Assessor's guidelines for the SVQs in Hospitality and Professional Cookery at levels 1, 2 and 3

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Contents

About this guide **1**
Introduction **2**
About SVQs 2
How are standards defined in SVQs? 3
Who is involved in SVQs? 3
The steps involved in assessing a candidate for an SVQ 4
1 The SVQs in Hospitality and Professional Cookery **5**
Structure of the SVQs 5
An assessment strategy for the SVQ 19
Why would people be interested in the SVQ? 20
How do candidates begin? 20
Choosing the SVQ 20
2 Preparing to assess the SVQ **22**
Your role and your candidate's role 22
Planning 23
Selecting methods of assessment 26
Methods of assessment 27
Observation 27
Product evaluation 27
Questioning 28
Other methods of assessment 30
Other sources of evidence 36
3 Generating and recording evidence **37**
Guidance and support to candidates 37
Judging candidate evidence and making an assessment decision 37
Insufficient evidence 37
Authenticating candidates' evidence 38
4 Recording achievement **39**
5 Further information **41**
What else should I read? 41

About this guide

This guide provides some practical examples of how to assess your candidates for the **SVQs in Hospitality and Professional Cookery at levels 1, 2 and 3**. You may be able to think of other ways of assessing your candidates and recording your decisions about their competence.

Using assessments based on these examples does not guarantee successful verification — it is still your responsibility to ensure that internal quality assurance procedures are followed.

Introduction

This introduction provides a brief overview of SVQs and how they are assessed in the workplace. If you are already familiar with the concept of SVQs, you may wish to go to the next section.

About SVQs

Scottish Vocational Qualifications (SVQs) are work-based qualifications which set the level of occupational competence for each sector of the economy. The qualifications have been designed by standards-setting bodies made up of experienced practitioners who represent employers, professional bodies, trade unions, education and voluntary organisations.

Each standards-setting body is responsible for developing national standards which define *what* employees (or potential employees) must be able to do, *how well*, and *in what circumstances*, to show that they are competent in their work.

Each SVQ which a standards-setting body develops has to fit into a broad framework which allows qualifications in the UK and throughout Europe to be compared. SVQs are specified at five levels which reflect the various technical and supervisory skills knowledge and experience, which employees should have as they progress in their industry.

Explanation of levels

Level 1 Defines competent performance in a range of activities which are largely routine and predictable.

Level 2 Specifies that competent performance must be shown in a broader range of work activities which are less routine and predictable. The employee will have more autonomy and responsibility, and may have to work as part of a team.

Level 3 Specifies that competent performance must involve the employee in carrying out a broad range of varied work activities, most of which are complex and non-routine. There is considerable autonomy and responsibility, including the possibility of controlling or guiding others.

Level 4 Specifies competence as complex technical or professional work activities which require a substantial degree of personal autonomy or responsibility. Managing staff and other resources is often involved.

Level 5 Specifies competent performance as involving the employee in carrying out a significant range of activities in a wide variety of situations which are often unpredictable. Substantial responsibility and autonomy is involved in the work, which requires decision-making in the allocation of resources and the work of others. This will require complex skills such as analysis, design and evaluation.

How are standards defined in SVQs?

All SVQs consist of standards which can be broken down into various parts.

Units define the broad functions carried out in the sector, and are made up of a number of Elements. These **Elements** describe the activities which employees have to perform, and will require candidates to demonstrate certain skills or knowledge and understanding.

The quality of performance in what people must be able to do — how well they have to perform — is described by performance criteria**,** these are refered to as '**what you must do**'.

The section on knowledge and understanding says what candidates must know and understand, and how this knowledge applies to their jobs. This section is refered to as '**what you must know**'.

You will notice statements in the standards '**what you must cover**'. These statements states what range the candidates must cover, for example, list the equipment that candidates are expected to be familiar with and use in their occupational area.

Who is involved in SVQs?

There are several roles:

- **the candidate:** the person who wants to achieve the SVQ (eg an employee)
- **the assessor*:** the person who assesses the candidates and decides if they are competent (eg supervisor)
- **the internal verifier*:** an individual nominated by the centre (eg a company) who ensures that assessors apply the standards uniformly and consistently (eg supervisor's line manager)
- **the external verifier*:** an individual appointed by SQA who ensures that standards are being applied uniformly and consistently across all centres offering the SVQ

*Assessors and verifiers in centres will be asked by SQA to prove they have the appropriate occupational competence to assess and verify the SVQ. Occupational competence has been defined by the standards-setting body in the assessment strategy for these SVQs. The Assessment Strategy is available to download from the SVQ subject-specific page for Hospitality and Tourism on SQA's website: **www.sqa.org.uk**.

Assessors and verifiers are also expected to obtain an appropriate qualification in assessment and verification — this can be the Assessor/Verifier Units (the national standards for assessment and verification) either in their current form or as 'D-Units', or an alternative qualification which SQA also recognises.

The steps involved in assessing a candidate for an SVQ

In deciding whether a candidate should get an SVQ, you will go through these stages:

- planning for assessment
- generating and collecting evidence of the candidate's competence in the Units
- judging the evidence of the candidate's ability and making an assessment decision based on the evidence
- recording the assessment decision and the candidate's achievement

1 The SVQs in Hospitality and Professional Cookery

The SVQs in Hospitality and Professional Cookery have been developed by People 1st and are intended for people in the Hospitality and Catering occupational area.

These people may be working as trainee chefs, housekeepers, barpersons, receptionists, waiting staff, supervisors, managers or owners of a hospitality business. They will require skills and knowledge in the professional competencies related to their job roles, and all aspects of running a Hospitality Business, eg Customer Service, Health and Safety, Food Hygiene, COSHH, Licensing Law.

The SVQs are designed to be assessed in the workplace, or in conditions of the workplace. Examples of the settings or centres in which the SVQs are likely to be delivered include: when working in industry in either a restaurant, bar, front office, kitchen, or housekeeping or as part of a realistic working environment within a centre.

The SVQs shown below are all offered in partnership with the Hospitality Awarding Body (HAB). Information and guidance on obtaining and using HAB evidence recording materials can be found in Section 4.

Structure of the SVQs

Hospitality: Food and Drink Service

Level 1

Mandatory

SQA Ref	SSC Ref	Title
DR6N 04	1GEN1/04	Maintain a safe, hygienic and secure working environment
D78W 04	1GEN4/04	Contribute to effective teamwork
DR72 04	1GEN3/04	Maintain customer care
DR76 04	2GEN4	Maintain food safety when storing, holding serving food

Optional Units — 2 Units to be selected

SQA Ref	SSC Ref	Title
DR7W 04	1DS1/04	Prepare and clear areas for drinks service
DT17 04	1DS2/04	Serve drinks
DR7Y 04	1FS1/04	Prepare and clear areas for table/tray service
DT13 04	1FS2/04	Provide a table/tray service
DR7R 04	1FS3/04	Prepare and clear areas for counter/takeaway service
DT11 04	1FS4/04	Provide a counter/takeaway service
DR7M 04	1FS5/04	Provide a trolley service
DR3X 04	1FS6/04	Assemble meals for distribution via conveyor belt
DR8X 04	2DS7/04	Prepare and serve dispensed and instant hot drinks
DR6V 04	1GEN2/04	Maintain and deal with payments
DR40 04	1GEN5/05	Clean and store crockery and cutlery

DR6R 04	1 GEN6/04	Maintain a vending machine

Hospitality Front Office

Level 1

Mandatory

SQA Ref	SSC Ref	Title
DR6N 04	1GEN1/04	Maintain a safe, hygienic and secure working environment
D78W 04	1GEN4/04	Contribute to effective teamwork
DR72 04	1GEN3/04	Maintain customer care
DT0T 04	1R1/04	Process information for reception function

Optional Units — 2 Units to be selected

SQA Ref	SSC Ref	Title
D79V 04	1R2/04	Distribute and dispatch mail
D79W 04	1R3/04	Enter and find data using a computer
D79F 04	1R4/04	Prepare and copy routine documents
DT14 04	1R5/04	Receive, move and store customer and organisation property
DR9Y 04	1R6/04	Service public areas at front of house
DR46 04	1R7/04	Collect and deliver items for customers and staff
DT0R 04	1R8/04	Prepare, service and clear meeting and conference rooms
D79Y 04	1R9/04	Find and store files in a paper-based system (new Unit)
DR6V 04	1GEN2/04	Maintain and deal with payments

