

Assessment Strategy for hospitality NVQs and SVQs

APPENDIX B

Criteria for a Realistic Working Environment

Introduction

It is essential that organisations wishing to operate a Realistic Working Environment (RWE) operate an environment which reflects a real work setting. By doing so, it will ensure that any competence achieved in a RWE will be sustained in real employment.

Operating RWEs can offer many opportunities to centres and those people with limited access to assessment. In particular, nurturing partnerships between the RWE and local industry offering exchange facilities will provide an opportunity for those people who have limited access to gain the full range of competences required to achieve NVQ/SVQ units.

The number of hours people should work and their input is not prescribed. It is acknowledged that flexibility is essential in order to minimise potential barriers for organisations wishing to offer RWEs.

Organisations offering a RWE for assessment purposes will need to fulfil their awarding body approval criteria for this purpose.

Criterion 1

Clearly demonstrate that the type of work situation being represented in the RWE is appropriate for assessing the relevant NVQ/SVQs and its related range.

For example organisations wishing to operate a RWE can mirror any relevant setting, such as quick service takeaway, restaurant, café/snack bar, cafeteria, licensed premises, hotel, housekeeping department, front office, reception or reservations.

Criterion 2

Show that the equipment and furnishings are adequate to operate the chosen work situation represented by the RWE.

Organisations should identify the industrial equipment and furnishings that are necessary in order to replicate the type of work situation chosen in criterion 1. When making the decision to operate an RWE in a particular work situation, the centre should take into account the best use of existing facilities.

Criterion 3

Show that work activities carried out reflect those found in the situation being represented.

Organisations wishing to operate a RWE will need to provide an organisational chart indicating the anticipated jobs in the RWE and their hierarchical structure taking into account the supervisory requirements for different levels of staff. They will also need to show that people working in the RWE are employed in a professional capacity with corresponding job schedules and/or descriptions.

Criterion 4

Show that candidates' productivity reflects those found in the work situation being represented.

Organisations wishing to operate a RWE must provide candidates with an opportunity to work under the normal work pressure experienced in industry. This should be achieved by demonstrating that candidates' productivity levels reflect those of the work situation chosen in criterion 1.

Criterion 5

Ensure, as far as possible that the customer perception of the RWE is similar to that found in the work situation being represented.

For example, customers in RWEs should not be prompted to behave in a particular manner, e.g. more aggressively or more understanding because they are in an assessment environment.

Criterion 6

The RWE should be managed as a real work situation.

Centres running a RWE are expected to provide evidence of business planning and demonstrate that they are operating on a commercial basis.