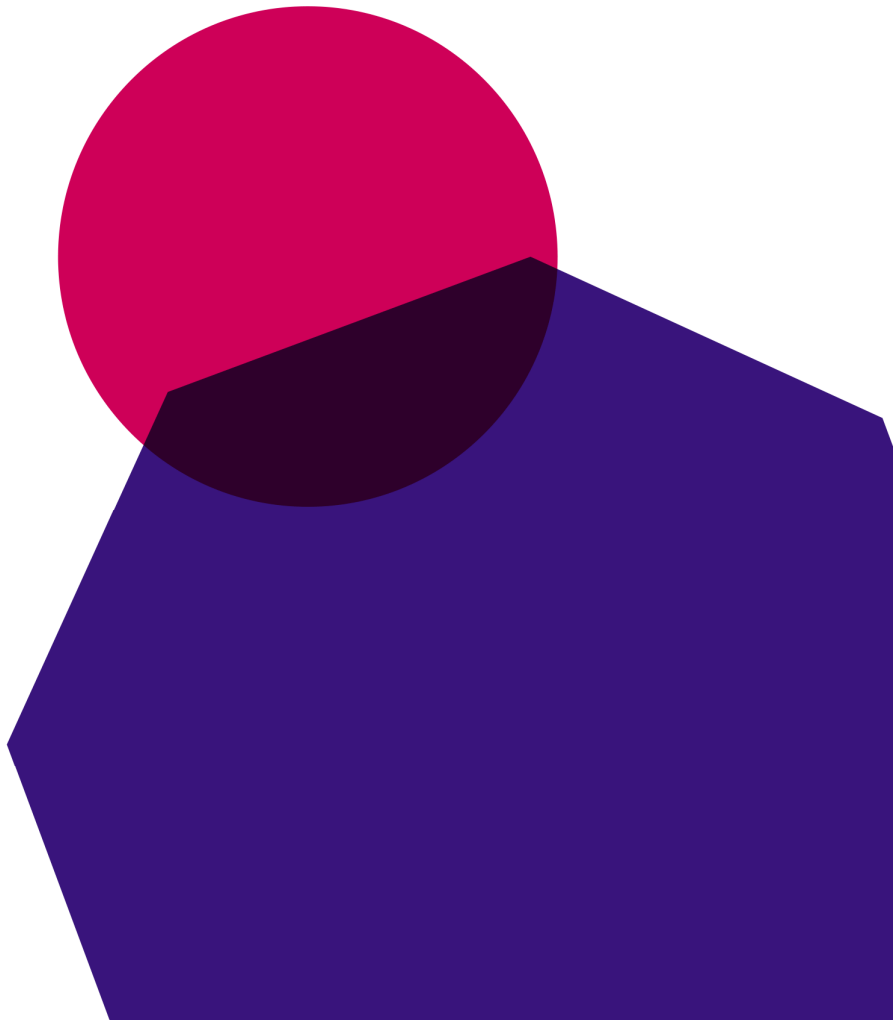


Hospitality mitigation approaches for VRQs and NVQs

FAQs

June 2020 V1.1

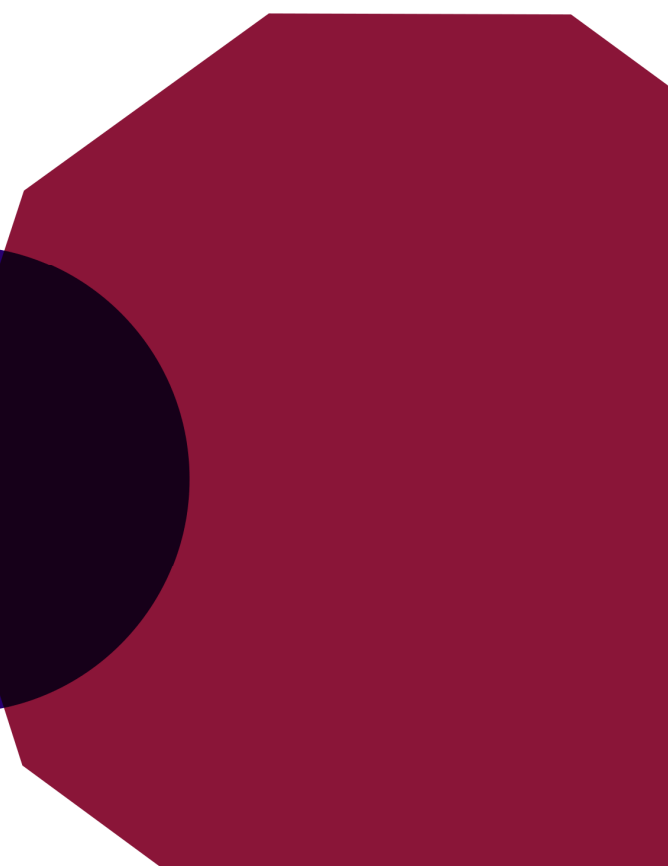
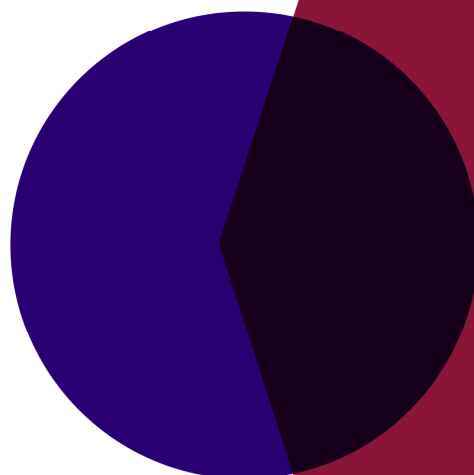


Due to the nature of this document, these FAQs will be updated regularly with new or amended questions. The version control table below will outline any changes or additions made to this document.

Version	Change
1.1	Amendment to original Q5 & Q6 & Q7 (now Q9)
	New Qs added: Q7, Q8, Q16, Q42 & 43

Contents

- Generic questions
- Qual specific FAQs



These FAQs should be read alongside the **sector mitigation guidance, the generic mitigation FAQs to VRQ and NVQs**, available on the Covid-19 support pages of our website.

Generic questions

1. Is it an adaptation if formative assessments are used as evidence for summative assessments?

Yes, using formative assessment as evidence for a task or criteria is one form of adaptation. Formative assessment should only be used as evidence when it is specified as permitted adaptation for a particular assessment in the qualification mitigation guidance document

2. Do we still apply grading, for example, pass, merit or distinction, or is it just a pass if they are using adaptation mitigation?

Yes, if assessment should be graded, you should use the grading which is relevant to the assessment being adapted.

3. Is there a set proforma template available for recording oral assessments?

No, centres are able to use their own forms to conduct adapted assessments.

4. Is an audio recording of oral questioning carried out via Microsoft Teams acceptable evidence or does it have to be written?

Yes, as stated in the mitigation document audio recording would be accepted as valid evidence (*These will need to be recorded in written or verbal format*).

7100, 7120, 7138 & 7103 Level 2 & 3

