

National Course Assessment

Retail Travel (new) Higher C06K 12

Practical Assignment

2nd Edition: January 2008

Publication Code: BB1493

Published by the Scottish Qualifications Authority
Hanover House, 58 Robertson Street, Glasgow, G2 8DQ, and Ironmills Road, Dalkeith, Midlothian,
EH22 1LE

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1 Practical Assignment overview

This national project specification provides details of the assessment tasks and the evidence which candidates are expected to produce. It contains a degree of choice in terms of the way the Practical Assignment is taken forward by centres so that it fits available resources and candidates' interests and personal strengths.

The Practical Assignment is not concerned exclusively with practical activity, but is designed to emphasise skills relating to the application of practical skills, and related knowledge and understanding to a situation that involves task management.

Candidates are provided with a brief and are expected to demonstrate attainment relating to:

- ◆ interpreting the brief
- ◆ gathering information to clarify the brief
- ◆ deciding on a product, or activity/event, or performance to develop
- ◆ selecting and managing materials/resources
- ◆ producing the product, or organising the activity/event or delivering the performance
- ◆ evaluating the product or activity/event or performance (through feedback)

Evidence requirements are as follows:

- ◆ a plan of action
- ◆ evidence of a product or an organised activity/event or a performance
- ◆ evidence which documents the processes underpinning the practical hands-on activity
- ◆ evidence showing an extended evaluation of the Practical Assignment

Copies of Units are available from the Scottish Qualifications Authority Sales Section, telephone 0141-242 2168; fax 0141-242 2244; e-mail sales@sqa.org.uk

The Scottish Qualifications Authority Helpdesk is available on 0141-242 2214.

Note:

Please note that individual project specifications should be read in conjunction with the relevant *Arrangements for Project-based National Courses*. The *Arrangements* document provides an overview of the Project-based National Courses for the given SGA. The guidance document, *Project-based National Courses: procedural guide for centres*.

This specification forms part of Section F of the above *Arrangements* document. It can be used until such a time that SQA advises centres that a new or revised version is available and should be used in its place.

2 Recommended entry

We strongly advise that candidates should have completed the Units in the National Course prior to embarking on the Practical Assignment. However, there may well be candidates who, for whatever reason, choose to undertake the Practical Assignment on a stand-alone basis. Any such candidates who have not completed or embarked upon the Units of the National Course *prior* to undertaking the Practical Assignment should have demonstrated attainment in (and/or attained) the following qualifications:

- ◆ a relevant SVQ in Travel Services at level 2 together with experience of working in a travel agency. This experience should have included processing client requirements as detailed in the Units in the Course, ie package holidays; packaged cruise products; flight seat only bookings; coach, rail and ferry travel; car hire; passport, visa and health requirements; insurance; foreign exchange.

Candidates who achieve the National Course assessment will not be certificated for the Course until they have successfully completed the component Units.

3. Practical Assignment briefs

Candidates should choose one of the following assignment briefs. They should select one of the three scenarios to develop and produce a rationale to justify their selection. The candidate will need to further develop the client profile that has been produced in each scenario. As a travel agent, they will need to investigate further the clients' likes/dislikes and their needs/ wants in order to select the most appropriate travel arrangements and destination(s) to meet the clients' requirements. This should result in each candidate's practical assignment being quite different from that of other candidates. Throughout the project a wide range of information sources, materials and resources may be utilised. File references and booking references will be fictitious and should be created by the candidate and then used consistently throughout all documentation.

Brief 1

Mrs Andrea Delmonte and her husband Ricki of 234 Maitland Road Newlands in Glasgow are planning a two-week holiday to southern Spain or Portugal in June with Andrea's sister Pamela, her husband Rory Connelly and Ricki's brother Sam and his wife Lauren.

They would like to book a fun packed holiday by the coast where they can all enjoy a variety of water sports and the husbands can play several rounds of golf during their stay. They would like good quality self-catering accommodation which offers a range of facilities including a swimming pool, tennis courts and restaurants close by. The ladies would also like to do some sightseeing and shopping while their husbands play golf.

