

BTEC Nationals

IVA – CENTRE GUIDANCE

Edexcel Level 3 BTEC National Certificate/Diploma

Hospitality Supervision

Unit 1: The Hospitality Industry
Unit 13: Customer Care in Hospitality

Issued June 2004

For use during the remainder of the duration of operation
of the specification issued for September 2002

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DEFINITIONS AND KEY TERMS

The Integrated Vocational Assignment (IVA) is an assessment provided by Edexcel that covers the whole of either one or two units as set out in the unit specification for the programme. It provides a standard set of tasks ensuring that all learners nationally are being benchmarked identically, thus exemplifying the standards required throughout all the remaining units pertaining to a qualification.

The IVA is assessed by centres using the published unit assessment criteria. The centre assessment of the unit(s) is reported to Edexcel using points that are used to award unit grade(s) and the overall qualification grade.

Centre assessment is sampled by an external verifier (EV) appointed by Edexcel and the EV either confirms that assessment has been carried out to national standards or requires remedial action by the centre prior to final points scores being reported.

IVAs may be taken at any time during the learner's programme when it is appropriate. Sampling by the EV may take place at any time agreed with the EV, provided that a full sample of completed and fully assessed IVAs is available. Centres must make arrangements as far in advance of the deadline dates as possible in order to ensure that the EV can make time available.

KEY DATES

1 November	Closing date for registering learners on BTEC programmes (Firsts and Nationals). Where a programme begins at any other time of the year learners must be registered within 4 weeks of starting the programme.
1 January	External sampling window for EV commences.
31 May	Final deadline for EV to report on IVA sampling.
30 June	Final deadline for points scores to be submitted to BTEC Registrations and Certification Services for summer certification.

** Centres that fail to meet the deadlines for learner registration, or IVA sampling or for submission of IVA points scores to Edexcel, may delay the issue of certification for learners completing at the end of the summer term.

If a programme is running within a non-standard delivery period, centres may not need to comply with the specific timings above. Centres should refer to the Information Manual and may contact the BTEC Assessment Team by email at: bteccassess@edexcel.org.uk for further guidance.

GUIDANCE FOR SUPPORTING LEARNERS, ASSESSING IVAs AND REPORTING ACHIEVEMENT

Requirements

Edexcel requires that centres comply with the following, that:

- each learner has been taught the content of the unit(s) to which the IVA relates.
- each learner has their own copy of the IVA Learner Instructions with a completed Centre IVA Issue Sheet, giving information on key dates, resources, support, etc. Centres may use the sheet provided in Appendix 1 or use their own.
- contact is maintained with the learner during the IVA period so that assessors are able to sign the declaration that learner's work is genuinely their own on the IVA Coversheet. Centres must use the form provided in Appendix 2.
- it is not acceptable to provide model answers, to accept work from a group as that of each individual within the group, or to mass-produce information in any form that is then presented by learners as their own evidence for an IVA task.
- all learner work is assessed and internally standardised
- appropriate arrangements are made by the centre for sampling of learner work by the EV and for undertaking any remedial action required.
- points scores are reported for all learners by the stipulated deadline.

Delivery period

The organisation of the IVA period is left to the centre's discretion. The IVA may be taken at any time during the delivery of the programme. If an IVA covers two units then work may be produced for some tasks and then subsequently for the remainder, but the two units will be sampled by the EV together.

The centre should set its own internal deadlines for both formative and summative review of learner work and should ensure that this is consistent with arrangements for EV sampling. For example, a centre may require several weeks to assess, check and record learner work before it can be supplied to an EV.

Registrations and transfers

All learners must be registered with Edexcel on the correct programme before taking the IVA.

Where learners have transferred between programmes, centres must ensure they have completed the correct IVA. If a learner is to transfer having completed the IVA, then generally IVA outcomes should be reported first.

Learners who transfer from a National Award with a one-unit IVA to a related National Certificate/National Diploma will not be credited with the unit covered in the award. However, the learner may make use of evidence originally presented for the IVA when submitting for the two-unit IVA.

Introducing the IVA to the learners

As part of the set-up phase:

- centres should provide learners with copies of the IVA Learner Instructions and the Centre IVA Issue Sheet.
- centre staff may wish to structure the use of available resources or to plan for the delivery of practical activities.

Review and support

Centre staff may give support and guidance to their learners as they would during the conduct of any internally set assignment. This may include commenting on draft work by learners so that the final work presented is as complete as possible. Centres may wish to set a formal date for draft work to be submitted for review or to have other formalised review activities.

The focus of review and support should be to check that learners understand what is expected of them and complete all tasks fully.

Use of Observation Records and Witness Statements

Observation Records should be used to provide a formal record of an assessor's judgement of learner performance when required. The assessor must complete the Observation Record, sign and date it before submission as part of the IVA evidence.

