Arrangements for:

Higher National Certificate in Travel and Tourism (GF3F 15)

Higher National Diploma in Travel and Tourism (GF3G 16)

Validation date: December 2004
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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. Centres are advised to check SQA's APS Navigator to confirm they are using the up to date qualification structure.

NOTE: Where a Unit is revised by another Unit:

- No new centres may be approved to offer the Unit which has been revised.
- Centres should only enter candidates for the Unit which has been revised where they are expected to complete the Unit before its finish date.

Version number	Description	Date
19	**Additional Units:** FK8M 34 Market Research Theory and FK8L 35 Marketing Research Applications added to the Marketing Section for both HNC and HND Frameworks	18/08/16
18	**Revision of Unit:** A6HC 34Training and Developing the Workforce has been replaced by HA13 34 Continuous Workforce Development and finishes on 31/07/2017	08/01/16
17	FK7T 35 History D: Specialist Study added as an optional unit to both the HNC and HND structures.	04/12/215
16	**Revision of Units:** F365 34 Conferences: An Introduction has been replaced by H942 34 Old unit will finish on 31/07/2017	19/06/15
15	**Revision of Units:** DE1K 33 Workplace Communication in English has been revised by H8T2 33 and finishes on 31/07/2016. F35Y 35 Managing an Event has been revised by H91M 35, F35W 34 Events Industry: An Introduction has been revised by H91K 34, F35R 34 Events Applications has been revised by H91J 34 Organising an Event, DG6M 34 International Marketing: An Introduction has been revised by H8PD 34. Old units will finish on 31/07/2017.	13/05/15
14	**Additional Unit:** F3TL 35 Heritage studies: Scotland added to optional sections of both HNC and HND Frameworks.	05/02/15
13	**Revision of Unit**: DE2E 34 Preparing and Presenting a Business Plan *has been revised by* H7V5 34 Preparing a Formal Business Plan *and will finish on* 31/07/2016. A6Y7 34 Developing Entrepreneurial Skills *has been revised by* H7V6 34 Developing Entrepreneurial Skills *and will finish on* 31/07/2016. DE3N 34 Communication: Analysing and Presenting Complex Communication *has been revised by* H7TK 34 Communication: Business Communication *and will finish on* 31/07/2016. D77G 34 Communication: Practical Skills has been revised by H7MB 34 Communication: Practical Skills and will finish on 31/07/2016.	18/11/14
12	*Conferences: An Introduction* (F365 34) added as an alternative to *Conference and Exhibition Management: An Introduction* (D4VX 33) which has now finished.	22/05/14
11	**Revision to Unit**: DH4G 34 *Research Skills* revised by F60A	13/05/14

	34 and will finish 31/07/2016.	
10	A6HG 35 Managing a Small Business revised to H544 35 Managing Information Systems to Develop A Small Business. Old Unit will finish on 31/07/15.	26/11/13
09	Understanding and Managing Financial Resources: An Introduction D7MH 34 added to frameworks.	May 2013
08	Airline and Airport Operations H297 34 added to frameworks.	September 2012
07	Frameworks merged as result of incremental change. Revised structures detailed within body of document. Please refer to page **4** for summary of changes.	June 2012
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/HND frameworks: Language Units updated — new language Units included in option choices.	June 2007
02	Clarification added to frameworks re DSPE (level 7 and level 8, candidates will qualify if they achieve a higher level Unit.) Work Experience DV0M 34 added to framework. The Unit replaces A6T1 34 which has been given a finish date of July 2012. Project Management Units — DV5J 35 and DV5H 35 have been added to both HND frameworks 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. 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.	May 2006

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1 Introduction

This Arrangements Document is for the revised qualifications HNC/HND Travel and Tourism. These qualifications replace the previous HNC/HND Tourism, HNC Travel and HND Travel and Tourism which were implemented in August 2005. The modifications to the frameworks are the cumulative result of incremental change since that time. The resulting restructure of the awards has resulted in the allocation of new Group Award codes. These are effective from August 2012.

The 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 qualifications.

2 Rationale for the revision of the qualifications

2.1 Background

The original suite of HN Travel and Tourism qualifications were 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/HNDs that had emerged since the original Advanced Courses Development Programme in 1989. They also replaced the HNC/HND Business Administration and/with Travel and Tourism.

The revised qualifications, along with other new HNC/HNDs 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.

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 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 over 200,000 people. Comprehensive labour market intelligence has, and continues to be drawn together through the 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 Government, the skills and enterprise network, the Scottish Tourism Alliance and the SSC. Springboard Scotland is an organisation which promotes careers in hospitality and tourism as a first choice option.