Hospitality Food Preparation and Cooking

Level 1

Mandatory

SQA Ref	SSC Ref	Title
DR6N 04	1GEN1/04	Maintain a safe, hygienic and secure working environment
D78W 04	1GEN4/04	Contribute to effective teamwork
DR76 04	2GEN3/05	Maintain food safety when storing, preparing and cooking food

Optional Units — 4 Units to be selected

SQA Ref	SSC Ref	Title
DR9N 04	1FP1/05	Prepare vegetables
DR8L 04	1FP2/05	Prepare and finish simple salad and fruit dishes
DR9G 04	1FP3/05	Prepare hot and cold sandwiches
DR5P 04	1FC1/05	Cook vegetables
DR89 04	1FPC1/05	Prepare and cook fish
DR8C 04	1FPC2/05	Prepare and cook meat and poultry
DR8F 04	1FPC3/05	Prepare and cook pasta
DR8J 04	1FPC4/05	Prepare and cook rice
DR87 04	1FPC5/05	Prepare and cook eggs
DR8G 04	1FPC6/05	Prepare and cook pulses
DR8K 04	1FPC7/05	Prepare and cook vegetable protein
DR5L 04	1FPC8/05	Prepare and cook simple bread and dough products
DT8L 04	1FPC9/05	Prepare and cook grain
DR7J 04	1P&C1/05	Package food for delivery

Hospitality: Housekeeping

Level 1

Mandatory

SQA Ref	SSC Ref	Title
DR6N 04	1GEN1/04	Maintain a safe, hygienic and secure working environment
D78W 04	1GEN4/04	Contribute to effective teamwork

Optional Units — 4 Units to be selected

SQA Ref	SSC Ref	Title
DR49 04	1HK1/04	Collect linen and make beds
DR44 04	1HK2/04	Clean windows from the inside
DR6K 04	1HK3/04	Help to service toilets and bathrooms
DR6H 04	1HK4/04	Help to clean and maintain furnished areas
DT0R 04	1R8/04	Prepare, service and clear meeting and conference rooms
DR72 04	1GEN3/04	Maintain customer care

Hospitality: Multi-skilled

Level 1

Mandatory

SQA Ref	SSC Ref	Title
DR6N 04	1GEN1/04	Maintain a safe, hygienic and secure working environment
D78W 04	1GEN4/04	Contribute to effective teamwork

Optional Units — 5 Units to be selected

SQA Ref	SSC Ref	Title
DR6V 04	1GEN2/04	Maintain and deal with payments
DR72 04	1GEN3/04	Maintain customer care
DR40 04	1GEN5/05	Clean and store crockery and cutlery
DR6R 04	1GEN6/04	Maintain a vending machine
DR7W 04	1DS1/04	Prepare and clear areas for drinks service
DT17 04	1DS2/04	Serve drinks
DR7Y 04	1FS1/04	Prepare and clear areas for table/tray service
DT13 04	1FS2/04	Provide a table/tray service
DR7R 04	1FS3/04	Prepare and clear areas for counter/takeaway service
DT11 04	1FS4/04	Provide a counter/takeaway service
DR3X 04	1FS6/04	Assemble meals for distribution via conveyor belt
DR7M 04	1FS5/04	Provide a trolley service
DR49 04	1HK1/04	Collect linen and make beds
DR44 04	1HK2/04	Clean windows from the inside
DR6K 04	1HK3/04	Help to service toilets and bathrooms
DR6H 04	1HK4/04	Help to clean and maintain furnished areas
DT0T 04	1R1/04	Process information for reception function
D79V 04	1R2/04	Distribute and dispatch mail
D79W 04	1R3/04	Enter and find data using a computer
D79F 04	1R4/04	Prepare and copy routine documents
DT14 04	1R5/04	Receive, move and store customer and organisation property
DR9Y 04	1R6/04	Service public areas at front of house
DR46 04	1R7/04	Collect and deliver items for customers and staff
DT0R 04	1R8/04	Prepare, service and clear meeting and conference rooms
D79Y 04	1R9/04	Find and store files in a paper-based system (new Unit)
DR7J 04	1P&C1/05	Package food for delivery

DR5P 04	1FC1/05	Cook vegetables
DR9N 04	1FP1/05	Prepare vegetables
DR8L 04	1FP2/05	Prepare and finish simple salad and fruit dishes
DR9G 04	1FP3/05	Prepare hot and cold sandwiches
DR89 04	1FPC1/05	Prepare and cook fish
DR8C 04	1FPC2/05	Prepare and cook meat and poultry
DR8F 04	1FPC3/05	Prepare and cook pasta
DR8J 04	1FPC4/05	Prepare and cook rice
DR87 04	1FPC5/05	Prepare and cook eggs
DR8G 04	1FPC6/05	Prepare and cook pulses
DR8K 04	1FPC7/05	Prepare and cook vegetable protein
DR5L 04	1FPC8/05	Prepare and cook simple bread and dough products
DT8L 04	1FPC9/05	Prepare and cook grain
D3XB 04	2GEN1/04	Give customers a positive impression of yourself and your organisation

If candidates take food service Unit they must do **2GEN4**.
If candidates take food preparation Units they must do **2GEN3**.
If candidates take food service and food preparation Units they must do **2GEN3** (they do not also have to complete **2GEN4**).

SQA Ref	SSC Ref	Title
DR78 04	2GEN3	Maintain food safety when storing, preparing and cooking food
DR76 04	2GEN4	Maintain food safety when storing, holding serving food

Hospitality: Quick Service

Level 1

Mandatory

SQA Ref	SSC Ref	Title
DR6N 04	1GEN1/04	Maintain a safe, hygienic and secure working environment
D78W 04	1GEN4/04	Contribute to effective teamwork
DR78 04	2GEN3/05	Maintain food safety when storing, preparing and cooking food
D3XB 04	2GEN1/04	Give customers a positive impression of yourself and your organisation

Optional Units — 3 Units to be selected

SQA Ref	SSC Ref	Title
DT13 04	1FS2/04	Provide a table/tray service
DR7R 04	1FS3/04	Prepare and clear areas for counter/takeaway service
DT11 04	1FS4/04	Provide a counter/takeaway service
DR6V 04	1GEN2/04	Maintain and deal with payments
DR9N 04	1FP1/05	Prepare vegetables
DR8L 04	1FP2/05	Prepare and finish simple salad and fruit dishes
DR9G 04	1FP3/05	Prepare hot and cold sandwiches
DR89 04	1FPC1/05	Prepare and cook fish
DR8C 04	1FPC2/05	Prepare and cook meat and poultry
DR8F 04	1FPC3/05	Prepare and cook pasta
DR8J 04	1FPC4/05	Prepare and cook rice
DR87 04	1FPC5/05	Prepare and cook eggs
DR8G 04	1FPC6/05	Prepare and cook pulses
DR8K 04	1FPC7/05	Prepare and cook vegetable protein
DR5L 04	1FPC8/05	Prepare and cook simple bread and dough products
DT8L 04	1FPC9/05	Prepare and cook grain

DR7J 04	1P&C1/05	Package food for delivery

Food and Drink Service

Level 2

Mandatory

SQA Ref	SSC Ref	Title
DR6N 04	1GEN1/04	Maintain a safe, hygienic and secure working environment
D78W 04	1GEN4/04	Contribute to effective teamwork
D3XB 04	2GEN1/04	Give customers a positive impression of yourself and your organisation
DR76 04	2GEN4/05	Maintain food safety when storing, holding serving food

Optional Units — 4 Units to be selected

SQA Ref	SSC Ref	Title
DR7R 04	1FS3/04	Prepare and clear areas for counter/takeaway service
DT11 04	1FS4/04	Provide a counter/takeaway service
DT8K 04	2FS1/04	Prepare and clear areas for table service
DR9X 04	2FS2/04	Serve food at the table
DT12 04	2FS3/04	Provide a silver service
DT0Y 04	2FS4/04	Provide a buffet/carvery service
DR81 04	2DS1/04	Prepare and clear the bar area
DT16 04	2DS2/04	Serve alcoholic and soft drinks
DR8R 04	2DS3/04	Prepare and serve cocktails
DR92 04	2DS4/04	Prepare and serve wines
DR6Y 04	2DS5/04	Maintain cellars and kegs
DR42 04	2DS6/04	Clean drinks dispense lines
DR8X 04	2DS7/04	Prepare and serve dispensed and instant hot drinks
DR91 04	2DS8/04	Prepare and serve hot drinks using specialist equipment
DT15 04	2DS9/04	Receive, store and issue drinks stock
DR6V 04	1GEN2/04	Maintain and deal with payments

