



National Units, Higher National Units and Graded Units

Qualification Verification Summary Report 2019

Hospitality

Verification group: 616

Introduction

During session 2018–19 eight centres were selected for verification activity. This included five centres delivering HN Units and HN Graded Units, and three centres delivering National Units that formed part of larger curriculum courses.

In all instances the external verifiers confirmed centres are delivering and assessing individual HN Units (including graded units) and National Units to the appropriate SQA standards.

Verification activity in 2018–19 included verification for the following units:

Higher National Units

DL4H 34	Hospitality: Graded Unit 1
H317 34	Hospitality: Graded Unit 2
H318 35	Hospitality Management: Graded Unit 2
H198 34	Hospitality Supervision
DL3A 34	Managing Financial Resources in Hospitality
DL3E 34	Alcoholic Beverages
H1L7 34	Hospitality Industry
H1L6 35	Accommodation Management
DL3N 34	Hospitality Front Office Procedures 1
DL3P 34	Hospitality Front Office Procedures 2

National Units

F7E4 11	Alcoholic Beverages: An Introduction
D280 12	Service of Food and Drink – Table
F4SL 10	Food and Beverage: Counter
D04R 11	Service of Food and Drink
DV3A 11	Customer Care for the Hospitality and Tourism Industry
EF23 12	Table Service of Food and Drink
F7DL 11	Local Hospitality Provision

Category 2: Resources

Criterion 2.4: There must be evidence of initial and ongoing reviews of assessment environments; equipment; and reference, learning and assessment materials.

Across all centres, evidence was provided of pre-delivery team meetings and minutes. The focus of these reviews fully meets this criterion. Discussion in relation to assessment accommodation, equipment and learning, teaching and delivery materials was recorded and signed off in almost all instances by senior staff. In almost all instances this took the form of a checklist completed by the course team. Where concerns were identified during verification activity, these had been addressed through discussion with the teams and recorded as recommendations for future consideration.

Many centres combine the pre-delivery checklists with a standardisation meeting to ensure all assessors and internal verifiers are familiar with current unit specifications and assessment support materials.

All centres use SQA-produced assessment support packs and guidance materials. This facilitates internal verification activity and ensures standardisation across all groups and candidates.

Category 3: Candidate support

Criterion 3.2: Candidates' development needs and prior achievements (where appropriate) must be matched against the requirements of the award.

All centres have admissions policies in place to ensure candidates are accepted onto the correct level of course. Almost all centres interview candidates before they begin the awards. These interviews identify any additional support requirements as well as managing candidate expectations for progression to the next level.

Robust support mechanisms were provided in all centres. Centres provided personal learning support tutors/advisors, and scheduled remediation workshops, as well as additional one-to-one support where required.

Criterion 3.3: Candidates must have scheduled contact with their assessor to review their progress and to revise their assessment plans accordingly.

All centres provided scheduled timetable slots for assessors and candidates to discuss progress and assessment targets. External verifiers recorded that candidates were very satisfied with the support provided both within scheduled timetable slots as well as outwith the classroom.

Electronic communication through email/Moodle was provided and used by HN students.

HN Graded Units

Almost all centres used either paper-based or electronic logbooks to record group and individual candidate discussions and guidance.

National Units

One centre provided time at the end of each practical class to carry out feedback and debrief the group as a whole. This provides the opportunity to address any issues that may impact on candidate success.

Category 4: Internal assessment and verification

Criterion 4.2: Internal assessment and verification procedures must be implemented to ensure standardisation of assessment.

It was evident from the reports that most centres that were subject to verification have robust internal policy and procedures. Almost all centres hold electronic records of pre-delivery, internal verification (IV) schedules, although one centre was required to provide additional evidence of meeting minutes in relation to their procedures. Any actions arising from IV are clearly identified through discussions, which are recorded by both assessor and internal verifier signatures. This includes timescales for completion.

All centres use pre-delivery/ team/standardisation meetings to ensure consistency of delivery and assessment strategies.

Criterion 4.3: Assessment instruments and methods and their selection and use must be valid, reliable, practicable, equitable and fair.

All centres selected use current SQA-devised unit specifications and exemplars.

