



## Scottish Qualifications Authority Qualification Support Team (QST): Hospitality

### Note of the Meeting on Tuesday 12 January 2021 (via Microsoft Teams)

<p><b>Members:</b>  Ayrshire College  South Lanarkshire College  Dumfries and Galloway College  Forth Valley College  Edinburgh College  Perth College  City of Glasgow College  North East Scotland College  Dundee and Angus College  North Lanarkshire College (Chair)</p>			<p><b>Officers:</b>  Christine Keenan  Carol McEvoy</p> <p><b>Apologies:</b>  North East Scotland College</p> <p><b>By Invitation:</b>  Senior External Verifier</p>		
REF	AGENDA Item	NOTES OF DISCUSSION			
1/1	<b>Welcome</b>	Members were welcomed to the first meeting of the QST, and apologies noted.			
1/2	<b>Membership</b>	Brief introductions were made and the invited team members to provide an overview of their role and their areas of specialism:			
1/3	<b>QST Remit</b>	<p>It was noted that the remit for the QST was issued with the agenda for the meeting. It was noted that the previous QST covered the HN qualifications in both hospitality and professional cookery, however, the since the recent review of NC, NPA, HN and PDA qualifications it was agreed that separate QSTs be established for hospitality and professional cookery with the hospitality team covering the range of qualifications highlighted on the progression chart provided. This reflects the approach taken by the Qualification Development Teams (QDT).</p> <p>It was confirmed that while there is usually only one person from a centre on a QST, membership is fluid, with the initial tenure typically being for two years. Going forward if employer/training provider centres (ETP) offer</p>			

		<p>any of the relevant qualifications they could join the team.</p> <p>The team discussed communication between team members and the wider college network.</p> <p>It was agreed that short virtual meetings can be arranged as often as the team would find useful. A joint meeting with the Professional Cookery QST can be arranged to discuss common units/issues if required.</p> <p>Post COVID it would be desirable to have at least one annual physical meeting of the QST.</p> <p>It was also agreed that an edited version of the QST meeting minutes should be posted on the subject web page for centres to access. It was suggested that a log summarising decisions made would be useful for centres.</p>
1/4	<b>Transition Issues</b>	<p>The team were advised that pre-covid 'transition issues' was a standard item on an agenda for the first meeting of a QST for a revised qualification(s). Traditionally, the QST would look at transition between old and new qualifications (eg from an old HNC to a new HND).</p> <p>It was confirmed that Forth Valley College is offering the new qualifications this year but that the existing HNC candidates will complete on the old HND so there are no transition issues.</p> <p>New College Lanarkshire have 'multi-skilled' classes where the NPA in Hospitality is delivered in the 1<sup>st</sup> semester and the NPA in Professional Cookery in the 2<sup>nd</sup> semester. The flexibility offered by the new smaller NPAs had proven very useful this session. There have been no transition issues from the previous session.</p> <p>It was agreed that this may need to be looked at again as more colleges start to offer the new qualifications.</p>
1/5	<b>ASP Update</b>	<p>An updated list of published ASPs for the new/revised units was provided ahead of the meeting.</p>
1/6	<b>Jan-June 2021 Delivery and Assessment Issues</b>	<p>It was noted that before the QSTs had been established, a one-off virtual meeting took place in September 2020 with hospitality staff from across the college network to discuss challenges for 2020/2021 and information gathered from this meeting had helped to inform subject specific guidance. At that time generic guidance included the following:</p> <ul style="list-style-type: none"> <li>• Combining assessments</li> <li>• Giving colleges the option not to deliver Graded Units and using other mechanisms for grading</li> <li>• A free pre-verification service for adaptations to be approved</li> </ul> <p>Since then and now that tighter restrictions are in place options need to be looked at again.</p>

