

ST1420 Level 2 Hospitality Accommodation Team Member Assessment Plan

Introduction

This Apprenticeship Assessment Plan (AAP) sets out the requirements for the assessment of the level 2 Hospitality Accommodation Team Member apprenticeship. It should be read in conjunction with the General Requirements for Apprenticeship Assessment. Where there is conflict between this AAP and the General Requirements, this AAP takes precedence. Assessment organisations must also comply with the relevant regulatory framework for apprenticeship assessment.

It is important that the assessment of apprentices is proportionate, valid, and provides reliable evidence of an apprentice's attainment of the relevant knowledge and skills. As such, assessment organisations must design assessments to ensure:

- employers have confidence that the apprentice has reached the expected performance standard
- apprentices are sufficiently secure in their knowledge and skills, so that they could demonstrate their competence in different contexts, for example, a different workplace

Assessment Outcomes

The assessment outcomes group and summarise the knowledge and skills that must be demonstrated in assessments. All assessment outcomes must be assessed.

Knowledge and skills statements in **bold** are mandatory and must be assessed in every version of the assessment that is made available.

Knowledge and skills statements which offer opportunities to develop functional English and maths are identified with an asterisk.

Core Assessment Outcome	Mapping
<p>AO1: Guest Experience and Service Delivery</p> <p>Supports the guest journey by applying communication techniques, delivering service to business standards, and responding to guest needs, feedback, and issues.</p>	<p>K1, K2, K3*, K4, K5</p> <p>S1, S2, S3, S4*, S5</p>
<p>AO2: Safety, Security and Compliance</p>	<p>K6*, K7, K13*, K14*, K15,</p>

Core Assessment Outcome	Mapping
Follows legal, organisational, and safety requirements to protect guests, colleagues, property, resources and information.	K17, K20* , K28 S6 , S12, S16, S17, S19
<p>AO3: Business Procedures and Resource Management</p> <p>Applies business procedures to support operations, including handling payments securely, applying packages and allowances, managing stock sustainably and contributing to KPIs.</p>	K8, K9*, K11, K12, K16, K18 , K19*, K21*, K26 S7*, S8*, S10, S11, S13, S14, S15, S18* , S20*, S24
<p>AO4: Teamwork, Communication, and Professional Standards</p> <p>Works and communicates as a member of a team maintaining professional standards and supporting operations.</p>	K10*, K22, K23, K24*, K25 , K27 S9*, S21*, S22, S23

Assessment requirements

Assessment organisations must set apprenticeship assessments. Assessment organisations should consider how technology and digital tools can support innovation and efficiency.

Assessment organisations must design apprenticeship assessments to include at least one **observation**.

Any additional assessment, or assessments, must be selected from the following list of methods, to ensure the assessment outcomes are met in full. Assessments available in the list may be used more than once:

- additional observations
- questions and answers
- interview
- multiple-choice test
- demonstration

Apprentices may be assessed at any appropriate point during their apprenticeship programme.

Assessments may be designed to allow a centre or training provider to mark assessments. The assessment organisation is responsible for ensuring all assessments are sufficiently reliable and valid, and for the accuracy of any centre or training provider marking.

Performance descriptors

Performance descriptors describe the level of performance required to achieve a pass or distinction grade. Assessment organisations must design assessments that align with these descriptions.

Performance Category	Pass	Distinction
Applied Knowledge	Applies hospitality knowledge, facts, procedures, and ideas to complete well defined tasks and solve straightforward problems across routine and some varied work activities.	Applies hospitality knowledge with consistently high accuracy and efficiency to solve straightforward problems and adapt effectively to well defined tasks.
Applied Skills	Selects and uses cognitive and practical hospitality skills to carry out mostly routine tasks with consistency and purpose.	Integrates cognitive and practical hospitality skills to execute mostly routine tasks with precision even when faced with subtle complexities or shifting requirements.
Regulatory and Procedural Awareness	Applies legislation, regulations, and organisational procedures relevant to hospitality roles with minimal noncritical errors, following required steps accurately, although depth of insight or adaptability may be limited	Demonstrates proactive and confident interpretation of legislation, regulations, and guidance relevant to hospitality roles.
Communication and Collaboration	Communicates and collaborates effectively within a team, showing reliable customer service and teamwork skills when required.	Consistently communicates with clarity and sensitivity, showing strong awareness of others and responding resourcefully in a range of

		team and customer service scenarios.
Information Use and Decision Making	Gathers and interprets relevant information to inform decisions and actions that are fit for purpose in the hospitality work context.	Gathers and interprets relevant information and feedback to shape actions that are purposeful and show clear added value in terms of efficiency or outcomes.
Responsibility and Autonomy	Takes responsibility for completing hospitality tasks, demonstrating autonomy within familiar situations.	Exercises informed judgement and self-direction, often anticipating the needs of the task, customer or team.