HN Graded Units

All centres that were selected for verification of the graded unit were fully informed of the SQA correspondence in relation to 'Updated Conditions of Assessment for Project-based Graded Units'. Some discussion was carried in relation to the definition of remediation/ re-assessment.

In all centres, dedicated graded unit 'theory' classes are scheduled, and appropriate academic standards are discussed to support candidates.

Criterion 4.4: Assessment evidence must be the candidate's own work, generated under SQA's required conditions.

Student handbooks, both electronic and paper-based, have malpractice and plagiarism statements included. Almost all centres use a form of originality checker. The parameters are set by the centre as part of their academic regulations.

In all centres students are required to 'sign' declarations of understanding in some form.

Practical evidence of candidates' work is normally confirmed through observation checklists — these are signed by the assessor to ensure compliance with this criterion.

It is recommended that all centres have discussions with candidates about plagiarism/ malpractice at the commencement of the course to ensure that candidates have a clear understanding of the centre's policy.

Criterion 4.6: Evidence of candidates' work must be accurately and consistently judged by assessors against SQA's requirements.

Higher National Hospitality units

The use of SQA-devised exemplars has assisted all centres ensure standardisation of assessment approaches. The assessors in most centres are consistent in their judgements

of candidates' work. Each unit selected for verification had been internally verified prior to the visit. All EVs reported that judgements were sound, and in all centres supportive feedback had been provided to the candidates.

Hospitality Graded Unit 1

Almost all centres use internal verification to 'double mark' each stage of the graded unit. This is an efficient use of time and provides consistency of judgement as well as reducing the IV burden at the completion of the graded unit.

National Units

Candidate evidence provided by all centres confirmed consistency of approach in assessment practice and internal verification procedures, which met SQA requirements for the individual units.

In one centre the EV noted good constructive feedback to candidates.

Criterion 4.7: Candidate evidence must be retained in line with SQA requirements.

All centres retain candidate evidence and assessment records in line with SQA requirements. Many retain samples of candidate work for longer periods in compliance with centre protocols and GDPR regulations.

Criterion 4.9: Feedback from qualification verifiers must be disseminated to staff and used to inform assessment practice.

Team meetings are used by all centres for the dissemination of external verifier reports. In most centres this was a standing agenda item and evidenced by the minutes and action plans provided for verification activity.

In almost all centres EV reports are disseminated for discussion as detailed above. They are then stored on the centre's 'intranet' systems for further access and reference.

Areas of good practice reported by qualification verifiers

The following good practice was reported during session 2018–19:

Learning and teaching

- ◆ The assessor provided each candidate with excellent, detailed feedback. The feedback was extremely constructive, motivational and relevant, and demonstrated that the assessor had a clear picture of the candidates' strengths and weaknesses.
- ◆ Use of electronic marking for DL3E 34 *Alcoholic Beverages* provided consistency and fairness across all candidates.

Curriculum team

- ◆ A small team of staff who are extremely supportive of each other. Staff actively seek help and advice from the more experienced members of staff. Any issues/problems are acted on quickly and efficiently to enhance the learners' experience.
- ◆ Staff are coached and mentored when new to internal verification of a unit by more experienced staff.

Candidate support

- ◆ The candidates interviewed were highly complementary of the support provided by staff.
- ◆ The use of effective support and development needs assessment systems.
- ◆ Effective modification of assessments to accommodate candidate needs and facilitate achievement.
- ◆ Giving learners ample opportunity to develop practical skills before being deemed ready for assessment.
- ◆ Providing a screening of any extended learning support needs at initial interview, and working towards providing the candidate with these tools from the first week. This promotes confidence, sense of belonging and retention.

Specific areas for development

The following areas for development were reported during session 2018–19:

Recommendations identified during verification activity were for almost all centres noted to enhance delivery or assessment of the awards and did not require any further actions.

- ◆ The use of technology to support veracity of candidate work through the use of originality programmes. One centre is considering its use for both FE and HE candidates.
- ◆ Enhancing IV activity to support pre-delivery standardisation through the use of shared drive/centre intranet, in particular for new members of the team.
- ◆ The use of logbooks to record candidate support to facilitate final marking and grade award for the Hospitality Graded Unit — in line with the updated conditions.
- ◆ The use of video/photographic evidence to support assessment of the supervisory activity within H198 34 — Hospitality Supervision.