

-SQA- SCOTTISH QUALIFICATIONS AUTHORITY

NATIONAL CERTIFICATE MODULE: UNIT SPECIFICATION

GENERAL INFORMATION

-Module Number- 5110426

-Session-1996-97

-Superclass- NK

-Title- SURFACE TRAVEL

-DESCRIPTION-

GENERAL COMPETENCE FOR UNIT: Demonstrating the basic skills required to process effectively, client requirements for surface travel arrangements.

OUTCOMES

1. process client requirements for UK coach travel;
2. provide information on UK rail travel;
3. process client requirements for car rental;
4. process client requirements for car carrying services.

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

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:** 5110426**UNIT TITLE:** SURFACE TRAVEL

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 UK COACH TRAVEL

PERFORMANCE CRITERIA

- (a) Clients' coach travel requirements are identified accurately and fully.
- (b) Timetable and associated information is provided correctly.
- (c) Fares are quoted and calculated correctly.
- (d) Reservation procedures are understood.
- (e) Travel documents are issued correctly.

RANGE STATEMENT

Timetable and associated information: through and connecting services to meet client requirements; service features; codes and symbols.

Fares: adult; one category of discount.

Travel documents: tickets or exchange documents issued in accordance with operator requirements.

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 clients' requirements, one of which will be for through services and the other for connecting services.

OUTCOME

2. PROVIDE INFORMATION ON UK RAIL TRAVEL

PERFORMANCE CRITERIA

- (a) Clients' rail travel requirements are identified accurately and fully.
- (b) Timetable and associated information is provided correctly.
- (c) Fares are quoted and calculated correctly.
- (d) Reservation procedures are accurately explained.

RANGE STATEMENT

Timetable and associated information: through and connecting services; service features; codes and symbols.

Fares: standard; special; for adult and one category of discount.

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 clients' requirements, one of which will be for through services and the other for connecting services.

OUTCOME

3. PROCESS CLIENT REQUIREMENTS FOR CAR RENTAL

PERFORMANCE CRITERIA

- (a) Client's car rental requirements are identified accurately and fully.
- (b) Tariff and associated information is provided correctly.
- (c) Rates are quoted and calculated correctly.
- (d) Reservation procedures are understood.
- (e) Vouchers are issued correctly in accordance with operator's requirements.

RANGE STATEMENT

Tariff and associated information: tariffs and rates; car groups; rental conditions; insurance requirements; terminology.

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 one client's requirements.

OUTCOME

4. PROCESS CLIENT REQUIREMENTS FOR CAR CARRYING SERVICES

PERFORMANCE CRITERIA

- (a) Clients' car carrying service requirements are identified accurately and fully.
- (b) Product and service information is provided correctly.
- (c) Rates are quoted and calculated correctly.
- (d) Reservation procedures are understood.
- (e) Travel documents are issued correctly.

RANGE STATEMENT

Product and service information: timetable and route information; tariffs; motorists' requirements.

Rates: passenger; vehicle; towed vehicle; passenger accommodation.

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 clients' requirements, one of which will require the issue of the travel document.

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: 5110426

UNIT TITLE: SURFACE TRAVEL

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 employed in or intending to seek employment in the retail travel industry or in the sectors of industry covered in the outcomes. It covers the knowledge and technical skills necessary to service basic client requirements. It is suggested that this unit is only taken by candidates undertaking a cohesive programme of units covering retail travel practice.

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 basic skills required to process effectively, client requirements for surface travel arrangements.

CONTENT/CONTEXT This unit should be seen in the context of providing knowledge and technical 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; 5110116 Travel Agency Practice; 5240006 Selling the Travel and Tourism Product; 5110446 British Isles Travel Geography, 5110456 European and Mediterranean Area Travel Geography. It is recommended that preparation for this unit takes account of current industry specifications and requirements. 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 manuals, reference material, documentation and access to appropriate viewdata/computer systems will also be required.

Corresponding to outcomes 1-4:

1. Major operators; trade reference sources - manuals and viewdata/ computer systems; timetable/service information - routes, features, codes and symbols, through and connecting services; fares structures - fares, ticket types, discounts (child, infant and other), conditions; reservation procedures - information required, procedure; document issue - in accordance with operator requirements.
2. Network; trade reference sources - timetables, fare manuals and viewdata/ computer systems; timetable/service information - routes, features, codes and symbols, through and connecting services; fares structures - fares, ticket types, discounts (child, infant and other), conditions, reservation procedures - information required, procedure.
3. International, national and local operators; trade reference sources including viewdata/computer systems; rental schemes; tariff information; conditions of rental; insurance requirements; reservation procedures; voucher issue; terminology.
4. Major operators; trade reference sources including viewdata/computer systems; schedules and service information - routes, features/facilities, timetables; tariff structures - adults, children, vehicles, accommodation; ticket types; conditions; reservation procedures - information required, procedure; document issue - in accordance with operator requirements; motorist requirements.

APPROACHES TO GENERATING EVIDENCE A candidate-centred, resource based learning approach is recommended supported by lecturer explosion of key points.

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.

Satisfactory achievement of this outcome is as 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.

Satisfactory achievement of this outcome is as stated in the 'evidence requirements section.

Outcome 3

The candidate could be set one practical exercise, based on client requirements, with additional short answer questions where necessary.

Satisfactory achievement of this outcome is as stated in the evidence requirements section.

Outcome 4

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

Satisfactory achievement of this outcome is as 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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