Food and Drink Service: Drink Service only

Level 2

Mandatory

SQA Ref	SSC Ref	Title
DR6N 04	1GEN1/04	Maintain a safe, hygienic and secure working environment
D78W 04	1GEN4/04	Contribute to effective teamwork
D3XB 04	2GEN1/04	Give customers a positive impression of yourself and your organisation

Optional Units — 5 Units to be selected

SQA Ref	SSC Ref	Title
DR81 04	2DS1/04	Prepare and clear the bar area
DT16 04	2DS2/04	Serve alcoholic and soft drinks
DR8R 04	2DS3/04	Prepare and serve cocktails
DR92 04	2DS4/04	Prepare and serve wines
DR6Y 04	2DS5/04	Maintain cellars and kegs
DR42 04	2DS6/04	Clean drinks dispense lines
DR8X 04	2DS7/04	Prepare and serve dispensed and instant hot drinks
DR91 04	2DS8/04	Prepare and serve hot drinks using specialist equipment
DT15 04	2DS9/04	Receive, store and issue drinks stock
DR6V 04	1GEN2/04	Maintain and deal with payments

Food and Drink Service: Food Service only

Level 2

Mandatory

SQA Ref	SSC Ref	Title
DR6N 04	1GEN1/04	Maintain a safe, hygienic and secure working environment
D78W 04	1GEN4/04	Contribute to effective teamwork
D3XB 04	2GEN1/04	Give customers a positive impression of yourself and your organisation
DR76 04	2GEN4/05	Maintain food safety when storing, holding serving food

Optional Units — 4 Units to be selected

SQA Ref	SSC Ref	Title
DR7R 04	1FS3/04	Prepare and clear areas for counter/takeaway service
DT11 04	1FS4/04	Provide a counter/takeaway service
DT8K 04	2FS1/04	Prepare and clear areas for table service
DR9X 04	2FS2/04	Serve food at the table
DT12 04	2FS3/04	Provide a silver service
DT0Y 04	2FS4/04	Provide a buffet/carvery service
DR6V 04	1GEN2/04	Maintain and deal with payments

Food Processing and Cooking

Level 2

Mandatory

SQA Ref	SSC Ref	Title
DR6N 04	1GEN1/04	Maintain a safe, hygienic and secure working environment
D78W 04	1GEN4/04	Contribute to effective teamwork
DR78 04	2GEN3/05	Maintain food safety when storing, preparing and cooking food

Optional Units — Group A — a minimum of 4 Units to be selected

SQA Ref	SSC Ref	Title
DR4H 04	2FC1/05	Cook and finish basic fish dishes
DR4M 04	2FC3/05	Cook and finish basic meat dishes
DR4V 04	2FC4/05	Cook and finish basic poultry dishes
DR4Y 04	2FC7/05	Cook and finish basic vegetable dishes
DR5R 04	2FC8/05	Cook-chill food
DR5W 04	2FC9/05	Cook-freeze food
DR8V 04	2FPC1/05	Prepare, cook and finish basic hot sauces
DR9A 04	2FPC4/05	Prepare, cook and finish basic rice dishes
DR90 04	2FPC5/05	Prepare, cook and finish basic pasta dishes
DR98 04	2FPC6/05	Prepare, cook and finish basic pulse dishes
DR9V 04	2FPC8/05	Prepare, cook and finish basic egg dishes
DR9R 04	2FPC9/05	Prepare, cook and finish basic bread and dough products
DR95 04	2FPC10/05	Prepare, cook and finish basic pastry products
DR9T 04	2FPC11/05	Prepare, cook and finish basic cakes sponges and scones
DR9W 04	2FPC12/05	Prepare, cook and finish basic grain dishes
DT0E 04	2FPC13/05	Prepare, cook and finish healthier dishes
DR8N 04	2FPC14/05	Prepare, cook and finish basic hot and cold desserts
DR8P 04	2FPC15/05	Prepare and present food for cold presentation
DT0V 04	2P&C3/05	Process, cook, finish and present flour dough and tray-bake products
DR9G 04	1FP3/05	Prepare hot and cold sandwiches

Optional Units — Group B — a minimum of 3 Units to be selected

SQA Ref	SSC Ref	Title
DR4C 04	2P&C1/05	Complete kitchen documentation
DT00 04	2P&C2/05	Set up and close a kitchen
DR7J 04	1P&C1/05	Package food for delivery
D3XB 04	2GEN1/04	Give customers a positive impression of yourself and your organisation
DR7F 04	2GEN2/05	Order stock
DR6V 04	1GEN2/04	Maintain and deal with payments
DR6R 04	1GEN6/04	Maintain a vending machine
DT11 04	1FS4/04	Provide a counter/takeaway service
DR4G 04	2FS5/05	Convert a room for dining
DT01 04	HS1	Supervise the work of staff

Front Office

Level 2

Mandatory

SQA Ref	SSC Ref	Title
DR62 04	2R1/04	Deal with communications as part of the reception function
DR6N 04	1GEN1/04	Maintain a safe, hygienic and secure working environment
D78W 04	1GEN4/04	Contribute to effective teamwork
D3XB 04	2GEN1/04	Give customers a positive impression of yourself and your organisation

Optional Units — Group A — a minimum of 2 Units to be selected

SQA Ref	SSC Ref	Title
DR65 04	2R2/04	Deal with the arrival of customers
DR60 04	2R3/04	Deal with bookings
DR99 04	2R4/04	Prepare customer accounts and deal with departures
DR6V 04	1GEN2/04	Maintain and deal with payments

Optional Units — Group B — a minimum of 2 Units to be selected

SQA Ref	SSC Ref	Title
DR6D 04	2R5/04	Exchange foreign cash and travellers' cheques
D79G 04	2R6/04	Prepare and print documents using a computer
D7AP 04	2R7/04	Record, store and supply information using a paper-based filing system
DR6F 04	2R8/04	Handle mail and book external services
D3XE 04	2R9/04	Resolve customer service problems
D79X 04	2R10/04	Enter, retrieve and print data in a database
DR6L 04	2R11/04	Identify and provide tourism related information and advice

Multi-skilled Hospitality Service

Level 2

Mandatory

SQA Ref	SSC Ref	Title
DR6N 04	1GEN1/04	Maintain a safe, hygienic and secure working environment
D3XB 04	2GEN1/04	Give customers a positive impression of yourself and your organisation

7 optional Units must be chosen from a minimum of the three optional boxes A-E

Box A: Front Office optional Units

DR62 04	2R1/04	Deal with communications as part of the reception function
DR65 04	2R2/04	Deal with the arrival of customers
DR60 04	2R3/04	Deal with bookings
DR99 04	2R4/04	Prepare customer accounts and deal with departures
D3XE 04	2R9/04	Resolve customer service problems (ICS)
DR6L 04	2R11/04	Identify and provide tourism related information and advice

Box B: Housekeeping optional Units

DT84 04	2HK1/04	Clean and service a range of areas
DT8R 04	2HK2/04	Work using different chemicals and equipment
DT8J 04	2HK3/04	Maintain housekeeping supplies
D7JN 04	2HK4/04	Clean and protect floors (CSSNTO)
D20T 04	2HK5/04	Clean carpets and soft furnishings (CSSNTO)
DT8P 04	2HK6/04	Provide a linen service
DT8G 04	2HK7/04	Carry out periodic room servicing and deep cleaning

Box C: Food and Drink Service optional Units

DT8K 04	2FS1/04	Prepare and clear areas for table service
DR9X 04	2FS2/04	Serve food at the table
DT12 04	2FS3/04	Provide a silver service
DR81 04	2DS1/04	Prepare and clear the bar area
DT16 04	2DS2/04	Serve alcoholic and soft drinks
DR92 04	2DS4/04	Prepare and serve wines
DR6Y 04	2DS5/04	Maintain cellars and kegs
DR8X 04	2DS7/04	Prepare and serve dispensed and instant hot drinks

