Qualification Support Team (QST): Hospitality

Note of meeting 5 held on Tuesday 29 March 2022 (via Microsoft Teams)

Members:
Ayrshire College
City of Glasgow College
Dumfries and Galloway College
Dundee and Angus College
Edinburgh College
Forth Valley College
New College Lanarkshire
North East Scotland College
Peth College
South Lanarkshire College
Senior External Verifier

Officers:
Christine Keenan
Carol McEvoy

By Invitation:
Senior External Verifier

Agenda Item 5/1: Welcome

Members were welcomed to the meeting and apologies noted.

Agenda Item 5/2: Note of Previous meeting

The team reviewed the note of the last meeting and agreed that it is an accurate record.

Agenda Item 5/3: Matters Arising

It was confirmed that mapping information and guidance on credit transfer between the old and new HN units has been added to the "transitional arrangements and credit transfer" section of the Group Award Specification.

Approaches to the Graded Units being taken by centres this year was discussed. It was noted that this varies in different subject areas but within CK's portfolio it appeared to be about a 50/50 split between centres using the graded units or the alternative approaches to grade their candidates' work. It was noted that feedback suggests that in some subject areas it is felt that the alternative approaches used over the last two years had worked well and may provide useful pointers towards adapting lessons learned when considered under the group award grading models proposed under Next Gen: HN principles.

Agenda Item 5/4: Next Generation: HN Update

An update on the Next Generation: HN project was provided:
- The dates of the webinars on Grading Models, Learning for Sustainability and Pilot Reflections have now been confirmed as 21st April, 24th May and 22nd June respectively. Details and booking information as well as recordings of the previous webinars can be accessed on the Next Gen: HN web page.
- The most recent webinar covered the quality assurance model being used for the pilot subjects:
  - Group award verification
  - On-going process with touch points throughout the process, eg prior verification of any new instruments of assessment through to verification of final assessment decisions
  - Team of verifiers allocated – including a lead verifier who coordinates all activities and subject specific verifiers
- The quality assurance model includes a digital assessment strand which is looking at proof of concept tools, eg:
  - peer assessment tools
  - adaptive learner software
  - Tools to record an individual's contribution to group work
- Next steps are currently under discussion. This includes consideration of the need to add additional subjects in the piloting phase, or consolidation and full evaluation before full roll-out. Decisions are likely to be made in June.

Agenda Items 5/5: Joint QST Chairs Meeting

It was noted that a meeting had taken place with chairpersons of the QSTs for Hospitality, Events and Travel and Tourism to explore initial thoughts on how the three sectors should be redeveloped under Next Gen, in particular was there scope for a single integrated development under a unifying high-level title or did the three separate areas/frameworks remain viable and meaningful in terms of learner progression pathways.

It was confirmed that the chairpersons agreed that the three areas should remain separate. However, it was suggested that there are topics that are core to all three, ie finance, customer care, sustainability and some areas of management. It was noted that it is not necessarily that the same core units would be developed for inclusion on all three frameworks but that common topics should be considered in the context of each – the key message is that dialogue and coordination will be important as it is unlikely that each of the areas will be redeveloped at the same time.

It was noted that the Travel and Tourism frameworks are the oldest, having gone through lots of incremental change, and now need a first principles look at how the content reflects current practices, etc. However, the decision on the frameworks to be redeveloped under the Next Gen principles sits with an external reference group which includes senior college staff. The team agreed that as Hospitality had recently undergone a major review there would not be an appetite for more change in the near future and in fact could lead to confusion for students and college staff.

It was noted that the HN Travel and Tourism qualifications have consistently had the highest uptake. The team went onto to discuss uptake across the three sectors. It was noted that demand for the HNC/D in Events has declined over the last few years – it was suggested that the impact of the COVID-19 restrictions on the events industry has had a massive effect on job availability, which in turn is affecting the demand for the qualifications. In relation to the uptake figures for the HNC/Ds in Hospitality, it was highlighted that there are more for

routes available to hospitality candidates, eg, Hospitality is consistently in the top 10 Modern Apprenticeship programmes.