All three couples wish to travel together from Manchester Airport which is nearby to Sam and Lauren's home in Southport. As Andrea and Ricki do not drive, they will need information about coach and rail timings from Glasgow to Manchester Airport and the cheapest applicable fares for each method of travel.

Pamela and Rory Connelly live 30 miles west of Dublin and intend travelling to Manchester from Ireland by car and ferry/catamaran service. They need information about services and fares across from Ireland and require your agency to book the most appropriate crossings to suit the holiday flight timings.

They will be travelling in an Audi A8 registration MAZ 654. Car parking at Manchester Airport is also required for this couple.

During their holiday the clients wish to rent two cars; one which could accommodate everyone if going out together, and a second car that the wives could use for sightseeing; preferably a convertible model. They will collect the cars on arrival at their destination airport.

Your agency insurance is required for all of the party.

All correspondence will be with Mrs Andrea Delmonte. Her contact telephone numbers are as follows:

Home: 0141 638 XXXX
Daytime: (office) 0141 552 XXXX

Brief 1(cont)

Mrs Delmonte advises she will settle all accounts and that she can pay either by cheque or by Mastercard.

Her number is 4xxx 7xxx 6xxx 3975 which expires 06/1X

She also advises that all members of the party hold UK passports valid for at least 3 years except Ricki Delmonte, who has an Israeli passport valid for another 5 years.

Brief 2

Mr Norman Kent of Heyston View, Murray Avenue, Stirling wishes to arrange a two-week package holiday to Majorca for his family during the month of September. He will be travelling with his wife Morag, their daughter Rena, her husband Michael Forbes, a South African passport holder, and their two grandchildren Siobhan aged 2 years and Tara aged 4 years.

He would like you to find a good quality hotel that will provide all the facilities that the family requires including supervised children's activities, children's early suppers and a daily programme of activities and evening entertainment for the adults.

The Forbes family intends to travel down to Stirling by car from their home in Stornoway and Mr Kent has asked you to book ferry crossings for them. The dates you book must allow them to have a couple of days in Stirling before their flights to Majorca and at least one night with the family on the party's return to Scotland. Mr Forbes's car is a Volvo Estate, registration number SY57MFT.

Mr Kent's younger daughter Donna who lives in Birmingham and is a student has volunteered to house-sit and look after her grandmother while they are on holiday. Mr Kent wishes to buy a ticket for his daughter to travel up to Stirling. He advises you that she has a fear of flying and so she will travel by train or coach. She should be booked on the most appropriate services, which will allow her to arrive the night before the family's holiday flight and return to Birmingham the Sunday after her parents' return from Majorca.

During their stay in Majorca Mr Kent would like to hire a people carrier to allow them to drive around the island to explore other resorts and visit some of the island's attractions. The vehicle must have air-conditioning. You are required to arrange for its delivery to their hotel on the fifth day of their holiday and should be booked for 6 days.

All correspondence will be with Mr Kent. His contact telephone numbers are as follows:

Home: 03224 - 391XXX

Daytime (office) 0131 - 540 XXXX

Mr Kent advises that once suitable arrangements have been agreed he will confirm all booking arrangements with your office and settle all accounts. He can pay by cheque or by credit card.

His Visa Card number is 46XX 50XX 96XX 53XX and its expiry date is 06/1X

He also advises you that all the party hold UK passports valid for at least four years except for his son-in-law. He is a citizen of South Africa and his passport is valid for six more years. All members of the party require your agency's travel insurance cover.

Brief 3

Mrs Jayne Simpson of 294 Sandiford Road Newcastle is planning a cruise package holiday which will be a reunion for a group of friends including David and Mhari Grant who will celebrate their Silver Wedding Anniversary on the 18th of July.

They would like a 14 night cruise around the Mediterranean area that will allow them to visit a variety of places including ports of call in Spain and Italy. They wish to fly from Manchester Airport to the Mediterranean to join their cruise ship on which they will help David and Mhari celebrate their anniversary.

