

7178-521 Level 2 Food preparation and service theory exam

March 2023

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 2023** 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;
7178-521 Level 2 Food preparation and service theory exam.

Theory Exam – March 2023

Grade Boundaries and distribution

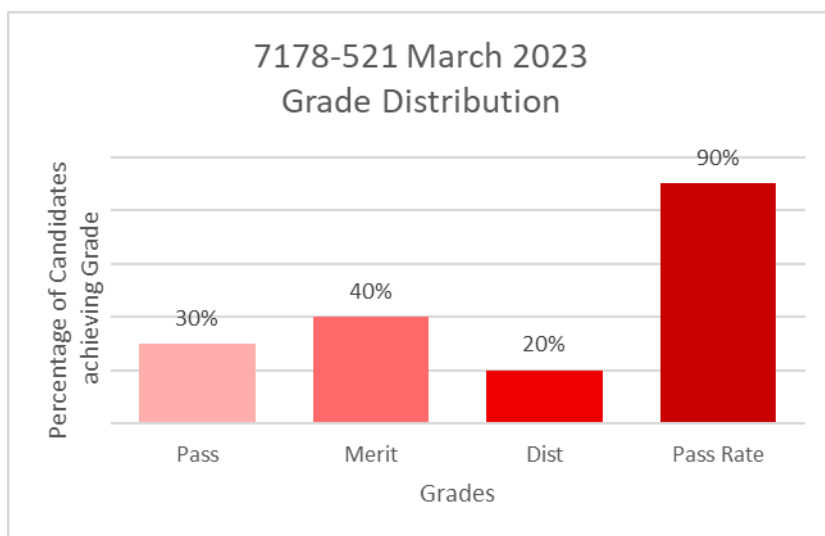
Assessment: **7178-521**

Series: **March 2023**

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

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

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: 7178-521

Series 1 (March)

The question paper covered a broad range of topics across the qualification and considered a range of both recall of knowledge (AO1) and understanding (AO2) questions, and involved candidates to apply theory to a practical context (AO4). The paper covered a balance of both front of house and kitchen questions which provided candidates the opportunity to be differentiated. Notably, the majority of candidates exhibited knowledge in both front of house and kitchen-related questions, indicating a balanced level of knowledge across both elements. The question paper was comparable and balanced with previous versions and thus enabled a fair examination comparison between series. However, there were lower number of entries in this examination in comparison to previous years. In this series, most candidates scored within the merit range overall, similar to the March 2022 series. A limited number of candidates were able to showcase the required depth, breadth, and recall of knowledge and understanding across most, or all the topics to attain an overall distinction grade.

Candidates demonstrated good recall of knowledge on the AO1 questions. The majority of candidates were able to gain full marks on the topic of small kitchen equipment and performed well on the topic of types of rice. Most candidates achieved high marks on their recall of knowledge on the topic of food safety linked to personal hygiene, with some candidates able to gain full marks.

Candidates showed weakness in some AO1 questions, an example is on the topic of roles within the hospitality industry, many candidates failed to gain any marks from this question. In some instances, it was evident that candidates had not fully read or understood what was being asked. Low scoring candidates linked roles from incorrect areas of the hospitality industry which indicated an element of guessing. Centres should encourage candidates to read the question carefully, so they understand the aim of the question and expand their knowledge of the different types of roles across the hospitality industry, beyond just the kitchen, restaurant and bar. The majority of candidates also struggled to show knowledge of large equipment however, the higher performing candidates were able to access the top marks.

The responses to AO2 questions which required candidates to 'describe' or 'explain', were generally answered in the mid-range of marks across the paper. Candidates demonstrated good understanding on the topic of food safety linked to pest infestations. The importance of excellent customer service question was answered well by most candidates, the majority of candidates were able to score towards the top end of marks available with several candidates accessing the full marks for this question. The topic of finishing soup was also well answered by majority of candidates. The question on payment problems presented a significant challenge for the candidates, with many struggling to access more than 1 mark. Few candidates misread what was expected of them and missed opportunity to gain marks for example, candidates answered with calling the police rather than following internal processes.

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 which was to set up front of house in readiness for a birthday party. Some candidates' 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 some cases the focus was more around the kitchen operations than the front of house, food service operations. There were some higher-scoring candidates who performed well throughout the paper and demonstrated detailed responses. 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.

Moving forward, centres should cover exam techniques and incorporate feedback from previous exams series to further improve their delivery and ensure candidates are fully prepared. To improve candidate performance in AO1 questions, 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. Centres should encourage their candidates to approach AO2 questions carefully and thoughtfully, also to encourage candidates to expand their answers to show greater depth and breadth in the topic area, particularly on the topic of 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 are also to cover appropriate basic technical knowledge expected of candidates working at this level.

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

<https://www.cityandguilds.com/qualifications-and-apprenticeships/hospitality-and-catering/hospitality-and-catering/6100-professional-cookery#tab=documents>