

7178-021/521 – Level 2 Food Preparation and Service – Theory exam

2023

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.

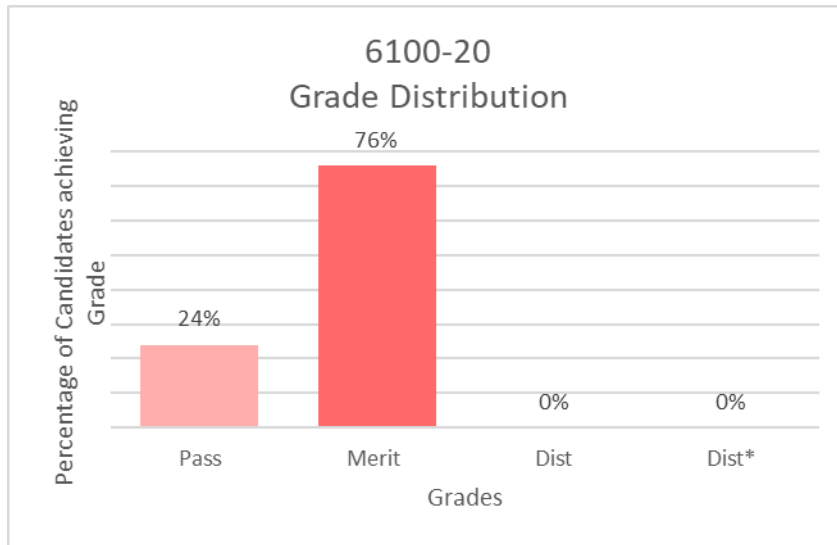
This report provides general commentary on candidate performance in both the synoptic assignment and theory exam. It highlights common themes in relation to the technical aspects explored within the assessment, giving areas of strengths and weakness demonstrated by the cohort of candidates who sat assessments in the 2022 academic year. It will explain aspects which caused difficulty and potentially why the difficulties arose.

The document provides commentary on the following assessments:

- 7178 – 021/521 Level 2 Food Preparation and Service – Theory exam
 - March 2023 (Spring)
 - June 2023 (Summer)
- 7178-022 Level 2 Food Preparation and Service – Synoptic Assignment

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

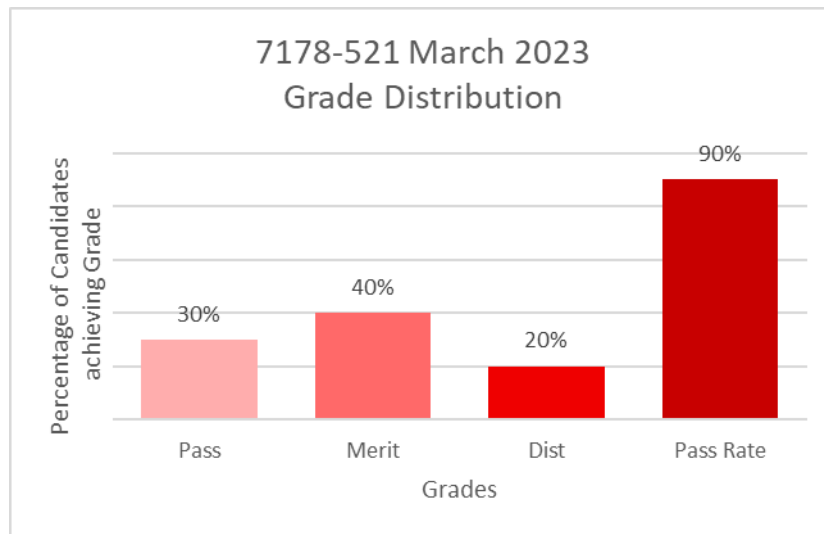
Grade Boundaries

Assessment: **7178-021/521**
Series: **March 2023 (Spring)**

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

Total marks available	80
Pass mark	33
Merit mark	44
Distinction mark	55

The graph below shows the approximate distributions of grades and pass rate for this assessment, it does not account for any marks that have been amended due to generosity:

