

Action Grid for 9th QST Meeting for HNC Events/HND Events Management – Friday 7 December 2012

The table shown below details the discussions which took place at the Qualifications Support Team (QST) meeting for HNC Events and HND Events Management on 7 December 2012. Actions and target dates are also detailed.

| Agenda Item | Agenda Title | Minute/Action | Actionee/s | Date |
|-------------|--------------------------------------|---|-----------------------|-------------------------------------|
| 9/1 | Welcome and Apologies | Members of the team were welcomed and apologies were noted from one member. | | |
| 9/2 | Action Grid from Last Meeting | The action grid for the meeting held on 19 April 2012 was agreed as an accurate record of the meeting. | | |
| 9/3 | Matters Arising | <p>JMcQ confirmed that work on the Units <i>Event Legislation: Safety and Licensing</i> and <i>Event Budgeting and Funding</i> would not be available until April 2013.</p> <p>KS will start on multiple choice questions for the Unit <i>Event Legislation: Safety and Licensing</i>. It was agreed that Outcome 3 was suitable for this type of assessment and that 2/3 questions should be prepared for each area.</p> <p>CK confirmed that prior verified assessments are now available from a dedicated section of the secure website. This facility could be used for any assessments the team wanted to develop to allow more formal sharing between centres.</p> | <p>JMcQ</p> <p>KS</p> | <p>April 2013</p> <p>April 2013</p> |
| 9/4 | Unit Development Update | <p>The meeting was informed that updated Unit specifications and assessment exemplars were available for <i>Human Resource Management: Introduction (H1KP34)</i> and <i>Creating a Culture of Customer Care (H1F0 34)</i>. Both Units are included in the HNC and HND frameworks and the Arrangements Document has been updated.</p> <p>CK confirmed that 2 assessment exemplars had been produced for <i>Creating a Culture of Customer Care</i> – one traditional and one taking the form of an e-portfolio. Both are available to download from the secure website.</p> <p>It was agreed that centres be encouraged to send in centre-devised assessment exemplars for prior verification – some of these may take the form of name of</p> | | |

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| | | organisation/personnel being changed along with type of event. This would increase the assessment bank. It was suggested that QST members should each submit an assessment exemplar for prior verification. GMcl to create a grid to log which assessment exemplar each QST member would change and submit for prior verification. | GMcl All | End of January 2013 April 2013 |
| 9/5 | Graded Unit 2 Marking Scheme | <p>SQA had received a request, from one centre, to amend the marking scheme for Events Management: Graded Unit 2 (F4AR 35). The centre suggested that the breakdown of marks should be Planning – 15 marks; Developing – 70 marks; and Evaluating – 15 marks. The centre stated that this would clearly differentiate between A and B candidates and supporting documentation would support centre decision on grading when students questioned marking.</p> <p>The QST discussed the issue at length and agreed that mark allocation should remain as present. A holistic approach should be adopted to marking and ‘anonymised’ examples could be used to show students why they had been given their mark, eg use of GANTT chart with basic information only compared to that with detail and how it would be used.</p> <p>Centre to be informed that marking scheme would not be changed.</p> | CP | December 2012 |
| 9/6 | Digital Culture: Online Communication | <p>SQA had received comments regarding Outcome 5 of this Unit. Centres were having difficulties with term ‘virtual world’. CP had contacted IT QM regarding this issue but had been informed that term was still relevant. QST felt strongly that decision re ‘virtual world’ was being made by non-deliverers of the Unit. JISC also supported the removal of ‘virtual world’ as technology had moved on and more use was made of other medium.</p> <p>LM to obtain statistics on number of centres delivering and number of entries for Unit. This information could be used for a case to get the Outcome removed from the Unit or for an Events Digital Media Unit to be developed for inclusion as potentially, a mandatory Unit within the HNC/HND.</p> | LM | December 2012 |