Current labour market information and trends, in particular the annual People 1st State of the Nation reports can be found at:

http://www.people1st.co.uk

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

Consultation details for the major review of the HN Travel and Tourism qualifications in 2005 are summarised in the following table:

Stakeholder	Method of consultation
Delivering centres	♦ Initial postal survey of all delivering centres ♦ Interviews with travel and tourism teams, including candidates, in a selection of colleges ♦ Two national seminars with representatives from all delivering centres. (These considered structures/Core Skill issues/Graded Units/assessment topics and consideration of draft Units) ♦ Information posted on the HN pages of the SQA website ♦ Targeted consultations on options/modes of delivery/candidate destinations/modes of attendance ♦ Inputs on HN review into two meetings of SFEU subject network for travel and tourism
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	♦ Initial questionnaire sent to employers ♦ Two industry focus groups to probe issues arising from questionnaires ♦ Top up e-mail questionnaire sent to potential focus group members who could not attend
Higher Education	♦ Initial questionnaire to universities offered related degree programmes ♦ Higher education focus group

Maintenance and incremental review

Since 2005 there has been annual evaluation activity via network events, electronic surveys and ongoing liaison with the SSC. This process was overseen by a Qualification Support Team with members drawn from a cross section of delivering centres and input from the SSC as appropriate.

With the benefit of implementation experience an assessment audit was also completed to confirm the manageability of the overall assessment load. Minor modifications primarily to individual Units were made on an annual basis. Both the SSC and Scottish Tourism Alliance (formerly the Scottish Tourism Forum) have consistently identified customer service and management and leadership as the two key skills areas for the sector.

2.3 Summary of changes

In 2011 a Qualifications Design Team was formed to oversee the completion of work identified as necessary from the aforementioned incremental review processes. These are summarised below:

- HNC Travel and HNC Tourism now merged to create a single HNC in Travel and Tourism.
- HND Tourism and HND Travel and Tourism now merged to create a single HND in Travel and Tourism.

The revised merged framework still allows the focus to be slanted on either the inbound or outbound sectors. The broader umbrella title is now consistent with the terminology used in National Qualifications and therefore provides a single umbrella term for SQA's provision.

- Introduction of a new mandatory Unit, *Preparation for Employment in Travel and Tourism*, on both HNC and HND frameworks. This Unit will replace *Developing Skills for Personal Effectiveness* as a mandatory Unit. Feedback from centres had consistently identified that candidates struggled to connect with the relevance of the *DSPE* Unit. This was borne out by responses in the candidate survey returns. The new Unit places the soft skills clearly identified as crucial by employers in the context of a Unit that candidates will find more meaningful and relevant. The inclusion of an employability skills Unit builds upon the model used successfully on the National Certificates in Travel and Tourism.
- The Units *Retail Travel Operations, Longhaul Inclusive Tours and Independent Holidays, Surface Transportation and Cruises* and *Using Information Sources and Materials in Tourism* have been withdrawn as the practices within them are now outdated in the sector.
- *Retail Travel Practice* Unit revised and updated by removing Outcomes 3 and 5 and adding relevant, residual content from the *Retail Travel Operations, Longhaul and Surface Transportation* Units.
- Introduction of two new Business Travel Units.
- Introduction of a new Unit reflecting role of senior air cabin crew. This builds on NQ Units developed at SCQF level 5 and 6.
- Minor refresh of *Planning and Sustainable Development in Tourism* Unit.
- Graded Units revised and updated to reflect the combined frameworks.
- Update of the Unit *Creating a Culture of Customer Care*.
- Inclusion of additional management and leadership Units that form a number of Professional Development Awards (PDAs) to allow candidates the opportunity to acquire additional qualifications relevant to the sector but with wide portability to others.
- Inclusion of a wider range of ICT Units to reflect increasing importance of digital culture to the sector.

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 levels 4, 5, 6 respectively). These contain both exam based and project based courses. 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, Ground Operations or Cabin Crew suites 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

Appendix 1 details examples of SQA qualifications in this sector and shows possible progression pathways.

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/HNDs 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/HND Travel and Tourism

The awards are prevocational and designed to serve employers needs in a broad spectrum of organisations in the domestic, inbound tourism and outbound travel industry, for example, tour operations, visitor servicing, tourism development, marketing, customer service, guiding, conferencing, tourist and information services, retail and business travel agents, airlines, airports, cruise operators. 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 HNC should enable the candidate to:

9 Develop key skills and knowledge in marketing and customer service applied to the travel and tourism sector.
10 Develop sound product knowledge of the home market or international destinations, and depending on options selected, relevant practical technical skills in for example itinerary preparation, fare calculations and document completion.
11 Develop generic skills in ICT and communication.
12 Develop an understanding of the industry, how it is structured and operates.
13 Develop employability skills.

Additionally the HND will:

14 Develop a more in depth understanding and application of marketing.
15 Develop managerial competences in the meaningful travel and tourism context of tour operations and selected specialist areas, eg visitor attractions, airline and airport operations, business or retail travel.
16 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.