The team also discussed articulation to degree routes for candidates undertaking Hospitality HNC/Ds. It was noted that Queen Margaret and Napier universities are reviewing and streamlining their degree programmes and that QMU had invited HN Hospitality students to an open forum to gather feedback on what they expected of a university course. It was noted that NCL HN Hospitality and Professional Cookery students can progress to the college's BA in Hospitality and Business Management degree programme. However, it was highlighted that many students who would normally continue their studies at college are taking jobs instead.

It was acknowledged that leaner engagement at the qualification development stage is a feature of Next Gen: HN.

Agenda Item 5/6: Delivery and assessment issues for 22/23

The team discussed use of the decision tree and modifications to assessment for next session. Team members reported that for the most part delivery and assessment is back to normal with some adaptations, eg students attending college 2 days per week for practical classes and 1 day at home using material that has been adapted for on-line delivery. However, in a few situations being able to use the decision tree has been helpful, eg, with schools' groups where there have been high absence levels.

Team members also reported that practical units are or have been scheduled to take place in college. It was agreed that the "new normal" is likely to involve a hybrid model of delivery with on-line learning and face-to-face delivery of practical units. It was noted some colleges are looking at setting up lecture rooms where face-to-face delivery can take place and also be live streamed for students who are unable to attend in person.

It was agreed that a lot of good on-line learning material has been produced by college staff over the last two and it is important that this isn't lost as restrictions ease.

The team supported the position that the decision tree should be retained for session 2022/23 as a back-up for unforeseen circumstances. It was highlighted that the external reference group aimed to make its final recommendation within the next month (based on feedback/dialogue with stakeholders).

It was confirmed that City of Glasgow, Forth Valley College, New College Lanarkshire, North East Scotland College and South Lanarkshire College are delivering the new HN frameworks and Perth College are delivering the PDA. Feedback from team members from these colleges involved in the delivery of the new HN units included:
- Delivery of year 1 going well so far with no major concerns
- Some issues with the assessments for two of the new finance units delivered in year 2 identified and will be rectified as soon as possible
- The PDA is being delivered to in-employment students who want to upskill and or gain a recognised qualification. The programme is delivered on a day release basis one day per week for 6 months. This model of delivery has been well received by the students and some are now considering coming back to complete the HNC/D.

Agenda Item 5/7: Approval – Awards/NPAs

It was noted that several approval applications had been received from centres seeking to deliver the Barista Skills Award and NPAs in Professional Cookery at levels 5 and 6.   In order to clarify requirements around resource requirements, for example, the occupational experience of teaching staff, access to commercial equipment, etc. information sheets have been produced for both Barista Skills and Professional Cookery. The information sheets have been published on the subject web pages in the "Resources" section.

It was also noted that two case studies have been produced with Dumfries and Galloway College to highlight their partnership with two local schools to deliver the NPAs in Professional Cookery to senior phase pupils. One case study focuses on the arrangements between the schools and the college – eg college staff go to the school to deliver at level 4 and for level 5 pupils attend the college one day per week. The other case study focuses on the success stories of some pupils who have undertaken the NPA. These case studies have now been published on the subject web pages and will hopefully help to promote the benefits to school/college partnerships to provide vocational qualifications to senior phase pupils.

- School/college partnerships
- Professional Cookery Learner Success Stories

Agenda Item 5/8: Any Other Business

The team were advised that SDS are piloting a new model for Modern Apprenticeship development:
- the new model involves establishing a Technical Expert Group (TEG)
- the TEG will determine the "work situations" for the job roles in their sector
- SVQs will not automatically be the main qualification component in the MA framework
- Meta skills will be featured rather than core skills
- Pilot areas include:
  - Customer Service in Financial Services
  - Digital
  - Engineering
  - Aquaculture
  - Construction

It is expected that there will be an evaluation at the end of the pilot phase at which time Scottish Government would approve the new model, or not.

Agenda Item 5/9: Date of Next Meeting

To be confirmed