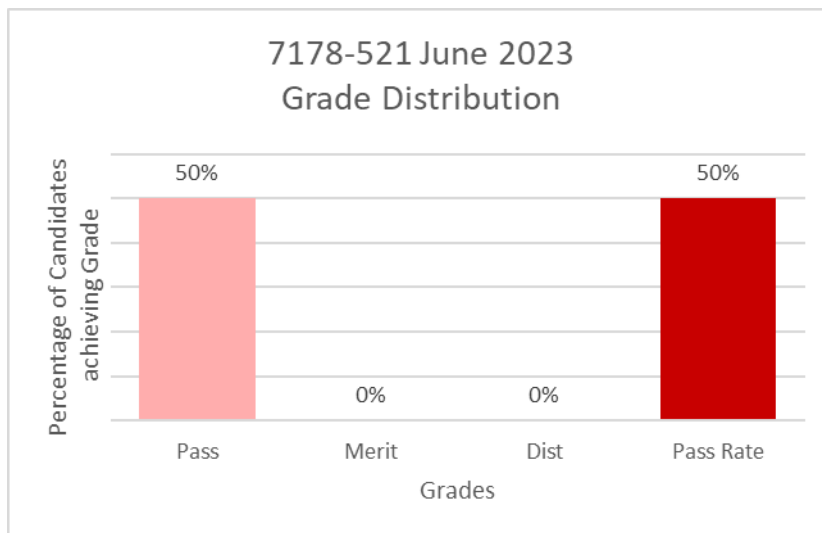


Assessment: **7178-021/521**
Series: **June 2023 (Summer)**

Below identifies the final grade boundaries for this assessment:

Total marks available	80
Pass mark	33
Merit mark	44
Distinction mark	55

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



Chief Examiner Commentary

General Comments on Candidate Performance

Assessment component: 7178-021/521

Series 1 (March)

The questions across the paper covered a broad range of topics across the qualification and considered a range of both recall and knowledge questions and involved candidates to think how theory is applied in a practical term. The paper covered a balance of both front of house and kitchen question which provided candidates the opportunity to be differentiated. This question paper was comparable and balanced with previous versions and thus enabled a fair examination comparison between series and would not have allowed for any unfair advantage between series. However, that said there were lower number of entries in this examination in comparable to previous year.

In this series, most candidates scored within the mid-band range overall. The examiner observed a very slight improvement from previous years in the number of entries achieving pass and distinction grades in the paper. However, only a limited number of candidates were able to showcase the required depth, breadth, and recall of knowledge and understanding across all the subjects/topics to attain an overall distinction grade. This indicates that the paper was able to differentiate between candidates. The broad range of marks obtained by candidates indicates that the level of their knowledge and understanding varied, as reflected in their responses.

For the most part, AO1 style questions did not pose an issue for many candidates, except for questions focusing on roles within the hospitality industry. However, candidates who achieved lower-scoring responses across the paper exhibited an element of guessing, with candidates often missing marks. In some instances, it was evident that candidates had not fully read or understood the subject/topic being asked, resulting in the majority failing to earn any or only minimal marks from these questions. In particular, candidates struggled to recall the correct roles associated with accommodation services and reception services. To improve their performance, candidates should focus on building a stronger foundation of knowledge in the wider subject area of hospitality roles, while also taking the time to carefully read and understand the requirements of each question. It should be noted that this question successfully differentiated between candidates.

There was a small amount of the candidates that were unable to list two examples of large equipment focusing on grills and ovens. While the majority of candidates were able to list at least one example of types of ovens, they struggled to identify examples of different types of grills used in a professional kitchen. It is possible that this knowledge gap is due to the limited practical exposure to these different types of large equipment at the college. However, it is expected that knowledge of large equipment is taught as part of the curriculum.

