

-SQA- SCOTTISH QUALIFICATIONS AUTHORITY

NATIONAL CERTIFICATE MODULE: UNIT SPECIFICATION

GENERAL INFORMATION

-Module Number- 5110006 **-Session-**1996-97
-Superclass- NK
-Title- ACCOMMODATION, PACKAGE HOLIDAYS AND RELATED PRODUCTS

-DESCRIPTION-

GENERAL COMPETENCE FOR UNIT: Demonstrating technical skills required to process client requirements for accommodation, package holidays, flight seat only arrangements and tour operators cruise packages.

OUTCOMES

1. process client requirements for independent accommodation;
2. process client requirements for package holiday arrangements;
3. process client requirements for non-scheduled flight seat only arrangements;
4. process client requirements for tour operators' cruise packages.

CREDIT VALUE: 1 NC Credit

ACCESS STATEMENT: 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 relating to the retail travel industry and travel geography.

This may be evidenced by possession of the following:

- (a) Standard Grade English (at band 3 or above) or NC Module 7110045 Communication 3.
- (b) Standard Grade Mathematics (at band 4 or above) or NC module 7180321 Core Mathematics 3.

(c) NC modules:

- 5110106 Introduction to the Travel Industry
- 5110446 British Isles Travel Geography.
- 5110456 European and Mediterranean Area Travel Geography
- 5110466 Popular Longhaul Destinations Travel Geography

For further information contact: Committee and Administration Unit, SQA,
Hanover House, 24 Douglas Street, Glasgow G2 7NQ.

Additional copies of this unit may be purchased from SQA (Sales and Despatch section). At the time of publication, the cost is £1.50 (minimum order £5.00).

NATIONAL CERTIFICATE MODULE: UNIT SPECIFICATION**STATEMENT OF STANDARDS****UNIT NUMBER:** 5110006**UNIT TITLE:** ACCOMMODATION, PACKAGE HOLIDAYS AND RELATED PRODUCTS

Acceptable performance in this unit will be the satisfactory achievement of the standards set out in this part of the specification. All sections of the statement of standards are mandatory and cannot be altered without reference to SQA.

OUTCOME

1. PROCESS CLIENT REQUIREMENTS FOR INDEPENDENT ACCOMMODATION

PERFORMANCE CRITERIA

- (a) Clients' accommodation requirements are identified accurately and fully.
- (b) Rates and associated information provided are accurate and relevant.
- (c) Reservation method selected is appropriate and cost effective.
- (d) Reservation procedures are followed correctly.
- (e) Hotel vouchers are completed correctly and legibly.

RANGE STATEMENT

Rates and associated information: quotation and calculation of rates: sterling; overseas currency; commission; terminology.

Hotel vouchers: completion; distribution of voucher copies.

EVIDENCE REQUIREMENTS

Evidence of actual performance is required for each performance criterion and for each critical class in the range statement and should be gathered from direct observation of the candidate in the workplace or from realistic simulations which accurately reflect the conditions of the workplace.

The evidence will be based on two different client enquiries/reservations: one for accommodation in the UK paid in Sterling and one for accommodation abroad with rates calculated in an overseas currency.

OUTCOME

2. PROCESS CLIENT REQUIREMENTS FOR PACKAGE HOLIDAY ARRANGEMENTS

PERFORMANCE CRITERIA

- (a) Clients' package holiday requirements are identified accurately and fully.
- (b) Holiday costing provided is accurate.
- (c) Associated information provided is accurate and relevant.
- (d) Reservation procedures are demonstrated effectively on a tour operator's reservation system.
- (e) Booking form is completed correctly and legibly.

RANGE STATEMENT

Client requirements: recorded and analysed; selection of appropriate mass market tour operators' product to satisfy essential client requirements: hotel; self-catering accommodation.

Associated information: transfer times, climate, travel information, resort information, insurance, booking conditions.

Reservation procedures: make a specific booking; retrieve a booking; check availability; produce "hard copy" of specific booking details.

Booking form: correctly completed for reserved holidays.

