



Qualification Support Team (QST): Hospitality

Note of meeting 6 held on Tuesday 1st November 2022 (via Microsoft Teams)

Members:

Ayrshire College
City of Glasgow College
Dumfries and Galloway College
Dundee and Angus College
Edinburgh College
Fife College
Forth Valley College
New College Lanarkshire
North East Scotland College
Peth College
South Lanarkshire College

SQA Officers:

Christine Keenan
Carol McEvoy

By Invitation:

Senior External Verifier

Agenda Item 6/1: Welcome

Members were welcomed to the meeting and apologies noted.

Agenda Item 6/2: Note of Previous meeting

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

Agenda Item 6/3: Matters Arising

It was confirmed that the errors in the ASPs for the level 8 finance units (J3W2 35 Managing Financial Resources in Hospitality and J384 35 Hospitality Management Accounting) have been corrected and the revised ASPs are now available on the Secure Site.

It was highlighted that since the information provided at the last meeting about the new model for Modern Apprenticeships being piloted by Skills Development Scotland (SDS), SDS had posted an invitation to tender for work to develop an apprenticeship for Customer Service, Retail, Travel and Hospitality.

Agenda Item 6/4: Team Feedback on Delivery Experiences of New Frameworks

Team members discussed their experiences of delivering the qualifications this year:

- The NCs L5/6 courses seem to have been successfully delivered for 2/3 years now, with no major issues identified
- The HNC in Hospitality Operations is a good progression route for students who complete the NCs at L5/6
- All colleges that offer HN programmes in hospitality are now delivering the new HNC framework; on the whole the changes have been well received
- Most colleges that offer the HND are delivering the 2nd year of the new framework this year
- The style of the Graded Unit case study is very different to the previous case studies; however, the students seem to be coping well with it
- Initial feedback on year 2 suggests volume of assessment is high but further delivery experience/integration may alleviate
- Awareness that colleges haven't been operating under normal circumstances during the covid restrictions with challenges accessing the college restaurants and face-to-face teaching, etc. Therefore, there hasn't been the opportunity to fully operate the new frameworks in a typical college programme so initial feedback is still tentative at this stage

The team went onto discuss the challenges and issues of recruiting, retaining and engaging students:

- Some reported that recruitment had been difficult with many potential students taking up offers of employment
- Where recruitment has been good, retention has been poor
- Many students taking up places are very young (16/17) and have been out of formal education for over two years
- Removal of the requirement for 100% attendance for funding has had a negative impact on attendance

The team also discussed schools' programmes as a feeder route into hospitality courses in college:

- All colleges work with schools to offer a range of courses to senior phase school students, eg Foundation Apprenticeships, NPAs, bespoke courses, etc
- South Lanarkshire Council have a programme called GradU8 aimed at senior phase school students, based on hospitality courses at SCQF level 4 and 5
- Skills for Work (SfW) courses in Hospitality at SCQF level 4 and 5 are designed to give senior phase students a taster of the hospitality industry beyond the kitchen and help them gain employability skills
- Barista Skills is still popular for delivery with students in S5 and 6. The information sheet highlighting minimum requirements has been useful for helping prospective centres identify the resources needed to deliver the Barista Skills unit

Agenda Items 6/5: Alternative Approaches to Assessment for 2022-23

The continuation of the guidance on alternative approaches to assessment of the hospitality NC and HN qualifications for session 2022-23 was confirmed – the only change to the information on the subject web pages is that the date has been amended to this session.

Agenda Item 6/6: Next Gen: HN Update

An update on the Next Generation: HN project was provided:

- [NextGen: HN - Qualification information](#) may be of interest to centres, this shows the detail of what has been produced for each of the new Next Gen frameworks (eg the approach they have taken, the group award specs, the units and the grading models used)
- The project team are concentrating on setting up the evaluation programme to formally evaluate what has been done so far
- Once full evaluation of the current pilots is completed the implementation programme will be determined
- Updates will continue to be available from the [Next Gen web page](#)

Agenda Item 6/7: Any Other Business

It was noted that SQA Connections week will run from Monday 7th to Thursday 10th November and features sessions on the SfW courses in Hospitality and the NC in Bakery.

An update on the key messages for external verification activity this year was provided:

- Closer scrutiny with regard to quality assurance, with the expectation that implementation of centre policies and procedures will reflect how assessment, internal verification and preparation for external verification activities are approached
- It was clarified that closer scrutiny will reflect “back to normal” external verification, however, supporting centres to achieve/maintain standards will still be the focus
- There should be evidence of standardisation across groups, teams and different sites, this should be minuted and available to EVs
- External verifiers will expect to speak directly with assessors, internal verifiers and candidates
- Centres will be required to make available a minimum of three candidates from each level/course to be interviewed by EVs and also to provide the SCNs of these candidates

Agenda Item 6/8: Date of Next Meeting

To be confirmed