5. Do all SAQ papers need to have been completed for a grade to be given or can we take a holistic approach from where practical work crosses over into knowledge required?

The mitigation guide has been updated to allow for evidence to be mapped from a range of different sources to meet the knowledge covered by the SAQs.

The evidence must reflect a pass standard, where there is insufficient evidence to support the candidate being of a pass standard, additional questions will need to be asked.

It is not an option, if a learner has any outstanding SAQs that have yet to be assessed, but there is evidence of them passing all other SAQs and have completed practical observation, just submit a grade for the remaining SAQs.

In this scenario all evidence would need to be reviewed and mapped to the criteria covered by the test to meet an acceptable pass standard.

So, for example criteria around how to do something could be mapped from practical observation evidence. Criteria around why things are done could be mapped from formative classroom tests or oral questioning that took place during the observation and this was recorded.

6. If learners have not completed all theory short answer question assessments, and are not contactable for oral questioning, can these units still be claimed?

The mitigation guide has been updated to allow for evidence to be mapped from a range of different sources to meet the knowledge covered by the SAQs. If there is evidence that covers sufficient criteria for the candidate to be of a pass standard then these can be claimed, if there are gaps, these would still need to be assessed.

Centres have up until 30 September to gather evidence and submit grades for adapted assessments.

7. What should be done in instances where learners have completed an SAQ paper before lockdown, but didn't get a high enough percentage to gain a pass mark?

Follow up Question and Answer session would be required to confirm that the learner is now at a pass level.

