



Skills for Work

Qualification Verification Summary Report 2022–23

Hospitality

Verification group number: 406

Skills for Work Courses

C244 74 Skills for Work Hospitality SCQF level 4

J140 74 Working in the Hospitality Industry
J141 74 Working in the Professional Kitchen
J142 74 Working Front of House
J143 74 Introduction to Events

C260 75 Skills for Work Hospitality SCQF level 5

J13C 75 Developing Skills for Working in the Hospitality Industry
J13D 75 Developing Skills for Working in the Professional Kitchen
J13E 75 Front of House Operations
J13F 75 Hospitality: Events

General comments

Qualification verification (QV) for 2022–23 was conducted through on-site visits by the external verification (EV) team. This approach was welcomed by both the centres and the EV team as it provided an opportunity to discuss the ongoing challenges faced by centres returning to pre-pandemic assessment strategies and rebuilding the industry links essential for candidates to develop an understanding of the workplace with the skills and attitudes required for employability across all sectors.

Visiting QV activity facilitates in-depth support and advice to be sought and given and provides opportunities to identify best practice which may be shared across the sector. The visiting EV has a responsibility to ensure the candidate experience is consistent across the level of the award and may offer solutions which can address the location/rurality of the centre and the industry providers available.

All centres selected for QV activity had an accepted result recorded by the EV team. Assessors and internal verifiers expressed interest in attending an Understanding Standards/CPD event to discuss the award, assessment strategies and industry collaboration.

Course arrangements, unit specifications, instruments of assessment and exemplification materials

Over the last two years centres have faced significant challenges for the delivery and assessment of these qualifications. However, every centre visited had conscientiously ensured the candidate experience was the best they could provide, maintaining a positive and motivated attitude to achievement.

All centres acknowledged interaction with industry providers needs to be reviewed and refreshed to assist meeting the course requirements, to develop candidates vocational and employability skills and broaden their understanding of the industry.

Evidence requirements

All centres recorded candidate achievement using SQA ASP materials, that ensured a fair and equal platform on which to judge candidate evidence. There was discussion surrounding the repetitive recording of evidence for some assessment tasks and the conditions of assessment required for the SCQF level 5 award. All concerns have been noted and forwarded to the qualification development team.

Additional support procedures were available in all centres to assist candidates with assessment arrangements or remediation. Centres were reminded the ASP templates need only be completed when the assessor deems the candidate is competent in the practical skills required by the unit. Digital workbooks/logs and diaries are an efficient means of recording the development of these skills and support the verification outcome.

Some centres are exploring digital means to record candidate evidence (Front of House and Events), which is commended as it encourages candidate self-confidence and develops an awareness of behavioural impact whilst working as part of a team.

Overall, centres have a clear understanding of the current assessment tasks for all units within the awards. Access to commercial standard establishments (required for the Front of House and Professional Kitchen units) are essential for candidates to develop the technical skills, abilities and attributes associated with the industry, especially for SCQF level 5.

Administration of assessments

All centres selected for verification activity in 2022–23 were able to schedule the units and assessments as appropriate to their delivery practices. One centre was commended on the comprehensively devised scheme of work which identified multiple and integrated opportunities for assessment.

Centres which combined both level 4 and level 5 award delivery and assessment found this worked well. The level 5 candidates were able to support and encourage the level 4 candidates to achieve the standards required for each unit. The assessors indicated it did not significantly increase their workload as planning for this integrated approach was well established.

C244 74 Skills for Work Hospitality SCQF level 4

J140 74 Working in the Hospitality Industry

Centres made provision for candidates to visit local establishments and engage with industry professionals. The use of the internet to research different types of establishments provided a greater understanding of the breadth of the hospitality industry and possible career paths available.

J141 74 Working in the Professional Kitchen

Centres are reminded that the conditions for assessment for this unit state practical activities should be carried out within a professional kitchen, realistic working environment, or the workplace. Where this was not feasible, centres utilised guest chefs, lecturers and other professionals to assist with the development of technical skills.

J142 74 Working Front of House

Centres are reminded that the conditions for assessment for this unit state practical activities should be carried out within a professional restaurant, realistic working environment, or the workplace. Where this was not feasible, centres utilised guest front of house staff, lecturers and other professionals to assist with the development of technical skills.

J143 74 Introduction to Events

In almost all instances, a single event was planned and implemented to fulfil the assessment requirements for this unit. Centres were able to integrate some assessment tasks for both J141 74 Working in the Professional Kitchen and J142 74 Working Front of House during this activity. It is recommended a single event be replaced by a series of mini events where possible, as this encourages ownership of the event by a small team of candidates, ensuring everyone has a clear role and responsibility.

C260 75 Skills for Work Hospitality SCQF Level 5

J13C 75 Developing Skills for Working in the Hospitality Industry

The research carried out by candidates was effective, whether using the internet or visits to local establishments. The presentation of evidence was provided by an ASP template, portfolio or by PowerPoint presentation, and the depth of information provided was appropriate for SCQF level 5 standards. Centres with good industry links were able to use hospitality staff or managers as the second interviewer, which was commended as it provided a more realistic experience for the candidates.