The Grants live in Oldham and Mrs Simpson would like you to arrange a luxury car to take them to Manchester Airport as a special treat. They will require the best quality outside double cabin available on the ship.

Also travelling in the party is Mrs Susan Todd and Miss Kay Dodds who will share a three bedded outside cabin with Jayne Simpson. The cabin should be on as high a deck as possible. They both live in Sheffield and will require your agency to provide information on coach and rail services from the city centre to Manchester Airport. They require you to advise them of the fares for each method of travel and book the most appropriate service.

Mrs Lynn Hardcastle and her husband Steven who live on the Isle of Man complete the group. They will be travelling to Manchester Airport by car and require you to book the most appropriate ferry service for them to the mainland and also arrange car parking at the airport. Aboard ship they would like an inside twin bedded or double cabin as close to their friends as possible.

Mrs Simpson wishes you to arrange a one way car rental to allow her to drive to the airport. The car should be delivered to her home in Newcastle and returned to the rental company at the airport before check-in for her holiday flight. She would prefer a car with at least a 1600cc engine. On her return to Manchester Airport she will be met by her husband who will drive them both home.

Mrs Simpson advises that all members of the group except Miss Kay Dodds have UK passports valid for at least 6 years. Miss Dodds has never travelled abroad before and does not yet have a passport.

All members of the party require your agency's travel insurance cover.

All correspondence will be with Mrs Simpson.

Her contact telephone numbers are as follows:

Daytime: 0161 – 432- xxx
Mobile 07790xxrmux

Mrs Simpson advises that once suitable arrangements have been agreed she will confirm all booking arrangements with your office and settle all accounts. She can pay by cheque or by credit card.

Her Visa card number is 78XX 57XX 67XX 2970 and its expiry date is 02/1X

4. Outcome coverage

Course Structure		
Unit title	Credit value	Unit number
Travel Agency Practice and Procedures	2	DF6K 12
Surface Travel	1	DF6L 12

All Practical Assignments for project-based National Courses cover a minimum of two thirds of the Outcomes from the component Units. For this project these are:

Unit: Travel Agency Practice and Procedures

- 1 Process customer requirements for package holiday arrangements
- 2 Process customer requirements for flight seat-only arrangements, or low cost operators
- 3 Process customer requirements for tour operator's cruise packages
- 4 Process customer requirements for ancillary services
- 5 Administer customer files and payments
- 6 Demonstrate basic operational skills on CRS/Viewdata/GDS travel facilities

Unit: Surface Travel

- 1 Process customer requirements for UK coach travel
- 2 Provide information on UK rail travel
- 3 Process customer requirements for car rental
- 4 Process customer requirements for UK ferry services

It is strongly advised that candidates should have completed the assessments for the individual component Units before undertaking this National Course assessment.

5. Subject/occupationally-related knowledge and skills

The Practical Assignment allows candidates to develop and apply skills in:

- ◆ using reference materials
- ◆ investigating new tourist destinations and attractions
- ◆ providing concise and accurate information to clients
- ◆ presenting information in a professional manner
- ◆ selling skills; analysing customer requirements; comparing products and their benefits for the client; recommending the most suitable product
- ◆ itinerary planning
- ◆ decision making
- ◆ project planning and management

Candidates will also further develop and apply knowledge of:

- ◆ holiday and travel products
- ◆ ancillary services
- ◆ tourist destinations and their accessibility, amenities and attractions
- ◆ travel trade practices

Candidates will benefit from the opportunity to apply their knowledge and develop the skills needed to work competently in a Retail Travel Agency. The practical assignment allows the candidate to tackle a 'real life', if somewhat complex, client enquiry. It allows them to process the enquiry through the various stages from planning through to the production of all the necessary documentation, just as would be needed in a working environment.

6. Candidate evidence requirements and allocation of marks

General information

The three stages of the Practical Assignment for all Project-based National Courses at Higher are:

- ◆ planning
- ◆ developing
- ◆ evaluating

Here we describe evidence requirements which apply to each of the three stages of the Practical Assignment for all Project-based National Courses at Higher. Where there are any specific evidence requirements relating to this Course, these are given later in this section.

