Scottish Qualifications Authority   APPENDIX

2005 Report on Monitoring Standards in HND Hospitality Management (G1X6 16)

1. Introduction

Unit	Main Purpose	Candidate Profile
A78K 04 Food and Beverage Service	To enable the candidate to understand styles of food and beverage service and to apply relevant social and technical skills in a variety of service situations	Centres had been asked to submit the work of two candidates for the Unit whose work was judged to be a borderline pass
A781 04 Control Systems for the Hospitality Industry	To understand and operate systems for the control of costs in a variety of situations	Centres had been asked to submit the work for two candidates whose work was judged to be border line

Scottish Qualifications Authority   APPENDIX

Report on Monitoring Standards in HND Hospitality Management (G1X6 16)

2. Assessment instruments

Unit	Purpose/Integration	Quality of Presentation	Level of Demand	Conditions of Assessment	Guidance on Criteria for pass and validity to PC and range/Summary
A78K 04 Food and Beverage Service	All assessment instruments were case study/project based combined with a practical checklist. 50% of the assessment evidence had additional logbooks. These instruments of assessment were fit the purpose of the Unit. **Integration** Outcomes 2, 3 and 4 are all linked in a practical situation and the evidence supported this integration. There was also evidence to suggest that integrating 'supervision and human resource organisation' with this Unit was taking place, resulting in a more holistic and realistic assessment for the candidates	The quality of presentation was generally satisfactory	The majority was consistent with the level of demand required to meet the Unit Specification and evidence requirements	A training restaurant to assess candidates was used over a period of time, therefore meeting the evidence requirements	Guidance on criteria for 'Pass' was provided and all instruments of assessment matched PCs and range

Scottish Qualifications Authority   APPENDIX

Report on Monitoring Standards in HND Hospitality Management (G1X6 16)

2.   Assessment instruments

Unit	Fitness for Purpose/Integration	Quality of Presentation	Level of Demand	Conditions of Assessment	Guidance on Criteria for pass and validity to PC and range/Summary
A781 04 Control Systems for the Hospitality Industry	The same case study approach was used throughout which fits the purpose of the Unit. This takes the format of 16 linked tasks which integrate PCs. **Integration** The16 tasks are linked to follow a logical sequence relating to a manual control system in the hospitality industry	The quality of presentation was generally satisfactory	Generally these were consistent with the level of demand required to meet the evidence requirements in the Unit Specification	The six tasks were an open book exercise and therefore appropriate for the evidence requirements of the Unit Specification	All assessment instruments gave clear guidance on the criteria necessary to achieve a pass and these related directly to the PCs and range

Scottish Qualifications Authority   APPENDIX

Report on Monitoring Standards in HND Hospitality Management (G1X6 16)

3.   Evidence of candidate performance

Unit	Accuracy of Assessment Decisions	Consistency of Application of Standards	Examples of Good Assessment Practice/Summary	Comparison Over Time
A78K 04 Food and Beverage Service	Decisions where judged to be accurate when compared with master answers/suggested solutions	There was inconsistency with regards to Outcomes 2, 3 and 4 and the practical observation. While there was some supporting evidence in the form of candidate log-books and/or written feedback from the tutor, other evidence had a '√' checklist. (This will be rectified in the revised Unit)	Constructive written feedback on candidates' work was provided in 50% of the cases. From the project/case study Assessment Outcome 1 — it was obvious that candidates are being encouraged to research and visit hospitality operations first hand. Integration and the operation of the training restaurants which are open to the general public for business ensures candidates are provided with realistic assessments in preparation for industry	No change since 2002
A781 04 Control Systems for the Hospitality Industry	All the evidence provided proof of accurate assessment decisions in line with the recommended solutions	It was straight forward to measure consistency as the 16 tasks have either a correct or incorrect solution, therefore there can be no discrepancies	50% of evidence had provided constructive feedback on candidates' work	No change since 2002