EVIDENCE REQUIREMENTS

Evidence of actual performance is required for each performance criterion and for each critical class in the range statement and should be gathered from direct observation of the candidate in the workplace or from realistic simulations which accurately reflect the conditions of the workplace.

The evidence will be based on two different client enquiries: one covering a hotel based package and the other for a self-catering package. Each example will include at least one child reduction and at least two items which require an adjustment. Only one example of performance criterion (d) will be required.

OUTCOME

3. PROCESS CLIENT REQUIREMENTS FOR NON-SCHEDULED FLIGHT SEAT ONLY ARRANGEMENTS

PERFORMANCE CRITERIA

- (a) Client's seat only travel requirements are identified accurately and fully.
- (b) Fares are quoted and calculated correctly.
- (c) Associated information provided is accurate.
- (d) Correct reservation procedure is known.
- (e) Features of seat only arrangements are explained fully.
- (f) Documentation is completed in accordance with operator's requirements.

RANGE STATEMENT

Client requirements: recorded and analysed; appropriate selection from non-scheduled operators' routes; dates; duration; flexibility.

Fares: adult; child; infant.

Information: itinerary; baggage allowance; flying time; booking conditions.

EVIDENCE REQUIREMENTS

Evidence of actual performance is required for each performance criterion and for each critical class in the range statement and should be gathered from direct observation of the candidate in the workplace or from realistic simulations which accurately reflect the conditions of the workplace.

The evidence, from one client's enquiry, should be based on a major seat only operator's product.

OUTCOME

4. PROCESS CLIENT REQUIREMENTS FOR TOUR OPERATORS' CRUISE PACKAGES

PERFORMANCE CRITERIA

- (a) Clients' cruise requirements are identified accurately and fully.
- (b) Holiday costing provided is accurate.
- (c) Associated information provided is accurate and relevant.
- (d) Reservation procedures are known.
- (e) Booking form is completed correctly and legibly.

RANGE STATEMENT

Client requirements: selection of appropriate cruise arrangement from mass market operators' products.

Associated information: itinerary; shore excursions; on-board facilities/entertainment; insurance; booking conditions.

EVIDENCE REQUIREMENTS

Evidence of actual performance is required for each performance criterion and for each critical class in the range statement and should be gathered from direct observation of the candidate in the workplace or from realistic simulations which accurately reflect the conditions of the workplace.

The evidence, from one client's enquiry, should be based on a major tour operator's cruise programme and the costing should include at least two items which require an adjustment.

ASSESSMENT

In order to achieve this unit, candidates are required to present sufficient evidence that they have met all the performance criteria for each outcome within the range specified. Details of these requirements are given for each outcome. The assessment instruments used should follow the general guidance offered by the SQA assessment model and an integrative approach to assessment is encouraged. (See references at the end of support notes).

Accurate records should be made of the assessment instruments used showing how evidence is generated for each outcome and giving marking schemes and/or checklists, etc. Records of candidates' achievements should be kept. These records will be available for external verification.

SPECIAL NEEDS

In certain cases, modified outcomes and range statements can be proposed for certification. See references at end of support notes.

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NATIONAL CERTIFICATE MODULE: UNIT SPECIFICATION**SUPPORT NOTES**

UNIT NUMBER: 5110006

UNIT TITLE: ACCOMMODATION, PACKAGE HOLIDAYS AND RELATED PRODUCTS

SUPPORT NOTES: This part of the unit specification is offered as guidance. None of the sections of the support notes is mandatory.

NOTIONAL DESIGN LENGTH: SQA allocates a notional design length to a unit on the basis of time estimated for achievement of the stated standards by a candidate whose starting point is as described in the access statement. The notional design length for this unit is 40 hours. The use of notional design length for programme design and timetabling is advisory only.

PURPOSE This unit is designed for candidates undertaking a programme of travel and tourism modules and provides the candidate with an opportunity to demonstrate technical skills in the subject area of accommodation, package holidays, flight seat only and packaged cruise arrangements.

SQA publishes summaries of NC units for easy reference, publicity purposes, centre handbooks, etc. The summary statement for this unit is as follows:

This unit will enable you to demonstrate the technical skills required to process client requirements for accommodation, package holidays, flight seat only arrangements and tour operators' cruise packages.

