

Guidance Note on Using SQA Candidate Evidence Recording Documents

1st edition: April 2007

Element example

Unit Title

Unit Number

Unit DT16 04 (2DS2)

Serve alcoholic and soft drinks

Element Number

Element 1 (2DS2.1)

Take customer orders

Element Title

Assessor initials
Date of assessment

What you must do (circled numbers must be observed)		Assessor initials/date
Evidence for the remaining points may be assessed through questioning or witness testimony		
①	Deal with your customers in order of arrival where possible	MW 23/12/2006 MW 07/01/2007
②	Offer your customers accurate information on available drinks	MW 23/12/2006 MW 07/01/2007
3	Take the opportunity to maximise sales through up-selling	MW 23/12/2006 MW 07/01/2007
④	Identify customer requirements accurately and offer them drink accompaniments appropriate to the type of drink	MW 23/12/2006 MW 07/01/2007
⑤	Provide alcoholic drinks to permitted people only	MW 23/12/2006 MW 07/01/2007
6	Deal with customer incidents effectively and inform the proper person where necessary	MW 23/12/2006 MW 07/01/2007 SH

Circled number must be observed

Numbers not circled can be covered by Supplementary questions or Witness testimony

If witness testimony is used to cover what you must do please insert WT in Assessors Initials/Date box

When observations have taken place on the same date, one date and initials can be used across the "What you must do" criteria. Ditto marks could also be used.

Assessor devised Supplementary Question H

Supplementary evidence example

Assessor initials
Date of
assessment

Unit DT16 04 (2DS2) Serve alcoholic and soft drinks

Candidate name: Robert Dunn		Assessor initials
Ref	Supplementary evidence	date
A	Why is it important to know the different styles of drinks that you provide? To ensure the customer can ask you for advice and to ensure the customer gets the type of drink that he is looking for.	MW 23/12/2006
B	Name two special requirements a customer might have? An unusual cocktail. Sparklers in some drinks for a birthday celebration.	MW 23/12/2006
C	How should a customer be served at the table? Ensure that a clean tray is used with a napkin and that the drinks are positioned well for giving them to the customer at the table.	MW 23/12/2006
D	What would you serve a slice of lemon with? Gin and tonic, coke and any other if requested by the customer.	MW 07/01/2007
E	When do you use decorative items and stirrers? When making cocktails or special drinks for customers.	MW 07/01/2007
F	What drinks do you sell in cans and how would you serve them? Some beers and soft drinks. Use the correct clean glass and pour some of the drink into the glass. Any excess is given to the customer in the can.	MW 07/01/2007
G	Why is it important that you give the correct information on alcoholic content of drinks to customers? To ensure the customer gets accurate information and can make informed decisions.	MW 07/01/2007
H	What would you do if a customer became aggressive? I would try to calm them down and inform the manager or the stewards.	MW 07/01/2007

Reference number or letter that relates to what you must do or what you must cover

Assessor devised supplementary question (Ref SH on what you must do)

Candidate answer

Candidate activity record example

Unit DT16 04 (2DS2) Serve alcoholic and soft drinks

Element 1 (2DS2.1) Take customer orders

Assessor initials
Date of observation
and assessment

Tasks that
candidates
carried out
observed
by assessor

Candidate name: Robert Dunn		Assessor initials/date
No	Activity	
1	Completed an evening drinks service serving customers at the office party night. This included promoting snacks and accompaniments ensuring that all customers were of the legal age to drink alcohol and serving them quickly and efficiently. I informed the stewards of two people who were underage.	MW 23/12/2006
2	Completed a lunch time service serving a range of different drinks and advised some customers about malt whisky and the different types and styles.	MW 07/01/2007

What you must cover example

Assessor has observed candidate. The details of the activity are recorded on a separate page.

Minimum requirements for observation

What you must cover (minimum requirement for observation in <i>italic and bold</i>)	A	Evidence (insert tick or supplementary reference)		
		2	3	4
Evidence for the remaining points may be assessed through questioning or witness testimony				
Information, at least two required from the following:				
price	✓	✓		
alcoholic content	✓	SG		
name and type of drink	✓	✓		
style characteristics	SA	✓		
Drinks, at least two required from the following:				
bottled drinks	✓	✓		
draught drinks	✓	✓		
drinks in cans	✓	SF		
drinks in cartons	✓	✓		
drinks service by free pouring or optics	✓	✓		
Drink accompaniments, at least two required from the following:				
ice/water	✓	✓		
food garnishes for drinks	✓	SD		
decorative items/stirrers	✓	SE		WT

Assessor devised question has been asked and SG relates to supplementary question G

Assessor devised question has been asked and SF relates to supplementary Reference letter F

Example — if witness testimony is used to cover what you must cover, insert WT in activity reference box.

General guidance notes

- Evidence must show a consistent competence over time, either by more than one assessment or a consistency statement from the assessor when assessing an experienced candidate.
- A Supplementary question does not need to be asked if **What You Must Cover** has already been observed.
- Assessors should only sign first page when all evidence for Unit/element is completed.
- Witness Testimony should be used **only** to cover:
 - What You Must Do** uncircled numbers
 - What You Must Cover** after minimum requirements have been observed by the assessor
- Box titled knowledge evidence should be used to detail:
 - method of collection of knowledge evidence (example Test VQ, GOLLA)
 - where knowledge evidence is kept (example computers)
- Should other forms of evidence be suitable **as per evidence requirements** please reference type of evidence into documents. Example; WT = witness testimony S = simulation PW = product of work CS = consistency statement.
- In some SVQs some **What You Must Do** and **What You Must Cover** can be covered by a **What You Must Know** question **but only** if the Evidence Requirements permit questioning as a suitable evidence gathering method.
- Assessors should provide feedback to candidates performance for each Unit.
- Assessors guidelines can be found at the following SQA web page: www.sqa.org.uk/sqa/21280.html