3.4 General and specific aims, linked to individual Units

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

Unit title	Aims
Structure of the Travel and Tourism Industry	12
Influences on the Travel and Tourism Industry	12
Applying Marketing Principles in Travel and Tourism	9
Marketing Planning in Travel and Tourism	9,14
Creating a Culture of Customer Care	9
Planning and Sustainable Development in Tourism	7, 8, 16
Preparing for Employment in Travel and Tourism	4, 5, 13
Tour Operations	7, 8, 15
Travel and Tourism: Graded Unit 1	4, 6, 7, 8
Travel and Tourism: Graded Unit 2	4, 6, 7, 8
International Tourist Destinations	3, 10
Providing Information on the Scottish Tourism Product	3, 10
Air Travel	10
Air Travel Advanced	10
Retail Travel Practice	9, 10
Business Travel: An Introduction	9, 10
Business Travel Operations	9, 10
Working as Senior Air Cabin Crew	9, 10
Tour Guiding and Resort Representation	5, 9, 10
Role of History, Culture and Genealogy in Scottish Tourism	3, 7
Practical Travel and Tourism Visit	7, 11, 12
Visitor Attraction Operations	5, 9, 10
Visitor Attraction Management	7, 8, 9, 15
Trends and Developments in European Travel and Tourism	12, 16
Scottish Tourism Product: Niche Markets	3, 10
Tourism: Sustainability and Rural Communities	16
Developing Skills for Personal Effectiveness	1, 4
Developing the Individual Within a Team	1, 5
Presentation Skills	4, 11
Work Experience	1, 6, 7
Communication Units	4, 11
ICT Units	4, 11
Language Units	4
Management Units	4, 5

NB: Aims 1 and 2 relate 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.

- National Certificates in Travel and Tourism at SCQF levels 5 and 6.
- Appropriate grouping of National Units.
- Any other relevant National Certificates at SCQF levels 5 or 6.
- Any two relevant National Courses at Higher together with three 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) SCQF level 5 or a score of 5.5 in IELTS.
- Relevant work experience.

5 Structure of the qualifications

5.1 Structure of the HNC Travel and Tourism

Candidates will be awarded an HNC in Travel and Tourism on successful completion of all of the Units and the Graded Unit in the mandatory section, and an appropriate combination of Units from the limited option and option groupings up to a total of 96 SCQF credit points (12 HN credits). The HN Design Principles require an HNC Group Award to incorporate at least 48 SCQF credit points at SCQF level 7. This requirement is met through the mandatory and limited option sections.

The HNC Travel and Tourism mandatory section comprises 40 SCQF credit points (5 HN credits) at SCQF level 7. The limited option section comprises a minimum of 24 SCQF points (3 HN credits). A further 16–32 SCQF points (2–4 HN credit points) from the option groupings are required depending on Units selected in the limited option groupings.

The framework (on following pages) illustrates the composition of the framework detailing the SCQF level, rating and HN credit value of each Unit.

5.1.1 HNC Travel and Tourism (GF3F 15)

Mandatory Units

Unit title	Code	SCQF credit points	SCQF level	SQA credit value
Structure of the Travel and Tourism Industry	DJ9W 34	8	7	1
Applying Marketing Principles in Travel and Tourism	DK0E 34	8	7	1
Creating a Culture of Customer Care	H1F0 34	8	7	1
Preparation for Employment in Travel and Tourism	H0RC 34	8	7	1
Travel and Tourism: Graded Unit 1	H1J6 34	8	7	1

Limited Options

Travel and Tourism Product Knowledge: 8–24 SCQF points (1–3 HN credits) from:

Unit title	Code	SCQF credit points	SCQF level	SQA credit value
International Tourist Destinations	DK07 33	8	6	1
Providing Information on the Scottish Tourism Product	DK03 34	16	7	2

Communication: 8 SCQF points (1 HN credit) from:

Unit title	Code	SCQF credit points	SCQF level	SQA credit value
Communication: Business Communication	H7TK 34*	8	7	1
Communication: Practical Skills	H7MB 34*	8	7	1
Complex Oral Presentation	DH49 34	8	7	1

*Refer to History of Changes for revision changes.

Applied Technology: 8 SCQF points (1 HN credit) from:

Unit title	Code	SCQF credit points	SCQF level	SQA credit value
Information Technology: Applications Software 1	D75X 34	8	7	1
Using Software Application packages	D85F 34	8	7	1
e-marketing	DV6H 34	8	7	1
Digital Culture: Online Communication	F86P 34	8	7	1
Internet: Introducing e-Commerce	DH39 34	8	7	1

Options

16–32 SCQF credit points (2–4 HN credits) required depending on product knowledge Unit(s) taken

