

# Highfield **Level 3** End-Point Assessment for **ST0230 Hospitality Supervisor v1.0**



Government funding band – **£5,000**



On-programme duration – **minimum of 12 months**



Gateway requirements – **level 2 in English and maths (optional for 19+, please see funding rules) and gateway self-assessment report**



End-point assessment methods – **an on-demand test, a practical observation, a business project and a professional discussion**

## 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.

## The programme's structure

Your apprentice will be placed in a role, for a minimum of 12 months, during which they will be supported while on-programme by their tutor. Their tutor will review the progress of the apprentice against the standard to ensure they are prepared for the end-point assessment.

## 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:**

**On-demand test**

- A 2-hour (including 30 minutes reading time) multiple-choice test
- Consisting of 52 scenario-based questions
- Covers the core and relevant specialist function

**Practical observation**

- A 4-hour observation
- Observing the apprentice in the hospitality environment
- Must maximise the apprentice's opportunity to demonstrate competence

**Business project**

- 2,000 – 5,000 word project
- Focussing on an opportunity/challenge/idea which the apprentice considers will make an improvement to the business they are working in
- 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

### Go further

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

## Available support

### On-programme support

- Delivery resources
- Qualification mapped to standard
- 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: