



## **Arrangements for:**

**Higher National Certificate in Tourism  
(G7M7 15)**

**Higher National Certificate in Travel  
(G7MC 15)**

**Higher National Diploma in Tourism  
(G7MA 16)**

**Higher National Diploma in Travel and  
Tourism (G7MD 16)**

**Validation date: December 2004**

**Date of original publication: April 2005**

**Version: 11 (January 2016)**

## **Acknowledgement**

SQA acknowledges the valuable contribution that Scotland's colleges have made to the development of Higher National qualifications.

## History of changes

It is anticipated that changes will take place during the life of the qualification, and this section will record these changes. This document is the latest version and incorporates the changes summarised below.

Version number	Description	Date
11	<b>Revision of Unit</b> A6HC 34 Training and Developing the Workforce has been replaced by HA13 34 Continuous Workforce Development	08/01/16
10	<b>G7MC 15 - Revision of Unit:</b> DE1K 33 Workplace Communication in English has been revised by H8T2 33 and finishes on 31/07/2016.	12/05/15
09	<b>Revision of Unit:</b> DG6M 34 International Marketing: An Introduction has been revised by H8PD 34 International Marketing: An Introduction and will finish on 31/07/2017	09/02/15
08	<b>Revision of Unit:</b> DE2E 34 Preparing and Presenting a Business Plan <i>has been revised by</i> H7V5 34 Preparing a Formal Business Plan <i>and will finish on 31/07/2016.</i> A6Y7 34 Developing Entrepreneurial Skills <i>has been revised by</i> H7V6 34 Developing Entrepreneurial Skills <i>and will finish on 31/07/2016.</i> DE3N 34 Communication: Analysing and Presenting Complex Communication <i>has been revised by</i> H7TK 34 Communication: Business Communication <i>and will finish on 31/07/2016.</i> D77G 34 Communication: Practical Skills <i>has been revised by</i> H7MB 34 Communication: Practical Skills <i>and will finish on 31/07/2016.</i>	November 2014
07	<b>Revision of Unit:</b> A6HG 35 <i>Managing a Small Business</i> has been replaced by H544 35 <i>Managing Information Systems to Develop a Small Business</i> and will finish on 31/07/2015.	January 2014
06	Frameworks and Appendix 1 updated with revised HN Business and HN Administration and Information Technology Units. Centres should note that 2004 versions of these Units will end on 31/07/2014. Unit codes for 2010 Units shown in framework and Appendix 1.	September 2010
05	Updated details on National Certificates added to sections 2.4, 2.5 and 4. Clarification added to frameworks re DIWT (candidates will qualify if they achieve a higher level unit , SCQF level 8). Further areas of guidance added to content/context, delivery and assessment and graded unit sections.  Updated units in events/international marketing/Scottish Tourism Product: Niche Markets/languages and rural tourism added to frameworks. Lapsed unit in Self Employment and Small Business withdrawn.	October 2008
04	Credit transfer section updated and Annex 1 and 2 (information on transition frameworks) attached to the Arrangements Document. The Annexes can be downloaded separately from the Arrangements Document.	August 2007
03	HNC/D frameworks: Language units updated — new language	June 2007

	units included in option choices.	
02	<p>Clarification added to frameworks re DSPE (level 7 and level 8, candidates will qualify if they achieve a higher level unit.)</p> <p>Work Experience DV0M 34 added to framework. The unit replaces A6T1 34 which has been given a finish date of July 2012.</p> <p>Project Management Units — DV5J 35 and DV5H 35 have been added to both HND frameworks</p> <p>Both HND frameworks have been amended to reflect the opportunity for a candidate to use either of HNC Graded Units to count towards achieving the HND.</p> <p>Core skills: Automatic certification of the Problem Solving core skill at SCQF level 5 will be given on successful completion of either HNC Graded Units.</p>	May 2006

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# 1 Introduction

This arrangements document is for the revised qualifications HNC Tourism, HNC Travel, HND Tourism and HND Travel and Tourism. These qualifications replace the previous HNC/D Tourism, HNC Travel and HND Travel with Tourism. The revised awards were implemented in centres from August 2005.

The new HN qualifications in Tourism and Travel are designed to equip candidates with the knowledge, understanding and skills required for success in current and future employment or progression to further academic and/or professional qualifications.

The document is designed to assist centres who will be delivering the revised qualifications and outlines the background details to the development, the general and specific aims of the qualifications, changes in the structure and content, recommended delivery and assessment guidance and it also details the structure of the new qualifications.

## 2 Rationale for the revision of the qualifications

### 2.1 Background

The previous suite of 4 qualifications was introduced in 1997 as a result of a comprehensive consultation with employers, Colleges and Universities at that time. They represented a significant rationalisation of a wide range of individual, college devised HNC/Ds that had emerged since the original Advanced Courses Development Programme in 1989. They also replaced the HNC/D Business Administration and/with Travel and Tourism.

The revised qualifications, along with other new HNC/Ds in hospitality, leisure, events management, and retail management, represented a marked increase in the number of HN qualifications for the service sector. This was a reflection of the rapid development of these sectors demanding more and more professional skills, attitudes and expertise in an increasingly sophisticated and competitive marketplace. There was clear support for distinct awards for the travel sector, unanimously from the retail travel sector and well supported from the tourism sector which acknowledged the desirability of separate awards for those intending a career in outbound travel.

The projected entries per year were largely realised.

These were:

Award	Projected	Actual (lowest — highest)
HNC Travel	269	220 — 291
HNC Tourism	175	95 — 169
HND Travel with Tourism	451	300 — 417
HND Tourism	121	111 — 188

As highlighted above the projections for the awards were reasonably accurate. Overall, from the period since 1997, 2043 candidates (978 at HNC and 1065 at HND) had entered for tourism related HNs. The equivalent figure for travel related awards is 3917 (1607 at HNC and 2310 at HND).

Delivery patterns have proven flexible. No single pattern emerged across all centres for different qualifications. An HNC offered largely on a part-time basis to mature candidates may be offered at another centre on a full-time basis to school leavers. The HNC in Tourism was most likely to be undertaken by mature candidates, either on a full-time, part-time or open learning basis.

The HNDs were predominantly undertaken on a full-time model but again there were instances of centres offering them part time to mature candidates.

A small but growing aspect of the target client groups for the qualifications is the number of overseas candidates, from both within the EU and outside of it (this is the main reason why ESOL units were introduced into the frameworks).

Candidate destinations were similarly diverse, a high proportion in some centres went into employment and a small number went onto further study and vice versa at another centre. On balance across the awards the proportion is approximately 50/50% progression onto both destinations.

The rationale for the qualifications remains essentially the same, namely to provide key competences for entry into operational, supervisory and management positions in a wide range of travel and tourism organisations.

## **2.2 Market research, consultation and development processes**

Tourism contributes around £4 billion per annum to the Scottish economy employing nearly 200, 000 people. Comprehensive labour market intelligence has, and continues to be drawn together through the new Sector Skills Council (SSC), People 1st and via Future Skills Scotland (FSS). All data confirms the importance of Tourism to the Scottish economy.

The training and skills agenda features strongly in the drive to improve standards and competitiveness in the sector with many initiatives in place and evolving from the Scottish Executive, the enterprise network, Tourism Knowledge Scotland (umbrella organisation for Universities) and the SSC. Springboard Scotland is an organisation which promotes careers in hospitality and tourism as a first choice option.

The FSS Scottish Sector Profile for 2003 for the tourism sector highlighted the importance of the sector but also some of the problems. Sadly it is still true that a high proportion, 33% of employers in the sector regarded training as unnecessary in their business and 15% did not consider it a priority (compared to 5% as the average across other sectors). This seems slightly at odds when considered alongside the figures for skills gaps in the sector (identified 36% of workplaces involving 14% of employees in tourism compared to 22% and 9% in other sectors).

Current labour market information and trends can be found at:

<http://www.people1st.co.uk>

<http://www.futureskillsscotland.org.uk/web/site/home/home.asp>

*Consultation details are summarised in the following table:*

Stakeholder	Method of Consultation
Delivering centres	<ul style="list-style-type: none"> <li>◆ Initial postal survey of all delivering centres</li> <li>◆ Interviews with travel and tourism teams, including candidates, in a selection of colleges</li> <li>◆ Two national seminars with representatives from all delivering centres. (These considered structures/core skill issues/graded units/assessment topics and consideration of draft units)</li> <li>◆ Information posted on the HN pages of the SQA website</li> <li>◆ Targeted consultations on options/modes of delivery/candidate destinations/modes of attendance</li> <li>◆ Inputs on HN review into 2 meetings of SFEU subject network for travel and tourism</li> </ul>
Candidates	Questionnaires sent to a cross section, centre/age profile etc, of graduates of the awards to provide information on the type of employment entered, relevance to the award to current employment and any gaps.
Employers	<ul style="list-style-type: none"> <li>◆ Initial questionnaire sent to employers.</li> <li>◆ Two industry focus groups to probe issues arising from questionnaires</li> <li>◆ Top up e-mail questionnaire sent to potential focus group members who could not attend</li> </ul>
Higher Education	<ul style="list-style-type: none"> <li>◆ Initial questionnaire to universities offered related degree programmes</li> <li>◆ Higher Education focus group</li> </ul>

Two experienced college lecturers assisted SQA staff at the initial survey stage and in the running of the focus groups. The whole process was overseen by a small steering group comprising representatives from centres. The Steering Group met on 8 occasions over the course of the development.

### **Summary of feedback**

The initial round of paper feedback from stakeholders revealed that the current qualifications were basically sound but with a few areas were highlighted for further consideration and exploration. These were examined using face to face methods through seminars with topic driven workshops for delivering centres and focus groups with employers and Higher Education.



Additional to any content updating the review had to take into account the revised design principles for HN qualifications. Principally this required work to be undertaken in relation to:

- ◆ Progression issues arising from SCQF, the allocation of Units to SCQF levels and the combination rules for HNC/Ds. This resulted in a number of previously double credit Units being split into 2, 1 at SCQF 7 and 1 at SCQF 8 to provide progression in topics. In some areas, most notably retail travel NQ units were revised simultaneously to ensure elimination of overlap and provide for a smoother progression. (Changes in IATA guidelines also provided the impetus for some specific changes).

The minimum SCQF level/points requirements have been built into the mandatory section of each award, easing curriculum planning for centre staff.

- ◆ The development of Graded Units and the resulting need to examine the assessment strategy for the awards as a whole and for individual Units. Holistic approaches were encouraged wherever possible with writers directed to reduce assessment loads when practicable. Travel and Tourism has a number of project based courses at NQ level so some of the experience gained in that context was of benefit in designing the Graded Units.
- ◆ The need to provide developmental opportunities for Core Skills.

From the initial returns of questionnaires:

- ◆ 85% of employers indicated they would consider graduates for vacancies in their organisation
- ◆ 60% were happy with the award titles (no consistent alternatives emerged at any point in the consultation process)
- ◆ there were mixed views on whether specialisms should be reflected in the titles (the employer focus groups preferred broad titles when this issue was probed in face to face discussions)
- ◆ candidates found the content of the courses to be relevant and useful in both employment and further study
- ◆ both employer and centre returns expressed overall agreement at the balance of mandatory/options
- ◆ employers emphasised time and again the importance of 'soft skills'
- ◆ the inclusion of languages as a mandatory requirement on the HND Tourism was not supported (regarded as beneficial rather than essential) and was subsequently repositioned as an option

The employer focus groups were addressing the HNC/D Tourism specifically as most issues had been identified in relation to these awards. Detailed occupational standards are available in the retail travel sector and these provided a concrete benchmark for the content update of the HN Travel related awards. The Steering Group considered all feedback from the various consultation exercises throughout the period of development and revised the frameworks accordingly.

## 2.4 Other related qualifications

The current SQA catalogue includes the following:

### National Qualifications (NQ)

Courses are available at Intermediate 1, 2 and Higher (SCQF 4, 5, 6 respectively). These contain both exam based and project based courses. New National Certificates in Travel and Tourism at SCQF levels 5 and 6 were introduced in August 2008

### Scottish Vocational Qualifications (SVQ)

SQA does not currently award any SVQs based on the Travel Services suite of National Occupational Standards (NOS), although this is kept under ongoing review.

For up-to-date information on National Occupational Standards visit:  
<http://www.people1st.co.uk>

## 2.5 Progression

The table below details examples of SQA qualifications in this sector and shows possible progression pathways

SCQF	SQA National Units Courses and Group Award	Higher Education	Scottish Vocational Qualifications (SVQs)	SCQF
12		Doctorate		12
11		Masters	SVQ level 5	11
10		Honour Degree		10
9		Ordinary Degree		9
8		HND/Dip HE Tourism Travel and Tourism	SVQ level 4	8
7	Advanced Higher	HNC/Cert HE Travel Tourism		7
6	Higher NQ Courses eg: Travel and Tourism National Certificate in Travel and Tourism		SVQ level 3	6

5	<b>Intermediate 2</b> <i>NQ Courses eg Travel and Tourism. National Certificate in Travel and Tourism</i>		<b>SVQ level 2</b>	5
4	<b>Intermediate 1</b> <i>NQ Course: Travel and Tourism</i>		<b>SVQ level 1</b>	4
3	<b>Access 3</b>			3
2	<b>Access 2</b>			2
1	<b>Access 1</b>			1

### 2.5.1 Degree Progression

The qualifications provide candidates with the relevant mix of competences to enable immediate entry to employment whilst at the same time allowing candidates an articulation route to degree level study. A large number of related degree programmes are offered at a range of institutions throughout Scotland. The HNC/Ds provide entry variously into 2nd and 3rd year of degree programmes.

### 2.6 Target client group

The Travel and Tourism programmes are suitable for a wide range of candidates including:

- ◆ school leavers
- ◆ adult returners to education
- ◆ candidates in employment who wish to enhance their career prospects
- ◆ candidates who wish to start their own business and require a broad grounding in business

## 3 Aims of the Qualifications

### 3.1 General aims

HNC

- 1 Provide basis for future career and personal development
- 2 Enable progression within SCQF
- 3 Develop ability to manage and absorb large amounts of information
- 4 Develop transferable skills
- 5 Develop ability to be flexible and work cooperatively with others
- 6 Develop the ability to take responsibility for one's own learning

Additionally at HND:

- 7 Develop organisational, research and investigative skills. The HND will further develop skills in planning and organising and require candidates to investigate more in depth problems and issues
- 8 Develop critical and evaluative thinking looking at key issues and problems from a managerial perspective

### **3.2 Specific aims — HNC/D Tourism**

The awards are prevocational and designed to serve employers needs in a broad spectrum of the organisations in the inbound tourism industry for example, in visitor servicing, tourism development, marketing, customer service, guiding, conferencing, tourist and information services.

Specifically, the qualifications should enable the candidate to:

- 9 Develop key skills and knowledge in marketing and customer service applied to the tourism sector
- 10 Develop sound product knowledge of the Scottish Tourism Product
- 11 Develop generic skills in ICT, communication and personal effectiveness
- 12 Develop an understanding of the industry, how it is structured and operates

Additionally the HND in Tourism will:

- 13 Develop a more in depth treatment of marketing
- 14 Develop managerial competences in the meaningful tourism contexts of visitor attractions and tour operations
- 15 Provide scope for an in depth look at the key issue of sustainability

The HND can also be distinguished from the HNC in terms of the:

- ◆ Likely entry point into an organisation
- ◆ Speed of progression within an organisation
- ◆ level of entry into further qualifications
- ◆ Development of underpinning knowledge of relevant SVQs

### 3.3 Specific aims — HNC Travel and HND Travel and Tourism

The qualifications are designed to serve the needs of a range of employer types such as retail and business travel agents, airlines, coach, rail and sea operators and providers of ancillary services including car rental, foreign exchange and insurance. They may also provide a preparation for employment in the general field of business in areas such as administration, marketing and customer services.

Specifically the qualifications should enable the candidate to:

- 16 Develop practical technical skills such as itinerary preparation, fare calculations, documentation completion and user skills in CRS
- 17 Develop generic skills in ICT, communication and personal effectiveness
- 18 Develop an awareness of the necessity for a high level of customer service in all aspects of the industry
- 19 Develop an understanding of the industry, how it is structured and operates
- 20 Acquire product knowledge of international tourist destinations and attractions

Additionally the HND Travel and Tourism will:

- 21 Broaden and deepen the technical skills in for example, advanced fare construction and complex documentation completion
- 22 Develop managerial competences in the meaningful contexts of the operation of a travel agency and tour operations
- 23 Introduce marketing at 2 levels

The HND can also be distinguished from the HNC in terms of the:

- ◆ Likely entry point into an organisation
- ◆ Speed of progression within an organisation
- ◆ level of entry into further qualifications
- ◆ Development of underpinning knowledge of relevant SVQs

### 3.4 General and specific aims, linked to individual units

The following table identifies how these aims are met by individual units:

Unit	Objectives
Structure of the Travel and Tourism Industry	12, 19
International Tourist Destinations	20
Air Travel: Reservations, Fares and Ticketing	16
Creating a Culture of Customer Care	6, 9, 18, 23
Developing Skills for Personal Effectiveness	1, 5, 6, 7, 11, 17
Retail Travel Practice	16, 18
Applying Marketing Principles in Travel and Tourism	9,
Marketing Planning in Travel and Tourism	9, 23
Developing the Individual Within a Team	5, 6, 7, 11, 17

Influences on the Travel and Tourism Industry	12, 19
Longhaul Inclusive Tours and Independent Holidays	21
Surface Transportation and Cruises	21
Retail Travel Operations	21, 22
Tour Operations	7, 8, 14, 21, 22
Air Travel Advanced: Reservations, Fares and Ticketing	21
Communication: Analysing and Presenting Complex Communication	4, 11, 17
Communication: Practical Skills	4, 11, 17
Complex Oral Presentation	4, 11, 17
Information Technology: Applications Software 1	4, 11, 17
Using Software Applications Packages	4, 11, 17
Planning and Sustainable Development in Tourism	7, 8, 12, 15
Tour Guiding and Resort Representation	5, 12
Role of History, Culture and Genealogy in Scottish Tourism	3, 7, 10
Providing Information on the Scottish Tourism Product	3, 10
Practical Travel and Tourism Visit	7, 11, 12, 17, 19
Trends and Developments in European Travel and Tourism	12, 19, 15
Visitor Attraction Operations	5, 9, 14
Visitor Attraction Management	7, 8, 9, 14, 22
Languages	4
Graded Units	4, 7, 8
Presentation Skills	4, 11
Personal Development Planning	1, 6, 8
Work Experience	1, 6, 7

\* Objective 2 'Enable progression within SCQF' relates principally to the group awards as a whole rather than individual units.

## 4 Recommended Access to the Qualifications

As with all SQA qualifications, access to the qualifications will be at the discretion of the centre. The following recommendations are for guidance only. Examples of appropriate formal entry qualifications are specified below. They are not exhaustive or mutually exclusive and may be considered in a variety of combinations.

- ◆ Scottish Group Awards in Travel and Tourism at Intermediate 2 or Higher (replaced by National Certificates in Travel and Tourism at SCQF levels 5 & 6 from August 2008)
- ◆ Appropriate grouping of National Units
- ◆ Any other relevant Scottish Group Awards or National Certificates at SCQF levels 5 or 6.
- ◆ Any 2 relevant National Courses at Higher together with 3 Standard Grade passes at 3 or above

- ◆ An SVQ at level 2 or 3 in a relevant area
- ◆ Different combinations of relevant National Qualifications, Vocational Qualifications and equivalent qualifications from other awarding bodies may also be acceptable
- ◆ For candidates where English is not their first language it is recommended that they possess English for Speakers of other Languages (ESOL) level 5 or a score of 5.5 in IELTS.
- ◆ Relevant work experience

## **5 Structure of the Qualifications**

### **5.1 Summary of changes**

The main changes to the qualifications are:

- ◆ The transfer of languages into the options on the HND Tourism.
- ◆ The inclusion of Developing Skills for Personal Effectiveness as mandatory in all four qualifications and Developing the Individual Within a Team into the mandatory section of both HNDs.
- ◆ The removal of discrete accounting Units in the mandatory section of all 4 qualifications.
- ◆ The division of previous double credit Units in the Structure and Organisation of the Industry into 2 single credits (the latter taking a more macro economic perspective). Visitor Attraction Operations has been split into 2 Units — Visitor Attraction Operations (DK0H 34) at SCQF 7 and Visitor Attraction Management (DJ9L 35) at SCQF 8.
- ◆ The combination of some single credit units where this reduced overlap of content/assessment and allowed a more holistic approach. The previously separate Units of Tourism Planning and Development and Sustainable Tourism have been combined to form Planning and Sustainable Development in Tourism and the 2 separate tour operations Units have been brought together.
- ◆ The introduction of Tour Operations and Visitor Attraction Operations as core Units on the HND Tourism as meaningful contexts for the development of management competences centred around real business operations. For example, Tour Operations brings together aspects of enterprise, business strategy, ecommerce and finance.
- ◆ The amendment of the title of the HND Travel with Tourism, to HND Travel and Tourism to reflect SSC terminology for relevant sectors and the fact that there is sufficient weight of tourism content in the mandatory.
- ◆ 25 new or revised Units specifically for these awards have been produced as part of the development process.
- ◆ The importance of a number of themes which run through a number of Units, as illustrated in the table on the following page.

## 5.2 Coverage of thematic topics in framework

Unit title	SCQF level	Accounting/finance	Economics	Sustainability	Mgmt	Law	QA schemes
Structure of Travel and Tourism Industry	7		X	X O1		O1	O2
Influences on the Travel and Tourism Industry	8		X	X		X O3	
Planning and Sustainable Development in Tourism	8	X	X	X		X	X
Tour Operations	8	X	X	X	X	X Contract Law, Trades Description, EU Directive on Package Holidays	
Tour Guiding and Resort Representation	7			X		X O2 Disability Discrimination Act (DDA), Health & Safety (H&S)	
Developing the Individual within the Team	7				X Conflict Resolution		
Trends and Developments in European Travel and Tourism	8		X	X		X	
Creating a Culture of Customer Care	7					X Disability Discrimination Act (DDA), Data Protection Act, (DPA) H&S	X
Retail Travel Practice	7	X O5				X O5 DPA	X
Retail Travel Operations	8	X O1+O2			X	X O3 Employment Law O2 DPA	
Visitor Attraction Operations	7	X			X	X	X
Visitor Attraction Management	8	X		X	X	X	X



### 5.3 Key competences common across the framework

During the development of the framework there was consensus on the essential knowledge and skills for the sector. These are represented in the common units in the mandatory section. This is illustrated in the following chart.

Unit	HNC Tourism	HNC Travel	HND Tourism	HND Travel and Tourism
Developing Skills for Personal Effectiveness	x	x	x	x
Structure of the Travel and Tourism Industry	x	x	x	x
Creating a Culture of Customer Care	x	x	x	x
Communication	x	x	x	x
ICT	x	x	x	x
Providing Information on the Scottish Tourism Product	x		x	
International Tourist Destinations		x		x
Applying Marketing Principles in Travel and Tourism	x		x	x
Marketing Planning in Travel and Tourism		x		x
Influences on the Travel and Tourism Industry		x		x
Developing the Individual Within a Team		x		x
Tour Operations		x		x
<b>Graded Units</b>				
Graded Unit 1 — Tourism	x		x	
Graded Unit 1 — Travel		x		x
Graded Unit 2 — Tourism		x		
Graded Unit 2 — Travel and Tourism				x

## 5.4 Qualifications structure

### 5.4.1 HNC Tourism (G7M7 15)

#### Mandatory units:

Unit Title	Unit Code	SCQF level	Credit Value
Structure of the Travel and Tourism Industry	DJ9W 34	7	1
Applying Marketing Principles in Travel and Tourism	DK0E 34	7	1
Providing Information on the Scottish Tourism Product	DK03 34	7	2
Creating a Culture of Customer Care	DJ42 34	7	1
Developing Skills for Personal Effectiveness *	DF4D 33	6	1
Tourism: Graded Unit 1	DK0D 34	7	1

#### Limited options:

##### Communication — 1 credit from

Unit Title	Unit Code	SCQF level	Credit Value
Communication: Business Communication	H7TK 34	7	1
Communication: Practical Skills	D77G 34	7	1
Complex Oral Presentation	DH49 34	7	1

##### Information Technology — 1 credit from

Unit Title	Unit Code	SCQF level	Credit Value
Information Technology: Applications Software 1	D75X 34	7	1
Using Software Applications Packages	D85F 34	7	1

#### Plus 3 credits from the list of options

Total credits required = 12 (96 SCQF credit points)

\*This unit is also available at SCQF level 7 (DF4E 34) and level 8 (DF4F 35). SCQF 6 is the minimum necessary to meet the group award requirement but candidates with the level 7 or 8 Unit will also qualify. Only one credit from the DSPE units may count towards the award.

**Options:**

Unit Title	Unit Code	SCQF level	Credit Value
<b>Travel &amp; Tourism</b>			
Influences on the Travel and Tourism Industry	DK08 35	8	1
Marketing Planning in Travel and Tourism	DK04 35	8	1
Planning and Sustainable Development in Tourism	DK02 35	8	2
Tour Operations	DJ9P 35	8	2
International Tourist Destinations	DK07 33	6	1
Air Travel	F6VY 34	7	2
Retail Travel Practice	DJ9Y 34	7	2
Longhaul Inclusive Tours and Independent Holidays	DK06 35	8	1
Surface Transportation and Cruises	DJ9V 35	8	1
Tour Guiding and Resort Representation	DJ9T 34	7	1
Using Information Sources and Materials in Tourism	DJ9M 33	6	1
Role of History, Culture and Genealogy in Scottish Tourism	DJ9X 34	7	1
Practical Travel and Tourism Visit	DK01 34	7	1
Visitor Attraction Operations	DK0H 34	7	1
Visitor Attraction Management	DJ9L 35	8	1
Trends and Developments in European Travel and Tourism	DJ9N 35	8	2
Resort Management: An Introduction	D39X 34	7	1
<b>Languages</b>			
<b>Limited option — up to 3 credits</b>			
Communication in French: Basic Operational Reading and Writing Skills	F2F9 33	6	1
Communication in French: Basic Operational Speaking and Listening Skills	F20P 33	6	1
French for Work: Basic Operational	F0HW 33	6	3
<b>Limited option — up to 3 credits</b>			
Communication in Gaelic: Basic Operational Reading and Writing Skills	F2FA 33	6	1
Communication in Gaelic: Basic Operational Speaking and Listening Skills	F20R 33	6	1
Gaelic for Work: Basic Operational	F0HV 33	6	3
<b>Limited option — up to 3 credits</b>			
Communication in German: Basic Operational Reading and Writing Skills	F2FB 33	6	1
Communication in German: Basic Operational Speaking and Listening Skills	F20S 33	6	1
German for Work: Basic Operational	F0HT 33	6	3
<b>Limited option — up to 3 credits</b>			
Communication in Italian: Basic Operational Reading and Writing Skills	F2FC 33	6	1
Communication in Italian: Basic Operational Speaking and Listening Skills	F20T 33	6	1
Italian for Work: Basic Operational	F0HS 33	6	3
<b>Limited option — up to 3 credits</b>			
Communication in Spanish: Basic Operational Reading and Writing Skills	F2FE 33	6	1
Communication in Spanish: Basic Operational Speaking and Listening Skills	F20W 33	6	1
Spanish for Work: Basic Operational	F0HR 33	6	3

<b>Limited option — up to 3 credits</b>			
French for Work: Advanced Operational	F0J3 34	7	3
French for Work: Intermediate Operational	F0HX 33	6	3
Gaelic for Work: Advanced Operational	F0J4 34	7	3
Gaelic for Work: Intermediate Operational	F0HY 33	6	3
German for Work: Advanced Operational	F0J5 34	7	3
German for Work: Intermediate Operational	F0J0 33	6	3
Italian for Work: Advanced Operational	F0J8 34	7	3
Italian for Work: Intermediate Operational	F0J1 33	6	3
Spanish for Work: Advanced Operational	F0J9 34	7	3
Spanish for Work: Intermediate Operational	F0J2 33	6	3
Workplace Communication in English	H8T2 33*	6	1
ESOL for Work: Advanced Operational	F1HW 34	7	3

<b>Rural Tourism</b>			
Countryside Recreation and Access	F432 34	7	1
Rural Retailing Enterprises	D5BV 33	6	1
Practical Approach to Rural Tourism	D4EP 33	6	1
Countryside Visitor Management	F3F6 34	7	1
Scottish Natural Heritage Tourism	F3F5 34	7	1
<b>Business and Enterprise</b>			
Business Accounting	F84M 34	7	2
Economic Issues: An Introduction	F7J8 34	7	1
Economics 1: Micro and Macro Theory and Application	F7J6 35	8	1
Economics 2: The World Economy	F86E 35	8	1
Statistics for Business	F84K 35	8	1
Continuous Workforce Development	HA13 34*	7	2
Preparing a Formal Business Plan	H7V5 34*	7	2
*Developing Entrepreneurial Skills	H7V6 34	7	1
Managing Information Systems to Develop a Small Business	H544 35*	8	2
Research Skills	DH4G 34	7	1
Fundamentals of Quality Assurance	BA24 34	7	1
Fundamentals of Quality Systems	BA25 34	7	1
<b>Law</b>			
Business Law: An Introduction	F84P 34	7	1
Health and Safety Legislation: An Introduction	DF87 34	7	1
<b>Marketing</b>			
Marketing Research	A610 34	7	2
International Marketing: An Introduction	H8PD 34*	7	1
International Marketing: The Mix	DG6N 35	8	1
<b>Communication and ICT</b>			
Presentation Skills	F84E 35	8	1
IT in Business — Desktop Publishing	DE26 34	7	1
Introducing the Internet	D4F9 33	6	1
Publishing on the Internet	D4FB 34	7	2
Internet: Theory and Practice	D7XG 35	8	1
Editing and Proof-reading	D7XK 35	8	1
Professional and Personal Communication Skills	A4SP 34	7	1

\*Refer to History of Changes for revision changes.

<b>Conference and Events</b>			
Events Applications	F35R 34	7	2
Events Industry: An Introduction	F35W 34	7	2
Managing an Event	F35Y 35	8	2
Conference and Exhibition Management: An Introduction	D4VX 33	6	1

<b>Hospitality</b>			
Hospitality: Financial and Control Systems	DL3T 34	7	1
Food Hygiene Intermediate	F4TL 34	7	1
Food and Beverage Service	DL3G 34	7	2
Accommodation Servicing	DL3D 34	7	1
Hospitality Front Office Procedures 1	DL3N 34	7	1
Hospitality Front Office Procedures 2	DL3P 34	7	1

<b>Personal Development</b>			
Personal Development Planning	DE3R 34	7	1
Work Role Effectiveness	DG6E 34	7	3
Work Experience	DV0M 34	7	1
Developing the Individual Within a Team	F870 34	7	1

#### 5.4.2 HND Tourism (G7MA 16)

##### Mandatory units:

Unit title	Unit Code	SCQF level	Credit Value
Structure of the Travel and Tourism Industry	DJ9W 34	7	1
Applying Marketing Principles in Travel and Tourism	DK0E 34	7	1
Providing Information on the Scottish Tourism Product	DK03 34	7	2
Creating a Culture of Customer Care	DJ42 34	7	1
Developing Skills for Personal Effectiveness*	DF4D 33	6	1
Tourism: Graded Unit 1***	DK0D 34	7	1
Developing the Individual Within a Team**	F870 34	7	1
Influences on the Travel and Tourism Industry	DK08 35	8	1
Marketing Planning in Travel and Tourism	DK04 35	8	1
Planning and Sustainable Development in Tourism	DK02 35	8	2
Tour Operations	DJ9P 35	8	2
Visitor Attraction Operations	DK0H 34	7	1
Tourism: Graded Unit 2	DK0A 35	8	2

##### Limited options:

##### Communication — 1 credit from

Unit Title	Unit Code	SCQF level	Credit Value
Communication: Business Communication	H7TK 34	7	1
Communication: Practical Skills	D77G 34	7	1
Complex Oral Presentation	DH49 34	7	1

### Information Technology — 1 credit from

Unit Title	Unit Code	SCQF level	Credit Value
Information Technology: Applications Software 1	D75X 34	7	1
Using Software Applications Packages	D85F 34	7	1

### Plus 11 credits from the list of options

Total credits required = 30 (240 SCQF credit points)

\*This Unit is also available at SCQF level 7 (DF4E 34) and level 8 (DF4F 35). SCQF 6 is the minimum necessary to meet the group award requirement but candidates with the level 7 or 8 Unit will also qualify. Only one credit from the DSPE Units may count towards the award.

\*\* This Unit is also available at SCQF level 8 and as above candidates will qualify for the HND if they have the level 8 Unit. Only one credit from the DWIT Units may count towards the award.

\*\*\* The HNC Travel: Graded Unit 1 (DK0C 34) may be counted instead of this Unit for candidates progressing from the HNC in Travel.

### Options:

Unit Title	Unit Code	SCQF level	Credit Value
<b>Travel &amp; Tourism</b>			
International Tourist Destinations	DK07 33	6	1
Air Travel	F6VY 34	7	2
Retail Travel Practice	DJ9Y 34	7	2
Longhaul Inclusive Tours and Independent Holidays	DK06 35	8	1
Surface Transportation and Cruises	DJ9V 35	8	1
Tour Guiding and Resort Representation	DJ9T 34	7	1
Using Information Sources and Materials in Tourism	DJ9M 33	6	1
Scottish Tourism Product: Niche Markets	F20X 34	7	1
Role of History, Culture and Genealogy in Scottish Tourism	DJ9X 34	7	1
Trends and Developments in European Travel and Tourism	DJ9N 35	8	2
Practical Travel and Tourism Visit	DK01 34	7	1
Visitor Attraction Management	DJ9L 35	8	1
Resort Management: An Introduction	D39X 34	7	1
<b>Languages</b>			
<b>Limited option — up to 3 credits</b>			
Communication in French: Basic Operational Reading and Writing Skills	F2F9 33	6	1
Communication in French: Basic Operational Speaking and Listening Skills	F20P 33	6	1
French for Work: Basic Operational	F0HW 33	6	3
<b>Limited option — up to 3 credits</b>			
Communication in Gaelic: Basic Operational Reading and Writing Skills	F2FA 33	6	1
Communication in Gaelic: Basic Operational Speaking and Listening Skills	F20R 33	6	1
Gaelic for Work: Basic Operational	F0HV 33	6	3

<b>Limited option — up to 3 credits</b>			
Communication in German: Basic Operational Reading and Writing Skills	F2FB 33	6	1
Communication in German: Basic Operational Speaking and Listening Skills	F20S 33	6	1
German for Work: Basic Operational	F0HT 33	6	3
<b>Limited option — up to 3 credits</b>			
Communication in Italian: Basic Operational Reading and Writing Skills	F2FC 33	6	1
Communication in Italian: Basic Operational Speaking and Listening Skills	F20T 33	6	1
Italian for Work: Basic Operational	F0HS 33	6	3
<b>Limited option — up to 3 credits</b>			
Communication in Spanish: Basic Operational Reading and Writing Skills	F2FE 33	6	1
Communication in Spanish: Basic Operational Speaking and Listening Skills	F20W 33	6	1
Spanish for Work: Basic Operational	F0HR 33	6	3
<b>Limited option — up to 3 credits</b>			
French for Work: Advanced Operational	F0J3 34	7	3
French for Work: Intermediate Operational	F0HX 33	6	3
Gaelic for Work: Advanced Operational	F0J4 34	7	3
Gaelic for Work: Intermediate Operational	F0HY 33	6	3
German for Work: Advanced Operational	F0J5 34	7	3
German for Work: Intermediate Operational	F0J0 33	6	3
Italian for Work: Advanced Operational	F0J8 34	7	3
Italian for Work: Intermediate Operational	F0J1 33	6	3
Spanish for Work: Advanced Operational	F0J9 34	7	3
Spanish for Work: Intermediate Operational	F0J2 33	6	3
Workplace Communication in English	H8T2 33*	6	1
ESOL for Work: Advanced Operational	F1HW 34	7	3
<b>Rural Tourism</b>			
Countryside Recreation and Access	F432 34	7	1
Rural Retailing Enterprises	D5BV 33	6	1
Practical Approach to Rural Tourism	D4EP 33	6	1
Countryside Visitor Management	F3F6 34	7	1
Scottish Natural Heritage Tourism	F3F5 34	7	1
<b>Business and Enterprise</b>			
Business Accounting	F84M 34	7	2
Economic Issues: An Introduction	F7J8 34	7	1
Economics 1: Micro and Macro Theory and Application	F7J6 35	8	1
Economics 2: The World Economy	F86E 35	8	1
Statistics for Business	F84K 35	8	1
Continuous Workforce Development	HA13 34*	7	2
*Preparing a Formal Business Plan	H7V5 34	7	2
*Developing Entrepreneurial Skills	H7V6 34	7	1
Managing Information Systems to Develop a Small Business	H544 35*	8	2
Research Skills	DH4G 34	7	1
Fundamentals of Quality Assurance	BA24 34	7	1
Fundamentals of Quality Systems	BA25 34	7	1
Project Management: Managing the Implementation of a Project	DV5J 35	8	2

Project Management: Project Justification and Planning	DV5H 35	8	1
<b>Law</b>			
Business Law: An Introduction	F84P 34	7	1
Health and Safety Legislation: An Introduction	DF87 34	7	1
<b>Marketing</b>			
Marketing Research	A610 34	7	2
International Marketing: An Introduction	H8PD 34*	7	1
International Marketing: The Mix	DG6N 35	8	1
<b>Communication and ICT</b>			
Presentation Skills	F84E 35	8	1
IT in Business — Desktop Publishing	DE26 34	7	1
Introducing the Internet	D4F9 33	6	1
Publishing on the Internet	D4FB 34	7	2
Internet: Theory and Practice	D7XG 35	8	1
Editing and Proof-reading	D7XK 35	8	1
Professional and Personal Communication Skills	A4SP 34	7	1
<b>Conference and Events</b>			
Events Applications	F35R 34	7	2
Events Industry: An Introduction	F35W 34	7	2
Managing an Event	F35Y 35	8	2
Conference and Exhibition Management: An Introduction	D4VX 33	6	1
<b>Hospitality</b>			
Hospitality: Financial and Control Systems	DL3T 34	7	1
Food Hygiene Intermediate	F4TL 34	7	1
Food and Beverage Service	DL3G 34	7	2
Accommodation Servicing	DL3D 34	7	1
Hospitality Front Office Procedures 1	DL3N 34	7	1
Hospitality Front Office Procedures 2	DL3P 34	7	1
<b>Personal Development</b>			
Personal Development Planning	DE3R 34	7	1
Work Role Effectiveness	DG6E 34	7	3
<i>or</i>			
Work Role Effectiveness	DG6G 35	8	3
Work Experience	DV0M 34	7	1

\*Refer to History of Changes for revision changes.

### 5.4.3 HNC Travel (G7MC 15)

#### Mandatory Units

Unit Title	Unit Code	SCQF level	Credit Value
Structure of the Travel and Tourism Industry	DJ9W 34	7	1
International Tourist Destinations	DK07 33	6	1
Air Travel	F6VY 34	7	2
Creating a Culture of Customer Care	DJ42 34	7	1
Developing Skills for Personal Effectiveness*	DF4D 33	6	1
Retail Travel Practice	DJ9Y 34	7	2
Travel: Graded Unit 1	DK0C 34	7	1



**Limited options:****Communication — 1 credit from**

Unit Title	Unit Code	SCQF level	Credit Value
*Communication: Business Communication	H7TK 34	7	1
Communication: Practical Skills	D77G 34	7	1
Complex Oral Presentation	DH49 34	7	1

**Information Technology — 1 credit from**

Unit Title	Unit Code	SCQF level	Credit Value
Information Technology: Applications Software 1	D75X 34	7	1
Using Software Applications Packages	D85F 34	7	1

**Plus 1 credit from the list of options**

Total credits required = 12 CREDITS (96 SCQF credit points)

\*This Unit is also available at SCQF level 7 (DF4E 34) and level 8 (DF4F 35). SCQF 6 is the minimum necessary to meet the group award requirement but candidates with the level 7 or 8 Unit will also qualify. Only one credit from the DSPE Units may count towards the award.

**Options:**

Unit Title	Unit Code	SCQF level	Credit Value
<b>Travel &amp; Tourism</b>			
Influences on the Travel and Tourism Industry	DK08 35	8	1
Applying Marketing Principles in Travel and Tourism	DK0E 34	7	1
Marketing Planning in Travel and Tourism	DK04 35	8	1
Planning and Sustainable Development in Tourism	DK02 35	8	2
Tour Operations	DJ9P 35	8	2
Longhaul Inclusive Tours and Independent Holidays	DK06 35	8	1
Surface Transportation and Cruises	DJ9V 35	8	1
Tour Guiding and Resort Representation	DJ9T 34	7	1
Using Information Sources and Materials in Tourism	DJ9M 33	6	1
Role of History, Culture and Genealogy in Scottish Tourism	DJ9X 34	7	1
Trends and Developments in European Travel and Tourism	DJ9N 35	8	2
Practical Travel and Tourism Visit	DK01 34	7	1
Providing Information on the Scottish Tourism Product	DK03 34	7	2
Visitor Attraction Operations	DK0H 34	7	1
Visitor Attraction Management	DJ9L 35	8	1
Retail Travel Operations	DK00 35	8	2
Air Travel: Advanced	F6VX 35	8	2
Resort Management: an Introduction	D39X 34	7	1

<b>Languages</b>			
<b>Limited option — up to 3 credits</b>			
Communication in French: Basic Operational Reading and Writing Skills	F2F9 33	6	1
Communication in French: Basic Operational Speaking and Listening Skills	F20P 33	6	1
French for Work: Basic Operational	F0HW 33	6	3
<b>Limited option — up to 3 credits</b>			
Communication in Gaelic: Basic Operational Reading and Writing Skills	F2FA 33	6	1
Communication in Gaelic: Basic Operational Speaking and Listening Skills	F20R 33	6	1
Gaelic for Work: Basic Operational	F0HV 33	6	3
<b>Limited option — up to 3 credits</b>			
Communication in German: Basic Operational Reading and Writing Skills	F2FB 33	6	1
Communication in German: Basic Operational Speaking and Listening Skills	F20S 33	6	1
German for Work: Basic Operational	F0HT 33	6	3
<b>Limited option — up to 3 credits</b>			
Communication in Italian: Basic Operational Reading and Writing Skills	F2FC 33	6	1
Communication in Italian: Basic Operational Speaking and Listening Skills	F20T 33	6	1
Italian for Work: Basic Operational	F0HS 33	6	3
<b>Limited option — up to 3 credits</b>			
Communication in Spanish: Basic Operational Reading and Writing Skills	F2FE 33	6	1
Communication in Spanish: Basic Operational Speaking and Listening Skills	F20W 33	6	1
Spanish for Work: Basic Operational	F0HR 33	6	3
<b>Limited option — up to 3 credits</b>			
French for Work: Advanced Operational	F0J3 34	7	3
French for Work: Intermediate Operational	F0HX 33	6	3
Gaelic for Work: Advanced Operational	F0J4 34	7	3
Gaelic for Work: Intermediate Operational	F0HY 33	6	3
German for Work: Advanced Operational	F0J5 34	7	3
German for Work: Intermediate Operational	F0J0 33	6	3
Italian for Work: Advanced Operational	F0J8 34	7	3
Italian for Work: Intermediate Operational	F0J1 33	6	3
Spanish for Work: Advanced Operational	F0J9 34	7	3
Spanish for Work: Intermediate Operational	F0J2 33	6	3
Workplace Communication in English	H8T2 33*	6	1
ESOL for Work: Advanced Operational	F1HW 34	7	3
<b>Rural Tourism</b>			
Countryside Recreation and Access	F432 34	7	1
Rural Retailing Enterprises	D5BV 33	6	1
Practical Approach to Rural Tourism	D4EP 33	6	1
<b>Business and Enterprise</b>			
Business Accounting	F84M 34	7	2
Economic Issues: An Introduction	F7J8 34	7	1
Economics: Micro and Macro Theory and Application	F7J6 35	8	1
Economics 2: The World Economy	F86E 35	8	1

Statistics for Business	F84K 35	8	1
Continuous Workforce Development	HA13 34*	7	2
*Preparing a Formal Business Plan	H7V5 34	7	2
*Developing Entrepreneurial Skills	H7V6 34	7	1
Managing Information Systems to Develop a Small Business	H544 35*	8	2
Research Skills	DH4G 34	7	1
Fundamentals of Quality Assurance	BA24 34	7	1
Fundamentals of Quality Systems	BA25 34	7	1
<b>Law</b>			
Business Law: An Introduction	F84P 34	7	1
Health and Safety Legislation: An Introduction	DF87 34	7	1
<b>Marketing</b>			
Marketing Research	A610 34	7	2
International Marketing: An Introduction	H8PD 34*	7	1
International Marketing: The Mix	DG6N 35	8	1
<b>Communication and ICT</b>			
Presentation Skills	F84E 35	8	1
IT in Business — Desktop Publishing	DE26 34	7	1
Introducing the Internet	D4F9 33	6	1
Publishing on the Internet	D4FB 34	7	2
Internet: Theory and Practice	D7XG 35	8	1
Editing and Proof-reading	D7XK 35	8	1
Professional and Personal Communication Skills	A4SP 34	7	1
<b>Conference and Events</b>			
Events Applications	F35R 34	7	2
Events Industry: An Introduction	F35W 34	7	2
Managing an Event	F35Y 35	8	2
Conference and Exhibition Management: An Introduction	D4VX 33	6	1
<b>Hospitality</b>			
Hospitality: Financial and Control Systems	DL3T 34	7	1
Food Hygiene Intermediate	F4TL 34	7	1
Food and Beverage Service	DL3G 34	7	2
Accommodation Servicing	DL3D 34	7	1
Hospitality Front Office Procedures 1	DL3N 34	7	1
Hospitality Front Office Procedures 2	DL3P 34	7	1
<b>Personal Development</b>			
Personal Development Planning	DE3R 34	7	1
Work Role Effectiveness	DG6E 34	7	3
Work Role Effectiveness	DG6G 35	8	3
Work Experience	DV0M 34	7	1
Developing the Individual Within a Team	F870 34	7	1

\*Refer to History of Changes for revision changes.

#### 5.4.4 HND Travel and Tourism (G7MD 16)

##### Mandatory Units:

Unit Title	Unit Code	SCQF level	Credit Value
Structure of the Travel and Tourism Industry	DJ9W 34	7	1
International Tourist Destinations	DK07 33	6	1
Air Travel	F6VY 34	7	2
Creating a Culture of Customer Care	DJ42 34	7	1
Developing Skills for Personal Effectiveness*	DF4D 33	6	1
Retail Travel Practice	DJ9Y 34	7	2
Travel: Graded Unit 1 ***	DK0C 34	7	1
Applying Marketing Principles in Travel and Tourism	DK0E 34	7	1
Marketing Planning in Travel and Tourism	DK04 35	8	1
Developing the Individual Within a Team**	F870 34	7	1
Influences on the Travel and Tourism Industry	DK08 35	8	1
Longhaul Inclusive Tours and Independent Holidays	DK06 35	8	1
Surface Transportation and Cruises	DJ9V 35	8	1
Retail Travel Operations	DK00 35	8	2
Tour Operations	DJ9P 35	8	2
Air Travel: Advanced	F6VX 35	8	2
Travel and Tourism: Graded Unit 2	DK09 35	8	2

##### Limited options:

##### Communication — 1 credit from

Unit Title	Unit Code	SCQF level	Credit Value
Communication: Business Communication	H7TK 34	7	1
Communication: Practical Skills	H7MB 34	7	1
Complex Oral Presentation	DH49 34	7	1

##### Information Technology — 1 credit from

Unit Title	Unit Code	SCQF level	Credit Value
Information Technology: Applications Software 1	D75X 34	7	1
Using Software Applications Packages	D85F 34	7	1

**Plus 5 credits from the list of options** Total credits required = 30 (240 SCQF credit points)

\* This unit is also available at SCQF level 7 (DF4E 34) and level 8 (DF4F 35). SCQF 6 is the minimum necessary to meet the group award requirement but candidates with the level 7 or 8 Unit will also qualify. Only one credit from the DSPE units may count towards the award

\*\* This Unit is also available at SCQF level 8 and as above candidates will qualify for the HND if they have the level 8 Unit. Only one credit from the DWIT Units may count towards the award.

\*\* \*The HNC Tourism: Graded Unit 1 (DK0D 34) may be counted instead of this Unit for candidates progressing from the HNC Travel.

##### Options:

Unit Title	Unit Code	SCQF level	Credit Value
<b>Travel &amp; Tourism</b>			
Planning and Sustainable Development in Tourism	DK02 35	8	2
Tour Guiding and Resort Representation	DJ9T 34	7	1
Using Information Sources and Materials in Tourism	DJ9M 33	6	1
Role of History, Culture and Genealogy in Scottish Tourism	DJ9X 34	7	1
Practical Travel and Tourism Visit	DK01 34	7	1
Trends and Developments in European Travel and Tourism	DJ9N 35	8	2
Providing Information on the Scottish Tourism Product	DK03 34	7	2
Visitor Attraction Operations	DK0H 34	7	1
Visitor Attraction Management	DJ9L 35	8	1
Resort Management: an Introduction	D39X 34	7	1
<b>Languages</b>			
<b>Limited option — up to 3 credits</b>			
Communication in French: Basic Operational Reading and Writing Skills	F2F9 33	6	1
Communication in French: Basic Operational Speaking and Listening Skills	F20P 33	6	1
French for Work: Basic Operational	F0HW 33	6	3
<b>Limited option — up to 3 credits</b>			
Communication in Gaelic: Basic Operational Reading and Writing Skills	F2FA 33	6	1
Communication in Gaelic: Basic Operational Speaking and Listening Skills	F20R 33	6	1
Gaelic for Work: Basic Operational	F0HV 33	6	3
<b>Limited option — up to 3 credits</b>			
Communication in German: Basic Operational Reading and Writing Skills	F2FB 33	6	1
Communication in German: Basic Operational Speaking and Listening Skills	F20S 33	6	1
German for Work: Basic Operational	F0HT 33	6	3
<b>Limited option — up to 3 credits</b>			
Communication in Italian: Basic Operational Reading and Writing Skills	F2FC 33	6	1
Communication in Italian: Basic Operational Speaking and Listening Skills	F20T 33	6	1
Italian for Work: Basic Operational	F0HS 33	6	3
<b>Limited option — up to 3 credits</b>			
Communication in Spanish: Basic Operational Reading and Writing Skills	F2FE 33	6	1
Communication in Spanish: Basic Operational Speaking and Listening Skills	F20W 33	6	1
Spanish for Work: Basic Operational	F0HR 33	6	3
<b>Limited option — up to 3 credits</b>			
ESOL for Work: Advanced Operational	F1HV 34	7	3
French for Work: Advanced Operational	F0J3 34	7	3
French for Work: Intermediate Operational	F0HX 33	6	3
Gaelic for Work: Advanced Operational	F0J4 34	7	3
Gaelic for Work: Intermediate Operational	F0HY 33	6	3
German for Work: Advanced Operational	F0J5 34	7	3
German for Work: Intermediate Operational	F0J0 33	6	3

Italian for Work: Advanced Operational	F0J8 34	7	3
Italian for Work: Intermediate Operational	F0J1 33	6	3
Spanish for Work: Advanced Operational	F0J9 34	7	3
Spanish for Work: Intermediate Operational	F0J2 33	6	3
Workplace Communication in English	H8T2 33*	6	1
<b>Rural Tourism</b>			
Countryside Recreation and Access	F432 34	7	1
Rural Retailing Enterprises	D5BV 33	6	1
Practical Approach to Rural Tourism	D4EP 33	6	1
<b>Business and Enterprise</b>			
Business Accounting	F84M 34	7	2
Economic Issues: An Introduction	F7J8 34	7	1
Economics 1: Micro and Macro Theory and Application	F7J6 35	8	1
Economics 2: The World Economy	F86E 35	8	1
Statistics for Business	F84K 35	8	1
Continuous Workforce Development	HA13 34*	7	2
Preparing a Formal Business Plan	H7V5 34*	7	2
Developing Entrepreneurial Skills	H7V6 34*	7	1
Managing Information Systems to Develop a Small Business	H544 35*	8	2
Research Skills	DH4G 34	7	1
Fundamentals of Quality Assurance	BA24 34	7	1
Fundamentals of Quality Systems	BA25 34	7	1
Project Management: Managing the Implementation of a Project	DV5J 35	8	2
Project Management: Project Justification and Planning	DV5H 35	8	1
<b>Law</b>			
Business Law: An Introduction	F84P 34	7	1
Health and Safety Legislation: An Introduction	DF87 34	7	1
<b>Marketing</b>			
Marketing Research	A610 34	7	2
International Marketing: An Introduction	H8PD 34*	7	1
International Marketing: The Mix	DG6N 35	8	1
<b>Communication and ICT</b>			
Presentation Skills	F84E 35	8	1
IT in Business — Desktop Publishing	DE26 34	7	1
Introducing the Internet	D4F9 33	6	1
Publishing on the Internet	D4FB 34	7	2
Internet: Theory and Practice	D7XG 35	8	1
Editing and Proof-reading	D7XK 35	8	1
Professional and Personal Communication Skills	A4SP 34	7	1
<b>Conference and Events</b>			
Conference and Exhibition Management: An Introduction	D4VX 33	6	1
Events Applications	F35R 34	7	2
Events Industry: An Introduction	F35W 34	7	2
Managing an Event	F35Y 35	8	2

\*Refer to History of Changes for revision changes.

<b>Hospitality</b>			
Hospitality: Financial and Control Systems	DL3T 34	7	1
Food Hygiene Intermediate	F4TL 34	7	1
Food and Beverage Service	DL3G 34	7	2
Accommodation Servicing	DL3D 34	7	1
Hospitality Front Office Procedures 1	DL3N 34	7	1
Hospitality Front Office Procedures 2	DL3P 34	7	1
<b>Personal Development</b>			
Personal Development Planning	DE3R 34	7	1
Work Role Effectiveness	DG6E 34	7	3
<i>or</i>			
Work Role Effectiveness	DG6G 35	8	3
Work Experience	DV0M 34	7	1

## 5.5 Graded units

The purpose of the Graded Units in the qualifications is to assess the candidate's ability to integrate and apply the knowledge and/or skills gained in the individual Units in order to demonstrate that they have achieved the principal aims of the qualifications.

For each of the HNCs, one single credit Graded Unit at SCQF 7 must be achieved. For each of the HNDs one double credit Graded Unit at SCQF 8 in addition to the SCQF 7 Graded Unit is required.

A project based Graded Unit will assess the application of knowledge and skills in the planning and evaluation of a given task, while an examination assesses theoretical knowledge and understanding under invigilated conditions.

A project rather than an examination was chosen for the Graded Units for the HNCs and HNDs. It was felt that the project would be a better preparation for the candidates for employment and that the project format would be appropriate to assess the candidate's understanding of the award's principal aims

For the single credit HNC Graded Units, a case study was chosen as the format for the project based Graded Unit. It was felt that the skills developed in the case study, gathering and interpreting information, analysing, decision making and planning for action would effectively test the material covered in the HNC principal aims. These skills will also be an appropriate preparation for types of employment likely to be entered by HNC candidates.

At HND level, a two-credit Graded Unit was chosen. This is to take the form of an investigation. Here, skills in research, analysis, evaluation and reporting are developed. This type of assessment was seen as an appropriate way of assessing the principal aims. It will also provide a good preparation for the demands of employment entered by HND candidates, and for the extended research and evaluative writing demanded at the next level of study. A two-credit investigation was chosen, rather than two single Graded Units, as it was felt that this would give the candidates the challenge of researching, writing and evaluating an extended piece of work. It was also eliminate any duplication of generic processes in planning and evaluation arising from completion of 2 separate single credit Units.

Delivery experience has indicated that the mandatory Unit Developing Skills for Personal Effectiveness, particularly when meaningfully contextualised in a travel and tourism context, can be very useful in preparing candidates for the graded units.

Guidance on implementing Graded units can be found in the publication *Guidance for the Implementation of Graded Units in Higher National Certificates and Diplomas*. Published April 2008, publication code CA4405. The document may also be downloaded from the SQA website.



## Progression

Where appropriate candidates could achieve an HNC Travel Graded Unit 1 and progress to the HND Tourism award. Similarly, candidates who have achieved an HNC Tourism Graded Unit 1 could progress to the HND Travel and Tourism. The year 1 Graded Units are sufficiently consistent with both the HND Group Award aims and can therefore be counted as credit towards the HND.

## 5.6 Core skills development

The recommended Core Skills entry and exit profiles are detailed below:

### HNC Tourism

Core Skill	Entry SCQF level	Exit SCQF level
Communication	5	5
Working With Others	5	5
Problem Solving	4	5
IT	4	5
Numeracy	4	5

### HND Tourism

Core Skill	Entry SCQF level	Exit SCQF level
Communication	5	5
Working With Others	5	5
Problem Solving	5	5
IT	4	5
Numeracy	4	5

### HNC Travel

Core Skill	Entry SCQF level	Exit SCQF level
Communication	5	5
Working With Others	5	5
Problem Solving	4	5
IT	4	5
Numeracy	4	5

### HND Travel and Tourism

Core Skill	Entry SCQF level	Exit SCQF level
Communication	5	5
Working With Others	5	5
Problem Solving	5	5
IT	4	5
Numeracy	4	5

These profiles were derived from feedback from centre and industry questionnaires and reference to relevant Modern Apprenticeship frameworks.

The Core Skill of Problem Solving at SCQF level 5 will be automatically certificated on successful completion of either Graded Unit 1.

Communication and IT Core Skills at SCQF level 6 will be automatically certificated by the Units in the limited option section as they have all been audited and successfully validated as carrying the Core Skills involved.

Developing Skills for Personal Effectiveness provides automatic certification of Problem Solving at SCQF level 6 and Developing the Individual Within a Team provides automatic certification of Working with Others also at SCQF level 6. Appendix 1 provides further detail on possibilities for Core Skills development through Units on the qualifications.

## **6 Approaches to delivery and assessment**

### **6.1 Context and content**

The HNC/D in Tourism and Travel and Tourism are designed for candidates who want to enter into positions in a wide range of travel and tourism organisations at an operational, supervisory or managerial level. All the qualifications have a heavy focus on customer service and personal and interpersonal skills. Centres are encouraged to ensure a breadth and balance in the delivery of the awards with regard to the different sectors of the industry, For example sufficient coverage of business travel by the use of appropriate examples and reinforced through other Units/topics such as destination knowledge. Practical skills are developed in realistic business scenarios relevant to the sector. The qualifications will also prepare candidates for progression to a range of further programmes of study either in higher education or occupational qualifications in the workplace.

### **6.2 Delivery and assessment**

The design principles for HN have encouraged a more holistic approach to assessment and this has been adopted in all 4 qualifications. The new HN specification places emphasis on assessing the whole Outcome or combination of Outcomes rather than individual evidence requirements. Some of the Units now assess across the whole Unit. The new Unit specification allows the use of sampling of knowledge and/or skills. This approach has been put to good use in Units such as Providing Information of the Scottish Tourism Product and the Role of History, Culture and Genealogy in Scottish Tourism where large amounts of information are covered. This has reduced the assessment loading for both candidates and centres.

Integration of delivery and assessment across Units is encouraged for example Influences in Travel and Tourism and Planning and Sustainable Development in Travel and Tourism. The new Unit Scottish Tourism Product: Niche Markets could be integrated with the Marketing Planning in Travel and Tourism.

A separate document has been produced entitled 'Summary of Assessment Travel and Tourism' which provides an overview of the Unit assessment within the qualifications, the document is available on the HN Travel and Tourism page of SQAs website ([www.sqa.org.uk/HN](http://www.sqa.org.uk/HN)).

## **6.3 Reassessment**

The way that centres reassess candidates is integral to the way that they manage assessment as a whole and as such, will be subject to internal moderation. In order to ensure that the assessment process is as holistic as possible and that assessors are able to effectively judge candidates' performance in the Outcome or Unit as a whole, it may not always be possible to reassess only those parts of the performance in which candidates have not satisfactorily demonstrated competence. Scenarios where candidates may require to re-do the whole assessment include:

- ◆ assessment which test knowledge and other cognitive skills and where it may not be possible to extract some of the items for reassessment
- ◆ where parts of several Outcomes are involved
- ◆ where a project has been designed as an integrated assessment and where there is a requirement to complete the project as a single complex task

Candidates may require to do only part of an assessment where their evidence has been generated over a period of time and/or a discrete part of the Unit, such as an Outcome, has been assessed originally.

### **6.3.1 Eligibility for reassessment**

Candidates who have not satisfactorily demonstrated their attainment of knowledge and/or skills and/or competence in the whole or only part of an assessment may be considered for reassessment.

### **6.3.2 Developing alternative assessments**

The design of the original assessments inform the reassessment process to a large extent, as these determine the type of assessment instruments used and the purpose of the assessment. Normally, centres build up banks of assessments which can be used in whole or part for reassessment purposes.

Assessment writers should refer to the Unit specification and where available the assessment exemplar when developing an alternative assessment and ensure that it is of equal demand to the original assessment and that it covers all necessary criteria — for example Core Skill achievement. Where candidates have not provided satisfactory evidence for knowledge and/or skill items which have been sampled, they would normally be reassessed on a different sample.

### **6.3.3 Reassessment of Graded Units**

Reassessment of a project-based Graded Unit would normally be based on an alternative assessment task. For the latter, centres would be encouraged to set the parameters at the start of the project giving details of the draft submission date and final submission date. The overall grade is derived from the total number of marks across all the sections. The Conditions of Assessment section on the Graded Unit specification and the assessment exemplar gives additional guidance.

## **6.4 Assessment/verification**

All instruments of assessment used within these qualifications should be internally verified including exemplar material provided, using the appropriate policy within the centre and the guidelines set by SQA. This will ensure the validity and reliability of the instruments of assessment used within the centre.

