

6103-30 Level 3 Advanced Technical Diploma in Supervision in Food and Beverage Services (450)

2019

Qualification Report

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Introduction

This document has been prepared by the Chief Examiner and Principal Moderator; it is designed to be used as a feedback tool for centres in order to enhance teaching and preparation for assessment. It is advised that this document is referred to when planning delivery and when preparing candidates for City & Guilds Technical assessments.

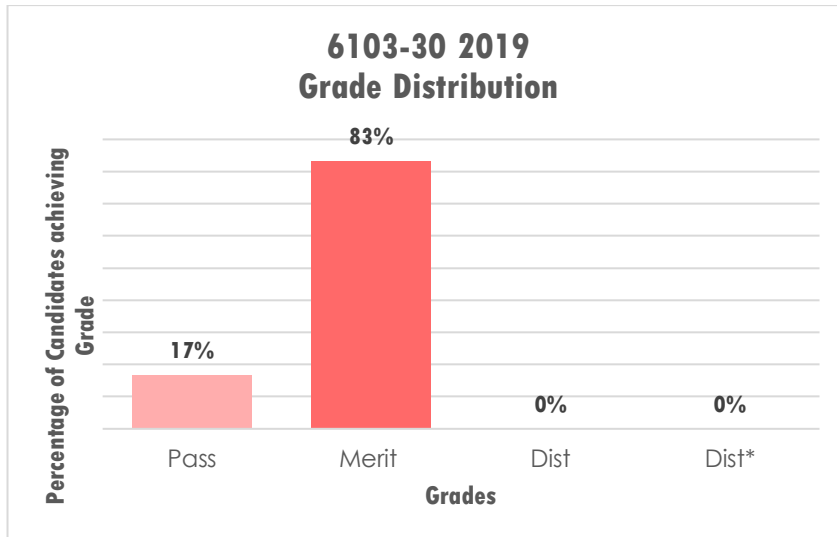
This report provides general commentary on candidate performance in both the synoptic assignment and theory exam. It highlights common themes in relation to the technical aspects explored within the assessment, giving areas of strengths and weakness demonstrated by the cohort of candidates who sat assessments in the 2019 academic year. It will explain aspects which caused difficulty and potentially why the difficulties arose.

The document provides commentary on the following assessments:

- 6103-030/530 Level 3 Supervision in Food and Beverage Services – Theory exam (1)
 - March 2019 (Spring)
 - June 2019 (Summer)
- 6103-031 Level 3 Supervision in Food and Beverage Services – Synoptic Assignment (1)

Qualification Grade Distribution

The approximate grade distribution for this qualification is shown below:



Please note City & Guilds will only report qualification grades for candidates who have achieved all of the required assessment components, including Employer Involvement, optional units and any other centre assessed components as indicated within the Qualification Handbook. The grade distribution shown above could include performance from previous years.

Theory Exam

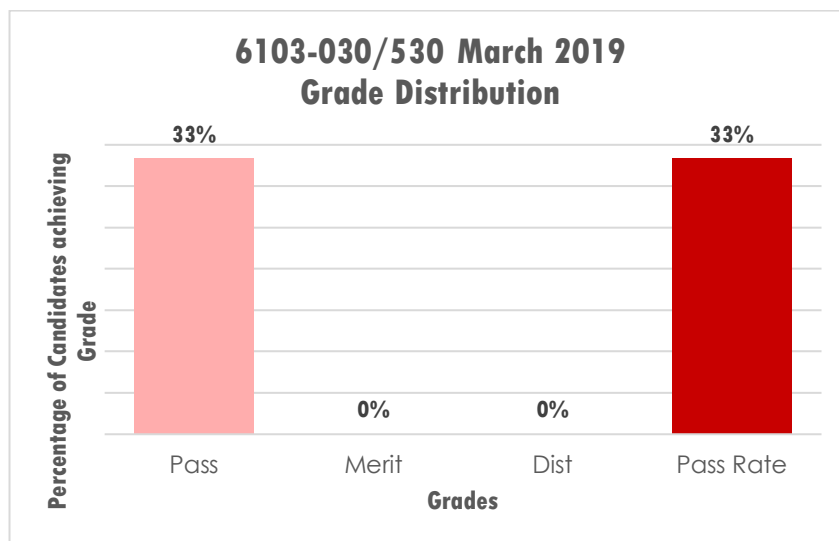
Grade Boundaries

Assessment: 6103-030/530
Series: March 2019 (Spring)