		<p>The team were advised that there were ongoing discussions between the college management and SQA management group. Circumstances had obviously changed since the last meeting held just before the Christmas break and they were due to meet later in the week to consider the new circumstances.</p> <p>The QST self-identified the hospitality frameworks as being problematic. There were two particular issues. The challenges of delivering and assessing key practical units with no access to facilities and the mandatory work placement unit at HND.</p> <p>The SEV advised that at the EV standardisation meeting in November, they had discussed what they would accept as valid assessment decisions where assessment of all practical activities is not possible. It is recommended that where not all practical assessments can be covered, lecturers may need to look at individual student's previous achievements. Assessment decisions should be a team decision and a record of discussions to justify decisions made should be logged. Lecturers should think about the skills, knowledge and understanding that students need to exhibit across the award and fulfil the criteria needed to be able to take up roles in the industry at an appropriate level. Creating a matrix of essential skills, knowledge and understanding required and charting student abilities against this could help with making decisions.</p> <p>The SEV also advised to bear in mind that some students who do not do well in HNC often mature and do much better at HND.</p> <p>The team were asked if there is a point when there will be no choice but to defer candidates as they have not covered enough of the practical elements of the courses to be legitimately awarded a qualification – all team members confirmed that this would be a very last resort, and all hoped to be able to catch-up with intensive scheduling of practical assessments if access to colleges is possible from March.</p> <p>All team members confirmed that they currently have no physical access, and the biggest challenge will be trying to catch-up with the practical lessons. The team went on to discuss the situation within their colleges, this included:</p> <ul style="list-style-type: none"><li>• Concern about Professional Cookery students as they will have done nothing in front of house and unlikely to have a skill set in this area.</li><li>• For 1<sup>st</sup> year HND students, some colleges were considering replacing practical units with theory units and catching up with the practical units in 2<sup>nd</sup> year.</li><li>• It was suggested that evidence for the work placement/work experience units could be based on a relevant industry post currently or previously held by the student could be considered an acceptable</li></ul>
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		<p>adjustment. It was agreed that this suggestion would be put forward to the team currently looking at appropriate adaptations to the work placement/experience units. It has been suggested that perhaps the using a similar approach as the Workplace Challenge unit in the Skills for Work programmes may be a suitable adaptation.</p> <ul style="list-style-type: none"> <li>• There is concern for HNC students who will not go onto year 2 so will need to leave with a full award.</li> <li>• Some HNC students have applied for direct entry onto the 2<sup>nd</sup> year of a hospitality degree and discussions will be needed with universities about students being given a university place if they have not completed all the units in their award through no fault of their own.</li> <li>• Deferment could cause lots of complications, especially with the new frameworks coming in, eg there would old and new frameworks being run as well as trying to infill students into classes to pick up deferred units.</li> <li>• Some colleges are considering looking at work students have done previously to help inform decisions, also the possibility of using work place evidence for students who have part-time jobs in the industry, especially for food and beverage service, for example, arranging for their supervisors to write a statement about them to get some evidence of their abilities</li> <li>• Some colleges had set-up a takeaway service for Front of House students where they served lecturers and other students. This gave students a chance to practice some customer care, money handling, barista skills, etc.</li> <li>• Some colleges have decided to deliver the Graded Units this year, while others have decided to adopt the holistic approach</li> <li>• It was noted that that some students are in a very difficult position and may be suffering from mental health issues as well as having financial difficulties and child care responsibilities.</li> </ul>
1/7	<p><b>Feedback Mechanisms/Survey</b></p>	<p>It was noted that in normal circumstances that feedback on the qualifications is usually gathered via candidate and centre surveys. Everyone agreed that it would not be appropriate for feedback to be sought this year. It was suggested that when seeking feedback in the future alternative ways to do this should be considered. It was noted that 'Survey Monkey' can no longer be used for surveys and that Microsoft Forms should be used now, however, this platform has limited functionality in terms of the style of questions available.</p> <p>The team were asked if there should be learner involvement with the QST? It was suggested that focus groups could be set up with student representatives from each centre gathering information from their peers and this being feedback to the QST.</p> <p>The team were asked if there is an alumni network that could be accessed. The team felt that this would be more challenging as student destination information is inconsistent.</p>

		It was agreed that engagement with both students and college staff should be proactively targeted at appropriate times rather than a predictable annual survey.
<b>1/8</b>	<b>Any Other Business</b>	It was confirmed that 'HN Next Gen' (ie the meta skills agenda) had deliberately been kept off the agenda for today's meeting but will need to be looked at in the future.
<b>1/9</b>	<b>Date of Next Meeting</b>	24 March 2021 from 15:00 to 16:30