

Highfield Level 4 End-Point Assessment for ST0229 Hospitality Manager

Mock Assessment Materials

Business project

Introduction and background			
Ref	Assessment Criteria (Pass)	Achieved	Not Achieved
BP1	Explain how the business fits into the hospitality industry, both from a local and national perspective		
BP2	Demonstrate an awareness of and understanding for the need for deadlines		
BP3	How the apprentice keeps up to date with trends and the changing industry		
Ref	Assessment Criteria (Distinction)	Achieved	Not Achieved
BP12	<i>Outline the current situation which has led to the identification of a challenge or opportunity</i>		

Outline aims and objectives			
Ref	Assessment Criteria (Pass)	Achieved	Not Achieved
BP4	Outline the problem, challenge or opportunity identified		
Ref	Assessment Criteria (Distinction)	Achieved	Not Achieved
BP13	<i>Provide detailed aims and objectives for the proposal, linking to the current situation</i>		

Identification of improvements, consultation, legislation and research			
Ref	Assessment Criteria (Pass)	Achieved	Not Achieved
BP5	Identify how the potential changes would lead to measurable improvements and benefits to the department and wider hospitality business		
BP6	Consult relevant stakeholders (e.g. customers, team members, managers) to inform the results and recommendations and explain how their feedback informed the outcomes		
BP8	Identify applicable legislation and ensure the proposal complies where necessary		
Ref	Assessment Criteria (Distinction)		
BP14	<i>Identification of measurable improvements and benefits to the organisation</i>		
BP15	<i>Review the proposal to ensure it meets organisational and legal requirements</i>		
BP19	<i>Show a range of research has been used effectively, including obtaining information from stakeholders, such as team members, management, suppliers or customers</i>		

Analysis of cost and findings			
Ref	Assessment Criteria (Pass)	Achieved	Not Achieved
BP7	Provide a detailed analysis of costs associated with the proposed recommendations		
Ref	Assessment Criteria (Distinction)	Achieved	Not Achieved
BP16	<i>A thorough analysis of costs and benefits of the recommendations in the short, medium and long term</i>		
BP17	<i>Critically analyse the proposal to ensure it meets organisational and legal requirements</i>		
BP18	<i>Include data acquired using qualitative and quantitative research</i>		

Conclusion, recommendations and proposed timeframe			
Ref	Assessment Criteria (Pass)	Achieved	Not Achieved
BP9	Make clear recommendations for implementation		
BP10	Concise validation and justification of recommendation		
BP11	Set out proposed timeframes for implementation		
Ref	Assessment Criteria (Distinction)	Achieved	Not Achieved
BP20	<i>Make detailed recommendations for implementation, including timings and potential costs</i>		
BP21	<i>Comprehensive link from the project into the medium term strategy of the organisation</i>		
BP22	<i>Detailed recommendations for implementation</i>		
BP23	<i>Detailed validation and justification of recommendations</i>		