CONTENT/CONTEXT This unit should be seen in the context of providing knowledge and practical skills necessary to service basic client requirements. Whilst this unit may be taken in isolation, it may provide an opportunity for integration with other travel and tourism units such as 5110106 Introduction to the Travel Industry; 5110426 Surface Travel; 5110116 Travel Agency Practice; 5240006 Selling the Travel and Tourism Product; 5110436 Air Travel: Primary; 5110446 British Isles Travel Geography; 5110456 European and Mediterranean Area Travel Geography; 5110506 Travel and Tourism Work Experience. It is recommended that preparation for this unit takes account of current industry specifications and requirements. For candidates not undertaking this in the workplace, it is recommended that the resources and environment of a model agency be made available. Trade manuals, reference material, documentation and access to appropriate viewdata/computer systems will also be required.

Corresponding to outcomes 1-4:

1. Types of accommodation and providers; trade reference sources - manual
and viewdata/computer systems; classification and grading schemes; room types; facilities; board; terminology associated with accommodation; selection of accommodation to meet specified client requirements; rates-quotation and calculation of rates in Sterling and other overseas currencies, calculation of commission; reservation methods and their cost-effectiveness; reservation procedures; documentation - confirmation of the booking, voucher issue, and distribution of voucher copies.
2. Product knowledge; brochure information - transfer times, climate, travel information, resort information, insurance, accommodation facilities; calculation of costs including all types of supplements/reductions/seasonal adjustments; reservation procedures - access tour operator's system, make a specific booking, retrieve a booking, check availability, produce "hard copy" of specific booking details; booking forms and conditions of booking.
3. Principal operators/products; trade reference sources; product information
- services, routes, schedules, flying time, baggage allowance; fares-adult, child and infant; features of seat only; reservation procedures; booking forms.
4. Product knowledge; brochure information - joining arrangements, cabin types/facilities/location on ship, on-board facilities/entertainment, ports of call, shore excursions, climate, tipping, insurance; calculation of costs including all types of supplements/reductions/seasonal adjustments; reservation procedures; booking conditions.

APPROACHES TO GENERATING EVIDENCE A candidate-centred, resource based learning approach is recommended supported by lecturer exposition of key points. The inclusion of visits and work experience in an integrated programme may also provide opportunities to gather evidence.

ASSESSMENT PROCEDURES Centres may use the instruments of assessment which are considered by tutors/trainers to be most appropriate. Examples of instruments of assessment which could be used are as follows:

Outcome 1

The candidate could be set two practical exercises, based on client requirements, with additional short answer questions where necessary in order to cover the range and evidence requirements as stated above.

Satisfactory performance is stated in the evidence requirements section.

Outcome 2

The candidate could be set two practical exercises, based on client requirements, with additional short answer questions where necessary in order to cover the range and evidence requirements stated above.

Satisfactory performance is stated in the evidence requirements section.

Outcome 3

The candidate could be set one practical exercise, based on client requirements for a seat only reservation, with additional short answer questions where necessary in order to cover the range and evidence requirements as stated above.

Outcome 4

The candidate could be set one practical exercise, based on client requirements for a tour operator's cruise package, with additional short answer questions where necessary in order to cover the range and evidence requirements as stated above.

Satisfactory performance is stated in the evidence requirements section.

Assessors should monitor and control the assessment process to ensure its reliability and validity.

RECOGNITION Many SQA NC units are recognised for entry/recruitment purposes. For up-to-date information see the SQA guide 'Recognised Groupings of National Certificate Modules'.

REFERENCES

1. Guide to unit writing. (A018).
2. For a fuller discussion on assessment issues, please refer to SQA's Guide to Assessment. (B005).
3. Procedures for special needs statements are set out in SQA's guide 'Candidates with Special Needs'. (B006).
4. Information for centres on SQA's operating procedures is contained in SQA's Guide to Procedures. (F009).
5. For details of other SQA publications, please consult SQA's publications list. (X037).

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