Planning

Candidates must produce a 500 word (or equivalent) plan of action. The plan should include an introduction and a main body. Centres should ensure that candidates either already have, or are taught, the necessary skills to devise their own plan before they start the project.

For the introduction of the plan, candidates should:

- ◆ provide a rationale for selecting a particular brief
- ◆ interpret the brief
- ◆ gather information to clarify the brief
- ◆ define the aims and objectives of the Practical Assignment

For the main body of the plan candidates should:

- ◆ identify information sources
- ◆ identify materials and resources
- ◆ establish timescales for completion of stages of the Practical Assignment

The plan of action should be produced in a supervised environment although candidates may carry out the preparation beforehand. Candidates may communicate with each other when producing their plans of action, but each plan must be tailored to the candidate's own project and the action points should relate to the work to be carried out by the individual candidate.

The work produced should always be the candidate's own. However, teachers/lecturers are expected to provide candidates with advice, guidance and constructive criticism as necessary when they are devising their plans. It is important to note that, as the plan underpins the rest of the project, centres should ensure that no candidate proceeds to the development stage until the candidate has devised a plan that is potentially workable. The level of support that candidates need to devise a viable plan of action will of course vary from candidate to candidate. Centres should indicate the level of support given to each candidate on the flyleaf for the project provided by

the SQA. This should not inhibit centres from providing constructive comment nor the candidate from acting on their own initiative and taking on board the advice. In some cases, however, if the level of support and intervention needed is more than that which would normally be seen as reasonable, the authenticity of the candidate's work may be called into question. If the level of input needed from the teacher/lecturer is above normal (for example, the quality of the plan is such that it would mean that the project would be unworkable if the plan was not revised) then candidates cannot score more than 20 of the 40 marks allowed for the planning stage.

Developing

Candidates must provide evidence that:

- ◆ testifies to the quality of the hands-on practical activity
- ◆ documents the processes underpinning the activity

Specific evidence requirements for this Course are given later in this section.

All of the evidence should be produced in a supervised environment. Candidates may communicate with each other but should produce work which can be clearly attributed to the candidate as being his or her own.

Evaluating

Candidates must produce an extended evaluation report which should:

- ◆ provide a brief summary of what the assignment was about
- ◆ review and update the action plan in the light of experience
- ◆ assess the effectiveness of the action plan
- ◆ summarise any unforeseen events and how they were handled
- ◆ identify knowledge and skills which have been gained and/or developed
- ◆ assess the strengths, weaknesses and quality of any hands-on activity
- ◆ assess the effectiveness of the research methods used
- ◆ determine to what extent the assignment met the original brief

The extended evaluation report should be 1,000 words (or equivalent) at Higher. Candidates may carry out the preparation for the report beforehand.

Candidates at Higher should be allowed up to three hours to complete an extended evaluation (including the summary). This is a generous time allowance and some candidates may require considerably less time — two hours should generally be sufficient.

Candidates should be allowed to take one side of an A4 page of notes (maximum of 200 words or equivalent) which they have prepared, into the room with them. They should not be allowed to take a draft of the evaluation report into the room with them. The centre has the responsibility for ensuring that the notes brought in are the candidate's own work.

For this activity the accommodation should be arranged to reflect centre-invigilated conditions and candidates should not be allowed to communicate with each other in any way.

Specific additional information and requirements

Retail Travel: planning stage marks)

(total 40

500 word written evidence to include:

- ◆ An introduction which requires:
- ◆ a rationale for selecting the brief
- ◆ interpretation the brief (the production of a client enquiry form)
- ◆ identification of the product/aims of the practical assignment (comprehensive and accurate information for the client, correct completion of administrative documents as required by the agency and correctly completed travel documents as required by the client)
- ◆ plan timescales for completion of stages of the assignment

**10
marks**

A body of the plan which requires:

- ◆ an analysis of client requirements (objectives of the practical assignment)
- ◆ a detailed summary of information required to be found for the client (in stages it should be tackled — a flow chart could be drawn up)
- ◆ a plan of how the information will be collected (identify information sources and materials and resources to be utilised)

**30
marks**

Centres are advised to ensure that they offer candidates good guidance and support at the planning stage. Candidates must understand that the planning stage is about how they should be organising themselves to gather information, manage their time and develop any skills necessary for the successful completion of the project. Candidates must be encouraged to set SMART objectives. Setting of such objectives will provide candidates with useful information to consider at the evaluation stage.