Box D: Food Preparation and Cooking optional Units

DR9P 04	2FP7/05	Prepare vegetables for basic dishes
DR9A 04	2FPC4/05	Prepare cook and finish basic rice dishes
DR90 04	2FPC5/05	Prepare cook and finish basic pasta dishes
DR98 04	2FPC6/05	Prepare cook and finish basic pulse dishes
DR4Y 04	2FC7/05	Cook and finish basic vegetable dishes
DR8P 04	2FPC15/05	Prepare and present food for cold presentation
DR9V 04	2FPC8/05	Prepare cook and finish basic egg dishes
DR4C 04	2P&C1/05	Complete kitchen documentation
DT00 04	2P&C2/05	Set up and close a kitchen

Box E: Level 1 optional Units

DR6V 04	1GEN2/04	Maintain and deal with payments
D78W 04	1GEN4/04	Contribute to effective teamwork (CfA)
DR8L 04	1FP2/05	Prepare and finish simple salad and fruit dishes
DR9G 04	1FP3/05	Prepare hot and cold sandwiches
DR89 04	1FPC1/05	Prepare and cook fish
DR8C 04	1FPC2/05	Prepare and cook meat and poultry
DR7R 04	1FS3/04	Prepare and clear areas for counter/takeaway service
DT11 04	1FS4/04	Provide a counter/takeaway service
DR49 04	1HK1/04	Collect linen and make beds
DR78 04	2GEN3/05	Maintain food safety when storing preparing and cooking food
DR76 04	2GEN4/05	Maintain food safety when storing holding and serving food

If candidates take food service Unit they must do **2GEN4**.
If candidates take food preparation Units they must do **2GEN3**.
If candidates take food service and food preparation Units they must do **2GEN3** (they do not also have to complete **2GEN4**).

DR78 04	2GEN3	Maintain food safety when storing, preparing and cooking food
DR76 04	2GEN4	Maintain food safety when storing, holding serving food

Housekeeping

Level 2

Mandatory

SQA Ref	SSC Ref	Title
DR6N 04	1GEN1/04	Maintain a safe, hygienic and secure working environment
D78W 04	1GEN4/04	Contribute to effective teamwork
DT8H 04	2HK1/04	Clean and service a range of areas
DT8R 04	2HK2/04	Work using different chemicals and equipment

Optional Units — 4 optional Units to be selected

SQA Ref	SSC Ref	Title
DT8J 04	2HK3/04	Maintain housekeeping supplies
D7JN 04	2HK4/04	Clean and protect floors
D20T 04	2HK5/04	Clean carpets and soft furnishings
DT8P 04	2HK6/04	Provide a linen service
DT8G 04	2HK7/04	Carry out periodic room servicing and deep cleaning
DT0R 04	1R8/04	Prepare, service and clear meeting and conference rooms
DR49 04	1HK1/04	Collect linen and make beds
DR44 04	1HK2/04	Clean windows from the inside
D3XB 04	2GEN1/04	Give customers a positive impression of yourself and your organisation

Professional Cookery

Level 2

Mandatory

SQA Ref	SSC Ref	Title
DR6N 04	1GEN1/04	Maintain a safe, hygienic and secure working environment
D78W 04	1GEN4/04	Contribute to effective teamwork
DR78 04	2GEN3/05	Maintain food safety when storing, preparing and cooking food

Optional Units — 11 Units to be selected from the optional Units

SQA Ref	SSC Ref	Title
DR9C 04	2FP1/05	Prepare fish for basic dishes
DT8M 04	2FP2/05	Prepare shellfish for basic dishes
DR9H 04	2FP3/05	Prepare meat for basic dishes
DR9L 04	2FP4/05	Prepare poultry for basic dishes
DR9E 04	2FP5/05	Prepare game for basic dishes
DR9K 04	2FP6/05	Prepare offal for basic dishes
DR9P 04	2FP7/05	Prepare vegetables for basic dishes
DR4H 04	2FC1/05	Cook and finish basic fish dishes
DR4M 04	2FC3/05	Cook and finish basic meat dishes

DR4W 04	2FC2/05	Cook and finish basic shellfish dishes
DR4V 04	2FC4/05	Cook and finish basic poultry dishes
DR4K 04	2FC5/05	Cook and finish basic game dishes
DR4P 04	2FC6/05	Cook and finish basic offal dishes
DR4Y 04	2FC7/05	Cook and finish basic vegetable dishes
DR5R 04	2FC8/05	Cook-chill food
DR5W 04	2FC9/05	Cook-freeze food
DR8V 04	2FPC1/05	Prepare, cook and finish basic hot sauces
DT02 04	2FPC2/05	Prepare, cook and finish basic soups
DR7D 04	2FPC3/05	Make basic stock
DR9A 04	2FPC4/05	Prepare, cook and finish basic rice dishes
DR90 04	2FPC5/05	Prepare, cook and finish basic pasta dishes
DR98 04	2FPC6/05	Prepare, cook and finish basic pulse dishes
DT03 04	2FPC7/05	Prepare, cook and finish basic vegetable protein
DR9V 04	2FPC8/05	Prepare, cook and finish basic egg dishes
DR9R 04	2FPC9/05	Prepare, cook and finish basic bread and dough products
DR95 04	2FPC10/05	Prepare, cook and finish basic pastry products
DR9T 04	2FPC11/05	Prepare, cook and finish basic cakes sponges and scones
DR9W 04	2FPC12/05	Prepare, cook and finish basic grain dishes
DT0E 04	2FPC13/05	Prepare, cook and finish healthier dishes
DR8N 04	2FPC14/05	Prepare, cook and finish basic hot and cold desserts
DR8P 04	2FPC15/05	Prepare and present food for cold presentation
DR4C 04	2P&C1/05	Complete kitchen documentation
DT00 04	2P&C2/05	Set up and close a kitchen
DR7F 04	2GEN2/05	Order stock
DR5L 04	1FPC8/05	Prepare and cook simple bread and dough products

Professional Cookery (Preparation and Cooking)

Level 2

Mandatory

SQA Ref	SSC Ref	Title
DR6N 04	1GEN1/04	Maintain a safe, hygienic and secure working environment
D78W 04	1GEN4/04	Contribute to effective teamwork
DR78 04	2GEN3/05	Maintain food safety when storing, preparing and cooking food

Optional Units — 11 Units must be selected (3 from A, 3 from B, and 1 from C and the remaining 4 Units can be taken from any option group).

Optional Units — Group A — a minimum of 3 Units to be selected

SQA Ref	SSC Ref	Title
DR4H 04	2FC1/05	Cook and finish basic fish dishes
DR4M 04	2FC3/05	Cook and finish basic meat dishes
DR4Y 04	2FC7/05	Cook and finish basic vegetable dishes
DR4V 04	2FC4/05	Cook and finish basic poultry dishes

Optional Unit — Group B — a minimum of 3 Units to be selected

SQA Ref	SSC Ref	Title
DR9C 04	2FP1/05	Prepare fish for basic dishes
DR9H 04	2FP3/05	Prepare meat for basic dishes
DR9L 04	2FP4/05	Prepare poultry for basic dishes
DR9P 04	2FP7/05	Prepare vegetables for basic dishes

Optional Units — Group C — a minimum of 1 Unit to be selected

SQA Ref	SSC Ref	Title
DR8V 04	2FPC1/05	Prepare, cook and finish basic hot sauces
DT02 04	2FPC2/05	Prepare, cook and finish basic soups
DR7D 04	2FPC3/05	Make basic stock

Optional Units — Group D

SQA Ref	SSC Ref	Title
DR4W 04	2FC2/05	Cook and finish basic shellfish dishes
DR4K 04	2FC5/05	Cook and finish basic game dishes
DR4P 04	2FC6/05	Cook and finish basic offal dishes
DR5R 04	2FC8/05	Cook-chill food
DR5W 04	2FC9/05	Cook-freeze food
DT8M 04	2FP2/05	Prepare shellfish for basic dishes
DR9E 04	2FP5/05	Prepare game for basic dishes
DR9K 04	2FP6/05	Prepare offal for basic dishes
DR9A 04	2FPC4/05	Prepare, cook and finish basic rice dishes
DR90 04	2FPC5/05	Prepare, cook and finish basic pasta dishes
DR98 04	2FPC6/05	Prepare, cook and finish basic pulse dishes
DT03 04	2FPC7/05	Prepare, cook and finish basic vegetable protein
DR9V 04	2FPC8/05	Prepare, cook and finish basic egg dishes
DR9R 04	2FPC9/05	Prepare, cook and finish basic bread and dough products
DR95 04	2FPC10/05	Prepare, cook and finish basic pastry products
DR9T 04	2FPC11/05	Prepare, cook and finish basic cakes sponges and scones
DR9W 04	2FPC12/05	Prepare, cook and finish basic grain dishes
DT0E 04	2FPC13/05	Prepare, cook and finish healthier dishes
DR8N 04	2FPC14/05	Prepare, cook and finish basic hot and cold desserts
DR8P 04	2FPC15/05	Prepare and present food for cold presentation