Unit title	Code	SCQF credit points	SCQF level	SQA credit value
Travel and Tourism				
Influences on the Travel and Tourism Industry	DK08 35	8	8	1
Marketing Planning in Travel and Tourism	DK04 35	8	8	1
Planning and Sustainable Development in Tourism	DK02 35	16	8	2
Tour Operations	DJ9P 35	16	8	2
Air Travel	F6VY 34	16	7	2
Air Travel Advanced	F6VX 35	16	8	2
Retail Travel Practice	H11R 34	16	7	2
Business Travel: An Introduction	H1J2 34	8	7	1
Business Travel Operations	H1J3 34	8	7	1
Working as Senior Air Cabin Crew	H1J4 34	8	7	1
Airline and Airport Operations	H297 34	8	7	1
Tour Guiding and Resort Representation	DJ9T 34	8	7	1
Role of History, Culture and Genealogy in Scottish Tourism	DJ9X 34	8	7	1
Practical Travel and Tourism Visit	DK01 34	8	7	1
Visitor Attraction Operations	DK0H 34	8	7	1
Visitor Attraction Management	DJ9L 35	8	8	1
Trends and Developments in European Travel and Tourism	DJ9N 35	16	8	2
Scottish Tourism Product: Niche Markets	F20X 34	8	7	1
Rural Tourism				
Countryside Recreation and Access	F432 34	8	7	1
Rural Retailing Enterprises	D5BV 33	8	6	1
Practical Approach to Rural Tourism	D4EP 33	8	6	1
Countryside Visitor Management	F3F6 34	8	7	1
Scottish Natural Heritage Tourism	F3F5 34	8	7	1
Foundations of Activity Tourism	F504 34	8	7	1
Tourism: Sustainability and Rural Communities	F566 35	8	8	1
Heritage Studies: Scotland	F3TL 35*	8	8	1
History D: Specialist Study	FK7T 35	8	8	1
Conference and Events				
Organising an Event*	H91J 34*	16	7	2
Events Industry: An Introduction	H91K 34*	16	7	2
Managing an Event	H91M 35*	16	8	2
Conferences: An Introduction	H942 34*	8	6	1

*Refer to History of Changes for revision changes.

Options (cont)

Unit title	Code	SCQF credit points	SCQF level	SQA credit value
Hospitality				
Hospitality Financial and Control Systems	DL3T 34	8	7	1
Food Hygiene Intermediate	F4TL 34	8	7	1
Food and Beverage Service	DL3G 34	16	7	2
Accommodation Servicing	DL3D 34	8	7	1
Hospitality Front Office Procedures 1	DL3N 34	8	7	1
Hospitality Front Office Procedures 2	DL3P 34	8	7	1
Food Tourism and Culture	F5DK 35	8	8	1
Accommodation: Quality Assurance and Systems	FW5J 35	8	8	1
Law				
Business Law: An Introduction	F84P 34	8	7	1
Health and Safety Legislation: An Introduction	DF87 34	8	7	1
Marketing				
Marketing Research	A610 34	16	7	2
International Marketing: An Introduction	H8PD 34*	8	7	1
International Marketing: The Mix	DG6N 35	8	8	1
Market Research Theory	FK8M 34	8	7	1
Marketing Research Applications	FK8L 35	8	8	1
Communication and ICT				
Presentation Skills	F84E 35	8	8	1
IT in Business — Desktop Publishing	FG67 34	8	7	1
Introducing the Internet	D4F9 33	8	6	1
Internet: Theory and Practice	D7XG 35	8	8	1
Editing and Proof-reading	D7XK 35	8	8	1
E-commerce: Publishing Websites	DV6G 34	16	7	2
Personal Development				
Personal Development Planning	DE3R 34	8	7	1
Work Role Effectiveness	DG6E 34	24	7	3
Work Experience	DV0M 34	8	7	1
Developing Skills for Personal Effectiveness[1]	DF4F 35	8	8	1
Developing the Individual Within a Team [2]	F870 34	8	7	1

Unit title	Code	SCQF credit points	SCQF level	SQA credit value
Business Management and Enterprise				
Business Accounting **OR** Understanding and Managing Financial Resources: An Introduction	F84M 34 D7MH 34*	16 16	7 7	2 2
Economic Issues: An Introduction	F7J8 34	8	7	1
Economics 1: Micro and Macro Theory and Application	F7J6 35	8	8	1
Economics 2: The World Economy	F86E 35	8	8	1
Statistics for Business	F84K 35	8	8	1
Continuous Workforce Development	HA13 34*	16	7	2
Preparing a Formal Business Plan	H7V5 34*	16	7	2
Managing People[3]	F5GF 35	16	8	2
Management: Leadership at Work	H1F2 34	8	7	1
Management: Developing Self Management Skills[4]	H1F1 34	8	7	1
Management: Managing and Working with People[5]	H1F4 34	8	7	1
Developing Entrepreneurial Skills	H7V6 34*	8	7	1
Managing Information Systems to Develop a Small Business*	H544 35*	16	8	2
Research Skills	F60A 34*	8	7	1
Fundamentals of Quality Assurance	BA24 34	8	7	1
Fundamentals of Quality Systems	BA25 34	8	7	1
Languages				
Limited option — up to 3 credits				
Communication in French: Basic Operational Reading and Writing Skills	F2F9 33	8	6	1
Communication in French: Basic Operational Speaking and Listening Skills	F20P 33	8	6	1
French for Work: Basic Operational	F0HW 33	24	6	3
Limited option — up to 3 credits				
Communication in Gaelic: Basic Operational Reading and Writing Skills	F2FA 33	8	6	1
Communication in Gaelic: Basic Operational Speaking and Listening Skills	F20R 33	8	6	1
Gaelic for Work: Basic Operational	F0HV 33	24	6	3

*Refer to History of Changes for revision Changes.

