



Higher National Unit specification: general information

Unit title: Retail Travel Practice

Unit code: H11R 34

Superclass: NK

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Unit purpose

This Unit is designed to enable the candidate to demonstrate technical skills and apply product knowledge to process and administer client requirements for general travel and ancillary services.

On completion of the Unit the candidate should be able to:

- 1 Select components to dynamically package specific client requirements.
- 2 Process client requirements for packaged travel arrangements.
- 3 Process client requirements for longhaul inclusive tours.
- 4 Process client requirements for cruise products.
- 5 Provide information and process requirements for ancillary services.

Recommended prior knowledge and skills

Access to this Unit is at the discretion of the centre. However, it is recommended that candidates have qualifications in English and Mathematics, and underpinning knowledge and skills relating to the Retail Travel Industry and Travel Geography.

This may be evidenced by possession of the following:

- ◆ Standard Grade English (at band 2 or above), National Course in English at SCQF level 5 or National Unit (D01B 11): *Communication*
- ◆ Standard Grade Mathematics (at band 4 or above), National Course in Mathematics at SCQF level 4 or National Unit (D11T 10): *Core Mathematics 3*
- ◆ HN Unit (DK07 33): *International Tourist Destinations*

General information (cont)

Credit points and level

2 Higher National Unit credits at SCQF level 7: (16 SCQF credit points at SCQF level 7*)

**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.*

Core Skills

Opportunities to develop aspects of Core Skills are highlighted in the Support Notes of this Unit specification.

There is no automatic certification of Core Skills or Core Skill components in this Unit.

Context for delivery

If this Unit is delivered as part of a Group Award, it is recommended that it should be taught and assessed within the subject area of the Group Award to which it contributes.

The assessment exemplar for this Unit provides assessment and marking guidelines that exemplify the national standard for achievement. It is a valid, reliable and practicable instrument of assessment. Centres wishing to develop their own assessments should refer to the assessment exemplar to ensure a comparable standard. Assessment exemplars are available on SQA's secure website.

Higher National Unit specification: statement of standards (cont)

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The sections of the Unit stating the Outcomes, Knowledge and/or Skills, and Evidence Requirements are mandatory.

Evidence of actual performance for all knowledge/skills is required and should be gathered from realistic simulations which accurately reflect the conditions of the workplace or from direct observation of the candidate in the workplace.

Where evidence for Outcomes is assessed on a sample basis, the whole of the content listed in the Knowledge and/or Skills section must be taught and available for assessment. Candidates should not know in advance the items on which they will be assessed and different items should be sampled on each assessment occasion.

Outcome 1

Select components to dynamically package specific client requirements.

Knowledge and/or Skills

- ◆ Selecting airline seats
- ◆ Clients' accommodation requirements
- ◆ Rates and associated information
- ◆ Transfer arrangements
- ◆ Mark-up information and administration fees
- ◆ Insurance requirements for the travel agency when selling dynamic packages

Evidence Requirements

Candidates will need to provide evidence to demonstrate their Knowledge and/or Skills by showing that they can:

- ◆ present at least one customer arrangement involving three components, this should include:
 - selecting airline seats from 'low-cost' or 'seat-only' operators using appropriate internet sites
 - identifying clients' accommodation requirements using the internet and other trade sources
 - providing rates and associated information
 - identifying transfer arrangements using appropriate internet sites or other industry sources
 - calculation of mark-up information and administration fees
 - identifying insurance requirements for the travel agency when selling dynamic packages.

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Outcome 2

Process client requirements for packaged travel arrangements.

Knowledge and/or Skills

- ◆ Packaged arrangements
- ◆ Costings
- ◆ Associated information
- ◆ Tour operators' reservation procedures
- ◆ Booking procedures to meet legal requirements

Evidence Requirements

Candidates will need to provide evidence to demonstrate their Knowledge and/or Skills by showing that they can:

- ◆ identify clients' requirements for packaged arrangements.
- ◆ provide accurate costings, including at least two adjustments.
- ◆ provide accurate and relevant associated information.
- ◆ describe tour operators' reservation procedures.
- ◆ process bookings, or apply acceptable procedures to meet legal requirements.

Outcome 3

Process client requirements for longhaul inclusive tours.

Knowledge and/or Skills

- ◆ Longhaul package holiday requirements
- ◆ Holiday costings
- ◆ Associated information
- ◆ Reservation codes

Evidence Requirements

Candidates will need to provide evidence to demonstrate their Knowledge and/or Skills by showing that they can:

- ◆ identify and fully cost specific client longhaul holiday requirements, including at least two adjustments.
- ◆ provide accurate and relevant associated information.

Higher National Unit specification: statement of standards (cont.)

Unit title: Retail Travel Practice

Outcome 4

Process client requirements for cruise products.

Knowledge and/or Skills

- ◆ Client requirements
- ◆ Cruise products
- ◆ Costings
- ◆ Associated information

Evidence Requirements

Candidates will need to provide evidence to demonstrate their Knowledge and/or Skills by showing that they can:

- ◆ analyse a clients requirements for a cruise holiday.
- ◆ identify and evaluate cruise products.
- ◆ provide detailed information on appropriate products to meet client requirements.
- ◆ process an enquiry for a specific type of cabin, on a specific cruise, on a selected date.
- ◆ provide an accurate costing, including at least two adjustments.
- ◆ provide relevant and accurate associated information.

Outcome 5

Provide information and process requirements for ancillary services.

Knowledge and/or Skills

- ◆ Insurance requirements
- ◆ Currency and financial transactions overseas
- ◆ Passport, visa and health requirements

Evidence Requirements

Candidates will need to provide evidence to demonstrate their Knowledge and/or Skills by showing that they can:

- ◆ complete a buying and a selling foreign exchange transaction.
- ◆ compare two insurance policies, including premiums and level of cover.
- ◆ demonstrate knowledge of passport, visa, health requirements.
- ◆ demonstrate knowledge of additional information that may be required by travellers (eg information on currency and other financial options).

Higher National Unit specification: support notes

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This part of the Unit specification is offered as guidance. The support notes are not mandatory.

While the exact time allocated to this Unit is at the discretion of the centre, the notional design length is 80 hours.

Guidance on the content and context for this Unit

This Unit is designed for candidates employed in or intending to seek employment in the retail travel industry or in those sectors of the industry represented in this Unit. It covers the knowledge and the technical skills required to provide information, and process, client requirements for general travel arrangements and ancillary services. It also provides an opportunity to compare and contrast competing products and to examine developments in travel retailing.

This Unit should be seen in the context of providing the knowledge, and technical skills, required to provide product and ancillary service information and to process client requirements for routine and non-routine travel and packaged arrangements. It requires the candidate to compare products and services in order to provide informed selections to clients. Current developments in travel retailing are also investigated. It is essential that preparation for this Unit take account of appropriate consumer protection legislation including the EC Directive on Package Travel, current industry practices and the requirements specified in the ABTA Code of Conduct for Travel Agents. For candidates not undertaking this Unit in the workplace, it is recommended that the resources and environment of a model travel agency be made available. Trade reference material documentation and access to relevant websites/CRS/GDS systems will also be required.

Guidance on the delivery of this Unit

Outcome 1

Selecting airline seat, types of accommodation and providers; industry reference sources, including different manuals/relevant websites/CRS/GDS systems; classification and grading schemes; reservation procedures; room types and facilities; meal plans; terminology; identification of appropriate accommodation to meet specific client requirements; calculation of rates in Sterling and in overseas currencies; commission arrangements and calculations; reservation methods and their appropriateness.

Outcome 2

Range of package holiday products offered by mass market and specialist tour operators; product information including travel arrangements, transfers, accommodation and country/resort details; calculation of costs including adjustments; comparison of products; reservation procedures and facilities; booking conditions; comparison of operators' insurance and independent insurance arrangements; commission schemes and calculation of commission; group booking arrangements and group reductions; application of agents discount to client's booking.

Higher National Unit specification: support notes (cont)

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Outcome 3

Product knowledge: brochure information, travel information, transfer times, climate, resort information, health and visa requirements, insurance, accommodation facilities; calculation of costs including all types of supplements/upgrades/private transfers, excursion packages, extension packages, seasonal adjustments, reductions; reservation procedures including tailor-made bookings; reservation documentation.

Outcome 4

Use of trade reference sources - brochures and manuals; cruise operators; representative companies; cruise areas; target markets; traditional cruise product types; terminology; interpretation of deck plans; cabin types; on-board facilities/entertainments; GRT to passenger ratio; passenger to crew ratio; tipping; port of call; excursions/places of interest; meal arrangements; dress code. Appropriate product: operator; cruise number/name; ship; deck and cabin type/cabin number; date of departure; costing; reservations; booking conditions; insurance; payment arrangements. Candidates should have an awareness of tour operator products.

Outcome 5

Insurance: types of policy; details of cover provided; restrictions, exclusions and excesses; premiums for different categories of client and for various holiday types; selling insurance; policy issue procedures; claim's procedures; comparison of insurance products offered by tour operators, travel agents and insurance companies/brokers; commission arrangements.

Methods of payment for overseas travelers, eg money cards, credit/debit cards, foreign currency. The advantages and disadvantages of the various options.

Foreign exchange: rate of exchange; buying and selling rates and procedures; reference sources for rates of exchange, currency regulations and restrictions and particulars of individual currencies; commission and service charges; comparison of rates offered by banks, bureau de change, travel agents, building societies and mail order facilities; other methods of paying for goods and services.

Passports: UK passport types; validities; application forms and requirements; charges; implications for agents/transportation companies when passengers are not in possession of valid documentation.

Visas: sources of reference; types of visa; requirements for UK and non-UK passport holders; documentation required; applications and charges; implications for agents/transportation companies when passengers are not in possession of valid documentation.

Health: sources of reference; compulsory and recommended requirements; general advice for travellers; reciprocal health arrangements.

Higher National Unit specification: support notes (cont)

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Guidance on the assessment of this Unit

A candidate-centred, resource based learning approach is recommended supported by lecturer exposition of key points, concepts and suggested strategies.

As this Unit is intended for candidates employed in or intending to seek employment in the retail travel industry, candidates should be able to have open access to any trade reference materials or their notes as required, consequently reproducing conditions found in the workplace. Assessments should take place under supervised conditions to ensure the work is the candidate's own, although the authentication of candidate's work is the responsibility of each centre.

Assessment Guidelines

Outcome 1

The candidate could be set a practical exercise, based on client requirements. Additional short-answer questions could be used to cover Evidence Requirements, where necessary.

Outcome 2

The candidate could be set two practical exercises, based on client requirements, with additional short-answer questions where necessary to cover Evidence Requirements.

- (i) the mass market product will require selection of appropriate arrangements from given client requirements; costing to include child discount, single room supplement, departure/seasonal supplement, at least one other adjustment and insurance premiums; completion of reservation procedure.
- (ii) the group booking will comprise not less than forty clients and will require a costing to include room and/or board adjustments, regional departure supplement and/or seasonal supplement, insurance premiums, group reduction and agent's discount which has been agreed; commission calculation. Relevant associated information will be provided for each product.

Outcome 3

The candidate could be presented with two specific client requirements, one for a two/multi-centre longhaul holiday and one for a contrasting longhaul holiday. Each should include a reduction or supplement and three items which require a cost adjustment. Additional questions could be included to cover the associated information and reservation procedures.

Outcome 4

Candidates could be set two practical exercises covering the client requirements as outlined in the Evidence Requirements.

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Outcome 5

The candidate could be set practical exercises, based on client requirements, with additional short-answer questions where necessary in order to cover the Evidence Requirements.

Online and Distance Learning

This Unit is not very well suited to delivery by distance learning unless the candidate has access to the reference material and resources required for completion of the Unit. There is also a substantial amount of lecturer input and on-going support required, which restricts self-learning by the candidate.

Opportunities for developing Core Skills

The delivery and assessment of this Unit will provide candidates with the opportunity to develop the Core Skills of *Numeracy* and *Information and Communication Technology (ICT)* at SCQF level 4 and *Communication* at SCQF level 5

Numeracy at SCQF level 4

In Outcome 1, where candidates have to cost a dynamic package holiday by accessing and interpreting information such as timetables, pricing structures, distance/time graphs, etc, and then communicate this information appropriately, they will be demonstrating the Core Skill component of Using Graphical Information.

In Outcomes 2, 3 and 4, where candidates have to provide accurate costings for package holidays and cruises which includes calculations involving addition, multiplication and division, they will be developing the Core Skill component of Using Number

Information and Communication Technology (ICT) at SCQF level 4

In all Outcomes, where candidates use the internet to research, gather and evaluate information on products and services to meet client requirements, they will be demonstrating the Core Skill component of Accessing Information.

Similarly if candidates use *ICT* independently, effectively, and responsibly to carry out a range of processing tasks and/or use *ICT* to present information in response to client requirement, they will be demonstrating the Core Skill component of Providing and Creating Information.

