

Highfield **Level 4** End-Point Assessment for **ST0229** **Hospitality Manager v1.0**



Government funding band – **£6000**



Gateway requirements – **level 2 in English and maths (optional for 19+, please see funding rules), project title and scope**



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

Working as a hospitality manager

Hospitality managers work across a huge variety of organisations including bars, restaurants, cafés, conference centres, banqueting venues, hotels and contract caterers. These managers generally specialise in a particular area, however their core knowledge, skills and behaviours are aligned. Common to all managers in this role is their passion for exceeding customers' expectations. Hospitality managers have a high level of responsibility and are accountable for fulfilling the business vision and objectives which requires excellent business, people and customer relation skills. Individuals in this role are highly motivated team leaders that combine a talent for management and specific industry skills and thrive on the customer facing nature of the role.

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 90-minute on-demand test
- Consisting of 35 scenario-based multiple-choice questions
- Split into 2 separate papers: 1 containing 25 core management questions and 1 containing 10 specialist pathway

Business project:

- A 9,000 word written project
- Focussing on an opportunity/challenge/idea which the apprentice considers will make an improvement to the business they are working in

Professional discussion:

- A 90-minute professional discussion
- A minimum of 30 questions asked during the professional discussion
- A minimum of 5 questions per core section plus 5 questions on the specialist function

Go further

On completion of the apprenticeship, apprentices may wish to progress into other roles in the catering and hospitality industry.

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: