



**National, Higher National and Advanced Qualifications Units
Qualification Verification Summary Report 2021**

Professional Cookery and Hospitality

Verification group numbers: 615 and 616

Introduction

The academic year 2020–21 presented many challenges for centres including limited access to the professional facilities and resources, however, this resulted in innovative solutions being implemented to ensure candidates met key critical competences to confirm standards were maintained and award reputation preserved to the wider community.

In 2020, many centres were preparing to offer the new group awards for both Professional Cookery and Hospitality, however with the impact of COVID-19 restrictions almost all centres followed the lapsing group awards.

Three centres were identified for qualification verification activity in verification group 615 — NC and HN Professional Cookery.

Seven centres (including three international centres) were identified for qualification verification activity in verification group 616 — NC and HN Hospitality.

Qualification verification activity for 2020–21 was carried out by both remote and virtual means for the following units.

VG 615 — NC and HN Professional Cookery

National Units

F4SM 10 Kitchen Skills: An Introduction

F792 09 Food Hygiene for the Hospitality Industry

Higher National Units

DL47 34 Production Cookery: Hot Kitchen

DL3M 35 Gastronomy

DL4G 35 Professional Cookery: Graded Unit 2

VG 616 — NC and HN Hospitality

National Units and Group Award

J1WL 45 Barista Skills

Higher National Units

DL3E 34 Alcoholic Beverages

DL3T 34 Hospitality: Financial and Control Systems

J3HD 34 Hospitality Operations: Graded Unit 1

J3J0 34 Hospitality Industry

Advanced Units

HP4T 47 Hospitality Industry

HP4D 47 Accommodation Servicing

HP4E 47 Food and Beverage Service/HP4J 47 Hospitality: Financial and Control Systems

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. (International centres only)

All centres provided detailed evidence in relation to the academic staff undertaking the delivery and assessment of the units and awards. In all centres the academic teams are highly qualified and many have current industry experience which assists candidates with the achievement of the awards.

Current CPD activity including professional training, workshops and conferences was recorded for almost all staff members across the three international centres. In only one instance had an assessor failed to undertake any CPD activity since 2017. This was noted by the centre and steps taken to ensure compliance with SQA qualification verification requirements.

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

VG 615 — NC and HN Professional Cookery

All centres provided evidence of initial and ongoing reviews of the assessment environments. The standard of practical environments was commented on as 'state of the art' (HN) or 'serving up to 70 meals a day' (NQ) providing candidates with the experience of working in a realistic environment.

Pre-delivery team meetings and minutes discussed and confirmed facilities, equipment, delivery and assessment materials to be used. It is encouraging to see that a robust pre-delivery procedure is valued across the sector as a method to support the delivery and assessment of the group awards.

616 — NC/HN Hospitality — Award in Barista Skills

The centres that were verified were within a secondary education setting. The centres have suitably equipped teaching and learning facilities and equipment to deliver the demanding practical aspects of the award. Centre moderation and internal verification procedures were implemented effectively.

616 — NC/HN Hospitality — Higher National

Centres are experienced with the delivery and assessment for the HN award. Centres' robust internal moderation procedures were followed to ensure the requirements for this criterion were met. There were records of discussions in relation to assessment accommodation, equipment and learning, teaching and delivery materials.

616 — Hospitality — Advanced Certificates/Diplomas (international)

Almost all centres were following the procedures identified within the centre handbooks, including the preparation of pre-delivery checklists which linked to the individual units of the award scrutinised. In one centre, however, a failure in procedural implementation was identified between the administration team and delivery team resulting in incorrect assessment materials being used during this academic year. This centre was required to review and correct all materials relating to the unit(s).

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 policies and procedures relating to student recruitment and admissions and student recruitment and selection. These provide the basis for accepting candidates onto the award and the units contained within it.

All centres offered induction to candidates, which was conducted either face to face or online for academic year 2020–21. Teaching for HN was predominantly offered through online platforms such as Zoom and Microsoft Teams.

Support requirements were met through increased tutorial access for all candidates across all centres.

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

All home (Scotland) centres provided evidence of regular scheduled contact between the assessors and candidates. During the pandemic all centres enhanced the provision of tutorial support outwith the online class provision indicated. This included one-to-one tutorial support and small group work to enhance the candidate support network. All centres are commended on the innovative approaches taken during the pandemic to ensure candidates were able to access all support services.

Almost all international centres followed procedures implemented before restrictions impacted on candidate attendance at the centres. The evidence reviewed included personal tutorial records, however, in one centre the evidence was limited in detail and was not current.

All academic staff recognised the need for comprehensive feedback to be provided for all units and each candidate. All provided this through written feedback on the assessment task and almost all followed this through with online one-to-one tutorial meetings.

Category 4: Internal assessment and verification

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

All home (Scotland) centres provided sufficient evidence both electronically and through virtual meetings. The external verifiers have confidence that all centres have appropriate procedures in place, all implemented these effectively to ensure standardisation of assessment through their internal verification activity. All centres were able to discuss security and storage of candidate evidence to an appropriate level.

Almost all centres are moving to the new group awards for delivery in 2021–22. Centre procedures will need to be implemented to properly support this transition'

Almost all international centres had implemented their internal verification procedures in an appropriate manner. Two centres provided exemplary evidence of the system in practice including detailed feedback for each candidate evidence sampled and feedback to each assessor. During qualification verification activity one centre was found to have breached protocol and procedure in relation to the use of an assessment support pack (ASP). The centre was required to carry out an internal systematic review to address the issues raised.

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

All home centres selected for verification activity were using SQA devised unit specifications and exemplars in an effective manner. In all centres both individual units and the graded units were scheduled appropriately over the full academic year, allowing all candidates multiple opportunities to complete practical assessment and re-assessment requirements. Centres were able to use alternative assessment strategies to ensure key competences were achieved during the restrictions imposed by the pandemic. The centres are commended in the alternative approaches adopted to provide 'practical' activities with candidates — including sending out boxes of products to assist with the production of evidence for assessment tasks.

Almost all international centres met this criterion successfully, with one exception where a centre used the ASP from one unit within the group award to assess the same subject unit within another group award. This centre was required to re-assess all candidates, undertake 100% internal verification activity and conduct an internal investigation to establish how this breach of procedure occurred.

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

All centres provided evidence of policy and procedures applied to ensure the veracity of candidates' work. All external verifiers were confident the application of plagiarism and malpractice policies were sufficiently robust in all centres selected for verification activity.

Almost all centres delivering and assessing HN awards use online similarity programmes such as Turnitin to confirm candidate submissions meet plagiarism standards. In addition, all centres have detailed malpractice and plagiarism statements within the student and assessor handbooks.

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

All home centres utilised SQA devised assessment materials which ensured a consistent approach was carried out within the centres. The external verifiers found during external verification activity for each unit all assessors had judged candidate evidence to an appropriate standard.

During pandemic restrictions centres were required for some units to apply alternative assessment strategies to ensure key competences for the unit and group awards were protected. This was carried out effectively.

Almost all international centres implemented SQA devised materials in an appropriate manner and assessor judgements were valid and reliable. In one centre this was not the case and as a result all candidate evidence had to be re-assessed and internally verified prior to external scrutiny being carried out.

In all home centres each stage of the graded unit was 'double marked' or subjected to internal verification. This approach was identified as critical during the restrictions placed upon face-to-face delivery and assessment activities.

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

All centres were compliant with SQA requirements for the retention of candidate evidence, all of which was available for external qualification verification activity. This enabled the external verifier to access sufficient materials on which to base satisfactory judgements.

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

All centres have a procedure in place which meets the requirements for this criterion. All follow a similar process which allows for external verification reports received by the SQA co-ordinator to be disseminated to the academic teams.

In all centres the report is included as a discussion point for pre-delivery, course team or internal verification meetings. The reports are then stored electronically for reference.

Areas of good practice reported by qualification verifiers

The following good practice was reported during session 2020–21:

- ◆ Home (Scotland) centres adapted teaching and learning methodologies to ensure candidates were supported throughout the COVID-19 restrictions
- ◆ Home centres effectively implemented assessment strategies to ensure key competences were achieved whilst protecting the validity of the group awards
- ◆ Access to assessors by candidates was significantly increased during the pandemic in home centres. This provided excellent support which contributed to successful attainment of units and group awards
- ◆ One centre introduced bridging units to support transitioning candidates. This was very effective and resulted in increased attainment
- ◆ International centres recorded in detail meetings and discussion between academic staff in relation to internal verification processes
- ◆ CPD recorded in almost all international centres was exemplary and a broad range of industrial experience, conferences and training events was recorded

Specific areas for development

The following areas for development were reported during session 2020–21:

- ◆ Maintaining contact and communication with candidates will be essential as restrictions are eased. Throughout the academic year 2020–21 centres made significant improvements in relation to candidate support which contributed to successful outcomes
- ◆ The transition to new group awards will offer centres an opportunity to review all procedures in relation to internal assessment and verification to update systems and recording of discussions
- ◆ Applications from the secondary school sector are increasing for approval, delivery and assessment of National Units, National Certificates, National Progression Awards and National Qualifications. In relation to Category 2 — Resources, all centres are advised to consider carefully how the resource requirements outlined in the group award specifications will be met prior to seeking approval