



Higher National Graded Unit specification

General information for centres

This Graded Unit has been validated as part of the HND Travel and Tourism. Centres are required to develop the assessment instrument in accordance with this validated specification. Centres wishing to use another type of Graded Unit or assessment instrument are required to submit proposals detailing the justification for change for validation.

Graded Unit title: Travel and Tourism: Graded Unit 2

Graded Unit code: DK09 35

Type of Graded Unit: Project

Assessment Instrument: Investigation

Credit points and level: 2 HN credits at SCQF level 8: (16 SCQF credit points at SCQF level 8*)

**SCQF credit points are used to allocate credit to qualifications in the Scottish Credit and Qualifications Framework (SCQF). Each qualification in the Framework is allocated a number of SCQF credit points at an SCQF level. There are 12 SCQF levels, ranging from Access 1 to Doctorates.*

Purpose: This Graded Unit is designed to provide evidence that the candidate has achieved the following principal aims of the HND Travel and Tourism:

- ◆ provide a basis for future career and personal development
- ◆ develop research and study skills
- ◆ develop ability to manage and absorb large amounts of information
- ◆ develop transferable skills
- ◆ develop ability to be flexible and work cooperatively with others
- ◆ develop the ability to take responsibility for one's own learning
- ◆ Broaden and deepen the technical skills in for example, advanced fare construction and complex documentation completion
- ◆ Develop managerial competences in the meaningful contexts of the operation of a travel agency and tour operations
- ◆ Introduce marketing at 2 levels
- ◆ Develop generic skills in communication, ICT and personal effectiveness

General information for centres (cont)

Recommended prior knowledge and skills: It is recommended that the candidate should have completed or be in the process of completing the following Units relating to the above specific aims prior to undertaking this Graded Unit:

Creating a Culture of Customer Care	(DJ42 34)
International Tourist Destinations	(DK07 33)
Air Travel: Reservations, Fares and Ticketing	(DJ0G 34)
Retail Travel Practice	(DJ9Y 34)
Structure of the Travel and Tourism Industry	(DJ9W 34)
Applying Marketing Principles to Travel and Tourism	(DK0E 34)
Developing Skills for Personal Effectiveness	(DF4D/E/F 33/34/35)
Marketing Planning in Travel and Tourism	(DK04 35)
Retail Travel Operations	(DK00 35)
Longhaul Inclusive Tours and Independent Holidays	(DK06 35)
Surface Transportation and Cruises	(DJ9V 35)
Tour Operations	(DJ9P 35)
Influences on the Travel and Tourism Industry	(DK08 35)

Core Skills: There is no automatic certification of Core Skills or a Core Skill component as part of this Graded Unit. However, there may be opportunities to develop the Core Skill of *Problem Solving*.

Assessment: This Graded Unit will be assessed by the use of an investigation. The fleshed-out Investigation should provide the candidate with the opportunity to produce evidence that demonstrates she/he has met the aims of the Group Award that this Graded Unit covers.

Exemplar instruments of assessment and marking guidelines have been produced to indicate the national standard of achievement required at SCQF level 8.

Administrative Information

Graded Unit code: DK09 35

Graded Unit title: Travel and Tourism: Graded Unit 2

Original date of publication: August 2005

Version: 02

History of changes:

Version	Description of change	Date
02	Updated Graded Unit Specification. Minor tidying up of wording in Grade descriptions and minimum evidence requirements. A topical issue as well as an issue relating to a specific business now permitted Removal of word counts. Balance of marks standardised with other GUs to 20% 60% 20% across planning/developing/evaluating. Clarification that primary and secondary research required. Project marked out of 100.	20/05/10

Source: SQA

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SQA acknowledges the valuable contribution that Scotland's colleges have made to the development of Higher National qualifications.

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Higher National Graded Unit specification: instructions for designing the assessment task and assessing candidates

Graded Unit title: Travel and Tourism: Graded Unit 2

Conditions of assessment

The candidate should be given a date for completion of the investigation. However, the instructions for the assessment task should be distributed to allow the candidate sufficient time to assimilate the details and carry out the assessment task. During the time between the distribution of the assessment task instructions and the completion date, assessors may answer questions, provide clarification, guidance and reasonable assistance. The assessment task should be marked as soon as possible after the completion date. The final grading given should reflect the quality of the candidate's evidence at the time of the completion date. The evidence for the project is generated over time and involves three distinct stages, where each stage has to be achieved before the next is undertaken. Thus any reassessment of stages must be undertaken before proceeding to the next stage.

If a candidate fails the project overall or wishes to upgrade, then this must be done using a *substantially different* project, ie all stages are undertaken using a new project, assignment, case study, etc. In this case, a candidate's grade will be based on the achievement in the *reassessment*.

At this level, candidates should work independently. It is up to Centres to take reasonable steps to ensure that the project is the work of the candidate. For example, Centres may wish to informally question candidates at various stages on their knowledge and understanding of the project on which they have embarked. Centres should ensure that where research etc, is carried out in other establishments or under the supervision of others that the candidate does not receive undue assistance.

To ensure authentication of work it is advisable for candidates to complete a log or diary recording progress and tasks completed. There should be regular meetings between the tutor and candidate to review progress, these meetings should be recorded. The final evaluation must be completed under open-book test conditions.

Instructions for designing the assessment task

The assessment task is a project. The project undertaken by the candidate must be a complex task which involves:

- ◆ variables which are complex or unfamiliar
- ◆ relationships which need to be clarified
- ◆ a context which may be familiar or unfamiliar to the candidate

The assessment task must require the candidate to:

- ◆ analyse the task and decide on a course of action for undertaking the project
- ◆ plan and organise work and carry it through to completion
- ◆ reflect on what has been done and draw conclusions for the future
- ◆ produce evidence of meeting the aims which this Graded Unit has been designed to cover

Higher National Graded Unit specification: instructions for designing the assessment task and assessing candidates (cont)

The project will be based on the investigation of a business issue relating to a travel and tourism business or organisation or a topical issue in the Travel and Tourism sectors of the economy. The issue selected should focus on at least one of the main aims of the course, and should involve an investigation which provides a solution to an identified problem or issue. The investigation should allow the candidate to demonstrate creative solutions in response to the changing needs of the organisation or the Travel and Tourism Industry. Customer care, marketing, management, retail travel, tour operations, air travel would all be acceptable topics for this depth of investigation.

Guidance on grading candidates

Candidates who meet the minimum Evidence Requirements will have their achievement graded as C — competent, or A — highly competent or B somewhere between A and C. The grade related criteria to be used to judge candidate performance for this Graded Unit is specified in the following table.

Grade A	Grade C
<p>Is a seamless, coherent piece of work which:</p> <ul style="list-style-type: none"> ◆ Has sufficient evidence for all three essential stages of the project, is produced to a high standard, and is quite clearly inter-related. ◆ Is highly focused on the objectives of the investigation. ◆ Carefully selects information from a variety of sources to provide strong valid reasons to support points made. ◆ Demonstrates understanding of the concepts and issues relating to the travel and tourism industry and uses these accurately and relevantly to support points made. ◆ Is clear and well structured throughout and language used is of a high standard in terms of level, accuracy and technical content. ◆ Effectively consolidates and integrates required knowledge and skills. ◆ Includes careful and considered reflection on the investigation which informs realistic recommendations ◆ Demonstrates the candidate's ability to work autonomously with minimum effort or revision 	<p>Is a co-ordinated piece of work which:</p> <ul style="list-style-type: none"> ◆ Has sufficient evidence of the three essential phases of the project, is produced to an adequate standard. ◆ Meets the objectives of the investigation but not in a consistent or fully comprehensive manner. ◆ Uses information from a limited range of sources which does not always support reasons given. ◆ Makes limited reference to concepts and issues relating to the travel and tourism industry and may not always use these accurately nor fully relevant. ◆ Is satisfactorily structured and language used is adequate in terms of level, accuracy and technical content. ◆ Consolidates and integrates knowledge and skills but this may lack some continuity and consistency. ◆ Has some limited reflection which does not provide a comprehensive basis for realistic recommendations ◆ Has required limited support and revision during the project

Guidance on reasonable assistance in project based Graded Units is given in the publication *Guidance on the implementation of Graded Units in Higher National Certificates and Diplomas*.

Grade C must be commensurate with the minimum evidence requirements.