Although there is a limitation of 500 words for this stage it is essential that candidates indicate the following:

- ◆ some consideration/comparison of the choice of briefs prior to selecting one of the briefs
- ◆ how they plan to manage the project
- ◆ how they will organise themselves to gather information
- ◆ how they will manage their time
- ◆ how they intend to develop skills necessary for the successful completion of the project.

The candidate should:

- ◆ identify the tasks/stages rather than focus on the customer requirements
- ◆ carefully consider the timescale of the project
- ◆ set some sort of milestone plan or action plan in order to review achievements and adjust target dates.

Candidates should be encouraged to select a variety of brochures and consider several tour operators' products before choosing the most appropriate holiday for their client.

Access to the internet on a regular basis is considered to be necessary as students require up-to-date information not otherwise available through conventional paper-based reference sources.

The production of a supporting logbook or diary would be useful as an appendix to the project. This would allow the candidate to provide evidence to consider at the evaluation stage as to how effective or otherwise the plan of action was.

Retail Travel: developing stage (total 120 marks)

Candidates are required to manage resources and materials to produce a portfolio of evidence to include:

- ◆ details of possible arrangements **10 marks**
- ◆ justification for selection of arrangements deemed to be most suitable for clients **10 marks**
- ◆ an accurately completed client file **10 marks**
- ◆ a detailed itinerary **10 marks**
- ◆ accurately completed administrative documents ie receipts, client account, log of transactions on client file, booking form, business letters to client **30 marks**
- ◆ advice about paying for goods and services abroad, insurance, passport, visa and health information **10 marks**
- ◆ travel documents as appropriate, eg coach ticket, car rental voucher, insurance proposal form **30 marks**
- ◆ destination information: accessibility, amenities, attractions **10 marks**

The candidate should be encouraged to keep a folio of evidence that includes brochures that are used in the course of the investigative stage, together with all rough workings.

Although word processing of the entire project is not mandatory, it enhances the product and certainly in the development stage where letters and itineraries have to be produced for the client, to trade standard, this is highly desirable.

Retail Travel: evaluating stage (total 40 marks)

- ◆ extended evaluation of 1,000 words as per generic requirements.

Note:

It is suggested that a folder is provided which contains both model answers based on the centre's reference materials and a marking scheme for all briefs tackled by the candidates. This allows any assessor to easily check how marks have been allocated/deducted. This will promote internal standardisation of candidate's work.

Specific evidence requirements and assessment arrangements for the Practical Assignment for Retail Travel at Higher

This practical assignment is subject to type 1 visiting assessment.

Planning	
Evidence:	Plan of action. 500 words <i>or</i> equivalent (40 marks)
Conditions of National Course assessment	Supervised
Who assesses it?	Centre and SQA — plan for sample of candidates to be sent to SQA for marking*

Developing	
Evidence:	For hands-on activity and for processes underpinning the activity: Portfolio of evidence (120 marks in total for this stage)
Conditions of National Course assessment:	Supervised
Who assesses it?	This will be subject to type 1 visiting assessment*

Evaluating	
Evidence	Extended evaluation report – including summary. 1000 words <i>or</i> equivalent (40 marks)
Conditions of National Course assessment:	Centre-invigilated
Who assesses it?	Centre and SQA — reports for sample of candidates to be sent to SQA for marking*

It is important that candidates know that they will be penalised for submitting evidence that significantly exceeds the stated word count.

* Centres should refer to *Project-based National Courses: procedural guide for centres* for full procedural details of type 1 visiting assessment.

