

Level 3 Senior Production Chef (ST0232)

End Point Assessment Specification and Guidance

**Army Catering
Training Trust**





Contents

Summary of revision to EPA Specification and Guidance	3
Introduction	3
Contact information	3
Overview of the role of the Senior Production Chef	4
Occupational Profile	4
Entry Requirements	5
Duration	5
English and Maths	5
Level	5
Review	5
Knowledge, Skills & Behaviours	5
Roles and Responsibilities	7
Internal Quality Assurance	8
Regulated Qualification	8
Standadisation and Moderation	9
End point Assessment	9
Gateway – Readiness for Gateway	9
Order and Timings	10
Submission of Gateway evidence	10
Planning Meeting	10
Summary of End-Point Assessment Methods	12
On-Demand Test	13
Practical Observation	15
Professional Discussion	17
Grading	19
Re-sits / Re-takes	20
Appeals, Complaints, Maladministration & Malpractice	21
Reasonable Adjustments & Special Considerations	21
Certification	21



Summary of revision to EPA Specification and Guidance

Summary of the revisions	Assessment Plan Version Number	Date of Revision	Completed by
Functional Skills requirements	All versions	11 Feb 25	Sion Farrell
Deletion of IfA&TE, inclusion of Skills England	All versions	06 Aug 25	Sion Farrell

Introduction

This handbook has been developed to provide guidance required of the apprentices, and employers for support, to achieve the End Point Assessment (EPA) for the Level 3 Senior Production Chef Standard, ST0232

All information in this document was correct at the time of publishing.

Contact information

The ACTT can be contacted using the email gac@theactt.co.uk for any queries or requests



Senior Production Chef

Overview of the role of a Level 3 Senior Production Chef

Managing a team to produce standardised dishes and menus within the kitchen environment.

Occupational profile

Senior production chefs may lead a brigade team or may support the head chef in larger establishments. They report activities to the Head chef or appropriate line manager. They supervise production chef teams in a variety of kitchen environments, for example, schools, hospitals, the Armed Forces, care homes and high street casual dining or pub kitchens. Job roles include Head chef, Second Chef, Kitchen Manager / Supervisor, Cook. Senior production chefs have accountability for the day-to-day running of the kitchen service, producing, monitoring and maintaining consistent food standards, legislative requirements and quality across all areas and during all stages of production and supply.

Senior Production chefs:

- supervise and contribute to the production of centrally developed standardised recipes and menus
- supervise the production of dishes to meet specific dietary requirements
- complete, monitor and maintain food safety management systems (which include delivery, storage, cooking and service) and work equipment
- identify training needs and assist in the recruitment of kitchen personnel
- maintain the catering operating budget using nominated suppliers and ensuring the control of waste.
- support cost reduction, improve performance, revenue, profit margins and customers' experience
- monitor service to improve efficiency and productivity.
- lead team briefings/meetings

The minimum duration for this standard is 366 days before an application for Gateway can be requested.

To complete the Level 3 Senior Production Chef apprenticeship, apprentices must complete their on-programme period of learning and development and the end-point assessment. The purpose of the end-point assessment is to confirm that apprentices have met the required level of knowledge, skills and behaviours of the standard.

On achieving the EPA the Senior Production Chef apprenticeship is graded Pass or Distinction.

Following the successful completion of the EPA the ACTT will claim the certificate on behalf of the apprentice and forward it to their employer. It is the responsibility of the employer to ensure that the apprentice receives their certificate.

The Level 3 Senior Production Chef Standard and Assessment Plan can be accessed online at the [Level 3 Senior Production Chef \(v1.4\) Assessment Plan](#)



Entry Requirements

Entry requirements to be set by employers, but previous achievement of level 2 production chef or a minimum of 12 months relevant industry experience.

Duration

The duration of this apprenticeship is a minimum of 12 months.

English and Maths

Apprentices without level 1 English and maths will need to achieve level 1 and take the test for level 2 English and maths prior to taking the end-point assessment. For those with an education, health and care plan or a legacy statement the apprenticeships English and maths minimum requirement is Entry Level 3 and British Sign Language qualifications are an alternative to English qualifications for whom this is their primary language.

Only apprentices who began their apprenticeship training when aged 16-18 will continue to be subject to the mandatory requirement to study towards and achieve English and maths.

Apprentices who began their apprenticeship training when aged 19+ will no longer be subject to the mandatory requirement to study towards and achieve English and maths. However, for apprentices aged 19+, the apprentice or their employer can still choose for the apprentice to study towards an English and maths qualification.

