



**Higher National Qualifications  
Internal Assessment Report 2016  
Hospitality Management**

The purpose of this report is to provide feedback to centres on verification in Higher National Qualifications in this subject.

# Higher National units

Titles/levels of HN Units verified:

DL3G 34 Food and Beverage Service

DL3E 34 Alcoholic Beverages

DL3H 34 Front Office Procedures 1

H197 35 Management of Food and Beverage Operations

## General comments

The centres visited have delivered the HNC and HND Hospitality awards for a number of years and can clearly evidence their compliance with the standards required for these awards.

## Unit specifications, instruments of assessment and exemplification materials

The assessors at the centres have detailed knowledge and understanding of the SQA-devised materials for these units including the specifications, instruments of assessment and exemplar materials, where available. New assessors are supported/mentored by the experienced internal verifiers to meet the unit requirements.

Assessors participate in pre-delivery standardisation meetings to confirm current assessment materials are in use and knowledge of assessment requirements are being met for each of the units being delivered during that academic session.

## Evidence requirements

There was consistent use of exemplar materials and marking schemes in centres. These ensure assessors and verifiers are fully aware of the evidence requirements needed for successful completion of each unit.

Pre-delivery and standardisation meetings reinforce this understanding of unit evidence requirements. Assessors and verifiers are aware any queries can be answered through contacting SQA directly.

## Administration of assessments

All centres have robust policy and procedures in place for the distribution, control and security of assessment materials.

All centres were using SQA-devised assessments and associated marking checklists. Scheduling of assessments is appropriate and contained within learning and teaching plans for each unit verified.

In one centre the internal verifier was provided with the first 'marked' assessment. This forms the basis of a discussion between assessors and internal verifiers to

reinforce the unit requirements and standard prior to any other marking or verification taking place.

### **General feedback**

External verifiers reported that delivery teams are motivated, enthusiastic and supportive of the candidates undertaking these awards.

The academic teams continue to maintain links and establish new links with the industry, ensuring the candidates are ready for pursuing a successful career within the hospitality and related industries.

Candidates were very happy with the support and feedback they have received from the assessors. In all instances this was clear, constructive and helpful for their progression through the units.

### **Areas of good practice**

Industry links established by the academic teams are recognised as being essential as it benefits both assessors and candidates in maintaining currency with new technologies and practices.

### **Specific areas for improvement**

There are no specific improvements required for the units listed.

# Higher National graded units

Titles/levels of HN graded units verified:

DL4H 34 Hospitality Graded Unit 1

DL3K 35 Hospitality Graded Unit 2

## General comments

The centres verified have delivered and assessed the graded units of the HN awards over a period of time. In all instances there was evidence of knowledge and understanding of the academic requirements necessary to meet national standards.

Verification reports consistently confirmed that all centres are committed to ensuring a quality approach to the delivery and assessment requirements of the graded units.

## Unit specifications, instruments of assessment and exemplification materials

The use of pre-delivery checklists and standardisation meetings are in evidence across the centres. This confirms assessors are fully apprised of current unit specifications, instruments of assessment and exemplars to be used during the academic year.

Standardisation meetings in particular have been used to establish the acceptable standards for the graded units and include centre-devised marking schemes to assist assessor judgements and justification for marks awarded.

## Evidence requirements

In all centres there was evidence of assessors and internal verifiers in direct communication and support for the assessment of the graded units. In some centres second markers were also used to ensure consistency in marking candidate scripts.

Internal marking schemes which broke down each stage of the graded units did not compromise the holistic overview of final grade, but enhanced the transparency of where marks had been awarded or deducted and formed the basis of the feedback given to candidates.

## Administration of assessments

All centres have clear policies and procedures in place for the distribution, control and security of the graded unit assessments.

Each centre has used the guidance effectively, ensuring candidates have sufficient information relating to the graded units and their achievement. The

guidance also covered the candidates' responsibilities, in particular for the submission of evidence and the centre's penalties.

One centre encourages candidates to submit a 'draft' copy for each stage of the graded unit. This forms the basis of support and discussion with the assessor, but is carefully managed to not compromise the 'autonomous working' required for a grade A.

Most centres encourage candidates to submit evidence using electronic means. For the centres this provides security of submission and in some centres an authenticity-checking program is applied. Electronic submission allows candidates to review and resubmit evidence more efficiently.

Internal verification in most centres takes place after each stage submission. This confirms assessment judgements are consistent and any issues are quickly identified allowing candidates/assessors the opportunity to resolve them, lessening the verification burden at the end of the unit.

### **General feedback**

All centres recognise the requirement for clear, unambiguous feedback to the candidates. The balance between significant support and autonomous working is confirmed through standardisation meetings. The centres that have adopted this practice are to be commended.

The grade assessments are consistent across all centres. This indicates assessors and verifiers have clear knowledge of the evidence requirements for the graded units.

Candidates from across the centres indicated that scheduled class contact with the assessor was beneficial especially for the flexibility it provided. Attendance in most instances was not compulsory but did provide the opportunity for both candidate and assessor to catch up as their projects progressed.

### **Areas of good practice**

Communication with candidates is identified as good practice across the centres. The feedback provided by academic staff has a direct influence on the quality of candidate submissions. In many centres this feedback is extensive, provides clarity for marks/grade awarded and encourages candidates to maintain focus and motivation to complete the graded unit.

The use of electronic means to communicate, provide support and general information relating to the graded units, is becoming more common as centres and candidates recognise the primary benefit of accessibility outwith normal college hours.

### **Specific areas for improvement**

There are no specific improvements required for the graded units listed.