

# Highfield Level 2 End-Point Assessment for ST1420 Hospitality Accommodation Team Member v1.0



Government funding band – **£6,000**



Gateway requirements – **level 1 in English and maths (optional for 19+, please see funding rules), submission of the organisation's policies and procedures and a submission of a portfolio of evidence**



End-point assessment method – **an observation with questioning and an interview underpinned by a portfolio**

## Working as a hospitality accommodation team member

Hospitality accommodation team members are responsible for delivering consistent, high-quality food and beverages, housekeeping and guest services to guests in line with business standards. They will use a range of specialist equipment and technology and comply with multiple interacting regulations, legal requirements and internal metrics, standards, policies and processes to provide these services. They will be responsible for ensuring guest's needs are met and acting to meet targets for the delivery and profitability of accommodation services. They will contribute to planning and be responsive to unexpected situations to ensure business operations run smoothly. They will remain adaptable, flexible and resilient to the ever-changing needs of the business.

This occupation is found in hotels, inns, holiday parks, bed and breakfasts, restaurants or pubs with rooms and other hospitality accommodation businesses offering accommodation to paying guests. Employers range from large to small. A hospitality accommodation team member is a multi-skilled occupation, working across front-of-house roles in dining and bar services, reception and housekeeping.

# Your apprentice's journey



## 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

## Set for assessment

End-point assessment methods are:

### Observation with questioning:

- a 120-minute observation followed by 30 minutes of questioning
- observing the apprentice completing their normal duties in the workplace
- a minimum of 3 questions

### Interview underpinned by a portfolio:

- a 90-minute interview
- portfolio of evidence submitted at gateway, which is not directly assessed
- a minimum of 14 questions asked during the interview

## Go further

On completion of the apprenticeship, apprentices may wish to progress into other roles in the catering industry, such as hospitality supervisor or hospitality manager.

# 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
- Staff training, standardisation and support



## Need to know more:

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