Level

This apprenticeship standard is set at Level 3.

Review Date

After three years.

Knowledge, Skills and Behaviours

	Knowledge and understanding (Know it)	Skills (Show it)
Kitchen Operations	<p>The organisation or brand specifications and how to use them to produce standardised menu items and dishes.</p> <p>Par stock levels, quality points and safe storage conditions for food items.</p> <p>The importance of monitoring the correct use and maintenance of food production equipment and the procedure for dealing with misuse and malfunctions.</p> <p>The importance of keeping up-to-date with product range, brand development, promotions and current trends.</p>	<p>Supervise the production of centrally developed menu items and dishes according to organisational specifications.</p> <p>Ensure deliveries are checked and stored correctly.</p> <p>Monitor the correct use and maintenance of food production equipment.</p> <p>Acquire and share with the team up-to-date information regarding product range, brand development, promotions and current trends.</p>



Nutrition	<p>The importance of combining nutrient groups to produce balanced menu items and dishes.</p> <p>The importance of checking that the food production team is meeting the specific needs of individuals.</p>	<p>Monitor the production of food to ensure clients' needs are met.</p>
Legal and Governance	<p>Allergens and the legal requirements regarding them.</p> <p>Relevant industry specific regulations, legislation, and procedures regarding food safety, HACCP, health and safety appropriate to organisations.</p> <p>The importance of following legislation and the completion of legal documentation.</p>	<p>Monitor and ensure the effective implementation of food safety management systems.</p> <p>Monitor and ensure legislative compliance and the completion of due diligence documentation.</p>
People	<p>How to support and influence the team positively to deliver a high quality product.</p> <p>Recognise how all teams are dependent on each other and understand the importance of teamwork both back and front of house in achieving business objectives.</p> <p>How to work with people from a wide range of backgrounds and cultures and how local demographics may impact the product range of the business.</p> <p>How to communicate knowledge to the team and support own and individuals' development.</p>	<p>Support team members to ensure the timely delivery of high quality food to the specification required.</p> <p>Maintain harmony across the team and with colleagues in other parts of the organisation, identifying and dealing with problems constructively to drive a positive outcome.</p> <p>Use effective methods of communication and operate in a fair and empathetic manner that achieves the desired result and demonstrates a customer centric culture.</p> <p>Identify development needs for self and team and actively encourage and support individuals to enhance their skills and knowledge.</p>
Business or Commercial	<p>The business vision, objectives and brand standards, and the importance of the team in upholding these.</p> <p>How to operate efficiently to deliver profit margins, reduce wastage and support the overall financial performance of the business.</p> <p>Understand how technology can improve efficiency and productivity within food production organisations</p> <p>How to identify, plan for and minimise risks to the food production, service and operation</p>	<p>Effectively use techniques that support cost reduction, improve performance, revenue, profit margins and customers' experience.</p> <p>Monitor costs, using forecasting to set realistic targets with the team.</p> <p>Effectively control resource allocation, minimise wastage and use sustainable working practices.</p> <p>Use technology to improve efficiency and productivity.</p> <p>Risk assess situations, identifying and isolating matters of concern, by</p>



The customer profile of the business, its main competitors and the business growth strategy.

establishing the cause and intervening accordingly to minimise risk to people and organisation. Carry out activities in line with business/brand values that actively market the business, support competitiveness and help meet business objectives.

Behaviours (live it)

- Act as a role model to the team
- Be diligent in ensuring safe and hygienic practises are followed
- Strive to achieve the required outcome and support positive, open communications that help team members achieve the best result for customers and the business
- Be solution focussed when dealing with unexpected challenges
- Celebrate personal growth and the achievement of team members
- Show passionate enthusiasm to provide high quality food products
- Take pride in their role through a consistently positive and professional approach

Roles and responsibilities

Apprentice

The apprentice takes responsibility for preparing for the end-point assessment.

Employer

The employer determines when the apprentice is competent and ready to attempt the EPA. They enable the independent end-point assessor to observe the apprentice within the workplace.

End-point assessment organisations (EPAOs)

Employers must choose an independent EPAO approved to deliver the EPA for this apprenticeship from the Education & Skills Funding Agency's (ESFAs) Apprentice Provider and Assessment Register.

End-point assessment organisations are responsible for ensuring assessments are conducted fairly with equal access to assessments for all apprentices and that assessments are valid, reliable and consistent.

