



Qualification Support Team (QST): Hospitality

Note of meeting 7 held on Wednesday 19th April 2023 (via Microsoft Teams)

Members:

Ayrshire College
City of Glasgow College
Dumfries and Galloway College
Dundee and Angus College
Edinburgh College
Fife College
Forth Valley College
New College Lanarkshire
North East Scotland College
Peth College
South Lanarkshire College

SQA Officers:

Christine Keenan
Carol McEvoy

By Invitation:

Senior External Verifier

Agenda Item 7/1: Welcome

Members were welcomed to the meeting and apologies noted.

Agenda Item 7/2: Note of Previous meeting

The team reviewed the note of the last meeting and agreed that it is an accurate record.

Agenda Item 7/3: Matters Arising

It was confirmed that the level 7 and level 8 units Managing Human Resources in Hospitality have now been revised as a result of feedback. The ASP for the level 7 unit has been updated to reflect the changes to the unit specification. Changes to the ASP for the level 8 unit are currently being finalised.

Agenda Item 7/4: Arrangements for Assessments in session 2023-24: Higher National and Vocational Qualifications

It was noted that information was sent to centres at the end of March outlining assessment arrangements for session 2023-2024 including the removal of the pandemic related mitigations. It was noted that the decisions taken were based on feedback and evidence gathered via various external advisory groups and stakeholder engagement. This included the removal of the critical competence guidance and the reinstatement of the full graded unit requirements.

The team considered the unit level subject guidance that had been produced during the pandemic. It was confirmed that there were only two units identified in the subject guidance for Hospitality where adaptations had been agreed, these were:

- Managing Financial Resources in Hospitality (DL3A 35) – the requirement for closed book conditions was allowed to be adjusted. This unit has now finished, and the replacement unit does not stipulate closed book conditions therefore no action is required.
- Management of Food and Beverage Operations (H197 35/J3J1 35) – the adaptation stated that students should still plan for 30 covers but a disclaimer within their portfolio they should include a statement that, due to current government guidelines, the only xx number can be accommodated. This number should reflect the capacity possible in the individual centre. It was agreed that this adaptation was no longer required.
- All the other information provided was enhanced guidance confirming what has always been acceptable and highlighting integration opportunities.

The team agreed that subject guidance would not be issued for the Hospitality units and that review of units would now become part of ongoing maintenance work.

Agenda Items 7/5: Microsoft Teams for External Users

It was noted that the use of Microsoft Teams for external groups is to be rolled out to QSTs.

Agenda Item 7/6: Next Gen: HN Update

The following update on the Next Gen: HN project was provided:

- Full evaluation of the pilot areas will take place during May/June. This will include learner feedback – by this time there will have been a full cohort of learners who have gone through two full years with the new grading models.
- No further areas will be added to the pilot; the next stage will be to complete the evaluation and decide on the roll out to other areas.
- It was noted that the design principles have evolved slightly during the life of the pilots, eg, there is now a requirement for a mandatory learning for sustainability outcome.

Agenda Item 7/7: Centre and Learner Surveys

It was noted that the annual centre and learner surveys had been suspended during the Covid pandemic, however the team agreed that it would be good to re-instate them next session as all centres will have all moved over to the new frameworks by then.

Agenda Item 7/8: Understanding standards / SQA Connections Week

The team were invited to submit suggestions for any areas that they think that understanding standards material/activity would be useful for.

It was noted that SQA Connection week is due to take place in October.

Agenda Item 7/9: New Model Apprenticeships Update

Consultations have taken place regarding a New Model Apprenticeship for customer service/hospitality, more information is expected in the coming months.

Agenda Item 7/10: SCQF Pathways Project

It was noted that development of an interactive tool is being considered by [SCQF](#) to show all qualification types available for specific subjects against the SCQF levels.

Agenda Item 7/11: Any Other Business

The team discussed the possible duplication of supervision when delivering the mandatory units Food and Beverage Operations and Management of Food and Beverage Operations. The team discussed the different approaches used in their centres, eg 1st and 2nd year students working separately, SVQ students being supervised by HN students. It was suggested that the same piece of evidence generated for the supervision element of one unit could be used as evidence for other units rather than doing it twice.

The reason for food hygiene had not been included in the new Legislative Requirements for Hospitality unit was questioned. It was confirmed that food hygiene had been deliberately left out of this unit as there is a mandatory food hygiene unit in the frameworks and also that the purpose of the unit is to cover the various other pieces of legislation that hospitality organisations need to comply with.

The team discussed the ASP for Hospitality Management: Graded Unit 2. It was felt that the assessment task may not enable candidates to fully cover the planning, developing and evaluation stages as required in a Graded Unit assessment. It was agreed that the ASP should be reviewed and amended as appropriate.

As the current ASP for Hospitality Operations: Graded Unit 1 only contains one case study, it was suggested that the case studies for the previous Graded Units could be refreshed for use as alternatives.

It was agreed that on the whole the new qualifications are working well. Any units where issues have been highlighted will be kept under review and changes made if appropriate.

It was noted that a new unit in [Food Waste and Sustainability at level 5](#) has been developed in partnership with City of Glasgow College. This unit will be added to the NCs in Professional Cookery and Bakery frameworks as an optional unit.

Agenda Item 7/12: Date of Next Meeting

To be confirmed