



**Higher National Qualifications**

**And**

**Scottish Vocational Qualifications**

**Internal Assessment Report**

**2008**

**Subject: Hospitality**

**Sector Panel or SSC:**

**Date: August 2008**

The purpose of this report is to provide feedback to centres on verification which has taken place within Higher National and Scottish Vocational Qualifications in this subject.

## HIGHER NATIONAL UNITS

### FEEDBACK TO CENTRES

*Insert details relating to specific guidance which should be offered to centres based on the verification of centres.*

*Include:*

- *General comments*
- *Areas of good practice*
- *Areas for further development*

### General comments:

Colleges visited 2007-2008.

Forth Valley College  
Glasgow Metropolitan College  
Elmwood College  
Aberdeen College  
Reid Kerr College  
Ayr College  
Edinburgh Telford College  
Motherwell College  
South Lanarkshire College  
Adam Smith College

Higher National Units verified 2007 -2008

Accommodation Services	DL 3D 43
Alcoholic Beverages	DL 3E 34
Food Classification and Purchases	DL 3H 34
Food Production Processes	DL 3K 34
Hospitality: Financial and Control Systems	DL 3T 34
Management of Food and Beverage Operations	DL 43 35
Hospitality Graded Unit 2	DL 4K 35
Professional Cookery Graded Unit 1	DL 4J 34
Professional Cookery Graded Unit 1	DL 4J 34

### Advice on good practice and areas for further development:

Out of the ten centres visited there was one hold applied. In general the standard through out all centres was high and numerous examples of good practice were noted by the EV team. All practitioners involved in the delivery of HN units demonstrate a professional approach and have created a supportive and caring environment for candidates.

Two centres asked for development visits.

Internal verification was robust and works towards improving the quality in the delivery of subjects in accordance with SQA requirements.

Master folders were available for scrutiny. Contents included evidence of excellent teaching materials, lesson plans, schemes of work, teaching team meetings. Process for cross marking where applicable.

Valid instruments of assessments supported by master/ model answers were clearly evident. There was in most cases, very clear evidence of student feedback; however this did vary across the ten centres visited.

When the assessment instrument is a project and self study/ home based it is vital that the authenticity of candidates work can be addressed. Centres should have policies in dealing with the issue of plagiarism.

Practitioners are also commended for their continuing support and patience in the dealing with the increase of International students undertaking courses. Most centres offer access to additional language support classes.

Comments have been feedback to the quality team regards individual areas of concern for some units in particular assessment instruments for Management Concepts 1, Accommodation Servicing, Accommodation Management and Alcoholic Beverages (new assessments now available). These issues are being addressed and new assessment materials should be available for the next academic session.

## HIGHER NATIONAL GRADED UNITS

### TITLES/LEVELS OF HN GRADED UNITS VERIFIED

*Insert details below*

Hospitality Graded Unit 2 DL 4K 35  
Professional Cookery Graded Unit 1 DL 4J 34  
Professional Cookery Graded Unit 1 DL 4J 34

### FEEDBACK TO CENTRES

*Insert details relating to specific guidance which should be offered to centres based on the verification of centres.*

*Include:*

- *General comment*
- *Areas of good practice*
- *Areas for further development*

### General comments:

#### Graded Units

The EV process for all graded units this academic session differed from last year when central verification was carried out. Verification was due to be carried out at the planning stages for all graded units. However there was great confusion as to when the verification process was actually to take place and this did have a knock effect for EV's and centres.

Comments have been feedback to SQA by the EV team and centres. The issue of EV visits and evidence required for the verification of Graded Units will be addressed and communicated to centres offering these units. It would be the recommendation of the EV team to revert back to central verification.

All candidate evidence at the time of visits was very advanced in the planning stage and in some cases near completion of the development stage. The EV team demonstrated a flexible approach in sampling the amount and stage of evidence available at the time of visits.

The standard in the majority of centres was exemplary. Candidates that were interviewed commented very positively on undertaking the graded units. Encouraging comments were that candidates liked getting a grade: being given the opportunity to use knowledge gained from other units studied, case studies being realistic.

With regards to the delivery and grading of Hospitality Graded Units, most centres used the marking schemes available. Comments have been taken on board and feedback to SQA with regards to marking schemes for GU1 and GU2 requiring some clarification. Professional Cookery had similar comments for GU1 and a marking scheme for GU2 should be developed.

There is still some discussion with regards to the marking of the stages of the graded units and the progression of candidates to subsequent stages. Practitioners are advised to refer to the SQA publication "Guidance for the Implementation of Graded Units in Higher National Certificates and Diplomas." This is an excellent reference and provides very clear instruction.

### **Advice on good practice and areas for further development:**

With regards to the delivery and grading of Hospitality Graded Units, most centres used the marking schemes available. Comments have been taken on board and feedback to SQA with regards to marking schemes for GU1 and GU2 requiring some clarification. Professional Cookery had similar comments for GU1 and a marking scheme for GU2 should be developed.

There is still some discussion with regards to the marking of the stages of the graded units and the progression of candidates to subsequent stages. Practitioners are advised to refer to the SQA publication "Guidance for the Implementation of Graded Units in Higher National Certificates and Diplomas." This is an excellent reference and provides very clear instruction.

Centres may also like to adopt a system for the recording of cross marking of candidate evidence. This was evident in centres however the recording and decision of the final mark was sometimes confusing.

Most centres would like to use a different case study for Hospitality GU1. This should be addressed for the next academic session. Hospitality GU2 requires clarification and has some areas of duplication of responses. This again will be addressed in the near future.

It should be noted that if a centre has changed the assessment exemplar for GU units that it should have been verified prior to delivery. Development visits can assist with clarification on issues of delivery and assessment decisions and should provide the centre with guidance prior to delivery and verification.

The new Brief B for Professional Cookery GU1 has been received well and most centres that used this option this year have commented on the improvements very positively.

## **SVQ AWARDS**

### **TITLES/LEVELS OF SVQ AWARDS VERIFIED**

*Insert details below*

### **FEEDBACK TO CENTRES**

*Insert details relating to specific guidance which should be offered to centres based on the verification of centres.*

*Include:*

- *General comments*
- *Areas of good practice*
- *Areas for further development*

**General comments:**

**Advice on good practice and areas for further development:**

## **NATIONAL UNITS**

**(i.e. Freestanding units which contribute to NPAs or NCs etc.)**

## **TITLES/LEVELS OF NATIONAL UNITS VERIFIED**

*Insert details below*

## **FEEDBACK TO CENTRES**

*Insert details relating to specific guidance which should be offered to centres based on the verification of centres.*

*Include:*

- *General comments*
- *Areas of good practice*
- *Areas for further development*

## **General comments:**

## **Advice on good practice and areas for further development:**