The Army Catering Training Trust (ACTT) is an EPAO and is registered on the government Apprenticeship Provider and Assessment Register (APAR) service. A requirement of Apprenticeship Standards is for the EPA to be delivered independently by an organisation who is on the register.

The ACTT APAR number is EPA0062.



Independent end-point assessor

An independent end-point assessor must be someone who has nothing to gain from the outcome of the end-point assessment and must not have been involved in training or be in the line management of the apprentice. They must be approved and appointed by ACTT to undertake the independent end-point assessment of the apprentice. Independent Assessors must also comply with the assessment plan:

- Have knowledge and understanding of the apprenticeship standard as set out in the Assessment Plan
- Hold a recognised current workplace assessment qualification
- Have current, relevant occupational expertise and knowledge, of at least one level above the occupational area they are assessing, which has been gained through 'hands on' experience in the industry
- Complete relevant and effective CPD activities
- Practice standardised assessment principles set out by the ACTT

The ACTT will provide all necessary resources in order for Independent Assessors to deliver end-point assessment services.

Internal Quality Assurance

The ACTT requires all quality assurance personnel to hold a recognised internal quality assurance qualification. Quality Assurance personnel are subject to the same requirements of the independent assessors, as above, and must show competence in the subject specialist areas that they quality assure. Quality assurance staff are monitored to ensure currency of their knowledge and understanding using CPD activities to continually develop their own skillset.

The ACTT has developed policies and processes to ensure robust internal quality assurance is conducted to meet the requirements of the assessment plan being delivered. These policies have been provided to employers for ease of access.

To ensure consistent and reliable judgements are made, independent end-point assessors will be subject to rigorous quality assurance and must take part in regular standardisation activities. To ensure the requirements on internal quality assurance of the assessment plan are being met the ACTT will:

- Ensure all their independent end-point assessors are competent in meeting both occupational and assessment criteria requirements
- Develop assessment tools and supporting materials
- Provide training and development opportunities to support Assessors make consistent and reliable decisions
- Apply robust quality assurance processes including standardised approach to the assessment, observation of assessment practices, standardised reporting practices and moderation activities.
- Ensure assessments are planned, communicated and executed fairly
- Address poor performance from assessors to ensure high standards of end-point assessment



- Obtain and review feedback / satisfaction results from apprentices and employers, taking appropriate actions for improvement
- Address and administer any appeals and grievances fairly and in line with the ACTT's complaints, appeals policies, and procedures

Regulated Qualification

The Level 3 Senior Production Chef standard is a regulated by Ofqual.

Standardisation and moderation

All assessors are required to attend standardisation and moderation activities; this will ensure consistency of the assessment approach and grading aligned to the assessment plan.

Standardisation is conducted during planned events such as face-to-face activities and online meetings; it can also be achieved through the provision of updates and guidance issued by the ACTT.

IQA's will also conduct observations of assessments practices, the apprentice and employer will be informed when this is to take place.

End-Point Assessment

End-point assessment is a synoptic assessment of knowledge, skills and behaviours outlined in the apprenticeship standard, which has been learned whilst on an apprenticeship programme specifically for that standard. The purpose of the end-point assessment it to ensure the apprentice meets the standard in its entirety.

All apprentices must undertake the independent end-point assessment at the end of the on-programme phase of training when their employer, and in some cases their training provider, is satisfied that they have met the 'gateway' criteria to undertake the assessment. Apprentices will not be awarded the apprenticeship certificate until they have successfully completed the end-point assessment.

The end-point assessment can be delivered only by a registered assessment organisation, which must be independent of the employer, or any party involved in the delivery of the on-programme phase of the apprenticeship. The assessor selected to deliver the end-point assessment must not have been involved with the delivery of training or is in the apprentice's line management.

All assessment decisions for the end-point assessment must be made by the independent assessment organisation.

The ACTT has developed end-point assessment instruments to ensure that they are:

- Valid and appropriate to assess occupational competence of the apprentice and will deliver reliable outcomes
- Fair to all apprentices
- Practicable for apprentices and the employers and can be delivered effectively and efficiently in the vocational setting



Readiness for End Point Assessment

The end-point assessment should only commence once the employer is confident that the apprentice has developed all the knowledge, skills and behaviours defined in the apprenticeship standard. The independent end-point assessment ensures that all apprentices consistently achieve the industry set professional standard for a Senior Production Chef.

