



Higher National Qualifications

And

Scottish Vocational Qualifications

Senior Verifier Report

2008

Subject: SVQs in Catering and Hospitality

Sector Panel or SSC: People1st

Date: 12th August 2008

The purpose of this report is to provide feedback to centres on verification which has taken place within Higher National and Scottish Vocational Qualifications in this subject.

HIGHER NATIONAL UNITS

FEEDBACK TO CENTRES

Insert details relating to specific guidance which should be offered to centres based on the verification of centres.

Include:

- *General comments*
- *Areas of good practice*
- *Areas for further development*

General comments:

Advice on good practice and areas for further development:

HIGHER NATIONAL GRADED UNITS

TITLES/LEVELS OF HN GRADED UNITS VERIFIED

Insert details below

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Advice on good practice and areas for further development:

SVQ AWARDS

TITLES/LEVELS OF SVQ AWARDS VERIFIED

Insert details below

G637 21	Food Preparation and Cooking
G82N 21	Food Preparation and Cooking
G82T 21	Food and Drink Service
G82W 21	Front Office
G82Y 21	Quick Service
G82X 21	Hospitality Multi-skilled
G82M 21	Housekeeping
G638 22	Food Preparation and Cooking
G63G 22	Bar Service
G831 22	Housekeeping
G82H 22	Food and Drink Service
G82L 22	Food and Drink Service: Drink Service Only
G82G 22	Food and Drink Service: Food Service Only
G82V 22	Food Processing and Cooking
G82P 22	Front Office
G831 22	Housekeeping
G82K 22	Professional Cookery
G82J 22	Professional Cookery (Preparation and Cooking)
G836 22	Multi-Skilled Hospitality Services
G6FA 23	Food Preparation and Cooking (Kitchen and Larder)
G6XN 23	Hospitality Supervision
G82R 23	Professional Cookery
G830 23	Professional Cookery: Preparation and Cooking
G832 23	Professional Cookery: Patisserie and Confectionery

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General comments:

This has been a positive year. Preparations for External Verification visits have been generally good; with all requested records, documentation, site visits and interviews arranged as requested. The new format of the Visit Plan has resulted in more focused visits, allowing an increased opportunity for discussion and support. Previously agreed development points had been addressed, and the revised awards have been successfully implemented.

The effects of changes to the Sector Skills Council Assessment Strategy in June 2006 have been well documented; in particular, the introduction of a requirement for the controlled testing of the knowledge specifications “what you must know” at Levels 2 and 3.

This has been approached using several approved options:-

- using HAB/City and Guilds short response questions
- using the online TestVQ system
- using the available SQA multiple-choice question bank
- using the City&Guilds on-line GOLA System

Centres will be pleased to know that the completed SQA bank of questions will soon be available to download from the secure website at www.sqa.org.uk/etp – SQA Co-ordinators may obtain a pass-word by emailing customer@sqa.org.uk.

Records of Continuing Professional Development are well-maintained, with activities which meet the People1st Assessment Strategy requirements. Standardisation and consistency across assessors and internal verifiers has improved; with evidence of regular meetings, centre-devised support materials and opportunities for staff training being offered.

The use of observation is increasingly used as the primary method of assessment of competent performance. Opportunities for candidates to prove competence against the National Standard have been supported by the use of cyclical menus, products of work, function catering, and alternative assessment sites when necessary.

Innovative approaches to assessment have included integration of assessment, and the integration of candidates working at different levels within Realistic Work Environments. The recording of evidence and associated documentation is increasingly being presented using electronic formats; such as video clips, audio tapes, and on-line records of assessment and internal verification. Communication links with candidates in wider geographical locations have been strengthened by the use of email, on-line facilities and video conferencing.

The provision of Professional Cookery qualifications at Levels 2 and 3 has developed with the new Standards; with innovative and appropriate menu items assessed to meet the requirements at each level.

Feedback from candidates has been extremely positive; they are very well supported by assessors, and have a good understanding of the qualification and assessment requirements.

Advice on good practice and areas for further development:

Good Practice

Discussions with centre staff have reiterated that opportunities for the sharing of good practice are always welcome; some Training Providers have liaised informally to enable this to happen.

External Verifiers have identified a wide range of approaches which demonstrate good practice, and which enhance award delivery:

Planning:

- Centre devised log-books include dates and plans of work-place visits, activity and candidate progress.
- An increased frequency of work-place visits have provided the opportunity for accelerated assessment of competent candidates.
- Opportunities have been provided, through strong links, with industry for candidates to visit alternative work environments – and in some cases, the use of additional sites or attendance at college has provided assessment opportunities. Candidates are supported to develop their knowledge of the industry in various ways; such as fund-raising to attend Hotelympia, eating in award-winning restaurants, and in some cases, undertaking International work placements.

