

# Apprentice Assessment Services

**nocn**  
CREATING OPPORTUNITIES



## Hospitality Team Member

**Sector:** Catering and Hospitality • **Level:** 2 • **Duration:** 12 Months  
**Funding Band:** 7 **Maximum Funding:** £5000

### Introduction

A hospitality team member can work in a range of establishments, for example bars, restaurants, cafés, conference centres, banqueting venues, hotels or contract caterers. The role is very varied and although hospitality team members tend to specialise in an area, they have to be adaptable and ready to support team members across the business, for example during busy periods. Specialist areas in hospitality include food and beverage service, serving alcoholic beverages, barista, food preparation, housekeeping, concierge and guest services, reception, reservations and conference and banqueting. The most important part of the role is developing fantastic 'hospitality' skills and knowledge such as recognising customer needs, knowing how to match them to the products and services of the business and working as part of a team to ensure that every customer, whether they are eating in a restaurant, drinking cocktails in a bar, ordering room service in a hotel or attending a business conference feels welcomed and looked after.

### Entry requirements

Individual employers will set their own selection criteria. Nationally, Apprenticeships require as a minimum English and Maths understanding and functional application at Level 1, with evidence of an attempt at Level 2 enabling Apprentices to aspire to the next level. Employers will set the entry specification suitable for the correct level of the individual. Candidates will be expected to have worked in an operational role within the hospitality industry.

# Independent End Point Assessment from NOCN

Independent assessment ensures that all Apprentices have the **Knowledge, Skills** and **Behaviours** detailed in the apprenticeship standard, ensuring consistency across the industry. **NOCN** is a leading Government approved, independent **End Point Assessment Organisation (EPAO)**, working with employers to ensure high quality, valid and robust **End Point Assessment (EPA)**. NOCN is responsible for all aspects of the **EPAO**, including the provision of an online assessment management system, assessment centre booking, workplace testing, online tests, expert End Point Assessors and the final Apprenticeship grading. For further information, visit the NOCN website:

[www.nocn.org.uk](http://www.nocn.org.uk)

## Knowledge, Skills and Behaviours

The Hospitality Team Member standard specifies a range of **Knowledge, Skills** and **Behaviours** that together form the core competencies for the role. Apprentices are assessed by NOCN as the **EPAO**, using different methods to demonstrate competence in the following areas:

Areas of competence				
<b>Customer Service Principles</b> Including customer satisfaction and meeting expectations	<b>Business Knowledge</b> Including: achieving targets, handling payments and stock, and unique selling points.	<b>Communicating with customers</b> Personal conduct	<b>Team Working</b> Including: leadership and supporting team members	<b>Health and Safety Law,</b> Including: standards and regulations relevant to hospitality.

Apprentices must also select a specialist function: alcoholic drinks (select from Wine Service, Beer/Cask Ale, Cocktails/mixology), barista, concierge and guest, conference and events, food and drink, food production, house-keeping, reception or reservations

## Apprenticeship Journey



### Assessment Gateway

The **Assessment Gateway** is a phase leading to **EPA** rather than one prescribed activity; it is usually triggered three-months in advance of the EPA, allowing the Apprentice adequate time to prepare. Before entering the **Assessment Gateway**, a formal meeting is held between the training provider and employer to confirm that all **On Programme** requirements have been achieved. This decision is based upon the details and evidence of achievement contained in the **On Programme Assessment Log**, with feedback from both employer and assessor. Once ready, the apprentice proceeds to the **Assessment Gateway** phase and begins preparations for **EPA**.

# End Point Assessment

The apprentice will be assessed to the apprenticeship standard using four complementary assessment methods. The assessment is synoptic, i.e. takes a view of the overall performance of the apprentice in their job. The assessment activities will be completed by the independent end assessor as follows:

**The EPA process**

- 1 On Demand Test:**

  - 90 minute on demand multiple choice test
  - Scenario based questions
  - Externally set and marked automatically by an assessment organisation
  - Undertaken either on the employer's premises or off site
  - Half questions from core, half on Apprentice's selected specialist function (both sections must be passed)
- 2 Practical Observation**

  - 2-hour observation of the apprentice in the workplace
  - May be split in two, one hour observations to cover preparation and service.
  - Covers core and specialist function elements of the standard
  - Must maximise apprentice's opportunity to demonstrate competence, e.g. moving to another area of the business to perform a different part of the job role
- 3 Business Project:**

  - 800 – 1,200 words
  - Focussing on an opportunity/challenge. Idea which the apprentice considers will make an improvement to the business they are working in
  - Involves gathering/reviewing information and making recommendations to management.
  - Included in the Professional Discussion

*The above three assessments must be completed before the learner moves onto the final assessment*
- 4 Professional Discussion:**

  - 40-minute discussion between the apprentices and the independent end assessor (includes 10 minutes for presentation of business project, including questions and answers)
  - Employer present to support (but not lead) the apprentice and confirm information
  - Includes areas of standard not seen in the Observation or Business Project plus key additional areas identified.

## Grading

The grading for the Hospitality Team Member Apprenticeship is either **Pass** or **Distinction**, with the final grade based on the combined performance in the **On Demand Test, Practical Observation, Business Project and Professional Discussion** aspect of the EPA.

*Note: details of the **assessment criteria** are available in the Assessment Plan on the Institute for Apprenticeships website:*

<https://www.instituteforapprenticeships.org/apprenticeship-standards/>

To achieve a Pass	To achieve a Distinction
Achievement of the On-Demand Test, Observation, Business Project and Professional Discussion, based on the assessment criteria in the Hospitality Team Member standard.	The apprentice must achieve a distinction on the On-Demand Test, and demonstrate competence against <b>additional assessment criteria</b> specified in the standard, demonstrated over the course of the Business Project, Practical Observation and Professional Discussion.

## Certification

On successful completion, NOCN will issue **EPA Results** and apply to the appropriate issuing organisation for production of the final **Apprenticeship Certificate**.

## Career progression in the Retail sector



## NOCN Charges – fair and competitive

- NOCN's assessment services are priced fairly and competitively.
- The Government advises that the cost of **EPA** should be **no more than 20%** of the total price of apprenticeship training and assessment.
- Allowing for variance across the range of standards, NOCN's average rate for **EPA** is **less than 12%**

### EPA charges include:

- NOCN charges a small **registration fee** at the start of the apprenticeship to cover administration and set up
- The **remaining fee** is paid in advance of the scheduled **EPA**
- Assessment charges are made for all assessments undertaken, no refunds given if the Apprentice fails or does not attend without due notice
- Employers can come to an individual agreement for their employees with the Training Provider and NOCN (see below, flexible pricing)
- Charges include Assessment Centre fees but exclude Certification and External Quality Assurance (**EQA**) fees as these are subject to change by external providers
- **EQA** will be undertaken by an independent organisation

### Flexible pricing:

- NOCN **EPA** charges are flexible and negotiable
- Prices can be negotiated for factors such as the number of apprentices for assessment, assessment tools required, **EPA** location and delivery methods.
- **Speak to NOCN about your requirements**

### Consultancy:

NOCN provides commercial consultancy on a range of related areas:

- Employing an apprentice
- Using the Government's online Apprenticeship Service
- Setting up and organising company operations for apprenticeships
- Designing assessment regimes
- Becoming an Assessment Centre - organisations interested in becoming an NOCN Assessment Centre should get in touch to discuss commercial arrangements. NOCN will pay a fee per apprentice assessed at the right location with high quality resources.

**NOCN is a registered charity and VAT is not charged on any prices.**

### For further information:

For more information, prices and a no-obligation visit, please contact:

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