All apprentices must complete the required amount of off-the-job training specified by the apprenticeship funding rules. The apprentice must have achieved English and maths qualifications in line with the apprenticeship funding rules.

The apprentice's employer must confirm that they think their apprentice is working at or above the occupational standard. The apprentice will then enter the gateway. The employer may take advice from the apprentice's training provider(s), but the employer must make the decision.

The independent end-point assessor will agree a plan and schedule for each assessment activity with the apprentice and employer representative to ensure all components can be completed within a three-month end-point assessment window.

Order and timings of the end-point assessment

There are three end-point assessment methods for the Senior Production Chef. Assessment methods may take place in any order. This end-point assessment window begins when the EPAO confirms that the apprentice has successfully passed through the gateway, unless in the opinion of the EPAO exceptional circumstances apply.

Submission of Gateway Evidence

Once satisfied that the apprentice is ready to undertake the end-point assessment, the employer / training provider will submit the relevant evidence to the ACTT. This evidence includes:

- Gateway Declaration Record / Form
- Evidence of English and Maths achievements
- Any other supporting documentation

Following the successful submission of the Gateway evidence the ACTT will review and inform the employer / training provider that the apprentice has now passed through Gateway and the 3-month window to complete the end-point assessment has started.

If the submission is not successful the ACTT will inform the employer / training provider and the reasons why for them to correct and re-submit.

Planning Meeting

Following the Gateway submission the ACTT will appoint an Independent End Point Assessor; this Assessor will have had no input in to the training of the apprentice and will not be part of their line management.

The Assessor will then contact the employer to organise a suitable date and time for a planning meeting to be delivered. Most planning meetings are delivered online, but can be delivered face-to-face.



During the planning meeting the Assessor will agree a plan, with the Apprentice and Line Manager, on how the end-point assessment will be delivered. During this meeting, the Assessor will provide an overview of each assessment, the logistics to complete the assessment and the agreed time and date.

Any special considerations or reasonable adjustments, previously requested, and approved must be considered at this point, the planning must include any approved adjustments or considerations and be recorded.

The meeting will be followed by an email to the Apprentice and Line Manager to confirm all the details. An email will also be sent to the Apprentice for them to create their ROGO, secure online assessment platform, account.


Any changes, due to personal or work commitments, must be communicated to the Assessor as soon as possible, to allow for contingency planning to meet the 3-month Gateway window.



Summary of End Point Assessment Methods

The apprentice will be assessed against the apprenticeship standard using three complementary assessment methods.

The three assessment methods, on-demand test, practical observation and professional discussion, can be taken on the same day or separate days. Assessment methods may take place in any order. Each is individually assessed and are not dependent upon the result from the other before going ahead. All assessment methods are equally weighted.

Method 1	Method 2	Method 3
<p>On-demand Test:</p> <ul style="list-style-type: none"> • 90-minute (including reading time) on-demand test • 45 multiple-choice based questions covering the standard criteria identified in the assessment plan • Covers the standard criteria identified in Annex A of the Assessment Plan • Externally set and marked automatically by the end point assessment organisation • Undertaken either on the employer's premises or off site 	<p>Practical Observation</p> <ul style="list-style-type: none"> • 4-hour (+/- 10% at the discretion of the independent assessor) practical observation Practical observation must cover preparation and service; the practical observation timings may be split to accommodate this • Covers the standard criteria identified in Annex A of the assessment plan • Externally observed and marked by the end-point assessment organisation <div style="text-align: center; margin-top: 20px;">  </div>	<p>Professional discussion</p> <ul style="list-style-type: none"> • 60-minute (+/- 10% at the discretion of the independent assessor) structured discussion between the apprentice and the independent end-point assessor • Led by the independent end-point assessor • Covers the standard criteria identified in Annex A of the Assessment Plan
<p>Completion</p> <p>Independent end-point assessor confirms that each end-point assessment element has been completed</p> <p>The achievement is determined by the independent end-point assessor based on the combination of performance in all end-point assessment activities.</p> <p>The apprenticeship is graded Fail / Pass / Distinction see grading on page 9.</p>		



On-demand Test

The on-demand test will comprise of a set of 45 scenario-based questions which assesses the knowledge criteria within the standard. Apprentices will be expected to provide an answer / solution to a 'real life' workplace activity in line with the standards requirements.