There were a small number of questions that allowed differentiation between candidates and were able to stretch and challenge the candidate's responses, this was evident in the responses in the extended response question (AO4), where marks were awarded ranging from the bottom on band 1 all the way through to the bottom of band 3. A typical example of a differentiation question was demonstrated in the counterfeit money question.

The responses to AO2 style questions, which required the use of the command verbs 'describe' or 'explain', were generally of a moderate standard throughout the question paper. However, there were instances in several candidate responses where guessing had been employed, and others where repetition in their response was evident. Such practices prevented the candidates from being awarded maximum marks. To improve their responses, candidates could have expanded their answers to show greater depth and breadth in the topic area, particularly in cases where the questions related to understanding the hospitality industry. By doing so, candidates could have

demonstrated a stronger understanding of the concepts and principles covered in the exam, and potentially earned additional marks as a result. Centres should encourage their candidates to approach these types of questions carefully and thoughtfully, and to demonstrate a high level of knowledge and understanding in their responses. Often, candidates who scored low marks did not use the appropriate basic technical knowledge expected of candidates working at this level.

The extended response question (AO4) allowed candidates to showcase their breadth and depth of knowledge of the qualification and apply it to the given context, in this case it was discussing the requirements to prepare, maintain and close the food service stations, for a two-course hot buffet being served to a birthday party of 100 guests. Some candidates faced difficulties with the extended response question, as their answers lacked the expected level of structure, breadth, and depth required at this level. Instead, their responses were limited to a narrow scope of considerations regarding the front-of-house service in the given scenario, in some cases the focus was more around the kitchen operations than the front of house, food service operations. Consequently, the examiner was unable to award higher bands in such cases. Nevertheless, there were some higher-scoring candidates who performed well throughout the paper and demonstrated detailed responses in their extended response question (AO4). Their answers exhibited breadth and depth and covered a wide range of the indicative content, thereby meeting the expected standards of a candidate working at this level.

As the 7178-021 qualification enters its fifth year of delivery, Centres have become increasingly familiar with the type of examination, allowing them to fine-tune their delivery and focus on sound examination techniques suitable for candidates sitting this exam. This increased familiarity has allowed Centres to better prepare their candidates. Moving forward, Centres should continue to build on this experience and incorporate feedback from previous exams series to further improve their delivery and ensure candidates are fully prepared for success.

Centres are reminded of the City & Guilds Technicals 'Exam Guides' available here.

[7178-20 technicals exam guide 2019 v1-0-pdf-pdf.ashx \(cityandguilds.com\)](https://www.cityandguilds.com/~/media/2019/07/7178-20-technical-exam-guide-2019-v1-0-pdf.pdf)

Series 2 (June)

The June 2023 summer examination saw the second entries for the 7178-20 for academic year 2022-23 for the externally set and marked examinations and had only two candidate entries. All candidates sitting this exam series were resits entries from the earlier spring technical exam. The candidate's responses in this series were comparable to the March 2022, June 2022, and March 2022 question papers.

As the 7178-021 qualification enters its fifth year of delivery, Centres have become increasingly familiar with the type of examination, allowing them to fine-tune their delivery and focus on sound examination techniques suitable for candidates sitting this exam. This increased familiarity has allowed Centres to better prepare their candidates especially for resit candidates. Moving forward, Centres should continue to build on this experience and incorporate feedback from previous exams series to further improve their delivery and ensure candidates are fully prepared for success.

Through marking of the two scripts, it appeared that although both candidates had prepared for the exam, however, there were still gaps in knowledge across the question papers, with many responses to the questions showing minimal breadth and depth in their knowledge and understanding. However, one of the candidates performed slightly better than the other.

