

Research and Information Services

MONITORING STANDARDS REPORT



HND Hospitality (G1X6 16)

2005 Report on Monitoring Standards

Scottish Qualifications Authority

2005 Report on Monitoring Standards in

HND Hospitality Management (G1X6 16)

An experienced member of SQA's moderating team and an external specialist in the field judged assessment material and candidate evidence against the standards of Units:

- ◆ **A78K 04** *Food and Beverage Service*
- ◆ **A781 04** *Control Systems for the Hospitality Industry*

Centres were asked to provide evidence for two candidates for each of the above Units. The total number of judgements for assessment instruments and assessment decisions was 80 for 2005 and 8 for 2002.

The scrutiny panel's findings can be summarised as follows:

Quality of collected material

The submitted evidence was in the appropriate format, together with a Master Pack for each Unit.

Assessment instruments

A variety of assessment instruments had been submitted: case study, project, tasks, log books and practical activity. Assessments were all the same with only minor adaptations where required. The assessment instruments were appropriate throughout with integration where possible; for example in Food Service — Outcomes 2, 3 and 4.

Evidence of candidate performance

While 50% of evidence included constructive written feedback for both Units, 50% tended to use a tick method only on scripts with no written feedback. This was particularly apparent on the practical food service checklist where centres had chosen not to provide candidates with written feedback on performance in the practical situation.

Assessment decisions

Both scrutineers were in agreement with all assessor judgements of candidates' scripts.

Comparing standards over time

In comparison with 2002, there was little change in the standards of candidates' work.

Conclusions

These are:

- ◆ Since 2002, there has been no change to either the Unit Specifications or the instruments of assessment for either Unit.
- ◆ The standards remain consistent across centres.
- ◆ Over-assessment occurs in the control unit as a result of the wording of the Performance Criteria and Range required as detailed in the Unit Specification.
- ◆ Both Unit Specifications are out of date, ie lack of computerised systems in place in the control unit and out of date legislation.

Recommendations

SQA should:

- ◆ instruct centres on the grading of assessments for this monitoring exercise. One suggestion is that centres should be requested to label clearly each candidates script using the same coding as monitoring pro forma B
- ◆ clarify the volume of evidence required for the Food Service Unit within the specification (this relates to the practical checklist, eg is it necessary to have a log book in support of the practical activity?)
- ◆ promote the use of the new HN framework (operational from September 2005) which provides:
 - centrally devised Unit assessment exemplars
 - a development team to monitor and re-evaluate the revised Units
 - updated Unit Specifications with a holistic approach, incorporating relevant legislation which is in line with current requirements of the hospitality industry

Centres should:

- ◆ encourage assessors to provide written feedback on candidate responses. This feedback should be in ink or word processed

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1. Introduction

Unit	Main Purpose	Candidate Profile
<p>A78K 04 Food and Beverage Service</p>	<p>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</p>	<p>Centres had been asked to submit the work of two candidates for the Unit whose work was judged to be a borderline pass</p>
<p>A781 04 Control Systems for the Hospitality Industry</p>	<p>To understand and operate systems for the control of costs in a variety of situations</p>	<p>Centres had been asked to submit the work for two candidates whose work was judged to be border line</p>

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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
<p>A78K 04 Food and Beverage Service</p>	<p>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.</p> <p>Integration Outcomes 2, 3 and 4 are all linked in a practical situation and the evidence supported this integration.</p> <p>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</p>	<p>The quality of presentation was generally satisfactory</p>	<p>The majority was consistent with the level of demand required to meet the Unit Specification and evidence requirements</p>	<p>A training restaurant to assess candidates was used over a period of time, therefore meeting the evidence requirements</p>	<p>Guidance on criteria for ‘Pass’ was provided and all instruments of assessment matched PCs and range</p>

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<p>A781 04 Control Systems for the Hospitality Industry</p>	<p>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.</p> <p>Integration The 16 tasks are linked to follow a logical sequence relating to a manual control system in the hospitality industry</p>	<p>The quality of presentation was generally satisfactory</p>	<p>Generally these were consistent with the level of demand required to meet the evidence requirements in the Unit Specification</p>	<p>The six tasks were an open book exercise and therefore appropriate for the evidence requirements of the Unit Specification</p>	<p>All assessment instruments gave clear guidance on the criteria necessary to achieve a pass and these related directly to the PCs and range</p>

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3. Evidence of candidate performance

Unit	Accuracy of Assessment Decisions	Consistency of Application of Standards	Examples of Good Assessment Practice/Summary	Comparison Over Time
<p>A78K 04 Food and Beverage Service</p>	<p>Decisions where judged to be accurate when compared with master answers/suggested solutions</p>	<p>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)</p>	<p>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</p>	<p>No change since 2002</p>
<p>A781 04 Control Systems for the Hospitality Industry</p>	<p>All the evidence provided proof of accurate assessment decisions in line with the recommended solutions</p>	<p>It was straight forward to measure consistency as the 16 tasks have either a correct or incorrect solution, therefore there can be no discrepancies</p>	<p>50% of evidence had provided constructive feedback on candidates’ work</p>	<p>No change since 2002</p>