- The role profiles of work-place candidates are well matched to appropriate qualification criteria; particularly those of food production and hospitality supervision awards.
- An increased use of cyclical menus in Realistic Work Environments meet Award requirements, and can provide flexibility for assessment for both full-time students, and those attending day-release programmes.
- Peripatetic assessments are carried out at flexible times, including evenings and weekends, to match candidates' work patterns.

Assessment:

- Innovative records of assessment include:- the use of "digiboxes" and tapes to record responses to questions, and the use of photographic evidence.
- Where stated as an option in the evidence requirements, increasing use has been made of alternative forms of evidence, such as products of work (e.g. temperature records, staff rosters), witness testimony and consistency statements.
- Candidates are assessed over a wide range of activities.
- Integration of assessment is encouraged; and cross-referencing between units has been clearly logged. This holistic approach has been particularly constructive when assessing Level 3 Hospitality Supervision candidates, when unit records are enhanced by well-referenced portfolios of evidence.
- Some candidates are positive about being given the opportunity to map their own progression and assessment opportunities; and feedback from assessors reiterates a resulting sense of "ownership" of their qualification.
- Information packs have been developed to support candidates where there is insufficient published material (e.g. food service).
- Learning support materials for candidates with special assessment requirements include pictorial checklists.
- Checklists have been devised to encourage consistency across assessors: e.g. 1G1.2, a "walk and talk" by candidates to practice emergency procedures.
- On-line video production of food preparation techniques has been made available through a college Virtual Learning Environment.
- Intranet facilities have provided an opportunity for assessors to share good practice and communicate by email; and give access to learning materials and video clips to both assessors and candidates.
- The colour-coding of assessment checklists and unit records has been well-received by both assessors and candidates.
- Some candidates are offered a choice of assessment methods; the use of paper-based questioning can be offered as an alternative to on-line testing, where candidates are uncomfortable with this medium.

Feedback:

- Feedback to candidates is generally positive and detailed.
- Feedback to assessors from internal verifiers has generally been complete and appropriate; with evidence provided that any remedial action required has been actioned. A detailed response from the assessor to IV feedback has been required by one centre; which has led to improved two-way communication.
- Some candidates complete a formal post-course evaluation, and this feedback has been useful for future planning of assessment and course provision. This has also helped to establish clear progression routes.

Areas for Development

Several new centres have been approved to offer SVQs in Catering and Hospitality. Excellent systems are in place, and innovative approaches to assessment have been developed; and it is encouraging that centres have contacted their External Verifier for guidance.

Points to be aware of are:

- Although it is evident through discussion that appropriate CPD activities are being carried out to meet SSC requirements; up-to-date records must be available for External Verification.
- A variety of recording materials are available; and it is also possible to use materials from different sources within qualifications; e.g. the HAB/ City&Guilds performance checklists with SQA multiple-choice questions. Evidence must be completed in full, and be made available for External verification, to cover: “What you must do”, “What you must cover”, “What you must know”, supplementary questions/evidence, feedback to candidates. Signatures are also required on each unit record to confirm that competence has been proved; the candidate, assessor, and internal verifier (with counter signatures if required).
- Completion of the TestVQ “Must Know” questions is sufficient evidence to ensure that knowledge requirements have been met. Any “gaps” in evidence must be covered using appropriate questions from the “SE” supplementary evidence bank of questions within TestVQ, or alternative questions.
- Where products of work are submitted as evidence of a candidate’s own performance, these must have been produced and/or completed by the candidates, e.g. records of temperatures, work rosters, cleaning schedules. While these can be valid evidence of candidate performance, it is recommended that the use of generic material should be limited. Portfolios of evidence must be clearly referenced to the criteria for which competence is being claimed.
- Records must clearly log the tracking of candidate achievement and internal verification sampling.
- While it is advised that 100% sampling is carried out by internal verifiers for new awards and/or new assessors; this level of sampling may be reduced when appropriate.
- Responses to questions which are carried out under controlled conditions must be stored in a secure location.
- An increasing use is being made of “professional discussion”, as a means for candidates to explain how they have met award requirements – this can be an excellent source of evidence when authenticated by a manager.
- Candidates must be assessed to meet the requirements of the National Standard, and associated evidence requirements; and while this has clearly been carried out – over-assessment has, on occasion, placed an additional burden on both candidate and assessor.
- Internal verification should be an ongoing process throughout a candidate’s qualification

All External Verifiers have commented on having received a warm welcome, and we look forward to supporting centres during the next verification year.

NATIONAL UNITS

(i.e. Freestanding units which contribute to NPAs or NCs etc.)

TITLES/LEVELS OF NATIONAL UNITS VERIFIED

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