External verification will be carried out by SQA to ensure that internal assessment is within the national guidelines for these qualifications.

For further information on internal and external verification refer to the *Guide to Assessment (AA4147)* ([Home > SVQ > Downloads](#))  
*Guide to Internal Moderation for SQA Centres, SQA 2001 (AA1453)* ([Home > Services for Centres > Induction Guide for SQA Co-ordinators > Quality](#))

### **6.4.1 Prior verification of Unit assessments**

SQA will produce Assessment Exemplars for high uptake Units including Graded Units and these can normally be used as Instruments of Assessment provided that centres ensure the integrity of the assessment in the first and subsequent years of use and between centres. These can be downloaded from our secure website and we anticipate that centres will, from now on, make full use of them. However, if centres wish to amend these exemplars or create their own assessment instruments you may wish to have these instruments prior moderated before use. While it is not mandatory that prior moderation takes place, we strongly recommend that centres do take advantage of this service with any new Instruments of Assessment particularly Graded Units that are devised.

Some individual retail travel Units cannot be used as live assessments. Details will be contained within the individual exemplar packs concerned. Their purpose is to exemplify the standard of assessment and centres are expected to devise assessments of a similar standard based on actual trade reference materials used within individual centres. This is to ensure assessments are a realistic reflection of current industry practice.

## **6.5 Guidance on the format and style of unit specifications**

The Unit specification used within the new qualifications has changed in style and format. Some Units used in the framework are still in the previous format. All such Units have been levelled against the SCQF level descriptors. They may include performance criteria and range statements. In addition where a merit statement is shown in the Unit specification this should be ignored as this does not apply to the new framework.

These Units will be replaced with revised updated Unit specifications when they are revised as part of the 'originating' award in which they were developed.

## 6.6 Open learning

Open learning is currently operated as a delivery mode on the existing awards. The HNC/Ds include a sufficient number of Units which are suitable although some attendance at a centre would be desirable unless the candidate is able to provide video evidence of oral and group activity or access to interactive media. Some of the practical nature of the work on the travel side which involves access to a great deal of trade reference material/systems could be difficult to undertake on an open learning basis. Flexible part time study with open delivery however, is a practical option where a candidate is in employment.

## 6.7 Candidates with additional support needs

These qualifications are intended to ensure that there are no artificial barriers to learning or assessment. The additional support needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments or considering alternative Outcomes for Units. For information on these, please refer to the SQA document Guidance on Assessment Arrangements for Candidates with Disabilities and/or Additional Support Needs.(Sept 04, Publication code: BA2399)

## 6.8 Credit transfer arrangements

For existing candidates the following credit transfer guidance is provided:

Candidates may be given credit transfer between HNC/HND Units (developed using 1988 design principles) and the new HN Units (developed using 2003 design principles).

A candidate who is transferring, from a qualifications in the same subject area, with a 12 credit HNC (or having completed the 15 credits necessary for the first part of a HND) should:

- ◆ achieve a Graded Unit(s) of 16 SCQF points at level 8.
- ◆ be given opportunities to develop Core Skills.
- ◆ be given credit for the Units achieved in the previous award.
- ◆ achieve the mandatory Units in this award by credit transfer or normal study.
- ◆ obtain the remaining SCQF credit points required at the SCQF level to gain the award (either by credit transfer or normal study).

Credit transfer can be given where there is broad equivalence between the subject related content of the Unit (or combination of Units). Candidates who are given credit transfer between current HNC/HND Units and the new HN Units must still satisfy all other conditions of the award of the new principles HNC/HND including the mandatory Units and the correct number of credits at the correct SCQF level.

For information on transitional frameworks for Tourism please refer to Annex 1 for Travel and Tourism please refer to Annex 2 of this Arrangements Document. The transitional frameworks can be used to facilitate credit transfer arrangements for candidates who have completed one of the following old HNCs or the first year of the old HNDs.

G0MW 15     Tourism  
 G1Y0 16     Tourism  
 G0MX 15     Travel  
 G1Y1 16     Travel with Tourism

The Appendix can be downloaded separately from the Arrangements Document on the HN subject page. Please note transitional frameworks are only available until 31/07/2010 — all candidates must be certificated by that date.

### Credit transfer — HN Unit Travel and Tourism Units

Title: New Unit	Old Unit	Credit Transfer Conditions
Air Travel: Reservations, Fares and Ticketing	Air Travel	Full transfer
Air Travel Advanced: Reservations, Fares and Ticketing	Air Travel: Advanced	Full transfer
Trends and Developments in European Travel and Tourism	Travel and Tourism in the European Union	Full transfer
Influences on the Travel and Tourism Industry	Structure and Organisation of the Travel and Tourism Industry	Full transfer
Longhaul Inclusive Tours and Independent Holidays	Title unchanged	Full transfer
International Tourist Destinations	Title unchanged	Full transfer
Applying Marketing Principles in Travel and Tourism	Marketing in Travel and Tourism	Full transfer
Marketing Planning in Travel and Tourism	Title unchanged	Full transfer
Planning and Sustainable Development in Tourism	Tourism Planning and Development ; Sustainable Tourism	If both previous units completed then full transfer. If only TPD completed then evidence required for Outcomes 3, 4 and 5 of new Unit
Practical Travel and Tourism Visit	Practical Tourism Visit: Residential Practical Tourism Visit: Non residential	Full credit transfer
Providing Information on the Scottish Tourism Product	Title unchanged	Full credit transfer
Retail Travel Operations	Title unchanged (now 2 credits)	Evidence for new Outcome 5 required (may have been produced previously in

		context of Retail Travel Practice)
Retail Travel Practice	Title unchanged	Some top up of Outcome 1 may be required
Role of History, Culture and Genealogy in Scottish Tourism	Scottish History for Tourism	Full credit transfer
Structure of the Travel and Tourism Industry	Structure and Organisation of the Travel and Tourism Industry	Full credit transfer
Surface Transportation and Cruises	Title unchanged	Full credit transfer
Tour Guiding and Resort Representation	Conducting Tours	Evidence for Outcome 3 required but may have been produced depending on the approach taken on the old Unit
Tour Operations	Tour Operating: Planning and Costing Tour Programmes Tour Operating: Brochure Production and Customer Relations	Full transfer if both previous single credit Units completed
Using Information Sources and Materials in Tourism	Title unchanged	Full transfer
Visitor Attraction Operations (1 credit)	Visitor Attraction Operations (2 credits)	Full transfer
Visitor Attraction Management	New	Top up evidence necessary for Outcome 3 but evidence may have been produced in context of sustainable tourism previously

## 7 General information for candidates

### HNC/D Tourism

The awards are designed to prepare you for a range of positions in a broad spectrum of the organisations in the inbound tourism industry for example, in visitor servicing, tourism development, marketing, customer service, guiding, conferencing, tourist and information services. Tourism is an important and growing industry in Scotland and the UK and career opportunities are wide and varied. The HNC/Ds have a heavy emphasis on customer service and a focus on the development of personal and interpersonal skills. The assessments in the awards are varied with much project work, investigative activity and practical activity involved. The course will allow you to:

- ◆ develop essential skills and knowledge in marketing and customer service applied to the tourism sector
- ◆ develop sound product knowledge of the Scottish Tourism Product
- ◆ develop generic skills in ICT, communication and personal effectiveness
- ◆ develop an understanding of the industry, how it is structured and operates

and if you do the HND:

- ◆ develop a more in depth treatment of marketing
- ◆ develop managerial competences in the meaningful tourism contexts of visitor attractions and tour operations
- ◆ look at the key issue of sustainability

If you intend going onto degree level studies it is recommended that you take options in economics, finance and law. Employers particularly value the relevance of work experience and this is an option available on the framework

### HNC Travel, HND Travel and Tourism

The awards are designed to prepare you for a range of positions with retail and business travel agents, airlines, coach, rail and sea operators and providers of ancillary services including car rental, foreign exchange and insurance. They may also provide a preparation for employment in the general field of business in areas such as administration, marketing and customer services. The HNC/Ds have a heavy emphasis on customer service and a focus on the development of personal and interpersonal skills. The assessments in the qualifications are varied with much project work, investigative activity and practical activity involved.



The course will allow you to:

- ◆ develop practical technical skills such as itinerary preparation, fare calculations, documentation completion and user skills in CRS
- ◆ develop generic skills in ICT, communication and personal effectiveness
- ◆ develop an awareness of the necessity for a high level of customer service in all aspects of the industry
- ◆ develop an understanding of the industry, how it is structured and operates
- ◆ acquire product knowledge of international tourist destinations and attractions

and if you go on to do HND:

- ◆ broaden and deepen the technical skills in for example, advanced fare construction and complex documentation completion
- ◆ develop managerial competences in the meaningful contexts of the operation of a travel agency and tour operations

If you intend going onto degree level studies it is recommended that you take options in economics, finance and law. Employers particularly value the relevance of work experience and this is an option available on the framework. If you intend going on to HND it is recommended that you complete the 1st level Marketing unit as your option in year 1.

## 9 Glossary of terms

**SCQF:** This stands for the Scottish Credit and Qualification Framework, which is a new way of speaking about qualifications and how they inter-relate. We use SCQF terminology throughout this guide to refer to credits and levels. For further information on the SCQF visit the SCQF website at [www.scqf.org.uk](http://www.scqf.org.uk)

**SCQF credit points:** One HN credit is equivalent to 8 SCQF credit points. This applies to all HN Units, irrespective of their level.

**SCQF levels:** The SCQF covers 12 levels of learning. HN Units will normally be at levels 6–9. Graded Units will be at level 7 and 8.

**Subject Unit:** Subject Units contain vocational/subject content and are designed to test a specific set of knowledge and skills.

**Graded Unit:** Graded Units assess candidates' ability to integrate what they have learned while working towards the Units of the Group Award. Their purpose is to add value to the Group Award, making it more than the sum of its parts, and to encourage candidates to retain and adapt their skills and knowledge.

**Dedicated Unit to cover Core Skills:** This is a non-subject Unit that is written to cover one or more particular Core Skills.

**Embedded Core Skills:** This is where the development of a Core Skill is incorporated into the Unit and where the Unit assessment also covers the requirements of Core Skill assessment at a particular level.

**Signposted Core Skills:** This refers to the opportunities to develop a particular Core Skill at a specified level that lie outwith automatic certification.

