



**Higher National Qualifications (China)
Internal Assessment Report 2016
Hospitality Management**

The purpose of this report is to provide feedback to centres on verification in Higher National Qualifications in this subject.

Higher National units

Higher National units verified:

DL3A 34 Managing Financial Resources in Hospitality

DL3G34 Food and Beverage Service

DL3N 34 Hospitality Front Office Procedures 1

DL3P 34 Hospitality Front Office Procedures 2

DL3T 34 Hospitality Financial and Control Systems

H1L7 34 Hospitality Industry

DL4M 34 Managing Hospitality Organisations 2

DL3A 35 Managing Financial Resources in Hospitality

H1L6 35 Accommodation Management

General comments

The centres have experience in delivering and assessing the Hospitality Management award and are confidently applying appropriate standards for the achievement of the award.

In all instances centres continue to develop strong industry links to ensure candidates have the opportunity to develop the 'practical' skills of management particularly within the Food and Beverage Service unit. This is to be commended as centres have recognised its critical importance in meeting national standards and ensuring their graduates have the necessary skills to become effective employees.

Unit specifications, instruments of assessment and exemplification materials

Assessors and internal verifiers are experienced members of staff within their own centres and have delivered and assessed these units over a number of years. This has ensured consistent approaches in meeting unit specifications, the application of the assessment methods, and the utilisation of exemplar support materials.

In all centres the academic staff are highly qualified and motivated in their delivery of the HND Hospitality award, individual qualifications are relevant to their subjects they deliver. Internal verifiers have both academic qualifications and experience in SQA procedures to undertake verification activity.

Centres recognise the importance of encouraging both assessors and internal verifiers' attendance at SQA conferences to maintain CPD currency. Both assessors and internal verifiers were aware of the SQA China website and the supporting materials available through the site to ensure current unit specifications, assessment instruments and exemplar materials are used effectively.

Evidence requirements

The experience of the assessors and internal verifiers was apparent in the application of the assessments and the evidence standards expected across both level 7 and level 8 units.

In all centres the use of exemplar checklists and candidate feedback sheets was the norm. This ensured consistency of both the assessment and verification of candidate work.

Centres recognise the importance for candidates to attain practical skills and have made significant improvements in establishing industry links where this can be reinforced.

Administration of assessments

All centres provided evidence that the security of assessment and exemplar materials was effective and each has a system in place to ensure currency of the assessment materials and their distribution to appropriate academic staff.

Evidence of assessment scheduling was available in most centres through candidate and tutor handbooks. This included both award and unit assessment timescales, which is commended as it clearly identifies the progression through the award and facilitates support for candidates to meet deadlines.

All assessments were conducted appropriately. Minor recommendations relating to the order of assessment tasks and identifying opportunities for naturally occurring evidence were discussed with individual centres.

Internal verification was effective. Each centre had clear procedures in place to carry out internal verification at appropriate points within each unit. Feedback and discussion between internal verifier and assessor were evident — providing development feedback for both which could be included as part of CPD records.

In one centre during the internal verification process there was evidence that the assessor provided a summary regarding the assessment task and its implementation. This feedback is good practice as it could influence future teaching and learning approaches and support candidate achievement.

General feedback

It has been recommended to some centre assessors that feedback to candidates should be expanded, in particular positive feedback. Where a candidate has produced work of a very good standard this should be recognised to encourage confidence and further submissions to the same high standard.

Candidates interviewed during this verification activity were happy with the information and the support they received from the assessors of the units. They indicated there were multiple ways they communicated with their assessors outside class contact to resolve any issues they were experiencing with the assessment process.

Areas of good practice

In one centre candidates were asked to undertake a personal SWOT analysis relating to their Food and Beverage Service skills. This is good practice as it identifies key areas for development allowing the candidate, centre assessor and industry placement provider to deploy the candidate where these skills can be improved.

The printing of handbooks is commended but centres may wish to consider providing these in an electronic format. This would reduce print costs and make amendments easier, while the electronic version could be accessed via smartphone and have specific links to diaries or deadlines.

Specific areas for improvement

There is confidence that the centres are delivering, assessing and verifying the award appropriately.

Centres should continue to expand industry partnerships to facilitate the development of candidate technical skills. There must be clear agreements to ensure access to facilities and external customers to build confidence and develop these skills.

Attention to legislative changes and industry practices must be maintained, and assessors and verifiers encouraged to access appropriate websites and support materials in order to maintain currency.

Higher National graded units

Titles/levels of HN graded units verified:

H318 35 Hospitality Management Graded Unit 2

General comments

In all instances the centres have experienced assessors and internal verifiers delivering, assessing and verifying this graded unit.

There was evidence that the grading of each candidate was appropriate and corresponded to the submission standards for each stage of the project.

Unit specifications, instruments of assessment and exemplification materials

In all instances the centre assessors used SQA devised materials. The project brief and associated marking checklists were utilised effectively. Centres must ensure the most up to date exemplar materials are available for delivery.

In one centre a candidate support record was in place which identified the level of support being provided to candidates. These are signed and dated by both tutor and candidate.

Evidence requirements

The centres are using the exemplar materials to ensure evidence requirements are adhered to and assessment standards are maintained throughout the graded unit. Each stage is assessed and in most instances verification has been carried out prior to a candidate commencing further stages. The results indicated failure to complete the graded unit is due to non-submission of each stage; this corresponds to unit specification requirements.

Administration of assessments

Clear records of remote verification activity for the graded units were provided.

General feedback

It would be beneficial if further detail/reasons behind any candidate failure were documented. This should be included for discussion within the course team minutes and where appropriate may inform delivery or support methodologies for the following academic year.

Areas of good practice

All centres recognise the need for clear, supportive feedback to be given to the candidates at each stage of the graded unit. This is essential to ensure the

maintenance of standards and enable candidates to remain focused on their achievement of the award.

Specific areas for improvement

All centres should ensure current project briefs and assessment exemplars are in use. This will assist assessors and verifiers with making appropriate judgements and establishing a consistent approach for delivery and assessment.