Unit title	Code	SCQF credit points	SCQF level	SQA credit value
Limited option — up to 3 credits				
Communication in Gaelic: Basic Operational Reading and Writing Skills	F2FA 33	8	6	1
Communication in Gaelic: Basic Operational Speaking and Listening Skills	F20R 33	8	6	1
Gaelic for Work: Basic Operational	F0HV 33	24	6	3
Limited option — up to 3 credits				
Communication in German: Basic Operational Reading and Writing Skills	F2FB 33	8	6	1
Communication in German: Basic Operational Speaking and Listening Skills	F20S 33	8	6	1
German for Work: Basic Operational	F0HT 33	24	6	3
Limited option — up to 3 credits				
Communication in Italian: Basic Operational Reading and Writing Skills	F2FC 33	8	6	1
Communication in Italian: Basic Operational Speaking and Listening Skills	F20T 33	8	6	1
Italian for Work: Basic Operational	F0HS 33	24	6	3
Limited option — up to 3 credits				
Communication in Spanish: Basic Operational Reading and Writing Skills	F2FE 33	8	6	1
Communication in Spanish: Basic Operational Speaking and Listening Skills	F20W 33	8	6	1
Spanish for Work: Basic Operational	F0HR 33	24	6	3
Limited option — up to 3 credits				
French for Work: Advanced Operational	F0J3 34	24	7	3
French for Work: Intermediate Operational	F0HX 33	24	6	3
Gaelic for Work: Advanced Operational	F0J4 34	24	7	3
Gaelic for Work: Intermediate Operational	F0HY 33	24	6	3
German for Work: Advanced Operational	F0J5 34	24	7	3
German for Work: Intermediate Operational	F0J0 33	24	6	3

Unit title	Code	SCQF credit points	SCQF level	SQA credit value
Limited option (cont)				
Italian for Work: Advanced Operational	F0J8 34	24	7	3
Italian for Work: Intermediate Operational	F0J1 33	24	6	3
Spanish for Work: Advanced Operational	F0J9 34	24	7	3
Spanish for Work: Intermediate Operational	F0J2 33	24	6	3
Workplace Communication in English	H8T2 33*	8	6	1
ESOL for Work: Advanced Operational	F1HW 34	24	7	3

Total credits required for HNC Travel and Tourism = 96 SCQF points 12 HN credits

1 This Unit is also available at SCQF levels 6 and 7 (DF4D 33 and DF4E 34). Only 1 credit from the DSPE Units may count towards the HNC Travel and Tourism. The level 8 Unit is a component Unit of the SCQF level 8 Professional Development Award G9CT 48 Managing Self and Others.

2 This Unit is also available at SCQF level 8 (F86Y 35). Only 1 credit from the DWIT Units may count towards the HNC Travel and Tourism.

3 This is a component Unit of the SCQF level 8 Professional Development Award G9CT 48 Managing Self and Others.

4 This is a component Unit of the SCQF level 7 Professional Development Award G9CR 47 Managing Self and Others.

5 This is a component Unit of the SCQF level 7 Professional Development Award G9CR 47 Managing Self and Others.

5.2 Structure of the HND Travel and Tourism

Candidates will be awarded an HND in Travel and Tourism on successful completion of all of the Units and the Graded Units in the mandatory section, and an appropriate combination of Units from the limited option and option groupings up to a total of 240 SCQF credit points (30 HN credits). The HN Design Principles require an HND Group Award to incorporate at least 64 SCQF credit points (8 HN credits) at SCQF level 8. This requirement is met within the mandatory section.

The HND Travel and Tourism mandatory section comprises 104 SCQF credit points (13 HN credits). The limited option section comprises a minimum of 40 SCQF points (5 HN credits). A further 0–96 SCQF points (0–12 HN credits) from the option groupings are required depending on Units selected in the limited option groupings.

The framework (on following pages) illustrates the composition of the framework detailing the SCQF level rating and HN credit value of each Unit.

5.2.1 HND Travel and Tourism (GF3G 16)

Mandatory Units

Unit title	Code	SCQF credit points	SCQF level	SQA credit value
Structure of the Travel and Tourism Industry	DJ9W 34	8	7	1
Influences on the Travel and Tourism Industry	DK08 35	8	8	1
Applying Marketing Principles in Travel and Tourism	DK0E 34	8	7	1
Marketing Planning in Travel and Tourism	DK04 35	8	8	1
Creating a Culture of Customer Care	H1F0 34	8	7	1
Planning and Sustainable Development in Tourism	DK02 35	16	8	2
Preparation for Employment in Travel and Tourism	H0RC 34	8	7	1
Tour Operations	DJ9P 35	16	8	2
Travel and Tourism: Graded Unit 2	H1J7 35	16	8	2
Travel and Tourism: Graded Unit 1	H1J6 34	8	7	1

Limited options

Travel and Tourism Product Knowledge: 8–24 SCQF points (1–3 HN credits) from:

Unit title	Code	SCQF credit points	SCQF level	SQA credit value
International Tourist Destinations	DK07 33	8	6	1
Providing Information on the Scottish Tourism Product	DK03 34	16	7	2

Communication: 8 SCQF points (1 HN credit) from:

Unit title	Code	SCQF credit points	SCQF level	SQA credit value
Communication: Business Communication	H7TK 34*	8	7	1
Communication: Practical Skills	H7MB 34*	8	7	1
Complex Oral Presentation	DH49 34	8	7	1

*Refer to History of Changes for revision changes.

