



Higher National Qualifications and Graded Units

Qualification Verification Summary Report 2018

Hospitality Management

Introduction

Eight centres were selected for verification activity during 2017–18. It was found that all centres are delivering and assessing individual units and the graded unit within the HN Hospitality award to the appropriate SQA standards.

Verification activity 2017–2018 included the following units;

H198 34	Hospitality Supervision
DL3T 34	Hospitality Financial and Control Systems
DL3E 34	Alcoholic Beverages
DL3D 34	Accommodation Servicing
H197 35	Management of Food and Beverage Operations
DL4H 34	Hospitality Graded Unit 1
DL4K 35	Hospitality Graded Unit 2

Mandatory units within the HN Hospitality awards were selected where possible. All activity was conducted by visiting verification, during which discussions took place in relation to the current review of the Hospitality suite of awards, integration of assessment tasks, and use of electronic systems for recording student evidence.

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.

All centres provided evidence of pre-delivery reviews of assessment accommodation, equipment and learning, and teaching and delivery materials. In all instances this was in the form of a checklist completed by the course team. In almost all centres these were held electronically within internal verification folders.

Many centres include a post-verification review of all resources to ensure they continue to meet requirements. This review identifies changes to facilities, or learning and teaching materials. All centres use SQA produced assessment support packs and guidance materials for all units, and this facilitates internal verification activity, ensuring standardisation across all groups and candidates.

Many centres have undergone refurbishment programmes. In these centres the specification and availability of equipment within the practical environments was of the highest standard. In all other centres the facilities were well equipped for the delivery of the award.

Category 3: Candidate support

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

Almost all centres interview candidates before they commence the awards. These interviews include open group discussions, tours of the facilities, and one-to-one reviews of individual applications. This helps candidates and centre staff ensure that the most appropriate level course is selected, and helps to identify individual support needs.

Some candidates interviewed had previously completed an SQA National Certificate (NC) course. However, the majority are accepted onto the award with a minimum of one or two Highers. In all centres, mature candidates or those with industrial experience are also encouraged to apply for HN Hospitality awards.

In all centres robust support mechanisms were provided for candidates. These included scheduled workshops, core support teams and drop-in sessions to assist candidate achievement. All centres provided student advisors/guidance sessions. Almost all regularly timetabled opportunities for individual and group face-to-face meetings.

Some centres use electronic programs to capture data on students' attendance, progression and achievement throughout their course. This enables early intervention, and allows support procedures to be made available to candidates.

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

All centres schedule contact for candidates with their assessors on a weekly basis. During these classes candidates are informed of assessment tasks and progression throughout each unit. In all centres candidates are encouraged to contact assessors via e-mail and/or Moodle, or where appropriate at the staff work base.

Most centres provide candidates with delivery schedules/schemes of work/lesson schedules which clearly identify assessment plans, including deadline dates and teaching activities.

Graded units

All centres maintain either paper-based or electronic logbooks to record group and individual candidate discussions and guidance. These logbooks indicate the level of assistance given to the learner, and provide evidence to support assessor judgements for final grade allocation.

Category 4: Internal assessment and verification

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

All centres provided evidence of internal policy and procedures being carried out. This included records of pre-delivery and internal verification activity. This was signed off by both assessor and internal verifier, with any actions clearly identified and timescales for completion attached. Course team minutes identified discussion of internal verification protocols.

All centres use team meetings to ensure that delivery and assessment strategies are standardised across all units within the award. This provided the external verifiers with confidence that all centres have appropriate procedures in place. Electronic storage of policy and procedures was available in all centres.

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

In all centres, the pre-delivery/standardisation minutes confirm the assessment instruments to be used during the academic session. Almost all centres selected for verification activity used current SQA-devised unit specifications and exemplars appropriately. In one centre an updated spreadsheet was requested (DL3T 34).

In all centres, delivery of the assessment tasks was compliant with conditions set out in SQA specifications.

Graded units

Scheduling of the graded units varied between centres. In almost all centres the graded unit was scheduled for the second semester or third term. Assessors recognised that candidates need time to complete relevant mandatory units to gain knowledge and understanding prior to commencing the graded unit. This can cause overloading of assessment tasks for candidates, and timetabling concerns.

All centres schedule dedicated graded unit 'theory' classes to support candidates. In these, appropriate academic and presentation standards are discussed.

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

All centres include malpractice and plagiarism statements within student handbooks. Almost all centres require students to sign a declaration of understanding either at the start of their course or on submission of assessment materials. Many centres use Turnitin or a similar system for submission and checking of candidate evidence.

Practical activities for H198 34: Hospitality Supervision and H197 35: Management of Food and Beverage Operations are confirmed by observation checklists/feedback sheets completed by the assessors. External verifiers are confident that the veracity of candidates' work is sufficiently robust in all centres selected for verification activity.

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

Hospitality Management units

In all centres the use of SQA-devised exemplars assists with standardisation of assessment approaches. External verifiers were confident that all assessors consistently apply SQA requirements for each of the units selected for verification, that judgements were sound, and in almost all centres comprehensive feedback was provided to the candidates.

Hospitality Management graded units

Almost all centres take a double marking approach for each stage of the graded unit, or undertake internal verification for each stage. This approach is recommended as it ensures consistency of judgement of the evidence presented, as well as reducing the internal verification burden on completion of the graded unit.

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 centres retain additional evidence for longer periods. In all centres the protocols for secure storage and archiving were being reviewed for electronic submissions and in the light of changes to data protection laws.

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

In all centres discussion of external verification reports was noted in programme team meetings. Any recommended actions and changes for future delivery or assessment strategies were recorded, and timescales for implementation noted.

Regular team meetings were evidenced by minutes and action plans which were made available during verification activities. External verification reports received by the centres follow an internal dissemination policy to the academic teams. In many centres reports are stored on a shared drive for future discussions.

Areas of good practice reported by qualification verifiers

The following good practice was reported during session 2017–18:

- ◆ Evidence of excellent written feedback from assessors to candidates on their progress, commenting on their strengths and making recommendations for improvements.
- ◆ The holistic approach to assessing the training and supervision elements of the Hospitality Supervision unit is to be commended. All training exercises are videoed and uploaded onto the college Moodle system and are available for all candidates to view.
- ◆ Students are encouraged to attend a minimum of three restaurant evenings prior to their own group 'pop-up' themed evening; this is to refresh/upgrade knowledge skills learnt in the 1st year.
- ◆ The use of themed 'pop-up' restaurants, with students working in teams, gave the students a more realistic experience. It allowed them to take ownership of the themed event, and enhanced their research, teamwork and supervisory skills.
- ◆ Detailed feedback, and clear action points contained both within the logbooks and online provide the candidates with every opportunity for successful completion of the graded unit.
- ◆ Academic staff are encouraged to attend networking events throughout the year and participate in SQA award monitoring committees.
- ◆ A centre's innovative BRAG tracking system is very effective in monitoring attendance, achievement and attitude on a weekly basis. This ensures that any issues identified are addressed promptly, and that contact and support is provided at the right time in a positive way.

Overall the centres selected for verification activity are experienced deliverers of the award. The external verifiers were able to inform centres of the development work being carried out to review and update these awards.