A Witness Statement should be used to provide a record of learner performance against criteria, when required. Assessors must actively take steps to ensure that any Witness Statement submitted, as part of the IVA evidence is authentic.

Assessing the IVA

Centres may use any number of assessors for the IVAs. The centre must internally standardise, through assessing an initial sample, prior to final assessment of all learner work. Please refer to the 'Handbook for NQF BTEC Qualifications Levels 1 - 3' for information on the conduct of standardisation. It is the centre's responsibility to standardise across sites where there are different cohorts on a number of sites.

When assessing a learner's work, the script should be annotated to show where criteria have been achieved or have not been achieved. It is advisable to provide detailed feedback to learners separately. If learners resubmit work or provide additional work after formative assessment, this may require further annotation.

Prior to the centre's deadline for final assessment, assessors should provide formative assessment and feedback to learners. This should show which criteria have been achieved and which are still to be achieved. The centre should stipulate what further evidence would be considered. It is important that centre standardisation takes place during this process to ensure that the feedback given to learners is valid. Evidence of standardisation must be supplied to the EV.

Summative assessment takes place once the centre's final deadline is reached. The centre should complete the Grade/Points Recording Sheet(s) for each learner, ticking appropriate assessment criteria achieved and calculating the points awarded in the total boxes.

Sampling the IVA

The centre must make a sample of work available to the EV that is completed, assessed according to the centre's standardised interpretation of the criteria, and submitted with the Grade/Points Reporting Sheet(s) for each learner and the overall record of standardisation.

The sample must be of learners with a range of points scores. Full details of sample size and sample selection will be provided. The EV may request further samples if necessary. The EV will give either a Yes or a No to certification on the basis of the sample.

Centres will be required to take remedial action and submit a further sample where a No is given. Certification will be delayed until remedial action has been effected.

Reporting achievement

Once the EV has assessed a sample and agreed that the IVA has been delivered to national standards, the centre may submit points scores to Edexcel. The total points should be transferred to the overprinted centre points sheets for submission to Edexcel. This should be not later than 30 June for August certification.

FREQUENTLY ASKED QUESTIONS

Q	<i>How much can assessors help learners?</i>
A	Assessors should guide learners in the same way and to the same extent as if the IVA were an assessment that had been internally set. The work provided by the learners should be their own and should accurately demonstrate their level of achievement.
Q	<i>What if I am not sure about the meaning of some of the assessment criteria?</i>
A	The terminology used in assessment criteria is generally explained in the detailed content of the unit. Where terms such as "analyse" or "evaluate" are used, then the specific context may be given in the IVA.
Q	<i>Can I modify a task to make it more appropriate for my learners?</i>
A	The tasks set must not be changed.
Q	<i>Can a centre make braille and/or large print copies of the IVA?</i>
A	Yes. For learners with special requirements, centres may provide the IVA to learners in an amended format, such as in Braille or in large print. Centres should refer to the guidance document on 'Special Requirements for Learners on BTEC Programmes'.
Q	<i>Can IVA point scores be submitted to Edexcel after 30 June ?</i>
A	Certification in August cannot be guaranteed if point scores are received after the deadline. If centres are offering programmes over non-standard periods, they may submit points scores at the agreed time.
Q	<i>What happens if a learner does not submit an IVA?</i>
A	The learner cannot gain the qualification until an IVA has been submitted.

GUIDANCE FOR THIS ASSIGNMENT

Assignment context

This IVA is based around a family-run hotel based in the fictitious city of Caster, which has a thriving commercial centre with a famous local-authority owned racecourse on its outskirts. Using the hotel as a head office a bid has already been won to provide contract catering services to the racecourse. The bid includes providing catering services for hospitality tents at the racecourse, which the local authority plans to rent out to companies.

The learner will take the role of a family member who has completed a course in Hospitality Supervision at the local college and after three years working for a contract catering company has now returned to the family business. The learner is asked to advise on how the company can further develop its business within the hotel and through writing a report and providing additional information reviewing organisational structures, products, services and customer care for the hotel manager. The IVA has been designed to include situations that might be familiar to the learner and will lead to further investigation and research.

Centres may substitute an alternative scenario provided that the format and content of the tasks (specified in alphabetical listings) are not altered.

Selecting/structuring content

Learners should be able to provide evidence relating to the principles of providing excellent customer service, including adapting responses to suit a range of different situations, some of them complex.

Learners are expected to be able to collect information about outlets, influences on outlets, trends and new developments in the industry, jobs and employment patterns from a variety of sources. Learners should be prepared to use this information to provide examples to support their arguments and should be encouraged to record the range of sources that they use.

Visiting outlets to talk to staff, observing staff providing excellent customer service in different situations and taking part in simulated group exercises will help to develop learners' expertise. Learners should have experience of both the services and commercial sectors of the industry. The gathering of information related to how organisations conduct evaluation of customer care could involve pairs or small groups of learners visiting particular outlets. It is valid for some of the research to be undertaken in pairs or groups, provided that the contribution of each learner is clear and that the analysis and presentation of evidence based on a group's research is done by the individual and presented as their own work.