Applied Technology: 8 SCQF points (1 HN credit) from:

Unit title	Code	SCQF credit points	SCQF level	SQA credit value
Information Technology: Applications Software	D75X 34	8	7	1
Using Software Application packages	D85F 34	8	7	1
e-marketing	DV6H 34	8	7	1
Digital Culture: Online Communication	F86P 34	8	7	1
Internet: Introducing e-Commerce	DH39 34	8	7	1
Building an e-Business	F6JJ 34	1	7	1

Management, Business Practice and Enterprise Skills: 16–112 SCQF points (2–14 HN credits) from:

Unit title	Code	SCQF credit points	SCQF level	SQA credit value
Preparing a Formal Business Plan	H7V5 34*	16	7	2
Developing Entrepreneurial Skills	H7V6 34*	8	7	1
Management: Developing Self Management Skills[4]	H1F1 34	8	7	1
Management: Managing and Working with People[5]	H1F4 34	8	7	1
Developing Skills for Personal Effectiveness[1]	DF4F 35	8	8	1
Managing People[3]	F5GF 35	16	8	2
Management: Leadership at Work	H1F2 34	8	7	1
Managing Information Systems to Develop a Small Business*	H544 35*	16	8	2
Developing the Individual Within a Team[2]	F870 34	8	7	1
Visitor Attraction Operations	DK0H 34	8	7	1
Visitor Attraction Management	DJ9L 35	8	8	1
Tour Guiding and Resort Representation	DJ9T 34	8	7	1
Business Travel: An Introduction	H1J2 34	8	7	1
Business Travel Operations	H1J3 34	8	7	1
Working as Senior Air Cabin Crew	H1J4 34	8	7	1
Air Travel	F6VY 34	16	7	2
Air Travel Advanced	F6VX 35	16	8	2
Retail Travel Practice	H11R 34	16	7	2
Airline and Airport Operations	H297 34	8	7	1

Options

0–96 SCQF points (0–12 HN credits) required depending Units taken in limited option groupings

Unit title	Code	SCQF credit points	SCQF level	SQA credit value
Travel and Tourism				
Role of History, Culture and Genealogy in Scottish Tourism	DJ9X 34	8	7	1
Practical Travel and Tourism Visit	DK01 34	8	7	1
Trends and Developments in European Travel and Tourism	DJ9N 35	16	8	2
Scottish Tourism Product: Niche Markets	F20X 34	8	7	1
Rural Tourism				
Countryside Recreation and Access	F432 34	7	8	1
Rural Retailing Enterprises	D5BV 33	6	8	1
Practical Approach to Rural Tourism	D4EP 33	6	8	1
Countryside Visitor Management	F3F6 34	7	8	1
Scottish Natural Heritage Tourism	F3F5 34	7	8	1
Foundations of Activity Tourism	F504 34	7	8	1
Tourism: Sustainability and Rural Communities	F566 35	8	8	1
Heritage Studies: Scotland	F3TL 35*	8	8	1
History D:Specialist Study	FK7T 35	8	8	1
Conference and Events				
Organising an Event*	H91J 34*	16	7	2
Events Industry: An Introduction	H91K 34*	16	7	2
Managing an Event	H91M 35*	16	8	2
Conferences: An Introduction	H942 34*	8	6	1
Hospitality				
Hospitality Financial and Control Systems	DL3T 34	8	7	1
Food Hygiene Intermediate	F4TL 34	8	7	1
Food and Beverage Service	DL3G 34	16	7	2
Accommodation Servicing	DL3D 34	8	7	1
Hospitality Front Office Procedures 1	DL3N 34	8	7	1
Hospitality Front Office Procedures 2	DL3P 34	8	7	1
Food Tourism and Culture	F5DK 35	8	8	1
Accommodation: Quality Assurance and Systems	FW5J 35	8	8	1
Law				
Business Law: An Introduction	F84P 34	8	7	1
Health and Safety Legislation: An Introduction	DF87 34	8	7	1

*Refer to History of Changes for revision changes.

