork, communication, and professional standards	*K10**	*Communication and Collaboration*	*Distinction*	
	S9*	Communication and Collaboration	Pass	

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: Guest experience and service delivery	*K2*	*Applied Knowledge*	*Distinction*	
	K5	*Communication and Collaboration*	*Distinction*	
	S2	*Information Use and Decision Making*	*Distinction*	
	S4*	*Information Use and Decision Making*	*Distinction*	
	S5	Communication and Collaboration	Pass	
AO2: Safety, security and compliance	**K7**	Regulatory and Procedural Awareness	Pass	
	K13*	Regulatory and Procedural Awareness	Pass	
	K14*	Regulatory and Procedural Awareness	Pass	
	K17	Regulatory and Procedural Awareness	Pass	
	K28	Regulatory and Procedural Awareness	Pass	
	S6	Applied Skills	Pass	

	S25	Regulatory and Procedural Awareness	Pass	
AO3: Compliance Interventions and Enforcement	K9*	Applied Knowledge	Pass	
	K11	Regulatory and Procedural Awareness	Pass	
	K12	Applied Knowledge	Pass	
	K16	Applied Knowledge	Pass	
	K18	Regulatory and Procedural Awareness	Pass	
	*K21**	*Responsibility and Autonomy*	*Distinction*	
	K26	*Applied Knowledge*	*Distinction*	
	S8*	Applied Skills	Pass	
	S10	Information Use and Decision Making	Pass	
	S11	Applied Skills	Pass	
	S13	Applied Skills	Pass	
	S15	Applied Skills	Pass	

	S18*	*Applied Skills*	*Distinction*	
	*S20**	*Responsibility and Autonomy*	*Distinction*	
AO4: Teamwork, communication, and professional standards	*K22*	*Information Use and Decision Making*	*Distinction*	
	K23	Regulatory and Procedural Awareness	Pass	
	*K24**	*Responsibility and Autonomy*	*Distinction*	
	K25	*Responsibility and Autonomy*	*Distinction*	
	K27	Applied Knowledge	Pass	
	*S21**	*Information Use and Decision Making*	*Distinction*	
	S22	Communication and Collaboration	Pass	
	S23	Responsibility and Autonomy	Pass	