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| 9/7 | PDA | <p>GMcl updated the meeting on the development form submitted for a PDA in Events.</p> <p>CK informed the QST that the December Business Case Group had been cancelled and that the paper would not be discussed until January 2013.</p> <p>After discussion the QST agreed that GMcl should amend the proposal to be two 4-credit PDAs aimed at part-time and open/distance learning students; commercial candidates and online candidates.</p> <p>One PDA should comprise of Events Applications (F35R 34), Digital Culture: Online Communication (F86P 34) and an option of one credit from Marketing: An Introduction (F7BX 34), Live Performance: Events (F3J4 34) or Conferences: An Introduction (F365 34). Possible title PDA Events Operations at SCQF level 7.</p> <p>The other PDA would comprise Events Industry: An Introduction (F35W 34), Event Legislation: Safety and Licensing (F35V 34) and Event Budgeting and Funding (F35S 34). Possible title PDA Events at SCQF level 7.</p> <p>GMcl to prepare paper and submit to team in January 2013. A QDT would then have to be set up to take development forward.</p> | GMcl | January 2013 |
| 9/8 | SurveyMonkey Results | <p>GMcl stated that he was disappointed in the number of responses to the survey. However, results contained no surprises.</p> <p>There were no respondents to the HND Events – Centre survey.</p> <p>It was agreed that SQA should feedback to a centre on a couple of responses made in the HNC Events – Centre survey.</p> <p>Main comment on HNC and HND Events – Candidates survey was end loading of assessments and that Communication and IT Units were boring/easy.</p> | CK/LM | December 2012 |

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| | | <p>2012 survey to be closed. 2013 survey would be made available in April with reminder sent in August. Centres would be informed when survey becomes live.</p> <p>The next meeting of the QST would formulate a question regarding the delivery of the HNC and HND frameworks over the last 4 years.</p> | LM | December 2012 |
| 9/9 | People 1 st | <p>GMcl gave a brief update on the Scottish Hospitality Association Conference held in Stirling and on the Inspirational Skills Legacy launched by People 1st. Link given below.</p> <p>http://www.people1st.co.uk/nations-and-skills-strategies/scotland</p> <p>One action from Skills Investment Plan (SIP) was to provide training for trainers to deliver World Host. It is a 3 days' training programme. Scotland's Colleges (now Colleges Scotland) also has set aside a fund of money which could help support the cost of training. SMEs, now classified as organisations with less than 100 employees, can access up to 50% funding for non-legislative training from SDS.</p> <p>CK informed meeting that SQA now had an Award in Customer Service: Principles and Practice at SCQF level 5 which would provide a qualification output for World Host training.</p> <p>GMcl also informed the meeting the Scottish Tourist Alliance (STA) – http://scottishtourismalliance.co.uk/ - and Tourism Intelligence Scotland (TIS) http://www.tourism-intelligence.co.uk/ - had good resources for events.</p> | | |
| 9/10 | Verification Update | <p>CK informed the meeting that she had no information regarding verification visits but did give current figures for the suite of Events qualifications:</p> <p>NC Events – 4 centres approved, 1 with 12 current entries HNC Events – 14 approved centres and 10 live centres with 137 candidates HND Events Management – 8 approved centres which are all current with 465</p> | | |

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| | | <p>candidates</p> <p>JMcQ confirmed that she had stepped down from being an EV due to college commitments.</p> | | |
| 9/11 | Any Other Business | <p>GMcI informed the QST that Zero Waste Scotland hosted good Road Shows and information could be accessed via their website.</p> <p>CP had brought an error, in the SCQF level, on the title page of exemplar 2 for Marketing: An Introduction to SQA's attention. LM informed the meeting a request had been made to correct the error.</p> <p>GMcD asked the meeting if they had any information about changes in university delivery methods and about universities guaranteeing places to specific colleges. The QST members had not heard of this. CK and LM stated that a pilot HN Articulation Project was taking place, due to report in Spring 2013.</p> | SQA | End of December 2012 |
| 9/12 | Date of Next Meeting | Date of next meeting to be confirmed. | | |