8. If learners have not completed units 702/703/705 assignments due to ill health will I be claiming a grade that of my professional opinion is the assumed grade the learner would have achieved during normal circumstances?

No, Level 2 & 3 VRQs mitigation approach is adaptation not calculated. If there is no evidence of the units being completed and this cannot be generated by any of the permitted adaptations by the 30 September, these units cannot be claimed.

Centres can claim the other units where adapted assessments have been met, and candidates registrations remain open beyond the academic year, so if the situation changes and learners are able to come back at a later date to complete full assessment requirement of any outstanding units, they could still achieve the qualification

9. Where learners do not have evidence to meet either the minimum B task requirements for 7100 or 7120 or the one observation for one or more units from 7103/7138 and may struggle to come back to college, even if/when the college is able to re-open for some assessments, does this mean they cannot achieve the full qualification this academic year?

Yes, if there is no evidence from either formative assessment, summative assessment or expert witness testimony from RWE of an observation to meet the minimum assessment requirement, and this cannot be generated by any of the permitted adaptations by the 30 September, that unit cannot be claimed.

Centres can claim the other units where adapted assessments have been met, and candidates registrations remain open beyond the academic year, so if the situation changes and learners are able to come back at a later date to complete full assessment requirement of any outstanding units, they could still achieve the qualification

10. Is photographic evidence needed for formative assessments?

No photographic evidence is not needed for formative assessment.

11. For Apply Workplace Skills unit, where learners have not been able to complete the event or host the event, so can we estimate a grade for that?

Where summative assessment for task B of apply workplace, skills has yet to be carried out. If the learner has previously prepared and participated in an event (in a practical session or in the realistic work environment) an expert witness testimony from the tutor can be accepted as evidence towards achievement of task B. The expert witness testimony from the tutor may describe an event which is retrospective as long as the event took place during the candidate's registration period. This can be accepted as evidence towards achievement of Task B along with a candidate's reflective statement or professional discussion to cover part i of the task. The expert witness should also consider the grading for this task when capturing their statement.

12. Does the date have to be captured on expert witness testimonies based on retrospective observations?

Yes, the date of the observation and the date the expert witness testimony was created should be captured on the document being used for evidence.

13. Can an expert witness testimony from RWE or work placement be used as evidence for all units?

It is expected that the majority of the minimum assessment requirements are covered by evidence of formative or summative assessment for the units, however where there is no evidence for some of the units, expert witness testimony can be used

14. For 7100, 7120 & 7138 it says that evidence for tasks can come from expert witness statement, but the dish observed must cover all the requirements for the task, what does this mean?

It would be expected that the dish would cover similar ingredient types and preparation and cooking methods and/or techniques to the task the evidence is being mapped to, so for example if the task is to roast a chicken, the learner may have been observed roasting a quail, this would be fine as it is covering roasting and cooking poultry.

15. Can evidence for a task for 7100, 7120, 7138 & 7103 that comes from an RWE / Work placement be sourced from a number of observations?

If an observation is being mapped to the completion of a specific dish, then it would be expected to come from one observation, not different elements mapped from different observation

7100/7120 Level 2 & 3

16. For 7100 level 1, are there any allowances if unit 202 has not been completed?

A Unit 202 does need to be completed to gain the full qualification. This unit is not available in the CAG tool so you submit achievement for that via the walled garden. Calculated grades need submitting by 1st July, it is possible to submit all other units first. Then undertake and complete unit 202 either via oral questioning or evolve should centres be in a position for learners to return to the classroom environment. Unit 202 would need completing by 30th September.

17. How will overall grades be awarded in the 7100/7120 qualifications when adaptation is complete? Should we still use Assessment mark sheet to work out the overall grade?

Assessors should review a range of trusted evidence, including the observations and using their professional judgement, to make an informed decision of the result each learner would most likely have achieved had they sat their assessments this summer as planned.

This can be a holistic decision, however if it supports assessors making a judgement on the overall grade, they can predict the grade for each practical task and aggregate using the standard calculation to get the overall grade, this is ok.

18. If there is not summative evidence for a B task, can evidence from formative assessment which was graded and documented like the summative assessment be used?

Yes the mitigation guidance has been updated so evidence from mock/formative assessment can be accepted as evidence towards the B tasks 7100/7120 provided that the evidence and documentation is in line with the usual summative assessment, that grading was recorded, the learner achieved a minimum of a pass and it is clear timings were adhered to.