Unit title	Code	SCQF credit points	SCQF level	SQA credit value
Marketing				
Marketing Research	A610 34	16	7	2
International Marketing: An Introduction	H8PD 34*	8	7	1
International Marketing: The Mix	DG6N 35	8	8	1
Market Research Theory	FK8M 34	8	7	1
Marketing Research Applications	FK8L 35	8	8	1
Communication and ICT				
Presentation Skills	F84E 35	8	8	1
IT in Business — Desktop Publishing	FG67 34	8	7	1
Introducing the Internet	D4F9 33	8	6	1
Internet: Theory and Practice	D7XG 35	8	8	1
Editing and Proof-reading	D7XK 35	8	8	1
E-Commerce: Publishing Websites	DV6G 34	16	7	2
Business				
Business Accounting **OR** Understanding and Managing Financial Resources: An Introduction	F84M 34 D7MH 34*	16 16	7 7	2 2
Economic Issues: An Introduction	F7J8 34	8	7	1
Economics 1: Micro and Macro Theory and Application	F7J6 35	8	8	1
Economics 2: The World Economy	F86E 35	8	8	1
Statistics for Business	F84K 35	8	8	1
Continuous Workforce Development	HA13 34*	16	7	2
Research Skills	F60A 34*	8	7	1
Fundamentals of Quality Assurance	BA24 34	8	7	1
Fundamentals of Quality Systems	BA25 34	8	7	1
Personal Development				
Personal Development Planning	DE3R 34	8	7	1
Work Role Effectiveness	DG6E 34	24	7	3
Work Experience	DV0M 34	8	7	1
Languages				
Limited option — up to 3 credits				
Communication in French: Basic Operational Reading and Writing Skills	F2F9 33	8	6	1
Communication in French: Basic Operational Speaking and Listening Skills	F20P 33	8	6	1
French for Work: Basic Operational	F0HW 33	24	6	3

*Refer to History of Changes for revision Changes.

Unit title	Code	SCQF credit points	SCQF level	SQA credit value
Limited option — up to 3 credits				
Communication in Gaelic: Basic Operational Reading and Writing Skills	F2FA 33	8	6	1
Communication in Gaelic: Basic Operational Speaking and Listening Skills	F20R 33	8	6	1
Gaelic for Work: Basic Operational	F0HV 33	24	6	3
Limited option — up to 3 credits				
Communication in German: Basic Operational Reading and Writing Skills	F2FB 33	8	6	1
Communication in German: Basic Operational Speaking and Listening Skills	F20S 33	8	6	1
German for Work: Basic Operational	F0HT 33	24	6	3
Limited option — up to 3 credits				
Communication in Italian: Basic Operational Reading and Writing Skills	F2FC 33	8	6	1
Communication in Italian: Basic Operational Speaking and Listening Skills	F20T 33	8	6	1
Italian for Work: Basic Operational	F0HS 33	24	6	3
Limited option — up to 3 credits				
Communication in Spanish: Basic Operational Reading and Writing Skills	F2FE 33	8	6	1
Communication in Spanish: Basic Operational Speaking and Listening Skills	F20W 33	8	6	1
Spanish for Work: Basic Operational	F0HR 33	24	6	3

Unit title	Code	SCQF credit points	SCQF level	SQA credit value
Limited option — up to 3 credits				
French for Work: Advanced Operational	F0J3 34	24	7	3
French for Work: Intermediate Operational	F0HX 33	24	6	3
Gaelic for Work: Advanced Operational	F0J4 34	24	7	3
Gaelic for Work: Intermediate Operational	F0HY 33	24	6	3
German for Work: Advanced Operational	F0J5 34	24	7	3
German for Work: Intermediate Operational	F0J0 33	24	6	3
Italian for Work: Advanced Operational	F0J8 34	24	7	3
Italian for Work: Intermediate Operational	F0J1 33	24	6	3
Spanish for Work: Advanced Operational	F0J9 34	24	7	3
Spanish for Work: Intermediate Operational	F0J2 33	24	6	3
Workplace Communication in English	H8T2 33*	8	6	1
ESOL for Work: Advanced Operational	F1HW 34	24	7	3

Total credits required for HND Travel and Tourism = 240 SCQF points, 30 HN credits

1 This Unit is also available at SCQF 6 and 7 (DF4D 33 and DF4E 34). Only 1 credit from the DSPE Units may count towards the HNC Travel and Tourism. The level 8 Unit is a component Unit of the SCQF level 8 Professional Development Award G9CT 48 Managing Self and Others.

2 This Unit is available at SCQF level 8 (F86Y 35). Only 1 credit from the DWIT Units may count towards the HNC Travel and Tourism.

3 This is a component Unit of the SCQF level 8 Professional Development Award G9CT 48 Managing Self and Others.

4 This is a component Unit of the SCQF level 7 Professional Development Award G9CR 47 Managing Self and Others.

5 This is a component Unit of the SCQF level 7 Professional Development Award G9CR 47 Managing Self and Others.

Coverage of thematic topics in framework

A number of key themes are covered in Units across the framework in the context of individual Units. These are highlighted below:

Unit title	SCQF level	Accounting/ Finance	Economics	Sustainability	Management	Law	QA schemes
Structure of Travel and Tourism Industry	7		X	X		X	X
Influences on the Travel and Tourism Industry	8		X	X		X	
Planning and Sustainable Development in Tourism	8	X	X	X		X	X
Tour Operations	8	X	X	X	X	X	
Preparation for Employment in Travel and Tourism	7				X		
Business Travel: An Introduction	7	X		X	X	X	
Business Travel Operations	7	X		X	X	X	
Working as Senior Air Cabin Crew	7			X		X	
Tour Guiding and Resort Representation	7			X		X	
Trends and Developments in European Travel and Tourism	8		X	X		X	
Creating a Culture of Customer Care	7					X	X
Retail Travel Practice	7	X				X	X
Accommodation: Quality Assurance and Systems	8						X
Visitor Attraction Operations	7	X			X	X	X
Visitor Attraction Management	8	X		X	X	X	X

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. A Graded Unit is assessed and a grade of A, B or C awarded to candidates who successfully achieve the Unit.