Below identifies the final grade boundaries for this assessment, as agreed by the awarding panel:

Total marks available	80
Pass mark	32
Merit mark	44
Distinction mark	56

The graph below shows the distributions of grades and pass rate for this assessment:

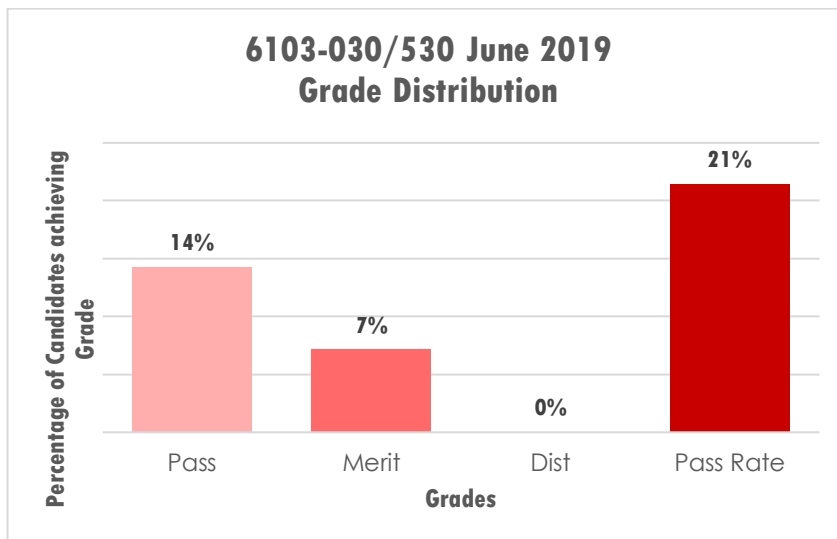


Assessment: 6103-030/530
Series: June 2019 (Summer)

Below identifies the final grade boundaries for this assessment, as agreed by the awarding panel:

Total marks available	80
Pass mark	32
Merit mark	44
Distinction mark	56

The graph below shows the distributions of grades and pass rate for this assessment:



Chief Examiner Commentary

6103-030/530 Level 3 Supervision in Food and Beverage Services - Theory exam

Series 1 – March 2019

This is the third year for this qualification, where candidates had the opportunity to take the paper based written exam, or online via the City & Guilds evolve platform.

The paper included a range of questions to draw out knowledge and understanding including questions to test learning across the subject areas of the mandatory units, giving the opportunity to demonstrate a broad understanding of the qualification.

Candidate responses were of a very mixed level indicating potential differences in exam preparation across the cohort. Those achieving the lower range of marks were able to list points for AO2 questions but lacked the level of detail required to describe or explain to demonstrate breadth and depth of knowledge.

There were some issues that suggested that candidates were not reading the question correctly and so misinterpreting the requirements which resulted in potential marks being lost. Candidates are still not understanding the command verbs that require them to describe or explain and provide the opportunity for them to expand on the points identified to gain higher marks.

Whilst a similar level of performance was evident across the four units there was a slightly higher level of performance shown in questions relating to gastronomy and the dining experience (unit 307) topic references 1.2, 2.2, 2.1, 3.2. Whilst there appears to have been a decline in the level of performance in principles of beverage service (unit 305) topic references 1.1, 2.1, 3.3. Candidates were better prepared for answering questions on leadership and team development (unit 302) topic references 1.1, 3.1, and hospitality business operations (unit 303) topic references 2.3, 2.4, 4.3, 5.1 with marks being awarded across the range and a few candidates attaining full marks for some of the questions.

It is worth continuing to note that although spelling and grammar are not part of the marking criteria for this examination candidate responses often lack coherent technical terminology that is expected of Level 3.