Undertaking the tasks

Task 5 requires learners to undertake an evaluation of customer care if they are to attain higher grading criteria. Centres should note that the following interpretation of the grading criteria should be applied related to this task:

- P4 describe how and why customer care provision is evaluated.
- M3 carry out an evaluation of customer care provision giving recommendations for improvement.

- D2 thoroughly evaluate the provision of customer care in hospitality contexts and explain how recommendations for improvement may contribute to improved customer care (as published).

Learners should undertake an evaluation, but they don't have to have successfully completed a full evaluation in order to achieve P4 provided that they have shown understanding of the relevant unit content. This could relate to customer care that they are directly involved with through work simulation or work experience. The evaluation could be conducted in part as a group activity, for example, with several learners collecting information. However, the analysis of data, drawing of conclusions and making recommendations must be carried out by individual learners as their own work. If learners are using a simulation, then it may be difficult to obtain D2 and they could refer to examples drawn from research into the industry.

Learners are asked to present their evaluation in the form of a presentation. It is not essential that learners actually make a presentation.

Presenting the evidence

The learner should produce:

- Task 1: an information pack, including statistical information, diagrams and charts. Learners should show they have used a range of sources and acknowledge the sources they have used.
- Task 2: notes on classification systems.
- Task 3: an implementation strategy.
- Task 4: a leaflet on provision of customer care.
- Task 5: presentation materials (for example, OHTs or a printout of an electronic presentation, handouts and speaker's notes). The materials should include whatever pro forma for data collection has been used and a summary of data obtained. It is acceptable but not essential to provide video or audiotapes of presentations.

IVA ACHIEVEMENT TRACKING SHEET

BTEC Nationals in Hospitality Supervision

CENTRE NAME	
LEARNER NAME	
PROGRAMME TITLE	

To gain a Pass, all Pass criteria must be achieved.

To gain a Merit, all Pass and all Merit criteria must be achieved.

To gain a Distinction, all Pass, all Merit and all Distinction criteria must be achieved.

UNIT 1: THE HOSPITALITY INDUSTRY

Criteria	Met	Date	Criteria	Met	Date	Criteria	Met	Date
P1			M1			D1		
P2			M2			D2		
P3			M3					
P4								

ACHIEVEMENT FOR UNIT								
PASS			MERIT			DISTINCTION		

UNIT 13: CUSTOMER CARE IN HOSPITALITY

Criteria	Met	Date	Criteria	Met	Date	Criteria	Met	Date
P1			M1			D1		
P2			M2			D2		
P3			M3					
P4								

ACHIEVEMENT FOR UNIT								
PASS			MERIT			DISTINCTION		

To achieve an overall qualification grade learners must attempt all of the internal and external assessments set for the essential number of units that form each qualification. Learners must attempt the assessment of a unit to show that they have some of the knowledge, skill and understanding of the unit's pass criteria.

If the learner attempted these units but has insufficient evidence to be awarded a pass grade, then the units are completed units and can be graded as Unclassified.

The number of points allocated to each IVA unit is determined by the final achievement for the unit. The total number of points for the IVA is the sum of the points for the two units.

POINTS FOR UNIT		POINTS FOR UNIT	
ACHIEVEMENT	POINTS	ACHIEVEMENT	POINTS
U	2	U	2
P	4	P	4
M	8	M	8
D	12	D	12

POINTS FOR UNIT		POINTS FOR UNIT	
POINTS		POINTS	

TOTAL POINTS FOR THIS IVA	
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CENTRE IVA ISSUE SHEET

to be completed by the centre

Edexcel Level 3 BTEC NC/ND HOSPITALITY SUPERVISION INTEGRATED VOCATIONAL ASSIGNMENT

Centre Name		
Centre Number		
Learner Name		
Learner Registration Number		
Start date	Initial briefing	Review Date
All completed work must be handed in by		

*If you do not complete your assignment by the given date you will not be assessed.
If you are experiencing problems you should contact your course tutors immediately.*

SPECIFIC INFORMATION ON THE COMPLETION OF THIS ASSIGNMENT (e.g. resource availability, research opportunities, dates or events/practicals)

IVA COVER SHEET

to be completed by the learner

Edexcel Level 3 BTEC NC/ND HOSPITALITY SUPERVISION

INTEGRATED VOCATIONAL ASSIGNMENT

Centre Name _____ Centre No _____

Learner Name _____ Learner Reg. No _____

- Label all your work and use page numbers or references to identify all components.
- Sign the declaration of authenticity.

Learner's Declaration		
I certify that the work submitted for this Integrated Vocational Assignment is my own.		
Signed:		Date:
Assessor's Declaration		
I certify that the work submitted by the learner named above is original and has been completed independently.		
Name of Assessor:	Signed:	Date: