

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

March 2020

Examiner Report

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Introduction

This document has been prepared by the Chief Examiner, it is designed to be used as a feedback tool for centres to use in order to enhance teaching and preparation for assessment. It is advised that this document be referred to when preparing to teach and then again when candidates are preparing to sit examinations for City & Guilds Technical qualifications.

This report provides general commentary on candidate performance and 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 the **March 2020** examination series. It will explain aspects which caused difficulty and potentially why the difficulties arose, whether it was caused by a lack of knowledge, incorrect examination technique or responses that failed to demonstrate the required depth of understanding.

The document provides commentary on the following assessment;
6103-030/530 Level 3 Supervision in Food and Beverage Services – Theory Exam.

Theory Exam – March 2020

Grade Boundaries and distribution

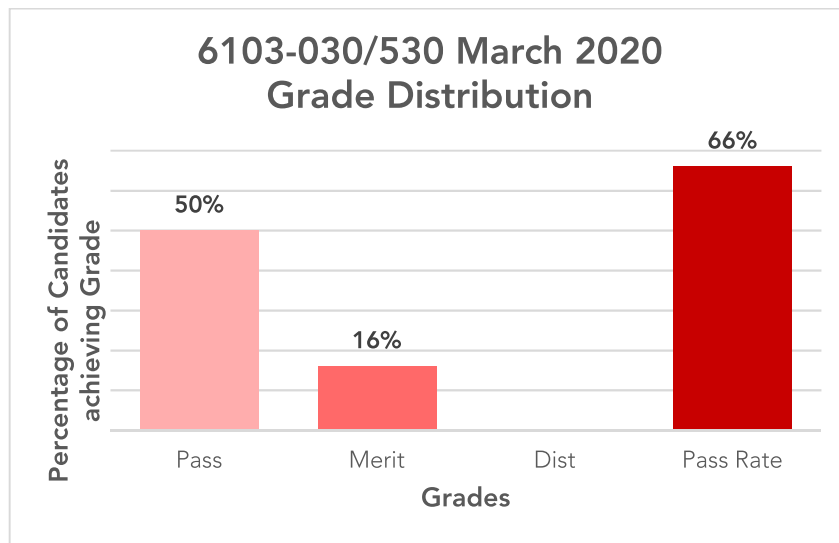
Assessment: **6103-030/530**

Series: **March 2020**

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 approximate distribution of grades and pass rates for this assessment:



Chief Examiner Commentary

General Comments on Candidate Performance

Assessment component: 6103-030/530

Series 1 (March 2020)

The examination paper covered a good range of learning outcomes over the whole qualification and was similar to the previous series in terms of range, suitability and level. Candidate responses were of a very mixed level indicating potential differences in exam preparation across the cohort. A number of responses lacked the level of detail expected from level 3 candidates, specifically when required to describe or explain as the question required.

Candidates generally showed good knowledge and understanding of areas relating to leadership and team development, Principles of beverage service, gastronomy and the dining experience, but responses still lacked depth.

There were some instances where candidates appear to not have read questions correctly, as well as not understanding terminology, and so misinterpreted the question requirements which resulted in marks being lost. Candidates are still not understanding that the aim of the extended response question is to test across a number of units and requires a deeper level of discussion to show depth of knowledge and understanding.

A similar level of performance was evident across three of the units, however candidate's performance in questions relating to Hospitality service business operations continues to be low. Whilst candidates gained marks across the units there were particular weaknesses in some areas such as training methods, Business operations financial controls, legal structures of businesses, economic impacts; wine service equipment, legislative responsibilities; impacts of science and technology on food and beverage production. Marks were awarded across the range of topics with some 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 the coherent technical terminology that is expected of Level 3.

The responses for the extended response questions were answered insufficiently; candidates do not appear to understand how to discuss a topic, and are instead listing or describing points without justifying or relating them to the scenarios. The extended response questions provide the opportunity to gain 9 marks each, but this series saw the majority of candidates only achieving marks in band 1, and a minority achieving marks in low band 2. To access marks in the higher bands, candidates should be providing a discussion which is logical, well balanced, and linked to the scenario. They should conclude with any recommendations and fully justify all points made.

The level of performance for this series has shown some improvement on the previous series, indicating that centres have taken on board feedback aimed at working to provide better preparation for candidates sitting the theory examination. However, there is still a requirement for candidates to practice completing the theory tests. In particular, practice of techniques for answering the extended questions, as well as how to complete describe or explain responses, are recommended as part of examination preparation.

Candidates will benefit from practising examination techniques when preparing for this examination. Candidates also need to be prepared for the different types and structures of questions contained within the paper, and need to be familiar with the variety of command verbs. There is a need to read each question carefully, and to respond clearly and appropriately, answering to the depth required. Centres are reminded of the City & Guilds Technicals 'Exam Guides' available on the website.