J13D 75 Developing Skills for Working in the Professional Kitchen

To attain this unit candidates must be able to experience the working environment of a commercial kitchen with the associated time constraints, pressure, complexity, and

volume of dishes to be produced. All centres acknowledged this had been difficult to achieve due to several factors not least timetabling constraints and availability of suitable commercial establishments. It was recommended improved links with industry providers, visits, guest speakers, demonstrators (not only chefs but butchers, fishmongers) be invited to the centre to support skills development. To facilitate appropriate work placements, collaboration between the assessor and in-house youth employment specialists is encouraged.

J13E 75 Front of House Operations

Almost all centres had devised a practical recording and/or reflective template which acknowledged the development of skills throughout the unit, which with the aid of digital photographs ensured all assessment requirements and standards had been met.

Centres are reminded that the conditions for assessment for this unit state practical activities should be carried out within a professional restaurant, realistic working environment, or the workplace. If candidates have part-time work, it may be possible for their employer to sign off some of the assessment task requirements for this unit.

J13F 75 Hospitality: Events

As at SCQF level 4, it is possible to use a single event for the achievement of this unit. However, as more detailed planning, negotiation and responsibility is expected from SCQF level 5 candidates, it is recommended smaller teams (no more than five candidates) are formed to undertake smaller events.

These teams assign roles and responsibilities, plan, implement and evaluate the event. They may also consult with clients, increasing a sense of ownership of the activity. The assessor role is then to facilitate and encourage the creativity and discussion of the candidates to achieve a successful result.

Learning and teaching

All centres recognised that more involvement with the industry would enhance attainment of the skills, abilities and attributes sought by employers across all sectors.

Delivery and assessment of the awards usually takes place between August and March each year, as all centres aim to complete all assessment tasks prior to the spring break and study leave commencing. It was identified that visiting verification would be more effective if carried out between January and March to ensure compliance with the required standards.

Timetabling continues to be a challenge, in all centres scheduling a 2- or 3-hour session during the academic day was difficult as was whether this could be accommodated in the morning or afternoon periods considering travel arrangements of candidates.

Overall assessment

All centres verified during 2022–23 were accepted. This was indicative of the motivation and enthusiasm of the assessors for the award and the benefits they provided for their candidates.

All assessment task evidence met SQA requirements. Some particularly good responses were noted by the EVs, and the feedback provided by the assessors to candidates reflected these findings.

It is important centres consider vocational CPD for assessors and internal verifiers, as this would reinforce knowledge and understanding of the techniques and skills required for the practical aspects of each unit.

Verification

All centres provided their internal verification policies and procedure documents. The evidence presented by each centre confirmed these were applied effectively and met the requirements of SQA.

All policies followed a three-stage process, including pre-delivery, mid-term and post-delivery meetings and recording templates.

Reciprocal arrangements between rural centres enhanced standardisation and consistency of assessment judgements.

All internal verifiers understood the purpose and requirements of the process and their responsibility to meet the demands of the award standard.

Areas of good practice reported in 2022–23

- The following points were highlighted as good practice.
- Excellent preparation of materials and collaboration within the community.
- Development of support materials through Wakelet and Book Creator.
- The use of Microsoft Flip to encourage self-evaluation and preparation for J140 74 Working in the Hospitality Industry and J13C 75 Developing Skills for Working in the Hospitality Industry.
- Established industry links and the use of a local hotelier to conduct interviews for J140 74 Working in the Hospitality Industry and J13C 75 Developing Skills for Working in the Hospitality Industry.
- Complete and accurate use of templates for recording all team discussions including pre-delivery preparation and verification activities for the delivery and assessment of the awards.

- Integration of J1WL 45 Barista Skills with J13E 75 Front of House Operations to enhance candidate skills and fulfil some of the assessment tasks.
- Student learning contracts — identifies clearly the expected and acceptable behaviours of the candidates in relation to the award and their peer group.
- Incorporation of the Food Standards Agency — Food Allergy and Intolerance Training Certificate.
- Exemplary approach to planning assessments, consistency in judgements and a supportive internal verification procedure.
- Identification of opportunities available for candidates to attain employment within the industry.
- A variety of mini events were planned, organised, and implemented, this develops ownership of the event by the candidates, ensures sufficient roles and responsibilities are available for candidates to contribute.

Specific areas for improvement reported during session 2022–23

- The following points were identified as areas for development for academic year 2023–24. It is noted these are to provide enhancement to the current standards of delivery and assessment.
- Access to commercially equipped facilities to enable candidates to develop skills, knowledge and understanding of the demands of the industry.
- Liaison and visits with industry providers. Expanding industry links would broaden the opportunities for candidates to access commercial establishments, not only hotels and restaurants, but cafes, coffee shops, garden centre cafes, golf club restaurants, residential homes and visitor centres.
- Guest speakers. Providers of food (butchers/bakers/fishmongers), beverages (artisan tea and coffee providers) can all contribute to the development of knowledge and understanding of candidates.
- Integration of additional awards to add value for the candidates and employers, Food Hygiene, Food Allergy, Barista Skills.