7. Marking and grading for Practical Assignments with visiting assessment

The assessment evidence for this Practical Assignment is subject to visiting assessment by SQA. Centres are strongly advised to read *Project-based National Courses: procedural guide for centres* for further information about the processes and procedures for visiting assessment.

Visiting assessors will be trained by SQA to apply national standards. As candidate evidence becomes available, exemplars will be issued to centres as guidance.

Centres must mark all three stages of the Practical Assignment for each individual candidate and decide on the mark, band and grade they think should be given to that candidate. SQA will provide detailed marking instructions for centres. The SQA visiting assessor will mark all three stages for a sample of candidates.

As the Practical Assignment will be marked by centres, centres do not need to provide estimates for Practical Assignments with visiting assessment. Nor should there normally be any need for appeals as the SQA visiting assessor and the centre should have negotiated and resolved any differences of opinion during the visiting assessment process.

The internal assessor uses the same processes for deciding on marks, grades and bands as any SQA visiting assessor. The final assessment decision must be based on accurate assessment of all the available candidate evidence. No candidate will be certificated for these Practical Assignments until the assessment decision is in line with national standards.

The total mark for the Practical Assignment is 200 (this makes it easier to discriminate effectively between performances of candidates across the three stages of the assessment). These marks will be allocated as follows in *Table A*.

Table A

Practical Assignment Stage	Assessment Evidence	Mark Allocation
Planning	Plan of action	40
Developing	Evidence arising from the hands-on practical activity and from documenting the underpinning processes involved	120
Evaluating	Extended evaluation report	40

SQA will provide detailed marking instructions in addition to the information given earlier in this specification. SQA will also provide a form (Attendance Register, Form Ex 6) for submission of marks.

The internal assessors must:

- ◆ Mark each stage of the project using the marking instructions provided by the SQA.

- ◆ Maintain a detailed record of the marks given for each of the three stages (for internal moderation purposes and for SQA visiting assessor).
- ◆ Add the marks for each stage for the candidate to give a total mark out of 200.
- ◆ Divide that total mark by 2 to give a percentage.
- ◆ Convert the overall % mark for each candidate into a grade and band using *Table B*.

Table B

% Mark range	Grade	Band
85–100	A (upper)	1
70–84	A (lower)	2
65–69	B (upper)	3
60–64	B (lower)	4
55–59	C (upper)	5
50–54	C (lower)	6
45–49	Fail (near miss)	7
40–44	Fail	8
Less than 40	Fail	9

- ◆ Check the grade given to candidate against the grade descriptions given in *Table C*, using the grade descriptions as a touchstone. The final grade should reflect the grade descriptions.
- ◆ Provide marks, bands and grades for each candidate.

Although it is possible for a candidate to be given a band 7, 8 or 9 which would be classified as ‘fail’, this would not appear on the certificate. If a band 7 is given the centre should ensure that it gives feedback to the candidate for remediation purposes.

Grade Descriptions for a Practical Assignment at Higher

Table D

A	B	C
Content and scope appropriate for Higher		
Looking at the evidence as a whole:	Looking at the evidence as a whole:	Looking at the evidence as a whole:
<p>A Practical Assignment at Grade A:</p> <ul style="list-style-type: none"> • produces high quality, clearly inter-related, documented and product or process-related evidence for the three essential phases of the Practical Assignment • is an exercise to which candidates have brought an accurate and insightful interpretation of the Practical Assignment brief • is tightly structured, relevant to the content of the Units and displays a high level of subject/occupational expertise • effectively applies integrated and consolidated knowledge, understanding and skills from the Course Units to complex situations and/or design specifications 	<p>A Practical Assignment at Grade B:</p> <ul style="list-style-type: none"> • produces good quality, inter-related, documented and product or process-related evidence for the three essential phases of the Practical Assignment • is an exercise to which candidates have brought an accurate interpretation of the Practical Assignment brief • is well structured and displays a good level of subject/occupational expertise. • satisfactorily applies integrated and consolidated knowledge, understanding and skills from the Course Units to situations and/or design specifications which include a degree of complexity 	<p>A Practical Assignment at Grade C:</p> <ul style="list-style-type: none"> • produces adequate, fairly well inter-related, documented and product or process-related evidence, for the three essential phases of Practical Assignment • an exercise to which candidates have brought an acceptable interpretation of the Practical Assignment brief • is reasonably well structured and displays an adequate level of subject/occupational expertise • applies integrated and consolidated knowledge, understanding and skills from the Course Units with some lack of continuity and consistency

Additional information for grade descriptions for Retail Travel

Content

All administrative documents and travel documents must be completed accurately and to trade standard.

