

# Adapting Assessment

**Customer Care  
H49P 33**

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# Why amend assessment

- Very short case study for Outcome 3
- Wanted to:
  - Investigate a real company
  - Encourage research
  - Use students' own experience, so they needed more to relate to in order to get them started
  - Enhance employability through better knowledge of how theory would work in practice
  - Make the most of SYHA/CDN opportunity!

# SYHA/CDN project

## Scottish Youth Hostel Association and College Development Network project (2016)



SYHA looking for students to help with some of their projects for refreshing their buildings/surroundings

# Background to SYHA project

- Engagement with the student community
- Need for new ideas, especially to appeal to a younger audience
- Tie in with VisitScotland theme years:
  - 2016 – Innovation, Architecture & Design
  - 2017 – History, Heritage & Archaeology
  - 2018 – Year of Young People



**VisitScotland.org**

The corporate site for Scotland's national tourism organisation

# What is the centre process?

- Run it past Quality; ie explain what we want to do and ask if it needs to be prior verified
- Quality will check if there are any other assessments on secure site, just in case
- Quality will advise us how to proceed
- Inform other assessors that this is being done as a pilot
- Complete IV documentation
- Put amended version of assessment in Master Pack as an alternative if anyone else wants to use it
- Update IV documentation with evaluation

## Existing assessment (All 3 Outcomes)

- Adapted in 2015 from previous version, which was also prior verified
- First draft sent on 26/11/15
- Two weeks later, informed that it wasn't accepted.
- Further changes, almost all for Outcomes 1 and 2 – still not accepted
- Most of these changes were minor
- Sent with final changes on 11/1/16 and accepted on 14/1/16
- No comments were made about the case study except that an alternative one could be used for resits
- Happy with timescale, and EV comments were easy to understand in order to make necessary changes

# Challenges and how they were overcome (2016)

None!

No need to get prior verified if all we were changing was the case study, and assessment instructions remained the same.



# Brief summary of assessment

SYHA	2016	Successful – achieved result Unlikely to use again: <ul style="list-style-type: none"><li>• Students not very interested in SYHA</li><li>• Customer care monitored via Edinburgh and Glasgow staff didn't see it as a major issue</li></ul>
Glengoyne Distillery	2017	Successful – achieved result Might use again: <ul style="list-style-type: none"><li>• Students interested and enjoyed visit</li><li>• No written customer care information – really just word of mouth</li></ul>
Student's choice/college	2018	Still to do; expected result: <ul style="list-style-type: none"><li>• Successful</li><li>• More meaningful to student</li><li>• Might suffer from insufficient research</li></ul>