The standard requires the apprentice to have a breadth of knowledge across the hospitality sector, this includes the business environment, the general terminology used and the role of the Senior Production Chef within the sector, not just within their own business area.

The apprentice will be provided with IT to undertake the assessment by the ACTT. The apprentice will have 90 minutes, this includes reading time, to complete the assessment.

Grading of Assessment Method 1: On-Demand Test

This method is graded fail, pass, distinction.

The on-demand test will have grade boundaries (0-30 fail, 31-37 pass 38-45 distinction).

In the on-demand test the apprentice must demonstrate competence against a representative of the knowledge criteria contained in the Assessment Plan.

On-Demand Test Detail

The on-demand test will contain questions as identified in the [Level 3 Senior Production Chef Assessment Plan](#)

Knowledge Area	Criteria
Kitchen Operations	Par stock levels, quality points and safe storage conditions for food items
	The importance of monitoring the correct use and maintenance of food production equipment and the procedure for dealing with misuse and malfunctions
Nutrition	The importance of combining nutrient groups to produce balanced menu items and dishes
	The importance of checking that the food production team is meeting the specific needs of individuals
Legal and Governance	The importance of monitoring the team's understanding and compliance with all relevant industry specific regulations, legislation and procedures
	The role of the supervisor in ensuring due diligence requirements are met
People	How to support and influence the team positively to deliver a high quality product
	Recognise how all teams are dependent on each other and understand the importance of teamwork both back and front of house in achieving business objectives
	How to work with people from a wide range of backgrounds and cultures and how local demographics may impact the product range of the business
	How to communicate knowledge to the team and support own and individuals' development.
Business & Commercial	How to operate efficiently to deliver profit margins, reduce wastage and support the overall financial performance of the business
	Understand how technology can improve efficiency and productivity within food production organisations



Exam Conditions

The on-demand test is closed book; this means the apprentice is not allowed access to any external or internal resources to help them. They cannot take notes and must not have any other supporting materials with them.

The exam will be conducted in the employer's premises using a suitable environment. Exam conditions include:

- A controlled environment, away from the day-to-day work pressures.
- The environment must have suitable lighting, heating and ventilation
- The invigilator must be able to restrict access to the venue
- During the assessment, the apprentice must not be disturbed
- A sign, warning others of exams in progress, must be displayed on any access points
- A clock must be displayed; this can include those on an online assessment platform.



The Assessor will invigilate the on-demand test.

If there are any breaches of the exam conditions the invigilator will stop the test and the assessment will be voided. Breaches may include:

- Equipment failure – including loss of internet connection
- Disruptions such as fire alarms or interruptions during the test
- Failure of the apprentice to follow the exam conditions

Practical Observation

The practical observation is 4 hours in length, this may be increased or decreased by 10% at the discretion of the Assessor. The observation may be split to cover organisational requirements for preparation and service to be observed.

The Practical Observation must be scheduled when the apprentice will be working in their normal place of work and will allow the apprentice to demonstrate the skills and behaviours identified in the Assessment Plan by carrying out the activities below:

- Supervise the production kitchen ensuring adherence to:
 - Brand / organisational quality, standards and specifications, customer's
 - individual needs, safe and hygienic working practices
 - Organisational standards to support, inform and update team members
 - Correct use of technology, equipment and resources in daily working practices

If, in the opinion of the ACTT, exceptional circumstances apply (outside of the control of the apprentice or their employer) causing an activity to not be observed, the ACTT may ask questions to cover the relevant criteria.

As part of best observation practice the assessor will ask questions appropriate to the observation to further clarify knowledge and understanding and evidence behaviours. Questioning should be conducted at the end of the observation and not interfere with the completion of the tasks being observed and must be asked within a time period not exceeding 20 minutes. The questions should pertain only to the observation and the skills and behaviours being tested in this method. Questioning must be completed within the total time allowed for the observation.

Only one apprentice will be observed at any time.

