



**National Certificate and Higher National Qualifications
Qualification Verification Summary Report 2022**

Hospitality

Verification group number: 616

Introduction

The academic year 2021–22 identified further challenges for centres following the re-opening after COVID-19: there was uncertainty in relation to the limited access to professional facilities and resources, including both in house and external commercial premises.

Centres continued to use alternative assessment arrangements and the decision tree mechanism to meet these ongoing challenges. However, this resulted in a very mixed picture in relation to the solutions being implemented to ensure candidates met key critical competences.

Hospitality

Six centres were identified for virtual qualification verification activity:

National Unit

J1WL 45 Barista Skills

Higher National

J3HD 34 Hospitality Operations: Graded Unit 1

Category 2: Resources

Criterion 2.1: Assessors and internal verifiers must be competent to assess and internally verify, in line with the requirements of the qualification.

It was noted the Barista Skills unit was delivered and assessed by some academic staff with little or no current experience of the professional/commercial industry standards and requirements of the technical skills and knowledge sought by employers for this vocational qualification.

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

All centres provided evidence of initial and ongoing reviews of the assessment requirements including assessment environments. SQA devised learning and assessment materials were recorded as current.

Standardisation and pre-delivery completed forms, team meetings and minutes were provided by all centres — confirming discussion and review for this criterion.

All centres have a designated realistic work environment (RWE) for the delivery and assessment of the Barista Skills unit at SCQF level 5.

Category 3: Candidate support

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

In all centres evidence of support mechanisms were provided. This included pre-course discussions, interviews and induction activities. In house support teams that provide support to candidates throughout their studies were also available in all centres.

In almost all centres the candidates have undertaken multiple courses over a number of years. As a result, any additional academic or pastoral support requirements are known and provided on a weekly or monthly basis.

During 2021–22, centres continued to offer increased support as restrictions were lifted. This resulted in an increased demand on services as the anxiety level of candidates was identified as a primary concern.

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

The evidence provided included course overviews, timetables, workbooks and logbooks, which all confirmed regular scheduled contact between candidates and their assessors.

Additional meetings between the assessor and candidates were identified. These provided an opportunity for discussion of progression and feedback in relation to assessment requirements and general oversight for candidate wellbeing.

In all centres candidates were able to contact their assessors outwith timetabled classes. In almost all centres the quality of feedback to candidates was identified as good practice.

Category 4: Internal assessment and verification

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

All centres have appropriate policies and procedures in place for the delivery and assessment conditions required by these units. The external verifiers confirmed these were implemented effectively and ensured standardisation of assessment judgements through the internal verification activity.

One centre has indicated it will continue to internally verify 100% of assessment decisions to support moderation and local authority guidelines. One centre plans to introduce moderation days with other centres in its cluster group to further enhance standardisation of assessment activity.

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

External verifiers confirmed all centres selected for verification activity used SQA devised unit specifications, assessment support packs or exemplars appropriately. Almost all centres assessing the Barista Skills unit were using the associated assessment support pack observation checklist appropriately for all candidates. However, centres were reminded that the use of a 'tick' or 'cross' was not best practice to record candidate production of each product and that the assessor is responsible for the completion of this controlled document. Additional support materials in the form of a logbook and/or worksheets to digitally record performance evidence were also made available.

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

All centres have clear policies and procedures for malpractice that meet this criterion. One centre uses a similarity checker for candidate submissions in relation to the Hospitality Operations: Graded Unit 1.

All centres delivering and assessing the Barista Skills unit use a variety of means to ensure the veracity of candidate evidence for outcome 1. This included secure online platforms, in-house email accounts, signed candidate declarations and direct observation for completion of the question paper. Outcomes 2 and 3 require practical performance to be observed by the assessors this ensures the adherence to the standards expected for each product.

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

This criterion forms one of the key baselines for external verifiers seeking confirmation and compliance that the assessors are implementing the assessment tasks in accordance with the conditions of assessment for each unit.

It was reported all centres met the conditions of assessment for each unit. All centres have clear policies and procedures in place for the identification of actions following discovery of candidate malpractice.

Barista Skills

All centres evidenced a clear understanding of the requirements for outcome 1, ensuring candidates demonstrated the knowledge and understanding required. Practical performance achievement for Outcomes 2 and 3 was recorded appropriately, with almost all centres providing excellent feedback to the candidates.

Hospitality Operations: Graded Unit 1

Across all three required outcomes, evidence judgements were found to be accurate and consistent, with cross-marking and/or second marking undertaken to support a consistent approach across assessors. The internal verification procedure had been applied with concise feedback provided to the assessors.

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

In all centres the retention of candidate evidence complied with SQA requirements. In all centres evidence of candidate work is retained for extended periods as part of their individual policies.

Electronic retention of candidate evidence is becoming more common in centres. This provides additional levels of security as archived materials are not normally accessible without prior authorisation.

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

All centres were familiar with SQA protocols for the distribution of external verification reports.

In all centres the report is received by either SQA co-ordinators or the quality assurance team within each centre. This is then passed to the relevant people within each department for discussion at scheduled team meetings where actions or recommendations are discussed and implemented. All centres provided evidence of team meeting minutes.

Areas of good practice reported by qualification verifiers

The following good practice was reported during session 2021–22:

Barista Skills

- ◆ Bespoke facilities have been provided for the delivery and assessment of the unit.
- ◆ Previously successful candidates volunteered to support and assist new candidates with the technical skills of the unit.
- ◆ Some assessors actively seek to maintain their CPD knowledge and understanding of current industry practices.
- ◆ The introduction of an online, pre-ordering and delivery system, boosted the self-confidence of the candidates.
- ◆ Partnership arrangements with other centres and industry providers strengthens the understanding of assessment standards and moderation activity.
- ◆ In house meetings between the assessor and internal verifier establish the expected standard of products to be produced by candidates.

Hospitality Operations: Graded Unit 1

- ◆ The provision of additional information/support workshops for completion of outcomes 1 and 3 develops understanding of the criteria for this unit. These workshops are recorded and are available online at any time.

- ◆ Cross-marking and/or second marking across all assessors prior to internal verification supports a consistent standard across all candidate cohorts.
- ◆ Extended feedback is provided by assessors through both written feedback sheets and individually recorded video uploaded to the candidate's account.

Specific areas for development

The following areas for development were reported during session 2021–22:

- ◆ Review knowledge and understanding of group award specifications to ensure compliance with the specific aims of the qualifications.
- ◆ Enhance knowledge and understanding of current industry practices through CPD, visits to industry providers, or online research.
- ◆ Review the conditions of assessment for each unit as restrictions are lifted for practical activities.
- ◆ Identify ways to record candidate performance of product production. Digital photography or short video clips would evidence development of technical skills.