



Qualification Support Team (QST): Hospitality

Note of meeting 8 held on Wednesday 15th November 2023 (via MS 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
Peth College
South Lanarkshire College

SQA Officers:

Christine Keenan
Carol McEvoy

By Invitation:

Senior External Verifier

Agenda Item 1: Welcome

Members were welcomed to the meeting and apologies noted.

Agenda Item 2: Note of Previous meeting

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

Agenda Item 3: Matters Arising

It was agreed that the learner and centre surveys should be circulated in February with a completion date of April. This will enable the team to discuss any responses received at the next QST meeting.

It was confirmed that an additional case study had been added to the ASP for Hospitality Operations: Graded Unit 1 and that the case study in the ASP for Hospitality Management: Graded Unit 2 had been revised to enable more flexibility. Both updated ASPs are now available to download from the secure site.

Agenda Item 4: New QST MS Teams Page

It was confirmed that the Hospitality MS Teams page has now been set-up and QST members have access to this.

Agenda Item 5: Team Feedback on This Year's Programmes / Student Groups

Team members discussed their experiences of delivering the qualifications so far this year:

- There are good numbers for the NC level 5 and 6 courses – these courses provide a good foundation for students who want to progress to HNC.
- Some colleges offer bespoke hospitality courses made up of level 5 units.
- Most colleges are delivering the HNC in Hospitality Operations this year.
- There has been a reduction in the number of colleges offering HND this year.
- Colleges are continuing to develop partnerships with their local schools to deliver hospitality qualifications to senior phase students.

Agenda Item 6: New Approvals

Barista Skills continues to be popular with large numbers of approval applications being received. It was noted that Barista Skills would be ideal for delivery in a school / college partnership.

It was noted that there has been some interest from school centres for approval of National Progression Awards (NPA) in Hospitality, Professional Cookery and Events.

Agenda Item 7: Next Gen: HN Update

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

- New areas are being identified for development under the Next Gen principles and are likely to include some areas within the wider Creative, Sport and Hospitality team.
- The Next Gen team have been carrying out evaluation activity, including learner engagement with another round planned for May 2024.
- It was noted that the Next Gen design principles have evolved – the updated principles are available from this [link](#).

Agenda Item 8: New Model Apprenticeships Update

The following update on the New Model Apprenticeships (NMA) being developed by SDS and People 1st was provided:

- The original proposal was for an NMA titled Service, with strands for customer service, retail, travel, and hospitality. However, following feedback from industry hospitality was separated out to become a distinct strand, along with professional cookery, each with one qualification / apprenticeship framework at SCQF level 5 and one at level 6.
- Originally, all NMA apprenticeships were to be based on work situations, created specifically for the NMAs, however it has now been agreed that work situations should only be created if the NOS are deficient. This has led to a hybrid approach with the structures containing a mixture of new work situations and existing NOS.
- Once the apprenticeship frameworks are approved by the regulator, awarding bodies can seek approval for the qualification component.
- It was noted that the current suite of hospitality and professional cookery SVQs is accredited until 30.06.2025.

Agenda Item 9: AI – SQA position statement for 23-24

It was noted that SQA had recently published its position statement on the use of [generative artificial intelligence \(AI\) tools in SQA assessments](#).

Agenda Item 10: Any Other Business

It was confirmed that the current default position is for verification actively to be carried out remotely unless a centre is delivering for the first time since becoming approved, or if issues were identified during previous verification activity.

Agenda Item 11: Date of Next Meeting

To be confirmed