19. If a unit has not yet been delivered, such as 326 Display pieces in the level 3 Patisserie, can the delivery be completed remotely?

Delivery can continue in line with college guidelines. Assessment of practical skills cannot be completed remotely.

20. What if a B task was assessed but was not achieved? How do adaptations work for assessments that were planned to be resat after lockdown?

If there is evidence from practical classes or other work, that show the learner's skills have improved since the original assessment observation and show that the learner would have passed when assessed again then a result can be submitted. If there is no further evidence of any improvement, then they will have to undertake assessment at a later stage.

21. For unit 7100-871 Exploring gastronomy, if learners have completed assessments for tasks A & B but have not completed tasks c, can this be adapted?

Learners can still produce a checklist. Learners can then either complete the task based on dining experiences they had prior to lockdown, or it could be completed based on food delivery from two different restaurants.

To evaluate the dining experience learners can review websites. The two restaurants do not have to be high end restaurants, just two restaurants with different experiences.

22. If a learner has not submitted one theory assignments, can theory work previously submitted be used as evidence?

If work previously submitted meets the requirements of the assignment, can be authenticated as the learners' own work and can graded alongside the grading criteria, then it can be used. Any gaps in criteria should be covered by Q&A session or professional discussion

7138

23. Two of the units within 7138 were practiced but not assessed. Activities appear in scheme of work, the tutor gave verbal feedback but no written feedback and no photographs were captured. Can a Tutor witness statement be used?

If tasks were practiced and feedback given by the tutor, this can be accepted, provided the learner reached a pass standard. The tutor that provided the verbal feedback would need to create an expert witness testimony as evidence of this.

24. What if the only practical assessment taken for a unit was not achieved? How do adaptations work for assessments that were planned to be resat after lockdown?

If there is evidence from practical classes or other work, that the learner's skills have improved that there are improved skills since the original assessment observation that show that the learner would have passed when assessed again then a result can be submitted. If there is no further evidence of any improvement, then they will have to undertake assessment at a later stage.

25. For unit 708 Prepare and cook fruit and vegetables the B has 2 practical aspects, but they are not split out into a Bi and Bii therefore if one part has been passed successfully will this be sufficient?

Yes, if the learner has been observed carrying out one or the practical task this would be sufficient.

A professional discussion should be carried out around the approach the learner would have taken for the remaining tasks.

7103

26. For 7103 level 3 can we use previously achieved tasks/criteria from level 2 last year if they are the same, for example unit 309 prepare and serve wine?

This would be rpl which is allowed as stipulated in the handbook (*Recognition of prior learning (RPL) Recognition of prior learning means using a person's previous experience or qualifications, which have already been achieved to contribute to a new qualification. RPL is allowed and is also sector specific*). However the referencing must show that the same criteria are being covered and any outstanding criteria would also need to be met using differing sources of evidence as listed in the mitigation document. One observation per unit will still need to be adhered to.

27. Can role-play and remote observation be used for missing practical assessments for unit 209 Food and beverage service skills?

No this is not permitted.

28. For units where evidence of only one observation is needed, but the grade is normally based on more than one observation how do we determine the overall grade for the unit?

There has to be evidence to justify the grade you have submitted, so the evidence from one observation that has been completed is likely to be the best indicator of the grade for that unit.

If there is other trusted evidence that justifies variation in grade, a different grade can be submitted, provided a summary justifying the grade submitted is captured.

For example:

Where a learner's only evidence for a unit, is from formative evidence, but there is summative evidence from another unit with comparable skills, this could act as justification for submission of a higher grade.

Or

Where a learner's only evidence for a unit is from formative evidence, but there is additional documented evidence from practical classroom sessions carried out after the observation, that evidences improved skills, this could act as justification for submission of a higher grade.

Evidence that has been utilised to make the judgement and a final summary of the justification for the grade submitted must be recorded and kept at the centre.

29. If a formative assessment has taken place and a learner is working on a pass level, but it is thought that the learner would have got a higher grade during a summative assessment, how are we supposed to justify our decisions?

Observation evidence should reflect the grade submitted, any variation in the grade submitted and the grade from the observation must be supported by additional trusted evidence that justifies the variation in grade, along with a summary justifying the grade submitted.

For example:

Where a learner's only evidence for a unit, is from formative evidence, but there is summative evidence from another unit with comparable skills, this could act as justification for submission of a higher grade.