Planning the Practical Observation

When planning the Practical Observation the following must be considered:

- The assessment should maximise the opportunities for the Apprentice to demonstrate their competence across the requirements of the standard
- A synoptic approach should be taken when observing apprentice overall competence
- The assessment should be delivered under the apprentices normal working conditions

The planning of the Practical Observation will be discussed and confirmed during the Planning Meeting after Gateway, it is essential that the employer / training provider consider the apprentice ability to achieve the competencies required of the [Level 3 Senior Production Chef Assessment Plan](#)



Grading of Assessment Method 2: Practical Observation

This method is graded pass or fail

	Fail	Pass
Kitchen operations Nutrition Legal and governance People Business / Commercial	<p>The apprentice will be deemed to have failed the practical observation if they have not met the pass criteria.</p>	<p>Demonstrates commercial understanding by producing food which supports revenue targets, cost reduction, improved performance and maintains profit margins.</p> <p>Can supervise the production of quality food items with passion and enthusiasm while maintaining organisational / brand standards, procedures and ensuring clients' needs are met.</p> <p>Monitors the efficient, safe use of kitchen tools, equipment and technology ensuring productivity and business objectives are met.</p> <p>Manages the food safety management system (monitoring correct delivery, storage, cooking, and service of food), ensuring legislative compliance and the completion of due diligence documentation.</p> <p>Supports individuals and leads the team to ensure harmonious relationships are maintained with all stakeholders and the best outcomes are achieved for customers and the business.</p> <p>Acts as a role model to the team applying communication skills to demonstrate fairness and empathy within a customer centric culture.</p> <p>Demonstrates pride in self and organisation by displaying a professional approach to all activities and positively encouraging marketing activities to maintain business competitiveness.</p>

The assessor will record their assessment findings and secure the records to the ACTT secure EPAO portal for quality assurance.

An assessor may abandon or halt the assessment if, in their judgement, there is a risk to the apprentice, colleagues or customers. In this case the assessor must notify the apprentice, employer / training provider and quality assurer must be advised of this action. A record of their rationale for this course of action must be recorded.

It is the responsibility of the ACTT Quality Manager to inform all stakeholders of this decision.



Professional Discussion

Key points of note for the Professional Discussion include:

- 60-minute (+/- 10% at the discretion of the independent assessor) discussion between the apprentice and the independent end-point assessor
- Will include areas of the standard identified in the Assessment Plan
- Timings and venue for the professional discussion are planned in advance during EPA planning meeting to allow the apprentice to prepare fully for the discussion

The Professional Discussion provides an opportunity for apprentices to articulate their depth of knowledge and experience gained during their apprenticeship training programme.

The professional discussion is a structured discussion between the apprentice and their independent end-point assessor. A minimum of 10 questions will be asked by the assessor as defined in the [Level 3 Senior Production Chef Assessment Plan](#). The discussion will be appropriately structured to draw out the best of the apprentice's energy, enthusiasm, competence and excellence.

Planning for the Professional Discussion

Employers / training providers may want to consider the following actions to support apprentices undertaking the Professional Discussion assessment:

- The use of regular reviews and discussion to prepare apprentices
- Conducting mock assessment to inform the apprentices of expectations

During this assessment apprentices may bring resources to support their assessment. The resources may include written notes, portfolio of evidence and other such documentation that they feel will support them. No electronic devices may be used, by the apprentice, during the assessment.

The Professional Discussion is normally conducted face-to-face, but can also be delivered using technology, as long as fair assessment conditions can be maintained.

The employer is not required to be present during the discussion.



Grading of Assessment Method 3: Professional Discussion

This method is graded pass, distinction or fail

	Fail	Pass	Distinction – meets the pass criteria plus
Kitchen operations Nutrition Legal and governance People Business / Commercial Personal Development	<p>The apprentice will be deemed to have failed the professional discussion if they have not met the pass criteria</p>	<p>Correctly identifies the organisation’s vision, values and brand standards and can relate them to the food production.</p> <p>Explains the importance of upholding organisational standards and keeping up with product ranges, promotions and current trends.</p> <p>Relates the sharing of information regarding product range, brand development, promotions and current trends to the team</p> <p>Identifies customer profiles and main competitors and how these affect food production, market position and the growth strategy of the organisation.</p> <p>Correctly identifies professional values that contribute to building and developing high performing teams.</p> <p>Describes how they have developed good working relationships within own team and across the business to support objectives and celebrate success.</p> <p>Shows how development needs for team and self have been achieved and the support given to individuals and team.</p>	<p>Shows evidence of pro-active leadership, anticipating outcomes and offering solutions to challenges.</p> <p>Analyses methods used to develop a positive team-working environment, applying actions supporting the team, organisation and stakeholders.</p> <p>Can confidently appraise team and business performance to support business objectives.</p> <p>Can generate data to justify profit margins, wastage reduction and cost savings.</p> <p>Proposes measures to support due diligence of kitchen legislation</p>



		<p>Can explain efficient operating methods to deliver profit margins, reduce wastage and support the financial performance of the business and how to implement them.</p> <p>Demonstrates the use of forecasting, targets and methods of monitoring costs.</p> <p>Explains activities which actively market the business and support competitiveness</p> <p>Highlights areas of risk offering solutions to challenges to ensure the health and safety of people and the organisation.</p> <p>Shows awareness of the benefits of food production technology and can relate this to products, services and processes in own kitchen.</p>	
--	--	--	--

The assessor will record their assessment findings and secure the records to the ACTT secure EPAO portal for quality assurance.