Higher National Graded Unit specification: instructions for designing the assessment task and assessing candidates (cont)

The project will be marked out of 100. Assessors will mark each stage of the project, taking into account the criteria outlined. The marks will then be aggregated to arrive at an overall mark for the project. Assessors will then assign an overall grade to the candidate for this Graded Unit based on the following grade boundaries.

A	=	70%	—	100%
B	=	60%	—	69%
C	=	50%	—	59%

Note: the candidate must achieve all of the minimum evidence specified below for each stage of the project in order to achieve the Graded Unit.

Evidence Requirements

The project consists of three stages: planning; developing; and evaluating. The following table specifies the minimum evidence required to pass each stage.

Note: The candidate must achieve **all of the minimum evidence** specified below for each stage of the project in order to pass the Graded Unit.

Project stage	Minimum Evidence Requirements
Stage 1 — Planning	<p><i>The Action Plan is worth 20% of the marks for the investigation.</i></p> <p>An Action Plan which includes:</p> <ul style="list-style-type: none"> ◆ the title of the project ◆ statement of the issue to be investigated ◆ reason for choice of issue, demonstrating relevance to main aims of the HND Travel and Tourism award ◆ the aims of the assessment task including research, development and evaluation ◆ timescales for achieving these aims ◆ objectives of the project, stating anticipated benefit to the organisation/business chosen ◆ identification of the main issues for research ◆ identification of the methods of research and sources to be used ◆ sources of information to be used ◆ methods of investigation to be used with justification of choice <p>Evidence of the Action Plan to be submitted at a time set by the assessor. If revision is needed, a time for resubmission should be set and adhered to by the candidate.</p> <p><i>The candidate must achieve all of the minimum evidence specified above in order to pass the Planning stage.</i></p>

Higher National Graded Unit specification: instructions for designing the assessment task and assessing candidates (cont)

Project stage	Minimum Evidence Requirements
Stage 2 — Developing	<p><i>The report is worth 60% of the marks for the investigation</i></p> <p>An Investigation Report including evidence of:</p> <ul style="list-style-type: none"> ◆ collection and collation of primary and secondary data ◆ interpretation/analysis of data ◆ effective use of appropriate sources of information ◆ summary of the findings and conclusions drawn <p>The report should also include:</p> <ul style="list-style-type: none"> ◆ a contents page ◆ a description of the business/organisation/topical issue to be investigated ◆ a detailed explanation of how the issue affects the business or organisation chosen or the travel and tourism industry if a topical issue is chosen ◆ a clear demonstration that the investigation provides a solution to a perceived problem or suggests a new approach in response to the changing needs of the organisation/travel and tourism industry. ◆ conclusions drawn from the investigation ◆ specific recommendations ◆ a list of acknowledgements of sources and references <p>The report should be concise and relevant and be presented in a formal business report format, with introduction, findings, conclusions and recommendations.</p> <p><i>The candidate must achieve all of the minimum evidence specified above in order to pass the Developing stage.</i></p>

Higher National Graded Unit specification: instructions for designing the assessment task and assessing candidates (cont)

Stage 3 — Evaluating	<p>The evaluation is worth 20% of the marks for the investigation</p> <p>An Evaluation Report which should:</p> <ul style="list-style-type: none">◆ Briefly outline the investigation.◆ Review and update the action plan in light of experience.◆ Assess the effectiveness of the research methods used.◆ Summarise any unforeseen events and document any difficulties encountered or modifications to the chosen approach during the course of the investigation.◆ Assess the extent to which the investigation meets its original objectives.◆ Assess the strengths and weaknesses of the main body of the investigation report.◆ Identify any knowledge and skills which have been gained or developed.◆ Explain how the approach to a similar task might differ in the future. The candidate should demonstrate that they have reflected on what has happened and drawn conclusions from this reflection. <p><i>The candidate must achieve all of the minimum evidence specified above in order to pass the Evaluating stage.</i></p>
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Higher National Graded Unit specification: instructions for designing the assessment task and assessing candidates (cont)

Disabled candidates and/or those with additional support needs

The additional support needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments, or considering whether any reasonable adjustments may be required. Further advice can be found on our website www.sqa.org.uk/assessmentarrangements