

Principal Assessor Report 2003

Assessment Panel:

Hospitality

Qualification area

**Subject(s) and Level(s)
Included in this report**

**Hospitality: Reception and Accommodation
Operations Intermediate 2 and Higher**

Statistical information: update

Number of entries in 2003	0 for Higher 11 for Intermediate 2
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General comments re entry numbers

Entries to these qualifications has been low since their inception. Industry demand applicants who are qualified in these areas, and identify them as valuable qualifications but institutions seem unable to recruit sufficient numbers of candidates of an appropriate standard to the courses.

Grade boundaries at C, B and A for each subject area included in the report

C	=	25 marks out of 50
B	=	30 marks out of 50
A	=	35 marks out of 50

General commentary on passmarks and grade boundaries

- While SQA aims to set examinations and create mark schemes which will allow a competent candidate to score a minimum 50% of the available marks (notional passmark) and a very well-prepared, very competent candidate to score at least 70%, it is almost impossible to get the standard absolutely on target every year, in every subject and level
- Each year we therefore hold a passmark meeting for each subject at each level where we bring together all the information available (statistical and judgmental). The Principal Assessor and SQA Qualifications Manager meet with the relevant SQA Business Manager and Statistician to discuss the evidence and make decisions. The meetings are chaired by members of the senior management team at SQA
- We adjust the passmark downwards if there is evidence that we have set a slightly more demanding exam than usual, allowing the pass rate to be unaffected by this circumstance
- We adjust the passmark upwards if there is evidence that we have set a slightly less demanding exam than usual, allowing the pass rate to be unaffected by this circumstance
- Where the standard appears to be very similar to previous years, we maintain similar grade boundaries
- An exam paper at a particular level in a subject in one year tends to have a marginally different set of grade boundaries from exam papers in that subject at that level in other years. This is because the particular questions are different. This is also the case for exams set in centres. And just because SQA has altered a boundary in a particular year in say Higher Chemistry does not mean that centres should necessarily alter boundaries in their prelim exam in Higher Chemistry. The two are not that closely related as they do not contain identical questions
- Our main aim is to be fair to candidates across all subjects and all levels and maintain standards across the years, even as syllabuses evolve and change

Comments on grade boundaries for each subject area

Grade boundaries have been set at the normal range

Comments on candidate performance

General comments

Candidate performance this year was disappointing. Some responses were good whilst others were very poor. All candidates came from 1 centre and as the number of entries was low it is difficult to identify specific areas of difficulty, however responses to the accommodation section of the paper were generally not as good as for the reception section.

Areas of external assessment in which candidates performed well

Nil

Areas of external assessment in which candidates had difficulty

No real areas of difficulty were obvious. The accommodation section was less well answered but not so badly as to suggest it was an area of difficulty.

The question on petty cash had very mixed standard of response with some candidates demonstrating no knowledge whilst others achieved full marks.

Recommendations

Feedback to centres

Candidates would benefit from exam practice. Many responses did not relate directly to the question and tended to go off at tangents.

Centres should ensure that equal emphasis is put on each of the two areas of the qualification and that candidates have opportunity to prepare fully for the examinations.