An assessor may abandon or halt the assessment if, in their judgement, there is a risk to the apprentice, colleagues or customers. In this case the assessor must notify the apprentice, employer / training provider and quality assurer of this action. A record of their rationale for this course of action must be recorded.

It is the responsibility of the ACTT Quality Manager to inform all stakeholders of this decision.

Grading

The apprenticeship includes fail, pass and distinction grades with the final overall grade based on the apprentice’s combined performance in each assessment method. In order to pass overall the apprentice is required to pass each of the three assessment methods. In order to achieve a distinction overall, the apprentice needs to gain a distinction in the other two assessment methods as well as a pass in the practical observation.



The table below summarises how the overall grade is determined

	Grade Achieved	Overall Graded Awarded
Any method	Fail	Fail
On-demand test	Pass	Pass
Observation	Pass	
Professional discussion	Pass	
On-demand test	Distinction	Pass
Observation	Pass	
Professional discussion	Pass	
On-demand test	Pass	Pass
Observation	Pass	
Professional discussion	Distinction	
On-demand test	Distinction	Distinction
Observation	Pass	
Professional discussion	Distinction	

Re-takes/Re-sits

Apprentices who fail one or more assessment method will be offered the opportunity to take a re-sit/re-take. A re-sit does not require further learning, whereas a re-take does.

Apprentices should have a supportive action plan to prepare for the re-sit/re-take. The apprentice's employer will need to agree that a re-sit/re-take is an appropriate course of action.

Apprentices who fail the on-demand test must complete a different test when re-sitting this assessment method.

Any assessment method re-sit/re-take must be taken during the maximum EPA period; otherwise the entire EPA must be retaken, unless in the opinion of the EPAO exceptional circumstances apply.

Re-sits/re-takes are not offered to apprentices wishing to move from pass to distinction. Where any assessment method has to be re-sat/re-taken, the apprentice may not be awarded a distinction, unless the EPAO determines there are exceptional circumstances requiring a re-sit/re-take. Under normal circumstances, only a pass is available to apprentices who have re-taken or re-sat part of their EPA.

The booking of any re-sit or re-take is the responsibility of the employer / training provider.

There is no limit to the number of re-sits or re-takes however, it is the employer who will make any final decision on a re-sit or re-take.



Appeals, complaints, maladministration and malpractice policies

An apprentice, or employer / training provider, may wish to make an appeal or complaint following the delivery of the ACTT end-point assessment services. The ACTT has provided the following policies for apprentices, employers and training providers to action if required:

- Appeals
- Complaints
- Maladministration and malpractice

Any notice received by the ACTT will follow the procedures set out in these policies.

Reasonable adjustments or Special Considerations

The employer / training provider must inform the ACTT of any reasonable adjustments and / or special considerations to be considered. Application forms for both can be found in the 'Fair Access to Assessment' policy provided to employers / training providers.

Applications should be made at the earliest opportunity and should be before apprentice's reach 'Gateway'.

It is the responsibility of the employer / training provider to make such applications, on behalf of their apprentices, to ensure their needs are being met.

The ACTT 'Fair Access to Assessment' Policy provides the guidance to make the application, support can also be provided by the ACTT, by contacting the ACTT using gac@theactt.co.uk

Certification

Following the successful achievement of passing an end-point assessment the ACTT will request the certificate from the ESFA on the apprentice's behalf. The certificate will be sent, recorded delivery, to the employers nominated address.

It is the responsibility of the employer to ensure the apprentice receives their certificates.





Every effort has been made to ensure that the information contained within this document is true and correct at the time of publication. However, the ACTT services are subject to continuous development and improvement and the right is reserved to change services from time to time. The ACTT cannot accept responsibility for any loss or damage arising from the use of the information in this document.

Army Catering Training Trust
Alexis Soyer House
Worthy Down
Hampshire
SO21 2RG
Registered charity number 1197606