Professional Cookery

Level 3

Mandatory

SQA Ref	SSC Ref	Title
DR6A 04	HS2	Establish and develop positive working relationships in hospitality
DR7A 04	HS4	Maintain the health, hygiene, safety and security of the working environment
DR78 04	2GEN3/05	Maintain food safety when storing, preparing and cooking food

Optional Units — 13 Units to be selected

SQA Ref	SSC Ref	Title
DR9D 04	3FP1/05	Prepare fish for complex dishes
DT8N 04	3FP2/05	Prepare shellfish for complex dishes
DR9J 04	3FP3/05	Prepare meat for complex dishes
DR9M 04	3FP4/05	Prepare poultry for complex dishes
DR9F 04	3FP5/05	Prepare game for complex dishes
DR51 04	3FC1/05	Cook and finish complex fish dishes
DR5E 04	3FC2/05	Cook and finish complex shellfish dishes
DR56 04	3FC3/05	Cook and finish complex meat dishes
DR5A 04	3FC4/05	Cook and finish complex poultry dishes
DR53 04	3FC5/05	Cook and finish complex game dishes
DR5H 04	3FC6/05	Cook and finish complex vegetable dishes
DT06 04	3FPC1/05	Prepare, cook and finish complex hot sauces

DT08 04	3FPC2/05	Prepare, cook and finish complex soups
DT0C 04	3FPC3/05	Prepare, cook and finish fresh pasta dishes
DT04 04	3FPC4/05	Prepare, cook and finish complex bread and dough products
DT05 04	3FPC5/05	Prepare, cook and finish complex cakes, biscuits, sponges and scones
DT07 04	3FPC6/05	Prepare, cook and finish complex pastry products
DT0L 04	3FPC7/05	Prepare, process and finish complex chocolate products
DT0N 04	3FPC8/05	Prepare, process and finish marzipan, pastillage and sugar products
DT0G 04	3FPC9/05	Prepare, cook and present complex cold products
DT0K 04	3FPC10/05	Prepare, finish and present canapés and cocktail products
DT0A 04	3FPC 11/05	Prepare, cook and finish dressings and cold sauces
DR85 04	3FPC12/05	Prepare, cook and finish complex hot desserts
DR83 04	3FPC13/05	Prepare, cook and finish complex cold desserts
DT0X 04	3FPC14/05	Produce sauces, fillings and coatings for complex desserts
DR68 04	3 GEN 1	Ensure appropriate food safety practices are followed whilst food is prepared, cooked and served
DT0E 04	2FPC13/05	Prepare, cook and finish healthier dishes
DR4D 04	HS3	Contribute to the control of resources
DR4E 04	HS9	Contribute to the development and introduction of recipes and menus

Professional Cookery (Preparation and Cooking)

Level 3

Mandatory

SQA Ref	SSC Ref	Title
DR6A 04	HS2	Establish and develop positive working relationships in hospitality
DR7A 04	HS4	Maintain the health, hygiene, safety and security of the working environment
DR78 04	2GEN3/05	Maintain food safety when storing, preparing and cooking food
DR9D 04	3FP1/05	Prepare fish for complex dishes
DR9J 04	3FP3/05	Prepare meat for complex dishes
DR9M 04	3FP4/05	Prepare poultry for complex dishes
DR51 04	3FC1/05	Cook and finish complex fish dishes
DR56 04	3FC3/05	Cook and finish complex meat dishes
DR5A 04	3FC4/05	Cook and finish complex poultry dishes
DR5H 04	3FC6/05	Cook and finish complex vegetable dishes
DT06 04	3FPC1/05	Prepare, cook and finish complex hot sauces
DT0A 04	3FPC 11/05	Prepare, cook and finish dressings and cold sauces

Optional Units — 4 Units to be selected

SQA Ref	SSC Ref	Title
DT8N 04	3FP2/05	Prepare shellfish for complex dishes
DR9F 04	3FP5/05	Prepare game for complex dishes
DT08 04	3FPC2/05	Prepare, cook and finish complex soups
DT0C 04	3FPC3/05	Prepare, cook and finish fresh pasta dishes
DT04 04	3FPC4/05	Prepare, cook and finish complex bread and dough products
DT05 04	3FPC5/05	Prepare, cook and finish complex cakes, biscuits, sponges and scones
DT07 04	3FPC6/05	Prepare, cook and finish complex pastry products
DT0L 04	3FPC7/05	Prepare, process and finish complex chocolate products
DT0N 04	3FPC8/05	Prepare, process and finish marzipan, pastillage and sugar

		products
DT0G 04	3FPC9/05	Prepare, cook and present complex cold products
DT0K 04	3FPC10/05	Prepare, finish and present canapés and cocktail products
DT0A 04	3FPC 11/05	Prepare, cook and finish dressings and cold sauces
DR85 04	3FPC12/05	Prepare, cook and finish complex hot desserts
DR83 04	3FPC13/05	Prepare, cook and finish complex cold desserts
DT0X 04	3FPC14/05	Produce sauces, fillings and coatings for complex desserts
DR68 04	3 GEN 1	Ensure appropriate food safety practices are followed whilst food is prepared, cooked and served
DR4D 04	HS3	Contribute to the control of resources
DR4E 04	HS9	Contribute to the development and introduction of recipes and menus
DT0E 04	2FPC13/05	Prepare, cook and finish healthier dishes

Professional Cookery (Patisserie and Confectionery)

Level 3

Mandatory

SQA Ref	SSC Ref	Title
DR6A 04	HS2	Establish and develop positive working relationships in hospitality
DR7A 04	HS4	Maintain the health, hygiene, safety and security of the working environment
DR78 04	2GEN3/05	Maintain food safety when storing, preparing and cooking food

Optional Units — 9 Units to be selected

SQA Ref	SSC Ref	Title
DT04 04	3FPC4/05	Prepare, cook and finish complex bread and dough products
DT05 04	3FPC5/05	Prepare, cook and finish complex cakes, biscuits, sponges and scones
DT07 04	3FPC6/05	Prepare, cook and finish complex pastry products
DT0L 04	3FPC7/05	Prepare, process and finish complex chocolate products
DT0N 04	3FPC8/05	Prepare, process and finish marzipan, pastillage and sugar products
DR85 04	3FPC12/05	Prepare, cook and finish complex hot desserts
DR83 04	3FPC13/05	Prepare, cook and finish complex cold desserts
DT0X 04	3FPC14/05	Produce sauces, fillings and coatings for complex desserts
DR68 04	3 GEN 1	Ensure appropriate food safety practices are followed whilst food is prepared, cooked and served
DR4D 04	HS3	Contribute to the control of resources
DR4E 04	HS9	Contribute to the development and introduction of recipes and menus
DT0E 04	2FPC13/05	Prepare, cook and finish healthier dishes

Hospitality Supervision

Level 3

Mandatory Units

D9CR 04	HS1	Supervise the work of staff
D9CT 04	HS2	Establish and develop positive working relationships in hospitality
D9CV 04	HS3	Contribute to the control of resources
D9CW 04	HS4	Maintain the health, hygiene, safety and security of the working

		environment
D9DP 04	HS5	Manage yourself

Optional Units — Group A — a minimum of 1 Unit to be selected

D9DR 04	HS7	Maintain food production operations
D9DT 04	HS8	Supervise a function
D9DV 04	HS10	Maintain the food service
D9DW 04	HS11	Maintain the drinks service
D9DX 04	HS17	Maintain the housekeeping service
D9DY 04	HS20	Maintain the portering and concierge service
D9E0 04	HS21	Maintain the reception service
D9E1 04	HS22	Maintain the reservations and booking service

Optional Units — Group B — a maximum of 2 Units to be selected

D9CX 04	HS6	Contribute to promoting hospitality services and products
D9E2 04	HS9	Contribute to the development and introduction of recipes and menus
D9CY 04	HS12	Maintain the off-site food delivery service
D9E3 04	HS13	Maintain cellar and drink storage operations
D9E4 04	HS14	Maintain external areas
D9D0 04	HS15	Maintain the wine cellar and dispense counter
D9E5 04	HS16	Maintain the vending service
D9E6 04	HS18	Maintain the linen service
D9E7 04	HS19	Monitor and solve customer service problems
D9E8 04	HS23	Work with others to improve customer service
D9E9 04	HS24	Contribute to the selection of personnel for activities
D9EA 04	HS25	Contribute to the development of teams and individuals
D9EC 04	HS26	Enter and find data using a computer
D9ED 04	HS27	Control practices for handling payments
D9D1 04	HS28	Contribute to the development of the wine list

An assessment strategy for the SVQ

As part of their review of the SVQs, the sector skills council, People 1st, which is responsible for developing the National Occupational standards, has developed an assessment strategy which defines a range of requirements:

- the occupational expertise of assessors and verifiers
- a definition of simulation
- definition of the workplace
- information on external quality control

Please note that changes were made to the Assessment Strategy in January 2007. Please refer to the SVQ subject-specific page for Hospitality and Tourism on SQA's website: **www.sqa.org.uk** for further information.