Extended response

The responses for the extended response questions continue to be answered insufficiently and often within the first band. Candidates often appear to struggle with structuring a discussion across a variety of topics and listing or describing points without further explanation, justification or relating them to the scenario in the question. These questions provide opportunity to gain 9 marks each and the majority of candidates are achieving minimal marks. To access the higher bands, candidates should be providing a discussion which is logical and well balanced. They should conclude with any recommendations and fully justify all points made.

The level of performance for this series has shown improvement on the previous papers indicating centres have taken on board feedback and are working at better preparing candidates for the theory examination and in particular the extended questions.

Series 2 – June 2019

This paper consisted of questions that cover four units across the qualification with 70% of the questions based on new knowledge and 30% on prior knowledge providing opportunities for candidates to draw on experiences and recall of knowledge to demonstrate depth of understanding.

There were on occasion, response that suggested that candidates were not reading the questions correctly and so misinterpreting what was expected from their response which resulted in potential marks being lost. Candidates are still not understanding the command verbs that require them to describe or explain and responses are still limited in detail.

The level of performance across the four units was varied compared to previous papers with candidates performing best in questions relating to leadership and team development (unit 302) topic references 1.1, 1.2, 3.1. There was an improvement on performance with questions relating to principles of beverage service (unit 305) topic references 1.1, 2.1, 3.3, with a decline in performance in questions relating to gastronomy and the dining experience (unit 307) topic references 2.1, 2.2, 3.1, 3.2 and the lowest performance in questions relating to hospitality business operations (unit 303) topic references 4.1, 4.3, 5.2. Marks were awarded across the range and a few candidates attained full marks for some of the questions.

The use of correct technical terminology continues to impact on the level of knowledge and understanding shown in candidates' responses.

Extended response

The responses for the extended response questions continue to be insufficiently answered and often within the first band. Candidates still appear to struggle with structuring a discussion across a variety of topics and listing or describing points without further explanation, justification or relating them to the scenario in the question. These questions provide opportunity to gain 9 marks each and the majority of candidates are still attaining minimal marks.

There was a slight improvement on the level of performance for this series indicating centres are continuing to take on board feedback and implementing strategies to prepare candidates for the theory examination.

Synoptic Assignment

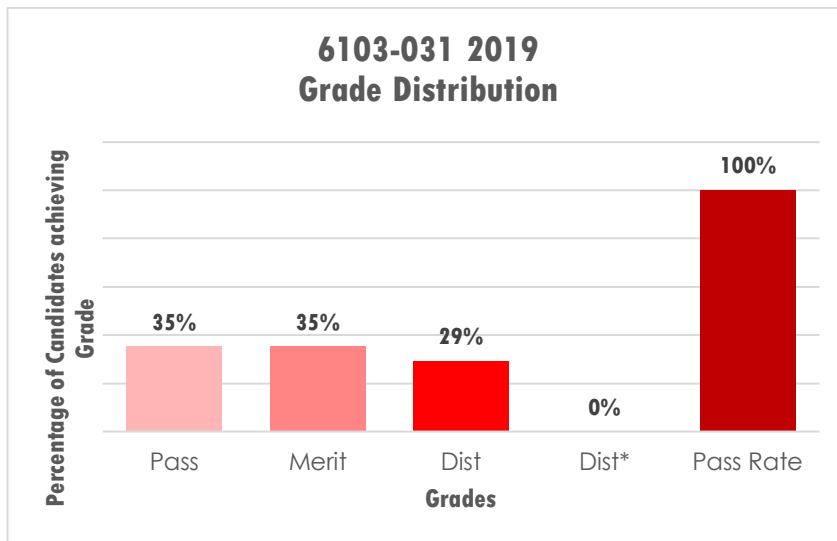
Grade Boundaries

Below identifies the final grade boundaries for this assessment, as agreed by the awarding panel:

Assessment: 6103-031
Series: 2019

Total marks available	60
Pass mark	27
Merit mark	37
Distinction mark	47

The graph below shows the approximate distributions of grades and pass rate for this assessment:



Principal Moderator Commentary

The synoptic covered a broad range of topics across the qualification with a particular focus on units 301, 304, 306 and 308 which are not tested in the theory examination. Candidates were required to recall knowledge and demonstrate understanding by applying theory to practice, bringing it all together and attending to detail to meet the assignment brief.

