



**National Qualifications 2013
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

Course code: C244 10

F19E Working in the hospitality industry
F19G Working in the professional kitchen
F19J Working front of house
F19K Introduction to events

Course code: C260 11

F3J2 Front of house operations
F3J0 Developing skills working in the hospitality industry
F3J1 Developing skills working in the professional kitchen
F3J3 Hospitality events

General comments

This has been a positive and successful year for Skills for Work — Hospitality (Intermediate 1 and 2). Staff members in centres delivering the awards showed a clear and accurate understanding of the criteria for assessment and are working to the national standards.

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

All centres are using the NAB evidence recording documents devised by SQA. Candidate evidence was presented in a logical and comprehensive manner and exhibited a consistent standard. There was evidence of good assessor judgement and standardisation was maintained across assessors. Centres continue to promote good practice and have master folders containing: Course Arrangements documents, Unit assessments, guidance on marking and learning, and teaching plans.

Internal verification procedures were robust in most instances and good support was provided to delivery staff. Centres are making good use of in-house systems; where internal verification was provided online it was accurate and up to date.

Evidence of innovative approaches used in delivery and assessment included:

- ◆ integration of assessments
- ◆ strong industry links and good partnership arrangements
- ◆ piloting The East Lothian Hospitality and Tourism Academy (ELHTA)
- ◆ excellent links with Queen Margaret University
- ◆ work placements within local hotels, school kitchens and other catering establishments

Learners have benefited from consistent support and guidance provided by centre staff and industry providers. This has accelerated learning and inspired many of them to seek employment within the hospitality sector.

Observation is the primary method of assessment for both awards and allows learners to demonstrate consistent competence against the award criteria. Colleges Scotland and centre-devised learning materials have proved to be good resources. Communication links with candidates in rural locations were strengthened by the use of e-mail and video conferencing. Photographic evidence and video recordings of special functions and events encouraged better planning and self-evaluation.

It was not possible for External Verifiers (EVs) to observe school candidates because the candidates were on study leave at the time of external verification. One EV was able to meet with a small group of candidates in a college's realistic working environment (RWE) and observe them working in the kitchen. Learner support was widely available and offered where necessary, and written feedback was positive and encouraging.

Those centres that extended delivery to Intermediate 2 this session carried this out successfully. EVs have commented on good practices that are enhancing delivery of the awards.

Course Arrangements, Unit specifications, instruments of assessment and exemplification materials

Centres have ensured that staff members/assessors are familiar with the Course Arrangements and demonstrate good knowledge and understanding of the Unit specifications, instruments of assessment and exemplification materials. Assessor judgement of candidates was appropriate and recorded accurately. Provision was made where learners required special assessment arrangements or remediation.

SQA-devised recording documents are currently being used by all centres delivering the Intermediate 1 and 2 awards. This ensures fair and equal opportunities for all learners.

Some centres have devised additional learning materials and in-house computer programs to support delivery of the awards.

Evidence Requirements

Centre staff members demonstrated clear understanding of the Evidence Requirements within both awards. Where some Units were integrated, the evidence was appropriate and clearly recorded. Development points identified during the EV visits were discussed and agreed with centre staff and recorded appropriately on the EV report.

EVs reiterated the importance of evidence recording with delivery staff members and guidance was offered where gaps were identified.

Administration of assessments

Centres have ensured that assessments are at the appropriate level for the target learners. These are administered when candidates have reached a required standard of competence and gained sufficient knowledge and understanding of the assessment requirements.

Assessments are integrated where possible. A holistic assessment approach has been particularly constructive where candidates have worked with others who have experience, good knowledge and skills. Where this is taking place, assessments are planned and mapped against the award criteria. EVs provided guidance and recommendations where gaps were identified.

Observation is the primary method of assessment and allows the candidate to demonstrate competence against the award criteria. Naturally occurring evidence enhanced assessment opportunities in many cases.

Internal verification is being applied appropriately and consistently. Robust procedures are in place at all centres. EVs reported that some centres are currently reviewing their internal verification procedures in line with their quality assurance policy taking account of various start and finish dates to allow internal verification to take place on a more regular or day-to-day basis.

Staff members are being included in more school team meetings, college and regional meetings; staff attendance at these meetings is recorded and topics evidenced by minutes. EVs provided positive guidance and advice on the importance of internal verification.

Areas of good practice

EV reports highlighted good practice. Examples included:

- ◆ Master folders containing all relevant Course materials and information including NABs, records of moderation meetings, Course review documents (including course action and development meeting log)
- ◆ Candidate logbooks recording everyday activities
- ◆ College-devised materials such as Course handbooks, recipe books and menus
- ◆ Internet facilities available — providing opportunities to share good practice and access learning materials
- ◆ Excellent partnership arrangements — providing access to a wide variety of commercial and residential establishments
- ◆ Innovative approaches to timetabling — enabling school pupils to be released over busy lunchtime periods to gain experience and practice, ensuring there are sufficient participative activities to allow them to be assessed in a variety of RWE situations
- ◆ Preparation of food for outward-bound group activities for an external company

- ◆ Photographic evidence of brightly coloured storyboards, reminding pupils of their learning journey
- ◆ Support materials by Colleges Scotland which could be referred to for additional/alternative ideas on Course delivery
- ◆ Information sheets on preventing kitchen fires/health and safety requirements are checked by assessors and signed by candidates to ensure sufficient knowledge and understanding of these procedures

In addition, candidates have gained a broad understanding of the hospitality industry and some have secured part-time employment.

Specific areas for improvement

Where the Intermediate 2 Working Front of House Operations Unit is being delivered, a small assessment needs to be devised. Centres must ensure the use of cheques and credit cards are covered.

Centres should be aware that internal verification is on-going throughout the assessment of the awards. Records of this activity should be available for external verification.