



National Unit Specification

General information

Unit title: Travel Products and Services (SCQF level 6)

Unit code: H90M 46

Superclass: NK

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Version: 02

Unit purpose

This Unit is designed to provide learners with basic knowledge and skills required to identify and select appropriate travel products and services to meet customer requirements, using online systems. On completion of this Unit learners could progress onto further education or training in this industry.

Outcomes

On successful completion of the Unit the learner will be able to:

- 1 Process customer requirements for dynamic package travel arrangements and recommend ancillary products and/or services for a Mass Market European destination.
- 2 Process customer requirements for flight-only seat arrangements and recommend ancillary products and/or services suitable for a popular longhaul destination.
- 3 Process customer requirements for sea travel arrangements and recommend ancillary products and/or services.

Credit points and level

1 National Unit credit at SCQF level 6.

Recommended entry to the Unit

While entry is at the discretion of the centre, learners will normally be expected to have attained one of the following:

- ◆ English or Geography at SCQF level 4
- ◆ English, Travel and Tourism or Geography at SCQF level 4, or equivalent
- ◆ Units in Travel and Tourism at SCQF level 4 or SCQF level 5

General information (cont)

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Core Skills

Achievement of this Unit gives automatic certification of the following Core Skills component:

Complete Core Skill	None
Core Skill component	Critical Thinking at SCQF level 5 Assessing Information at SCQF level 5

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 Support Pack (ASP) for this Unit provides assessment and marking guidelines that exemplify the national standard for achievement. It is a valid, reliable and practicable assessment. Centres wishing to develop their own assessments should refer to the ASP to ensure a comparable standard. A list of existing ASPs is available to download from SQA's website (<http://www.sqa.org.uk/sqa/46233.2769.html>).

Equality and inclusion

This Unit specification has been designed to ensure that there are no unnecessary barriers to learning or assessment. The individual needs of learners should be taken into account when planning learning experiences, selecting assessment methods or considering alternative evidence.

Further advice can be found on our website www.sqa.org.uk/assessmentarrangements.

National Unit specification: Statement of standards

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

Outcome 1

Process customer requirements for dynamic package travel arrangements and recommend ancillary products and/or services for a Mass Market European destination.

Performance Criteria

- (a) Customers' dynamic package travel requirements are identified accurately and fully
- (b) Identification of ancillary products and/or services relevant to the dynamic package, with quotes provided
- (c) Associated information provided is accurate and relevant

Outcome 2

Process customer requirements for flight-only seat arrangements and recommend ancillary products and/or services suitable for a popular longhaul destination.

Performance Criteria

- (a) Customers' flight-only travel requirements are identified accurately and fully.
- (b) Identification of ancillary products and/or services relevant to the flight-only product, with suitable quotes provided
- (c) Associated information is accurate and relevant.

Outcome 3

Process customer requirements for sea travel arrangements and recommend ancillary products and/or services.

Performance Criteria

- (a) Customers' sea travel arrangements are identified accurately and fully
- (b) Identification of ancillary products and/or services relevant to the sea travel arrangement with suitable quotes provided
- (c) Associated information is accurate and relevant

National Unit specification: Statement of standards (cont)

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Evidence Requirements for this Unit

Outcome 1

The learner must provide evidence of a dynamic package travel arrangement based on a client brief for a Mass Market European destination. The evidence should include primary transport in the form of a return flight, secondary transport in the form of return airport transfers and include accommodation. In addition the learner must provide a list of at least four ancillary products and/or services, naming the supplier(s), whilst providing quotes on at least two which could be suggested to the client.

Evidence should be provided in the form of printed quotes from online suppliers and the two identified ancillary products. Where possible, the use of relevant industry software should be used to reflect industry practices.

Outcome 2

The learner must provide evidence of a flight-only travel arrangement based on a client brief for a longhaul destination. The evidence should include the identification and description of the airline *type* (ie Low Cost, Charter or Scheduled) and what the on-board experience would be for that customer — to include seat description, refreshment availability and on-board entertainment (if any). In addition the learner must provide a list of at least four ancillary products and/or services, naming the supplier(s), whilst providing quotes on at least two which could be suggested to the client.

Evidence should be in the form of printed quotes for the flight-only and two ancillary products and/or services with short answer questions for the on-board experience.

Outcome 3

The learner must provide evidence of a sea travel product based on a client brief. The evidence should include a short description of the type of sea transport used (either cruise OR ferry. Learners are also to provide short answers to the main differences between ferry and cruise products. In addition the learner must provide a list of at least four ancillary products and/or services, naming the supplier(s), whilst providing quotes on at least two which could be suggested to the client.

Evidence should be in the form of a printed quote for the sea travel arrangement and two ancillary products with short answer questions highlighting at least four differences.

All assessment should be completed under supervised, controlled conditions.



National Unit Support Notes

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Unit Support Notes are offered as guidance and are not mandatory.

While the exact time allocated to this Unit is at the discretion of the centre, the notional design length is 40 hours.