**Qualification Design Team:** The QDT works in conjunction with a Qualification Manager/Development Manager to steer the development of the HNC/HND from its inception/revision through to validation. The group is made up of key stakeholders representing the interests of centres, employers, universities and other relevant organisations.

**Consortium-devised HNCs and HNDs** are those developments or revisions undertaken by a group of centres in partnership with SQA.

**Specialist single centre and specialist collaborative devised HNCs and HNDs** are those developments or revisions led by a single centre or small group of centres who provide knowledge and skills in a specialist area. Like consortium-devised HNCs and HNDs, these developments or revisions will also be supported by SQA.

## 10 Appendices

Appendix 1: Core Skills Development and Signposting

## Appendix 1: Core Skills Development and Signposting

The following Units are automatically certificated for core skills:

Unit Title	Unit Code	Core Skill Certificated
Information Technology: Applications Software 1	D75X 34	Using Information Technology at SCQF level 6
Using Software Applications Packages	D85F 34	Using Information Technology at SCQF level 6
Developing the Individual Within a Team	DF45 34/ F870 34	Working with Others at SCQF level 6
*Communication: Business Communication	H7TK 34	Communication at SCQF level 6
Communication: Practical Skills	D77G 34	Communication at SCQF level 6
Complex Oral Presentation	DH49 34	Working with Others at SCQF level 6 and Oral Communication at SCQF level 6
Developing Skills for Personal Effectiveness	DF4D 33 DF4E 34 DF4F 35	Problem Solving at SCQF level 5 Problem Solving at SCQF level 6 Problem Solving at SCQF level 6 Intermediate 2
HNC Tourism: Graded Unit 1	DK0D 34	Problem Solving at SCQF level 5
HNC Travel: Graded Unit 1	DK0C 35	Problem Solving at SCQF level 5

The table below details where there are opportunities for developing Core Skills within Tourism and Travel Units and some optional Units in the frameworks.

### Opportunities for the Development of Core Skills in HNC/D Tourism, HNC Travel and HND Travel and Tourism

Unit No	Unit Name	Written Comms. Reading	Written Comms. Writing	Oral Comms	Using Graphical Info	Using Number	Using IT	Problem Solving — CT	Problem Solving — P&O	Problem Solving — R&E	WWO
D77G 34	Communication: Practical Skills	E6	E6	E6							
DE3N 34	Communication: Analysing and Presenting Complex Communication	E6	E6	E6				✓	✓	✓	✓
DH49 34	Complex Oral Presentation			E6							E6
DF4E 33/ DF4E 34/ DF4F 45	Developing Skills for Personal Effectiveness			✓				E5 in DF4E 33 E6 in DF4E and DF4F 45			✓
F870 34	Developing the Individual Within a Team			✓							E6
DJ42 34	Creating a Culture of Customer Care							✓	✓	✓	
D75X 34	Info Tech: Applications Software 1				✓		E6				
D85F 34	Using Software Applications Packages						E5				
F84M 34	Business Accounting	S5	S5	S5		E6					
F7J8 34	Economic Issues: An Introduction	S6	S6	S6				S5	S5	S5	
F84K 35	Statistics for Business				E6	E6	S5				
DH4G 34	Research Skills	✓	✓		✓	✓	✓				
D7XK 35	Editing and Proof-reading	✓	✓								
Various	Graded Units		✓					✓	✓	✓	
DJ9P 35	Tour Operations					✓		✓	✓	✓	
DK04 35	Marketing Planning in Travel and Tourism				✓	✓		✓	✓	✓	
DK0E 34	Applying Marketing Principles in Travel and Tourism				✓						
F6VY 34	Air Travel					S4	S5	S5	S5		

F6VX 35	Air Travel Advanced					S4	S5	S5	S5		
DK02 35	Planning and Sustainable Development in Tourism							✓	✓	✓	
DJ9V 35	Surface Transportation and Cruises					✓					

Unit No	Unit Name	Written Comms. Reading	Written Comms. Writing	Oral Comms	Using Graphical Info	Using Number	Using IT	Problem Solving — CT	Problem Solving — P&O	Problem Solving — R&E	WWO
DK00 35	Retail Travel Operations					✓					
DJ9Y 34	Retail Travel Practice					✓					
DK06 35	Longhaul Inclusive Tours and Independent Holidays					✓					
DK0H 34	Visitor Attraction Operations							✓	✓	✓	
DJ9L 35	Visitor Attraction Management					✓		✓	✓	✓	
DJ9T 34	Tour Guiding and Resort Representation										✓
DK01 34	Practical Travel and Tourism Visit							✓	✓	✓	✓
F84E 35	Presentation Skills	S6	S6	S6			S5	E6	E6	E6	
F84P 34	Business Law: An Introduction	S6	S6	S6			S5	S6	S6	S6	
F7J6 35	Economics 1: Micro and Macro Theory and Application	S6	S6	S6			S5	S6	S6	S6	
F86E 35	Economics 2: The World Economy	S6	S6	S6			S5	S6	S6	S6	
F35Y 35	Managing an Event							E6	E6	E6	

E = embedded Core Skill + SCQF level  
S = signposted Core Skill + SCQF level  
✓ = opportunities to develop Core Skill

Schedule showing mandatory and restricted options for **HNC/D Tourism**

**EXAMPLE 1A**

HNC Tourism (HND Tourism Year 1)			HND Tourism Year 2		
Block 1	Block 2	Block 3	Block 1	Block 2	Block 3
<b>LIMITED OPTION</b> Communication: Analysing and Presenting Complex Communication	<b>MANDATORY</b> Structure of Travel and Tourism Industry	<b>MANDATORY</b> GRADED UNIT — Case Study	<b>MANDATORY</b> Developing the Individual within a Team	<b>MANDATORY</b> GRADED UNIT — Investigation (2 credits)	
<b>LIMITED OPTION</b> Information Technology Software 1	<b>MANDATORY</b> Customer service: Creating a Culture of Customer Care	<b>MANDATORY</b> Applying the Principles of Marketing in Travel and Tourism	<b>MANDATORY</b> Marketing Planning in Travel and Tourism	<b>MANDATORY</b> Planning and Sustainable Development in Tourism (2 credits)	
<b>MANDATORY</b> Providing Information on the Scottish Tourism Product (2 credits)		<b>OPTION 4</b>	<b>MANDATORY</b> Influences on the Travel and Tourism Industry	<b>OPTION 8</b>	<b>MANDATORY</b> Visitor Attraction Operations
<b>MANDATORY</b> Developing Skills for Personal Effectiveness	<b>OPTION 2</b>	<b>OPTION 5</b>	<b>MANDATORY</b> Tour Operations (2 credits)		<b>OPTION 10</b>
<b>OPTION 1</b>	<b>OPTION 3</b>	<b>OPTION 6</b>	<b>OPTION 7</b>	<b>OPTION 9</b>	<b>OPTION 11</b>

Schedule showing mandatory, restricted options and possible options for **HNC/D Tourism**

**EXAMPLE 1B**

HNC Tourism (HND Tourism Year 1)			HND Tourism Year 2		
Block 1	Block 2	Block 3	Block 1	Block 2	Block 3
<b>LIMITED OPTION</b> Communication: Analysing and Presenting Complex Communication	<b>MANDATORY</b> Structure of Travel and Tourism Industry	<b>MANDATORY</b> GRADED UNIT — Case Study	<b>MANDATORY</b> Developing the Individual within a Team	<b>MANDATORY</b> GRADED UNIT — Investigation (2 credits)	
<b>LIMITED OPTION</b> Information Technology Software 1	<b>MANDATORY</b> Customer service: Creating a Culture of Customer Care	<b>MANDATORY</b> Applying the Principles of Marketing in Travel and Tourism	<b>MANDATORY</b> Marketing Planning in Travel and Tourism	<b>MANDATORY</b> Planning and Sustainable Development in Tourism (2 credits)	
<b>MANDATORY</b> Providing Information on the Scottish Tourism Product (2 credits)		<b>OPTION 5</b> Role of History, Culture and Genealogy in Scottish Tourism	<b>MANDATORY</b> Influences on the Travel and Tourism Industry	<b>OPTION 8</b> Longhaul Inclusive Tours and Independent Holidays	<b>MANDATORY</b> Visitor Attraction Operations
<b>MANDATORY</b> Developing Skills for Personal Effectiveness	<b>OPTION 2/3</b> European Travel and Tourism: Trends and Developments (2 credits)		<b>MANDATORY</b> Tour Operations (2 credits)		<b>OPTION 10</b> Conducting Tours
<b>OPTION 1</b> International Tourist Destinations	<b>OPTION 4 **</b>	<b>OPTION 6 **</b>	<b>OPTION 7</b> Surface Transportation and Cruises	<b>OPTION 9 **</b>	<b>OPTION 11 **</b>

\*\* Free options could be taken from any of the optional groupings eg business/languages/events etc



Schedule showing mandatory and restricted options for **HNC Travel** and **HND Travel and Tourism: EXAMPLE 2**

HNC Tourism (HND Tourism Year 1)			HND Tourism Year 2		
Block 1	Block 2	Block 3	Block 1	Block 2	Block 3
<b>RESTRICTED OPTION</b> Communication: Analysing and Presenting Complex Communication	<b>MANDATORY</b> Structure of Travel and Tourism Industry	<b>MANDATORY GRADED UNIT</b> — Case Study	<b>MANDATORY</b> Developing the Individual within a Team	<b>MANDATORY GRADED UNIT</b> — Investigation (2 credits)	
<b>RESTRICTED OPTION</b> Information Technology Software 1	<b>MANDATORY</b> International Tourist Destinations	<b>MANDATORY</b> Customer Service: Creating a Culture of Customer Care	<b>MANDATORY</b> Influences on the Travel and Tourism Industry	<b>MANDATORY</b> Retail Travel Operations (2 credits)	
<b>MANDATORY</b> Air Travel (2 credits)		<b>MANDATORY</b> Developing Skills for Personal Effectiveness	<b>MANDATORY</b> Applying Principles of Marketing in Travel and Tourism	<b>MANDATORY</b> Marketing Planning in Travel and Tourism	<b>MANDATORY</b> Surface Transportation and Cruises
<b>MANDATORY</b> Retail Travel Practice (2 credits)		<b>OPTION 1</b>	<b>MANDATORY</b> Air Travel Advanced: Reservations, Fares and Ticketing (2 credits)		<b>MANDATORY</b> Longhaul Inclusive Tours and Independent Holidays
<b>OPTION 2</b>	<b>OPTION 3</b>	<b>OPTION 4</b>	<b>MANDATORY</b> Tour Operations (2 credits)		<b>OPTION 5</b>