Assessment Objectives

The interpretation of the brief across centres was in main adhered to but there are still some cases where centres are not following the guidance in relation to time allocation for task 1, minimum number of covers and evidence produced. The uploading of evidence was not always complete and, in some cases, unnecessary documents were uploaded by centres, some of which were not relevant as evidence.

AO1 – A good range of knowledge from across the qualification was demonstrated by candidates through the completion of task 1 and the production of the themed service plan. Some candidates were issued centre templates for the documentation required to plan the event, whilst this is acceptable it is not encouraged as candidates can then be restricted in their planning. There were examples of templates that provided information that could be viewed as prompting the candidates by providing too much information on the consideration for planning a service. Whilst implied knowledge was noted by the assessor in the Practical Observation record, examples of how it was demonstrated would further support the judgements and aid moderation of marks.

AO2 – Understanding across the bands was shown by the candidates applying their knowledge of the requirements for planning, implementing and evaluating a themed service to the synoptic tasks. There were some gaps in the understanding of the planning requirements, in particular around the financial aspects and resources. Whilst candidates produced planning documents they were not always implemented or completed during the service or uploaded and submitted as evidence of working documents being used. It appears candidates do not fully understand the evaluation process and the feedback sources to use for analysis resulting in a lack of depth and conclusion being drawn in the evaluation process.

AO3 – A wide range of themed services were planned and implemented by candidates with varying levels of success. Centre interpretation of the brief in some cases impacted on candidates and subsequently disadvantaged them in carrying out the practical element of the assessment. It should be noted that the assessment is for a Food and Beverage supervision qualification and the focus should be on planning, organisation and supervisory skills for the service elements and not the theme of the event. In some cases, candidates were able to demonstrate effective skills for planning, organising and supervising the service to meet the requirements of the assessment brief. Where candidates were supervising peers this sometimes impacted on the performance as they were able to rely on the skills of their team without fully taking on the role of the supervisor.

AO4 – The practical element of the assessment enabled the candidates to demonstrate bringing it all together which often highlighted any omissions in the research and planning process with the weaker candidates. Whilst candidates had the opportunity to experience the feasibility of their ideas and evaluate the outcomes, opportunities to analyse all outcomes to inform future developments needs and the areas of strengths were missed. There was evidence of candidates bringing primary and secondary research from Task 1 together for Task 2 where they were able to implement the theme and planned service style successfully.

A05 – Where candidates attended to a high level of detail in the research and planning, they were more successful in the implementation of their events and subsequently awarded higher marks. It was apparent that when candidates did not consider all aspects of the planning process key requirements were often overlooked and in some cases more attention was paid to the theme than the supervisory elements. There were examples of detailed plans that included all elements required and annotations to show changes to the plan, contingencies implemented and adjustments made throughout the service.

For future synoptic assignments centres need to ensure they have read the assignment brief and guidance to ensure they are clear on the requirements and instructions for each task, in particular the timing allocations for completion of task 1, the evidence to be completed and the purpose of research. This will ensure candidates are not disadvantaged and compliance is maintained.

When completing the practical observation, detailed written narratives are required to support the judgements made on candidate's practical performance which is not seen by moderators who are reliant on this evidence. A record of the discussions between the marker acting as the client and the candidate on their proposals and plans for the event should be submitted as further evidence that this activity has taken place but should not provide formative feedback for the candidate.

Timings for completion of the assessment tasks should be adhered to with the assignment brief being issued at the correct time to allow task 1 to be completed in a two-hour session and not over a number of weeks.

The minimum number of covers should be observed in both the planning and implementation of the service with explanations of any short fall in the evaluation.

Planning documents produced in task 1 should be implemented, completed and uploaded to provide evidence of theory being put into practice and to support the marks awarded for the assessment objectives.