Why would people be interested in the SVQ?

People will take SVQs for a variety of reasons: to gain promotion, to prove their job competence, or for personal development. There will be other reasons too. One of the first things to do is to find out why your candidates want to do the SVQ, and to advise them of the appropriateness of the qualification. If anyone is acting as a coach or mentor to your candidates, they might help you to do this.

How do candidates begin?

Choosing the SVQ

You should make sure that candidates get guidance before starting out on an SVQ — they need advice to ensure that their existing job remit, skills, experience, and their plans for progression, are matched to the SVQ selected. It does not have to be you as the assessor, who carried out the matching process, but whoever has responsibility for this should ensure that the assessment opportunities available to the candidate are also considered.

An example

Douglas had worked part-time in food service while still at school, and had decided that he would like to pursue a career in hospitality. He started work in a licensed restaurant, and wanted to progress to supervisory level; and was keen to eventually run his own restaurant.

Douglas had now worked full-time for a year, but did not possess any formal qualifications. He wanted to do a qualification which would give him national recognition of the skills he already had. As he had experience in serving food and drink, the Training Manager in his company suggested that he might like to work towards a level 2 SVQ in Food and Drink Service; with the option of applying for a Supervisory position when one became available. This would then give him the opportunity to gain the required skills and knowledge to progress to a level 3 in SVQ Hospitality Supervision.

When the Training Manager matched Douglas's job remit and existing skills and experience with the SVQ, it emerged that Douglas should be able to generate sufficient evidence to meet the requirements of the following SVQ Units:

- Maintain a safe, hygienic and secure working environment
- Contribute to effective teamwork
- Give customers a positive impression of yourself and your organisation
- Prepare and clear areas for table service
- Serve food at the table
- Serve alcoholic and soft drinks

The Training and Development Manager arranged for an assessor within the company to provide Douglas with guidance on how to collect evidence and construct a portfolio to achieve these Units.
Douglas also had some experience in food hygiene; however, some planning was required in order to provide him with the opportunity to demonstrate competence.

The Unit was:

- Maintain food safety when storing, holding and serving food

The Training Manager arranged for Douglas to attend an Elementary Food Hygiene course at a local Further Education college, with the opportunity to progress to an Intermediate course, which would help to prepare him for a Supervisory position.

Douglas had no experience of the areas covered by the final Unit:

- Maintain cellars and kegs

Since Douglas's job remit would not cover this area of the SVQ, the Training Manager arranged for him to shadow a senior member of staff, and to extend his role profile to include the necessary functions for him to prove competence against the National standard.

All these arrangements were agreed by everyone involved and then written up in an assessment plan for Douglas.

2 Preparing to assess the SVQ

This section offers practical advice on how to begin to go about assessing you candidates for the SVQ. This advice is offered as examples of good practice — you may develop your own approaches to assessing your candidates which also work well.

Your role and your candidate's role

Assessing the SVQ will involve several stages. Both you and the candidate should be clear on your roles in the assessment process before you begin.

Your role:

- ensure candidates understand what is to be assessed and how it is to be assessed
- ensure the conditions and resources required for assessment are available
- help candidates to identify and gather evidence
- observe and record candidates carrying out the activities described in the standards — records should say what has been observed, how it was carried out, and what it demonstrates
- assess products of the candidate's own work
- question candidates and record results
- help candidates to present evidence
- authenticate the evidence candidates provide
- judge evidence and make assessment decisions
- identify gaps or shortfalls in candidates' competence
- provide feedback to candidates throughout the assessment process
- record achievement

Candidates' role:

- prepare for assessment — become familiar with the standards, what is to be assessed and how it is to be assessed
- help to identify sources of evidence and how these could be assessed
- carry out activities, and/or produce products of own work, and/or answer questions
- gather and present evidence
- receive and act on feedback from the assessor

Planning

In planning for assessment, you will find it helpful to meet with your candidate and plan what is to be assessed, in what way, and when and where the assessment is to take place. This discussion can be confirmed in the form of an agreed assessment plan between you and your candidate.

You should treat assessment plans as working documents — they can be updated and changed as you review progress with your candidate.

As you are planning assessment, don't forget to make the most of opportunities to *integrate* assessment. This means planning to assess an activity which draws on the contents of different Units or Elements. It can be a practical and cost-effective way of assessing your candidate's competence.

If you are a new assessor working towards your A/V Units (the national standards in assessment and verification) you will need copies of completed assessment plans as part of your evidence.

To help you plan for assessment, we have produced an assessment plan which covers three Units. The example assessment plan is shown on the next page.

2FC4.1 Cook and Finish Basic Poultry Dishes
1G1.1 Maintain Personal Health and Hygiene
1G4.2 Support the Work of Your Team

Assessment plan

Candidate name_____ *Joe Bloggs*_____ **Candidate No** _____

Assessment No: 1					**Assessment No: 2**				
Unit	**Element**	**WYMD**	**WYMC**	**WYMK**	**Unit**	**Element**	**WYMD**	**WYMC**	**WYMK**
2FC4 1GEN1 1GEN4	2FC4.1 1GEN1.1 1GEN4.2	1-8 1-5 1-6	A1 B3 - A1,2,B1,2,3	1-4 1-6 1-15	2FC4 1GEN1 1GEN4	2FC4.1 1GEN1.1 1GEN4.2	1-8 1-5 1-6	A1 B5 - A1,2 B1,2,3	5-10 7-9 16-28

Date, time and location of assessment:	*23.05.06 10am Main Kitchen*	Date, time and location of assessment:	*06.06.06 Main Kitchen 10am*
Activity to be assessed:	*Roast Duck* *Lunch Service*	Activity to be assessed:	*Chicken Stir-fry* *Lunch Service*
Assessment method:	*Observation and Questioning*	Assessment method:	*Observation and Questioning*
Effect of past experience: (APL)		Effect of past experience: (APL)	
Date and location of feedback	*23.05.06 Staff Canteen 2pm*	Date and location of feedback	*06.06.06 Staff Canteen 2pm*
Date plan understood and agreed by candidate	*03.05.06*	Date plan understood and agreed by candidate	*23.05.06*
Assessor Signature *Ann Assessor*	Candidate Signature *Joe Bloggs*	Assessor Signature *Ann Assessor*	Candidate Signature *Joe Bloggs*
Assessment feedback: *Duck cooked well and to menu specification. Coped well with busy lunch service.* *Well done*		Assessment feedback:	

Assessor Signature: Ann Assessor	Candidate Signature: Joe Bloggs	Assessor Signature	Candidate Signature

Selecting methods of assessment

The methods of assessment you use should be valid, reliable and practicable.

- By *valid* we mean that the assessment method should be appropriate to the standards
- By *reliable* we mean that the assessment method should ensure consistent results when used with different candidates, different assessors and on different occasions
- By *practicable* we mean that the method ensures that the assessment makes best use of available resources, equipment and time

Before you assess a candidate, you must make sure that the methods of assessment you have chosen to use, along with any assessment materials (such as questions and sample answers) have been agreed within your centre through its system of internal quality assurance. This system is often called *internal verification* — its purpose is to help to ensure that assessment methods are valid, reliable and practicable.