Or

Where a learner's only evidence for a unit is from formative evidence, but there is additional documented evidence from practical classroom sessions carried out after the observation, that evidences improved skills, this could act as justification for submission of a higher grade.

Evidence that has been utilised to make the judgement and a final summary of the justification for the grade submitted must be recorded and kept at the centre.

30. Is the minimum observation for each practical per learner or per unit?

Both, the minimum assessment requirements apply to every learner.

31. For unit 210 Handling payments and maintaining the payment point if a learner has not been observed can simulation be used for this unit?

No simulation is not a permitted adaption for this unit. If a learner has not been observed handling cash either via formative assessment or when working in an RWE or work placement then

NVQs

32. For NVQs does everything needs to be covered?

These are competency qualifications so all assessment criteria must be covered, either via the normal assessment method or via the adaptations in the mitigation guide

33. For NVQs does the minimum criteria need to be met with the one observation required in each unit?

Yes a minimum of one observation per unit must have taken place for each unit.

34. Can we use skills session observations for NVQ assessments if completed in the industrial skills kitchen at college and they occurred under assessment conditions?

The guidance in the mitigation document stipulates *Observations of assessment must have taken place in the correct RWE environment*. It is expected that the majority of the units will have observations completed within the RWE, however If one or two units have not been observed but there is evidence from skills sessions, so long as assessment took place in an industrial kitchen and was undertaken as an individual assessment taking into consideration timings in which customers would usually expect the food this will be accepted.

35. If some NVQ observations were not carried out in work placement, and the work placement is not likely to open again soon. Can we carry out some observations in training centres for NVQ assessments?

The guidance in the mitigation document stipulates *Observations of assessment must have taken place in the correct RWE environment*. It is expected that the majority of the units will have observations completed within the RWE, however if one or two units have not been observed and the training centre offers opportunity for learners to be observed against all the criteria this will be accepted. The training centre must replicate a workplace kitchen or restaurant environment.

36. For NVQ's, the adaption requires one practical observation and simulation is not allowed, observations must have taken place in RWE. Does this mean if a learner has not completed one practical assessment of a unit eg Unit 207 Serve food at the table, this will have to be delayed until college is open again for an RWE?

In its simple state yes it does. It would be very hard to confirm a learners' competence if they haven't been observed for the unit at all. However, if you have any formative assessments, or ones that were undertaken from other units which may support here then you can use those and reference accordingly, so it is clear what was observed for unit 207.

37. If a learner has completed a level 2 food safety can the criteria be claimed against unit 203

Yes

38. If learners have outstanding UPK and there is not the facility to record a Q&A. Can an assessor statement based on 'knowing' what our learner's knowledge level is at, be used as evidence?

No, an NVQ Assessor statement / written account cannot be used as evidence

39. If an observation was undertaken but not recorded, can an assessor write up evidence of the observation on an observation record, so the learner does not need to write in their logbook?

The record of the observation would still need to be added into the logbook.

40. At our college our training hotel has become a residence for our learners (not open to the public), these learners are working in the kitchen to produce food for themselves and their peers with tutors. Can these observations still count towards achievement?

Yes, they can so long as they are observed by an assessor and the observation is documented.

41. If all knowledge tests have been completed could this support any outstanding practical assessments?

Achievement of the knowledge tests would support meeting the what you must know, they would not support meeting the what you must do. Providing one observation has been carried out for each unit, evidence for the practical criteria, can be sourced from a range of different sources as outlined in the mitigation document.

42. Can photographic evidence be used for dishes that have been cooked in learner's home kitchens? With a discussion on how the dish was made?

Yes, so long as the minimum one observation per unit has been completed in the correct RWE/Workplace environment. Evidence from cooking at home cannot replace the one observation required in each unit.

7091

43. Do we have to submit a grade for each unit that the learner would sit an evolve test for or just for the overall technical certificate.

Yes, a grade needs submitting for each unit being claimed. Grades should be submitted under the same components usually claimed on walled garden, so not the evolve tests numbers.

Useful sources of information

1. Ofqual guidance on awarding qualifications in summer 2020
2. Ofqual consultation on awarding vocational and technical qualifications in summer 2020
3. Ofqual guidance for Heads of Centre, heads of department and teachers on objectivity in grading and ranking

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