Guidance on the content and context for this Unit

This Unit should be seen in the context of providing knowledge and practical skills necessary to service basic customer requirements. It is recommended that preparation for this Unit takes account of current industry specifications and requirements. This Unit contains the following key elements:

- ◆ Dynamic package travel arrangements, including the use of live online suppliers, in order to provide a realistic quote to meet a client brief for a Mass Market European destination.
- ◆ Flight-only arrangements, including knowledge of the principal seat-only operators and their on-board products for a popular longhaul destination.
- ◆ Sea travel arrangements, including knowledge of the differences customers can expect between a ferry and a cruise product.
- ◆ Identification and recommendation of ancillary products and/or services which could be applied to each of the above travel arrangements. This may include insurance, overnight hotels, car parking, visa arrangement, health and medical advice, etc.

Guidance on approaches to delivery of this Unit

It is essential that all learners have access to IT facilities throughout the duration of this Unit. This must include full internet access and printing facilities. Role-plays could be introduced whereby learners have the experience of a face-to-face enquiry, as with a High Street travel agent, although this is not compulsory. The Unit could be delivered in tandem with a work experience Unit and evidence generated in that context.

Guidance on approaches to assessment of this Unit

Evidence can be generated using different types of assessment. The following are suggestions only. There may be other methods that would be more suitable to learners.

Centres are reminded that prior verification of centre-devised assessments would help to ensure that the national standard is being met. Where learners experience a range of assessment methods, this helps them to develop different skills that should be transferable to work or further and higher education.

National Unit Support Notes (cont)

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Outcome 1

The learner could be set one practical exercise with three parts:

- 1 Create a suitable dynamic package with suitable Half Board accommodation, airport transfers and return UK flights, based on client's needs. The Mass Market European destination should reflect a 'traditional' brochure offering such as Majorca, Tenerife, Turkey, etc.
- 2 Identify at least four suppliers offering ancillary products and/or services.
- 3 Recommend and quote for two ancillary products and/or services.

Outcome 2

The learner could be set one practical exercise with four parts:

- 1 Identify a flight-only product, based on client requirements. It is suggested that a popular longhaul destination such as Dubai or New York is used. The use of a country such as USA or Australia may be useful when examining ancillary services such as visa and entry advice.
- 2 Identify at least four suppliers offering ancillary products and/or services.
- 3 Recommend and quote for two ancillary products and/or services.
- 4 Provide brief information on the flight-only product, focussing on the on-board experience.

Outcome 3

The learner could be set one practical exercise with four parts:

- 1 Identify a sea travel arrangement, based on client requirements. This could either be a cruise or ferry product.
- 2 Identify at least four suppliers offering ancillary products and/or services.
- 3 Recommend and quote for two ancillary products and/or services.
- 4 Provide brief information on the general differences between a cruise and ferry product. This could take the form of short answer questions or be written as paragraphs.

Opportunities for e-assessment

E-assessment may be appropriate for some assessments in this Unit. By e-assessment we mean assessment which is supported by Information and Communication Technology (ICT), such as e-testing or the use of e-portfolios or social software. Centres which wish to use e-assessment must ensure that the national standard is applied to all learner evidence and that conditions of assessment as specified in the Evidence Requirements are met, regardless of the mode of gathering evidence. The most up-to-date guidance on the use of e-assessment to support SQA's qualifications is available at www.sqa.org.uk/e-assessment.

National Unit Support Notes (cont)

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Opportunities for developing Core and other essential skills

This Unit has the Critical Thinking component of Problem Solving and Assessing Information component of Information and Communication Technology embedded in it. This means that when candidates achieve the Unit, their Core Skills profile will also be updated to show they have achieved Critical Thinking and Accessing Information at SCQF level 5.

History of changes to Unit

Version	Description of change	Date
02	Core Skills Components Critical Thinking and Assessing Information at SCQF level 5 embedded	09/06/2015

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General information for learners

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This section will help you decide whether this is a Unit for you by explaining what the Unit is about, what you should know or be able to do before you start, what you will need to do during the Unit and opportunities for further learning and employment.

This Unit has been designed to equip you with the basic operational knowledge and skills required by travel agents in order to search for, and sell, three major travel products;

- ◆ Dynamic Package Travel Arrangements
- ◆ Flight Only arrangements with an international airline
- ◆ Sea Travel arrangements, in the form of cruising or ferry services

You will also learn which additional products or services a travel agent may offer to compliment these major travel products. This may include, but is not limited to;

- ◆ Country-specific health requirements
- ◆ Visa arrangements
- ◆ Appropriate insurance policies
- ◆ Car hire
- ◆ Airport hotels and car parking
- ◆ Foreign exchange and money services

A basic level of computer literacy is required for this Unit. You must be able to search websites effectively — although your tutor will provide an introduction to the most commonly used websites for travel related products and services. Through the use of individual research you will be able to construct accurate travel information to meet the requirements of a client brief. In doing, so you will be familiarised with the key companies and brands of travel for three major travel products.

The skills and knowledge gained upon completion of this Unit provides a strong base for future employment in travel agency services and confers 1 National Unit credit at SCQF level 6.