The extended response question (AO4) allows candidates to highlight their breadth and depth of knowledge of the qualification and apply it to the given context, in this case it was discussing the requirements to prepare, cook and serve a buffet with a dessert table, taking into consideration the wider implications for the kitchen team for a summer prom night. Both candidates faced difficulties with the extended response question, as their answers lacked the expected level of structure, breadth, and depth required at this level. Instead, their responses were limited to a narrow scope of considerations regarding the preparation, cooking and service in the given scenario. Consequently, the examiner was unable to award marks in the higher bands in such cases.

Health and safety and food safety style questions did not pose an issue for both candidates, however, both candidates did struggle with topics around front of house service. Both candidates exhibited an element of guessing, with candidates often missing marks. In some instances, it was evident that candidates had not fully read or understood the subject/topic being asked, resulting in the majority failing to earn any or only minimal marks from these questions. To improve their performance, candidates should focus on building a stronger foundation of knowledge in the wider subject area of front of house service, while also taking the time to carefully read and understand the requirements of each question.

The responses to AO2 style questions, which required the use of the command verbs 'describe' or 'explain', were generally of a low standard throughout the question paper and once again there were instances in both candidates' responses where guessing had been employed. Such practices prevented the candidates from being awarded maximum marks. To improve their responses, candidates could have expanded their answers to show greater depth and breadth in the topic area, particularly in cases where the questions related to correctly finishing dishes. By doing so, candidates could have demonstrated a stronger understanding of the concepts and principles covered in the exam, and potentially earned additional marks as a result. Centres should encourage their candidates to approach these types of questions carefully and thoughtfully, and to demonstrate a high level of knowledge and understanding in their responses. Both candidates did not use the appropriate basic technical knowledge expected of candidates working at this level.

This question paper was comparable and balanced with previous versions and thus enabled a fair examination comparison between series and would not have allowed for any unfair advantage between series. However, that said there were lower number of entries in this examination in comparable to previous summer series.

The questions across the paper covered a broad range of topics across the qualification and considered a range of both recall and knowledge questions and involved candidates to think how theory is applied in a practical term. The paper covered a balance of both front of house and kitchen questions.

Centres are reminded of the City & Guilds Technicals 'Exam Guides' available here.

[7178-20 technicals_exam_guide_2019_v1-0-pdf-pdf.ashx \(cityandguilds.com\)](https://www.cityandguilds.com/~/media/2019/01/7178-20_technicals_exam_guide_2019_v1-0-pdf-pdf.ashx)

Synoptic Assignment

Grade Boundaries

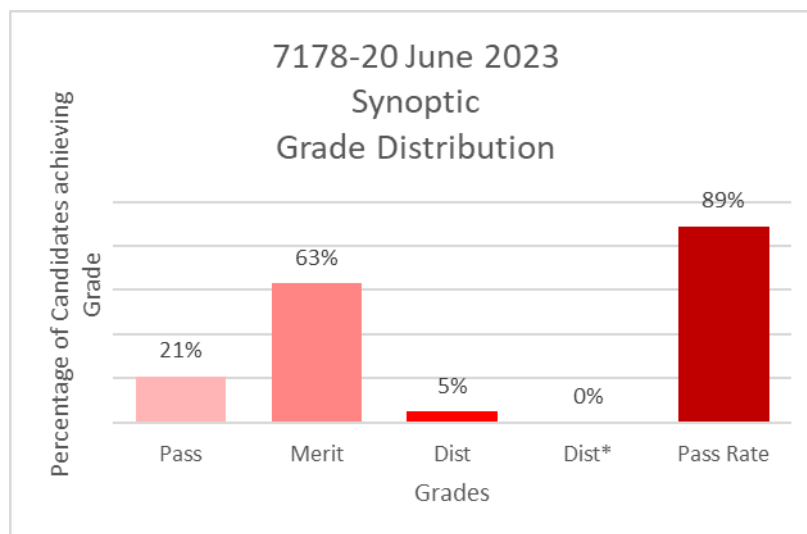
Below identifies the final grade boundaries for this assessment:

Assessment: 7178-022

Series: June 2023 (Summer)

Total marks available	60
Pass mark	24
Merit mark	34
Distinction mark	45

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



Principal Moderator Commentary

Assessment component: (7178-20-022)

Series June 2023

The synoptic assignment covered a broad range of topics across the qualification with a focus on both the cookery and service elements, the related Health & Safety and Food Safety considerations. 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 and industry standards.