Grade A

All documents will have been produced to trade standards without assistance of lecturer. There should have been no requirement to reproduce any travel documents and administrative documents should be free from any error which could have serious implications for the travel agency.

Comprehensive coverage of possible travel solutions for the client should have been produced and the most suitable arrangements chosen and justified.

Full and accurate information should have been produced for client regarding: paying for goods and services abroad; insurance; passport visa and health advice; accessibility; amenities and attractions of destinations.

Grade B

All documents will have been produced to trade standards with minimum assistance of lecturer. There should have been no more than one opportunity required to reproduce any travel documents and administrative documents should be free from any error which would have serious implications for the travel agency. One opportunity to correct any error on an administrative document should be permissible.

Reasonably full coverage of possible travel solutions for the client should have been produced and the most suitable arrangements chosen and justified.

Reasonably full and accurate information should have been produced for client regarding: paying for goods and services abroad; insurance; passport visa and health advice; accessibility, amenities and attractions of destination.

Grade C

All documents will have been produced to a standard which would allow the passenger to travel unhindered with minimum assistance of lecturer. There should have been no more than two opportunities required to reproduce any travel documents and administrative documents should be free from any error which would have serious implications for the travel agency. Two opportunities to correct any error on an administrative document should be permissible.

More than one possible travel solution for the client should have been produced and the most suitable arrangements chosen and justified.

Information should have been produced for client regarding: paying for goods and services abroad; insurance; passport visa and health advice; accessibility; amenities and attractions of destination. Each one of these areas must be included and all information produced must be accurate.

Internal moderation

The internal moderator should:

- ◆ Oversee the internal moderation process to ensure consistency of judgement or *reliability of assessment*. This process will vary according to the nature of the evidence and the number of assessors and sites. It is likely to involve agreement trials and/or Marker standardisation. The internal moderator should normally be a specialist in the subject. (It may be helpful in the first few years of these Project-based National Courses to do a cross-subject moderation of samples of like parts such as the plans of action and evaluation reports. Such additional cross-subject internal moderation is however not mandatory.)
- ◆ Ensure that all candidates have been fairly treated. For example, some candidates may have produced more fully integrated projects than others, but have similar overall marks/bands; this may lead to a reconsideration of marking of the individual components for some candidates.
- ◆ Oversee the finalisation of marks, bands and grades and submission of candidate evidence for sample candidates.

(See *Guide to Assessment and Quality Assurance for Colleges of Further Education* or *Guide to Assessment and Quality Assurance for Secondary Schools*, SQA December 2001 for further information relating to internal moderation, copies are available from SQA Sales — telephone 0141- 242 2168. A guide to good practice for internal moderation is also under development.)

Submitting candidate evidence to SQA

Specific information on this part of the process is available to centres in *Project-based National Courses: procedural guide for centres*. Where materials have to be sent to SQA for marking you will be provided with any necessary packaging materials.

The following must be sent to SQA for this Practical Assignment for a sample of candidates:

- ◆ plan of action
- ◆ extended evaluation report

Note:

In addition, centres will be expected to submit all notes used by the sample of candidates during write-up sessions.

8. Ensuring evidence is authentic

The following methods should be used to ensure that the evidence produced by a given candidate is all their own work. These methods are for use outwith any situation where the candidate's work will be produced under supervised or invigilated conditions already stipulated by the SQA (eg the plan of action and the evaluation):

Development stage

Where possible this should take place in the classroom/travel agency in order that the candidate has access to appropriate reference materials.