There are both benefits and challenges when you are assessing SVQs in the workplace, or in conditions in the workplace. When you select methods of assessment, you should try to offer the candidate the benefits of workplace assessment and minimise any potential difficulties.

The benefits might be:

- Performance and product evidence will be valid and can be authenticated
- Resources to be used are readily available
- Familiarity of the work area and equipment, so the candidate is comfortable during assessment
- Familarity with the assessor
- Support/guidance can be obtained from work colleagues
- Candidate can progress at his/her own pace

The challenges might be:

- Work pressures for both candidate and assessor
- Shift patterns
- Lack of support from supervisor/colleagues
- Customer needs and associated time constraints
- The location of the workplace

Example

You might agree with a candidate working in a kitchen, who has to demonstrate how to prepare and cook soups, that this will be carried out by **observation** as and when such

situations arise. If you are an assessor who is working alongside the candidate you should be well placed to observe the candidate's performance, using a prepared checklist, and to question the candidate about the activity afterwards. The finished soup would also be available for evaluation of the end product.

Methods of assessment

Assessment may involve a range of assessment methods. For SVQs, some of the most commonly used methods are observation, product evaluation, and questioning.

Observation

Observation by an assessor is considered to be the most valid and reliable method of assessment. It can be organised in a variety of ways:

- working alongside the candidate
- arranging to visit when naturally-occurring activities are carried out by the candidate
- arranging for activities to take place

Observation by the assessor can often be supplemented by other types of assessment methods such as questioning. It may be appropriate to ask oral questions of candidates as they carry out naturally-occurring activities. For example:

- Observation of candidate producing product evidence, eg preparing traditional French cuts of vegetables, supplemented by questions regarding the terminology and correct use of tools and equipment.
- Observation of a candidate dealing with customers, taking orders and serving food and drink.
- Observation of a candidate cleaning and servicing toilet and bathroom areas supplemented by questions regarding the use of chemicals and safe disposal of waste materials.

Product evaluation

As candidates work towards achieving the SVQ, they will produce evidence in the form of products of their work. The nature of this evidence can vary widely depending on what the candidate's job entails, but examples of product evidence include:

- A completed product, such as a cake baked by the candidate; in addition to observing the candidate baking the cake, the assessor may wish to check texture, flavour etc.
- Written evidence, such as a training plan produced by a candidate; which will usually require some form of authentication, such as a Witness Testimony.

- Documents completed by the candidate in the work-place, such as order forms, entries into accident books, requests for maintenance, the receipt of goods, the checking in of guests.
- Photographic or video evidence of a task, which will usually require authentication; such as the room set-up for a function, a dish prepared for service, a room which has been serviced. Additional evidence can also be generated through questioning.
- Written evidence in the form of a project set by the assessor, or other written evidence in the candidate's portfolio.
- Certification of previously achieved competence can be submitted as APL.

Questioning

Candidates have to show that they can meet the knowledge specifications for the SVQs. For these SVQs, knowledge and understanding is specified for each Unit or Element. Much of a candidate's knowledge and understanding will be apparent from what they do or produce as part of their work, but this will not always be the case, and questioning can be a useful way of confirming what candidates know and understand.

Questions can be asked in a variety of forms, such as oral questions, short answer written questions, and multiple choice.

You should be careful that the method of questioning does not go beyond the competence required for the SVQ and become a barrier to fair assessment. For example, some candidates will feel more comfortable with oral questions than written.

Examples

Candidates can be asked questions whilst being observed preparing trout for grilling, when all the knowledge and understanding required for the Element may not be apparent from direct observation.

Question: How can you tell if fish is fresh?

Answer: It should be firm to the touch, with a moist skin and shiny scales, which are firmly attached. It should smell fresh, and the eyes should be moist and raised. The gills should be bright red or pink.

A candidate has produced a roster as evidence for 3HS1.1 *Help to Plan The Work of Staff*. Questioning the candidate (and also the line manager) can help to authenticate the roster as their own work, and can also provide evidence for the 'What you must know' section of this Element.

Question: Which factors did you take into acount when planning for the staff roster?

Answer: The expected level of business and the skills of staff available, allowing for holidays and days off. I also spoke to my line manager to make sure there were no other events planned, or special requirements required.

Other methods of assessment

These methods, such as witness testimony, are often used for authentication of candidates' evidence.

Witness testimony

Why use witness testimony?

An SVQ candidate may find that situations arise where they have performed competently but their assessor has not been present to observe them. The most common illustration of this is in relation to 'What you must do' criteria which deal with unexpected situations. A candidate may have dealt with faulty equipment or a customer problem, for example.

These situations are a valuable source of evidence and they should therefore be included in the candidate's portfolio, wherever possible. In order for this kind of evidence to be valid, a testimony will need to be provided by someone who witnessed the candidate's performance in the situation concerned.

Using witness testimonies may help the assessor to reduce the amount of supplementary evidence questions that they need to ask the candidate or reduce the number of assessment occasions required to complete an Element.

It is important to note that the use of witness testimonies **does not** replace the need for the assessor to carry out the minimum number of observations, as specified in each Element. Witness testimonies may only be used to support what the assessor has already observed, or to gather evidence to cover 'What you must do' criteria and 'What you must cover' items that could normally be assessed using supplementary questions, such as the contingency 'What you must do' criteria.

Who can provide witness testimony?

Witness testimonies may only be provided by individuals who are in a position to make a valid comment on the candidate's performance.

This includes individuals who:

- are occupationally competent but are not familiar with the Element requirements, eg a manager, work colleague or another member of staff
- come into broad contact with the candidate but are not occupationally competent and are not familiar with the Element requirements, eg a supplier, customer or a manager from another department
- are occupationally competent **and** familiar with the Element requirements, eg a line manager or work colleague would be considered an 'expert witness'

The relevance and validity of the evidence is likely to vary greatly, depending on the individual who has provided the testimony.
It is the assessor's responsibility to judge the validity, relevance, credibility and value of each witness testimony. This may involve contacting the witness to clarify points made in the testimony and to confirm its authenticity.

How to record witness testimony

A format for recording a witness testimony is provided overleaf. You may photocopy this form for use within your centre as required. Page 33 shows an example of a completed Witness Testimony.

You may choose to develop your own format for recording witness testimonies within your centre. However, you must ensure that the following information is recorded for any testimony provided:

- the name of the candidate to whom the testimony relates
- the witness's name, contact address, telephone number, signature and date
- the witness's working relationship to the candidate, eg line manager
- a signed statement relating to the situation observed and the outcomes
- the witness's level of familiarity with the SVQ Units/Elements concerned
- which Unit/Element/Performance Criteria and range items the statement covers
- the assessor's signature and date

The details of the testimony should be written by the witness, unless there is a valid reason that prevents them from doing so.

The assessor must judge the witness testimony by making the appropriate checks with regards to authenticity, validity and relevance. This may require the assessor to question the candidate and/or the witness about the statement provided and the situation upon which it is based. This might be carried out via a telephone interview if the witness is not based at the candidate's assessment site, eg a customer. Assessors assessing this type of evidence should be working towards or have achieved Unit D33 or hold the relevant Scottish teaching qualification.

Once the assessor is satisfied with the quality of the evidence presented in the testimony, it should be entered into the candidate's Unit Records against the appropriate Elements. The assessor should decide which Performance Criteria and range items have been covered, and should enter an 'S' in the appropriate boxes.

The testimony should be kept in the candidate's Unit Record file so that the internal verifier and external verifier can easily access it. The assessor may decide that a certain witness testimony does not provide sufficient evidence of the candidate's performance

and may decide to carry out supplementary questioning or additional observations of the candidate.

The internal verifier and external verifier may choose to question the assessor on the use of testimonies to ensure that adequate steps are being taken to ensure the validity of the evidence provided.

The following pages show an example of how witness testimony can be recorded.