The interpretation of the brief across the centres was generally accurate with some minor omissions being apparent in task 1, this impacted on the candidate's evidence fully supporting the marks being awarded by the centre. Photographic evidence did not always fully meet the requirements stated in the assignment brief in relation to both quality of images and photographs require. This resulted in the judgements being made not being fully supported by the comments recorded in the assessment documentation.

The completion of the assessment documentation varied in quality across the centres with some practical observation forms lacking in detail and not providing a descriptive narrative of the candidate's performance for both the cookery and service elements. The language used did not support the marks allocated and the judgements being made. Comments recorded against the AO's were often inappropriate and did not relate to the criteria. The completion of the CRF's did not reflect the marks being awarded with centres using the wording from the grading criteria but not providing justifications or relating it to appropriate evidence.

Some centres provided templates for task 1 and task 3, whilst this is acceptable it is not encouraged as candidates can then be restricted in their planning and evaluation skills and in some cases was considered as providing prompts for candidates. The uploading of evidence was in the main accurate but not always user friendly with documents being uploaded in numerous folder/zip files.

AO1 – Generally a good level of knowledge from across the qualification was shown for both cookery and service through the completion of task 1 and the planning documents. There was disparity between the knowledge shown on Health and Safety and Food Safety relating the kitchen and restaurant practice. Some candidates failed to complete this for the service element resulting in a loss of opportunity to fully demonstrate knowledge.

AO2 – Understanding across the bands was shown by the candidates applying their knowledge of requirements for both cookery and service, when completing the practical tasks and through the evaluation of outcomes. The planning documents were generally logical but on occasions lacked detail to shown depth of understanding. Whilst some candidates appeared to be following their plans when completing tasks 2/3, annotations were not being made, this would have demonstrated further understanding and supported them further in task 4. The evaluations were generally weak with limited understanding of the process. The majority of candidates provided a descriptive account of what the practical task with not reflection of their strengths and weaknesses.

A03 – Centres adhered to the requirements of the practical tasks providing opportunities for the candidates to demonstrate creativity and differentiation in their skills to achieve marks across the bands. Whilst candidates completed separate tasks for cookery and service, the allocation of marks for each element were not always clear with some centres appearing to put more emphasis on one element rather than collating the marks and agreeing the overall outcome.

A04 – The practical elements of the assessment enabled candidates to demonstrate being it all together which often highlighted any omissions in the planning and errors in timings with the weaker candidates. Whilst candidates had the opportunity to put planning into practice and evaluate the outcomes, this was not always fully utilised resulting in lower marks being awarded.

A05 – Where candidates attended to a higher level of detail in the planning tasks, they were generally more successful in the cookery and service practical elements and subsequently attained higher marks. When all aspects required for planning were not considered by the candidates, key requirements were often missed. More attention to detail on either cookery or service was apparent with some candidates showing the area they were more confident in.

For future synoptic assignments centres need to ensure they have read the up-to-date assignments guidance and are familiar with the requirements, level of challenge and instructions for each task, in particular the evidence to be completed and the equal weighting for the cookery and service elements. This will ensure candidates are not disadvantaged and compliance is maintained.

When completing practical observations, detailed descriptive narratives are required for both cookery and service tasks to support the judgements made on candidate's level of practical performance which is not seen by the moderators and rely on this evidence. Comments recorded and language used on the candidates record form should reflect the level of performance across all tasks for both cookery and service, be fully justified to support the marks awarded for this holistic assessment.