

# Highfield **Level 4** End-Point Assessment for **Hospitality Manager**



Government funding band – **£6,000**



On-programme duration – **minimum of 12 months (although typically 18 months)**



Gateway requirements – **Level 2 English and Maths**



End-point assessment method – **on-demand test, business project and professional discussion**

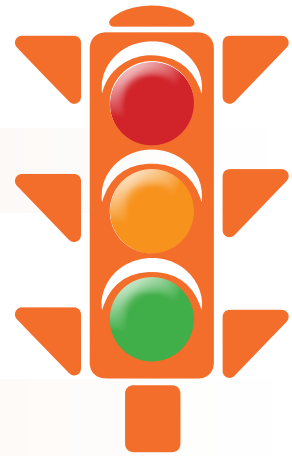
## Working in the hospitality sector

The hospitality and catering sector covers hotels, restaurant, cafes, fast-food outlets, pubs and clubs. The sector employs almost 3 million people in the UK, meaning there is a huge requirement for qualified people. Those in the role of hospitality manager can work in a range of establishments, including bars, restaurants, cafes and conference centres. Their role involves managing the delivery of functions often simultaneously such as business conferences, conventions, banquets or weddings. The role requires managing meticulous coordination liaising with multiple departments across the business to meet a variety of different customer needs and expectations.

## The programme's structure

Apprentices will be placed in a hospitality role over 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 during this period, 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
- On-programme training to meet the requirements of the standard
- Gateway readiness self-assessment

### Set for assessment on completion of training and functional skills

#### End-point assessment methods are:

##### On-demand test

- 90-minute on-demand multiple choice test
- 35 scenario-based questions
- 25 covering the core content and 10 covering the specialist function

##### Professional discussion

- 90-minute discussion between the independent end-point assessor and apprentice
- A minimum of 30 questions – 5 questions on each core area, plus 5 questions on the specialist function
- Takes place in a 'controlled environment', either face-to-face in a quiet room or remotely using a 2-way video link

##### Business project

- 2-page project proposal submitted at gateway detailing the project synopsis
- Written project of 9,000 words completed within the 2-month assessment period and over a minimum of 40 hours
- Project to look at an opportunity/challenge/idea to make an improvement to the business
- Submitted to the independent end-point assessor no less than 7 days in advance of the professional discussion

### Go further

Apprentices can progress further in the sector in related management roles relevant to the pathways, such as conferencing and events, food and beverage, front office, hospitality outlet, house keeping, kitchen (head chef), revenue and multifunctional management. They could also progress on to coaching and mentoring of other employees or apprentices.

## 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:

☎ 01302 363277

✉ [info@highfieldassessment.com](mailto:info@highfieldassessment.com)

🌐 [www.highfieldassessment.com](http://www.highfieldassessment.com)