All travel tickets/vouchers and administrative documents should be produced under supervised conditions.

9. Investigating tools

Candidates are expected to make use of the following information sources during the Practical Assignment:

Information sources

- ◆ books — travel guides, eg *Fodder's Guides*, *Lonely Planet*
- ◆ travel directories
- ◆ newspapers — travel sections
- ◆ technical/professional/trade journals, eg *TTG*, *Travel Weekly*, *STAN*, *ITT* and *Tourism Society*
- ◆ journals
- ◆ magazine articles
- ◆ internet
- ◆ CD-ROMs — eg *WTG*, *Microsoft Encarta*
- ◆ videos — destination videos
- ◆ TV — travel programmes
- ◆ exhibitions — holiday and travel show, SPATE
- ◆ teaching and lecturing staff

Accessing information

- ◆ libraries
- ◆ tourist information centres
- ◆ rail station
- ◆ coach station
- ◆ car rental companies
- ◆ passport office
- ◆ travel agencies

Communication by mail, e-mail, telephone to:

- ◆ National Tourist Offices
- ◆ consulates
- ◆ hotels
- ◆ car ferry operators

The methods of research could be discussed and agreed with the teacher/lecturer. Candidates should be realistic in the demands they may make on those they approach for information; guidance from the teacher/lecturer may be needed in this area. Centres should be aware of the need to be sensitive to the negative as well as the positive effects that telephone calls, requests for material, interviews and so on may have on organisations and individuals. It may be more appropriate to use the internet, desk-based research and/or draw upon candidate's previous learning and experience, rather than make a personal approach to an organisation or individual. However, the final decision on the most suitable approach lies with candidates and their teachers/lecturers.

References supplied by candidates

Please note that it is legitimate for candidates to quote from information sources such as articles (in print or stored electronically) or books. Such quotations must be placed within quotation marks followed by the reference, including the chapter and or section and page number. Texts referred to should be included in the bibliography.

The following format for references should be used:

Books

Author's surname, followed by forename or initials, title of book (in italics or underlined), place of publication, name of publisher, year of publication.

For example:

Barton, T, *Fieldwork for Geographers*, London: Edward Arnold, 1985

Articles

Author's surname, followed by forename or initials, title of the article (in inverted commas), title of the periodical (underlined or in italics), volume number, part number, year of publication, page number(s).

For example:

Sugden, DE, 'Perspectives on the Glaciation of Scotland', *SAGT Journal* No. 17, 1988, pp 4-10.

Maps and Diagrams

Sources should be given on each map and diagram and should be stated in the same format as for books and articles, as appropriate.

For example:

Microsoft Encarta 1997

Internet

If a website has been used then the address (URL) must be disclosed.

For example:

www.sqa.org.uk

It is important to note that unacknowledged copying will be penalised, usually by cancellation of the candidate entry.

10. Materials and resources

Candidates are expected to select from the following materials and resources as appropriate:

- ◆ holiday brochures — various
- ◆ hotel guides
- ◆ flight seat only brochures
- ◆ coach timetables, eg National Express and Scottish Citylink
- ◆ rail timetable, eg *Great Britain T/T or OAG*
- ◆ car rental companies' publications
- ◆ car carrying operators' publications
- ◆ *OAG Cruise and Ferry guide*
- ◆ *OAG Guide to International Travel*
- ◆ insurance proposal forms and policy conditions
- ◆ viewdata/internet terminals
- ◆ simulated travel agency administrative documents
- ◆ simulated travel documents

Note:

Access to the internet on a regular basis is considered to be necessary as candidates need up-to-date information not usually available through more conventional sources.

11. Core Skills

It is possible that successful attainment of this course would lead to the automatic certification of particular Core Skills or core skill components. A final statement will be provided at a later date by the Scottish Qualifications Authority once full validation procedures are complete.

It should be noted that this project, in common with other project-based courses, follows the planning/developing/evaluating cycle. As a result of this it is likely that successful completion of the project will lead to automatic certification of the Problem Solving core skill at Intermediate 2. The final Core Skills statement, as above, will confirm this.