



**National Qualifications 2015
Internal Assessment Report
Skills for Work: Hospitality**

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

National Courses

C244 74 Skills for Work: Hospitality National 4

F19E Hospitality: Working in the Hospitality Industry
F19G Hospitality: Working in the Professional Kitchen
F19J Hospitality: Working Front of House
F19K Hospitality: Introduction to Events

C260 75 Skills for Work: Hospitality National 5

F3J0 Hospitality: Developing Skills for Working in Hospitality
F3J1 Hospitality: Developing Skills for Working in the Professional Kitchen
F3J2 Hospitality: Front of House Operations
F3J3 Hospitality Events

General comments

This has once again been a positive and successful year for Skills for Work: Hospitality at National 4 and National 5. External visit reports highlighted areas of good practice with both awards delivered to a good standard. External Verifiers provided expert advice where possible and constructive suggestions were noted on reports under development points.

Centre evidence presented for external verification suggested that delivering staff showed clear and accurate understanding of the award criteria for assessment and are working to the national standard.

Preparation for external verification was well organised. All appropriate documentation was available as requested. Visit plans were well received and feedback suggested they were helpful and had encouraged more focused visit preparation and allowed a better understanding of external visit requirements.

Centres continue to promote good practice. All are using SQA NAB recording documents and many continue to integrate individual SfW Units with other National Qualifications and Hospitality Courses.

Candidate evidence was presented in a logical and comprehensive manner and exhibited a consistent standard. Assessors made good judgements against award criteria and standardisation was maintained. Internal verification was robust in most instances and delivery staff received good support from colleagues and senior staff. Centres are making good use of in-house systems for internal verification and where this took place it was accurate and up to date.

Learners have benefited from continuous support and guidance throughout their learning journey. Feedback was provided frequently from assessors and industry providers.

Unit specifications, instruments of assessment and exemplification materials

Evidence showed that assessors were familiar with the Course Arrangements and demonstrated good knowledge and understanding of Unit specifications, instruments of assessment and exemplification materials. Assessor judgement of candidate competences was appropriate and recorded accurately. Special assessment arrangements and remediation was provided where, and if, necessary. Assessors were receptive to good practice ideas from External Verifiers and guidance was provided where gaps were identified.

Evidence Requirements

Centre staff demonstrated clear understanding within the awards. Where Units were integrated with other National Qualifications or programmed courses, evidence was appropriate and clearly recorded. Discussions with staff during external verification visits encouraged good practice and suggestions/development points were recorded on the external verification report. External Verifiers reiterated the importance of accurate evidence recording; guidance was offered where gaps were identified.

Administration of assessments

Centres have ensured that the chosen Units/Courses are at the appropriate level for the learners. All candidates are provided with SQA NAB materials ensuring equal and fair opportunity for all learners. Robust and well established systems are in place where schools and local councils are teaming up to deliver the awards. Partnership arrangements have been formalised in some instances and have offered extensive opportunities for candidates to achieve the practical elements of the Units.

Observation is the primary method of assessment and allows candidates to demonstrate competence against the award criteria.

Assessments are administered when candidates have reached a required standard of competence and have gained sufficient knowledge and understanding of the assessment requirements.

Scheduling of assessment is excellent and reflects the demands of the award within the academic year and other timetabling considerations. Assessments are integrated where possible; a holistic assessment approach is often constructive, in particular where candidates are working with others who have more advanced levels of knowledge and skill. Where this takes place, assessments are planned and mapped against award criteria. External Verifiers provided guidance and recommendations where gaps were identified.

Evidence presented showed that good assessor judgements had been made and standardisation had been maintained across assessors. Internal verification is being applied appropriately and consistently with robust procedures in place in most instances. Clear and constructive feedback to assessors was noted as

good practice by External Verifiers. Candidate feedback was positive and encouraging.

Areas of good practice

Centres continue to promote good practice. External Verifiers' reports also highlighted good practice throughout many areas of the awards. Examples included:

- ◆ Master folders containing all relevant up to date Course materials and relevant information
- ◆ NAB /exemplification materials
- ◆ Candidate logbooks/diaries
- ◆ In-house learning materials
- ◆ Learning plans /marking guidelines with exemplar information for assessors
- ◆ Fully detailed master function/event assessment record sheets which included: records of event discussions, interest point for venues,
- ◆ Event evaluation forms
- ◆ Hospitality PowerPoint presentation on Course activities
- ◆ Teamwork activity sheets with detailed instruction on candidate planning, briefings and how to prepare individual PowerPoint presentations and evaluation of events
- ◆ Legislative information exercises for Front of House Units.
- ◆ Excellent partnership arrangements, providing a wide range of commercial and residential establishments for work experience
- ◆ Good photographic evidence to support assessments in Events, Professional Kitchen and Front of House Units

Specific areas for improvement

- ◆ Centres are reminded to ensure that candidate scripts have been signed by the assessor and feedback provided to the candidates