Communication — Written Communication at SCQF level 5

In all Outcomes, where candidates are required to read and understand a variety of complex text such as costing details, booking conditions, insurance documentation, passport and visa regulations, etc, they will be demonstrating the Core Skill component of Written Communication (Reading)

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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

History of changes to Unit

Version	Description of change	Date

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Additional copies of this Unit specification can be purchased from the Scottish Qualifications Authority. Please contact the Business Development and Customer Support team, telephone 0303 333 0330.

General information for candidates

Unit title: Retail Travel Practice

This Unit is designed to enable you to demonstrate technical skills and apply product knowledge to process and administer client requirements for general travel and ancillary services.

This Unit is designed to provide you with a general preparation for work in the travel industry. This Unit can be undertaken as part of an HNC or HND in Travel and Tourism or as a stand-alone Unit. It is expected that a candidate with a HNC or HND qualification would progress to a supervisory or junior management position. The Unit may be particularly suitable for those seeking employment in the following areas: Travel Agents, Airlines, Airport Services, Tour Operators' Representatives, Car Ferry, Rail, Coach and Car Rental Companies, Foreign Exchange Providers, Business and Commerce.

The Unit is designed to enable you to:

Outcome 1 — Select components to dynamically package specific client requirements

This Outcome covers selecting airline seats, types of accommodation and providers; industry reference sources, including different manuals/relevant websites/CRS/GDS systems; classification and grading schemes; reservation procedures; room types and facilities; meal plans; terminology; identification of appropriate accommodation to meet specific client requirements; calculation of rates in Sterling and in overseas currencies; commission arrangements and calculations; reservation methods and their appropriateness.

Outcome 2 — Process client requirements for packaged travel arrangements

This Outcome covers the range of package holiday products offered by mass market and specialist tour operators; product information including travel arrangements, transfers, accommodation and country/resort details; calculation of costs including adjustments; comparison of products; reservation procedures and facilities; booking conditions; comparison of operators' insurance and independent insurance arrangements; commission schemes and calculation of commission; group booking arrangements and group reductions; application of agents discount to client's booking.

Outcome 3 — Process client requirements for longhaul inclusive tours

This Outcome covers product knowledge: brochure information, travel information, transfer times, climate, resort information, health and visa requirements, insurance, accommodation facilities; calculation of costs including all types of supplements/upgrades/private transfers, excursion packages, extension packages, seasonal adjustments, reductions; reservation procedures including tailor-made bookings; reservation documentation.

General information for candidates (cont)

Unit title: Retail Travel Practice

Outcome 4 — Process client requirements for cruise products

This Outcome covers the use of trade reference sources - brochures and manuals; cruise operators; representative companies; cruise areas; target markets; traditional cruise product types; terminology; interpretation of deck plans; cabin types; on-board facilities/entertainments; GRT to passenger ratio; passenger to crew ratio; tipping; port of call; excursions/places of interest; meal arrangements; dress code. Appropriate product: operator; cruise number/name; ship; deck and cabin type/cabin number; date of departure; costing; reservations; booking conditions; insurance; payment arrangements. Candidates should have an awareness of tour operator products.

Outcome 5 — Provide information and process requirements for ancillary services

This Outcome covers types of insurance policy; details of cover provided; restrictions, exclusions and excesses; premiums for different categories of client and for various holiday types; selling insurance; policy issue procedures; claim's procedures; comparison of insurance products offered by tour operators, travel agents and insurance companies/brokers; commission arrangements.

Methods of payment for overseas travelers, eg money cards, credit/debit cards, foreign currency. The advantages and disadvantages of the various options.

Foreign exchange: rate of exchange; buying and selling rates and procedures; reference sources for rates of exchange, currency regulations and restrictions and particulars of individual currencies; commission and service charges; comparison of rates offered by banks, bureau de change, travel agents, building societies and mail order facilities; other methods of paying for goods and services.

Passports: UK passport types; validities; application forms and requirements; charges; implications for agents/transportation companies when passengers are not in possession of valid documentation.

Visas: sources of reference; types of visa; requirements for UK and non-UK passport holders; documentation required; applications and charges; implications for agents/transportation companies when passengers are not in possession of valid documentation.

Health: sources of reference; compulsory and recommended requirements; general advice for travellers; reciprocal health arrangements.

Assessment for this Unit may be practical exercises with short-answer questions and calculation of costings and adjustments, based on given scenarios detailing client requirements.