Witness Testimony

Name of witness	
Contact address	
Telephone number	
Name of candidate	

Working relationship to the candidate (please tick) **line manager** **supervisor** **colleague** **customer** **other (please specify):**

Witness statement

Witness signature _____ **Date** _____

To be completed by the Assessor

This witness testimony has been provided by someone who is:

(please tick one box)

- occupationally competent and familiar with the requirements of the NVQ elements ☐
- occupationally competent but not familiar with the requirements of the NVQ elements ☐
- not occupationally competent and not familiar with the requirements of the NVQ elements ☐

This testimony provides evidence for the NVQ element(s) specified below:

Element	Performance criteria	Range items

Assessor signature _____ **Date** _____

Witness Testimony

Name of witness	*Jane Ardeshire*
Contact address	*Glen Cottage Hotel* *Cambridge Close* *Barnsley YE2 3RG*
Telephone number	*0234 000 898*
Name of candidate	*Sandra South*

Working relationship to the candidate *(please tick)* **line manager** **supervisor** **colleague** ✓ **customer** **other (please specify):**

Witness statement

On Sunday the 14 of January 2005, I was on a reception shift with Sandra. I saw her deal with a switchboard failure, which meant that none of our guests could dial out. She remained calm and polite to the guests and told them that the fault was being dealt with and she would inform them as soon as fault had been sorted out. Sandra contacted the Duty Manager immediately, as stated in the Reception Manual.
She also identified that the fax telephone was still working in case of any emergencies.

Witness signature **Jane Ardeshire** **Date** *14/1/05*

To be completed by the Assessor

This witness testimony has been provided by someone who is: *(please tick one box)*

- occupationally competent and familiar with the requirements of the NVQ elements ✓
- occupationally competent but not familiar with the requirements of the NVQ elements
- not occupationally competent and not familiar with the requirements of the NVQ elements

This testimony provides evidence for the NVQ element(s) specified below:

Element	Performance criteria	Range items
2R3.2 Make telephone calls	*4 and 5*	*C - Equipment failure, customer problems*

Assessor signature ***Mike Green*** **Date** ***21/1/05***

Professional Discussion

What is a professional discussion?

A professional discussion is a series of questions, put to the candidate by the assessor.

What are the accepted methods of maintaining a record of the professional discussion?

Professional discussions must be recorded by one of the following methods:

- video tape
- audio tape, or
- written record

Where a written record is maintained it does not need to detail every word, but it must be in sufficient detail to be of use to the internal verifier and the external verifier.

The assessor must ensure that the record shows evidence of what was asked and the answers given. These may be listed in bullet points, providing that all of the key points are covered. The record must clearly state the name of the assessor and the candidate and must be signed and dated by both parties. Video and audio taped evidence must also include a statement on the video/audio tape that identifies the participants. This should be supported by a signed statement of authenticity.

The record (whichever form it takes), should be clearly referenced throughout, to show what part(s) of the national standards it is endeavouring to cover through professional discussion. This should be referenced throughout the record of the professional discussion, not just at the top of the written record, or at the beginning of the statement.

Where should the professional discussion be recorded?

The professional discussion needs to be referenced into the Unit record as an appendix. The evidence description should be completed to indicate that a professional discussion has been used and the performance criteria and range items that are evidenced in the discussion should be identified using an 'S'.

When can a professional discussion be used?

Where the evidence requirements state that performance evidence must be provided then it must be provided. The professional discussion may support this performance evidence and help to expand it etc, but it cannot be used in isolation from the performance evidence. **The minimum stated performance evidence must always be supplied.**

Where there are gaps in evidence that can be covered by supplementary evidence questions, professional discussion can be used.

Where a candidate has been observed once and they want to use professional discussion to confirm consistency, this would need to be supported by witness testimony or authenticated products of work to support the claim of competence. The performance evidence must cover all minimum performance criteria and ranges at least once.

Personal statements

You might sometimes find it helpful to ask a candidate to give an account of why they did an activity in a certain way or how they produced a product of their work. This is often referred to as a *personal statement*. You should take care to ensure that by asking candidates to produce such statements, you are not asking them to demonstrate competence beyond what is required by the standards. You should also be selective in the use of personal statements, and make sure they have not been produced as a substitute to a more valid, reliable and practical method of assessment.

Example:

A Front Office candidate could submit a personal statement as evidence that they have resolved a customer service problem, and how they selected the best possible solution for the customer and the organisation; also consulting with their supervisor to identify and confirm the options available.

This type of evidence could be useful to substantiate the types of activity which may not easily be observed by the assessor. It should be clearly referenced to the criteria for which competence is being claimed; and also authenticated by the assessor.

The use of Witness Testimony would also be appropriate to provide evidence for this type of scenario.

Other sources of evidence

Other sources of evidence can be previous experience or learning, case studies or assignments.

SQA's *Guides to Assessment and Quality Assurance* (see section 5) have more advice on methods of assessment and how to ensure that your assessment is valid, reliable and practicable.

3 Generating and recording evidence

The methods of assessment you use should generate sufficient evidence to demonstrate the candidate's competence.

Guidance and support to candidates

At all times during the assessment process — from planning through to making your assessment decision — feedback should be on-going, clear and constructive. Feedback should be given against the national standards by relating it to the evidence provided, including the knowledge specifications.

Where there are any shortfalls in a candidate's competence, you should discuss these with your candidate and make plans for re-assessment.

Judging candidate evidence and making an assessment decision

In judging candidate evidence, you must be satisfied that your candidates can work consistently to the required standard, and that the evidence they have produced is their own. You must consider whether your candidate understands and applies the knowledge evidence and how this links to performance evidence.

Evidence must:

- be relevant to the SVQ
- be authentic
- show current competence
- be sufficient to help you form a decision about the candidate's competence

Insufficient evidence

You have to judge whether the candidate has produced enough evidence required by the standards for you to reach a decision about their evidence.

Where there is insufficient evidence, you should say this to your candidate. You should tell them that it is not that they are not yet competent — there is simply not enough evidence on which to make a decision.

In this situation, your feedback to your candidates must help them produce more evidence and/or plan for further assessment.

Authenticating candidates' evidence

Authentication is required where you have not observed candidates' performance at first hand.

You can check whether a candidate has produced evidence which they claim shows their competence by questioning them or, if this is appropriate, asking them to produce a personal statement, using witness testimony, or seeking peer reports from other colleagues of the candidate.

Example

Authentication could be needed if a candidate has produced evidence of a finished product, such as a cake; or they may have taken a photograph. This could be authenticated by asking the candidate about how it was produced, and also questioning other work colleagues. The same could apply to other products of work; such as booking forms, work rosters, maintenance requests and seating plans.

4 Recording achievement

You should retain all evidence — clearly referenced — for internal and external verification.

The candidate's evidence is normally kept in a file, often called a *portfolio*. These documents help you and your candidates to collect, present and cross-reference the evidence to the national standards. They are also a means of recording your assessment decisions, and they tell an external verifier what stage a candidate has reached in achieving the SVQ.

There are various reasons why record-keeping is so important:

- it provides a way of tracking a candidate's progress in achieving an SVQ
- it helps candidates to make claims for certification of their competence
- internal verifiers and external verifiers use the records to sample assessment decisions
- it helps us to monitor the quality assurance of our qualifications

If your candidates' evidence is incomplete, or cannot be located, or if there is inaccurate cross-referencing to the standards, there is a risk that an internal verifier or external verifier will be unable to confirm your assessment decisions.

Obtaining and using HAB Unit records

SQA awards the Hospitality and Profesional Cookery SVQs in partnership with the Hospitality Awarding Body (HAB).

Recording documents are available from HAB which can be used to record candidates' performance and knowledge evidence.

For more information regarding the recording formats, guidance on how to use the evidence recording materials, and for examples of completed recording forms please refer to HAB's website or contact them at the number given below:

www.hab.org.uk

HAB
C/o City and Guilds
1 Giltspur Street
London
EC1A 9DD

Tel: 0870 060 2556
Fax: 0870 060 2555

Email: info@hab.org.uk

5 Further information

What else should I read?

The publications listed here provide additional information on how to implement SVQs. Details of these and other SQA publications are available on our website at: **www.sqa.org.uk** on the 'Publications, Sales and Downloads' section. They can be ordered from SQA's Customer Contact Centre — telephone 0845 279 1000. Please note that there may be a charge for some of these publications.

Assessor/Verifier Units: assessment guidance

External Assessment Moderation in National Qualifications and Higher National Qualifications: a guide for centres

Guide to Assessment and Quality Assurance for Colleges of Further Education

Guide to Assessment and Quality Assurance for Employers and Training Providers

Arrangements for Candidates with Disabilities and/or Additional Support Needs in Examinations and Assessments

Quality Assurance Principles, Elements and Criteria

Operational Help Centre

The Operational Guide for Centres has been replaced by the online Operational Help Centre on: **www.sqa.org.uk**