For the HNC, 1 single credit Graded Unit at SCQF level 7 must be achieved. For the HND 1 double credit Graded Unit at SCQF level 8 in addition to the SCQF level 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 HNC and HND. 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 Unit, 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 2 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 2 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 two separate single credit 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.

5.6 Core Skills development

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

HNC Travel and Tourism

Core Skill	Entry SCQF level	Exit SCQF level
Communication	5	5
Working with Others	5	5
Problem Solving	4	5
ICT	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
ICT	4	5
Numeracy	4	5

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

Appendix 2 provides further detail on the embedding, signposting or opportunity to develop Core Skills through Units on the frameworks.

6 Approaches to delivery and assessment

6.1 Context and content

The HNC/HND in 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

Suggested delivery schedules have been included in **Appendix 3** but the choice of delivery pattern is at the discretion of the Centre. It is anticipated that centres will ensure that as much of the relevant mandatory content as possible is covered prior to commencing delivery of the Graded Unit.

Centres should ensure that when planning a course delivery programme, it reflects the needs and requirements of the candidates. The qualifications can be delivered in a number of ways:

- Full time
- Full-time fast track
- Day release
- Part-time evening
- Open Learning

A combination of these modes can also be used. For example, candidates may wish to study on a half-day/one evening basis or combine evening, or day release study with some open learning provision.

For both the HNC and HND Group Award a similar approach can be used. However given that the HND Group Award contains several Units at SCQF level 8, greater emphasis is placed on candidates working unsupervised in order to develop their analytical and research skills; therefore delivery and teaching should reflect this.

A wide range and combination of teaching, learning and assessment methods may be used by centres. The following suggested delivery methods could be adopted by centres:

- Lecturers
- Tutorials
- Study packs
- Problem based scenarios
- Case studies
- Group work
- Online materials
- IT based teaching materials
- Projects
- Virtual Learning Environments

The design principles for HN have encouraged a more holistic approach to assessment and this has been adopted in both qualifications. The 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 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 Tourism.* The Unit *Scottish Tourism Product: Niche Markets* could be integrated with the *Marketing Planning in Travel and Tourism*.

A wide range of assessment methodologies are employed across the Units in the HNC/HND framework.

Appendix 4 provides a summary of the individual Unit assessments for the mandatory and the main options on the framework.

6.3 Re-assessment

The way that centres re-assess 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 re-assess 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 re-assessment.
- 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 re-assessment

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 re-assessment.

6.3.2 Developing alternative assessments

The design of the original assessments inform the re-assessment 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 re-assessment 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 is 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 re-assessed on a different sample.

6.3.3 Re-assessment of Graded Units

Re-assessment 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

6.5 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.

6.6 Open learning

Open learning is currently operated as a delivery mode on the existing awards. The HNC/HNDs 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 Disable candidates and/or those with additional support needs

The additional support needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments, or considering whether any reasonable adjustments may be required. Further advice can be found on our website **www.sqa.org.uk/assessmentarrangements**.

6.8 Credit transfer arrangements

The revised frameworks have a new mandatory Unit, therefore centres are advised, for **existing** candidates, to complete their programme under the current Group Award codes namely:

G7M7 15	HNC in Tourism
G7MC 15	HNC in Travel
G7MA 16	HND in Tourism
G7MD 16	HND in Travel and Tourism

From August 2012 **new** candidates should be entered on the new codes:

GF3F 15	HNC Travel and Tourism
GF3G 16	HND Travel and Tourism

Credit transfer is a decision for centres and can be given where there is broad equivalence between the subject-related content of the Units, ie the Knowledge and/or Skills have not changed, or are covered in the Unit for which credit is being awarded. Centres should give some consideration to currency of achievement when awarding credit transfer. The following Unit credit transfer guidance is provided:

New Unit code	New Unit title	Old Unit code	Old Unit title	Transition arrangement
H1F0 34	Creating a Culture of Customer Care	DJ42 34	Creating a Culture of Customer Care	Full credit transfer
H1J6 34	Travel and Tourism Graded Unit 1	DK0D 34	Tourism Graded Unit 1	Full credit transfer
H1J6 34	Travel and Tourism Graded Unit 1	DK0C 34	Travel Graded Unit 1	Full credit transfer
H1J7 35	Travel and Tourism Graded Unit 2	DK0A 35	Tourism Graded Unit 2	Full credit transfer
H1J7 35	Travel and Tourism Graded Unit 2	DK09 35	Travel and Tourism Graded Unit 2	Full credit transfer
H11R 34	Retail Travel Practice	DJ9Y 34	Retail Travel Practice	Partial transfer Outcomes 1, 2 and 5

7 General information for candidates

HNC/HND Travel and Tourism

The awards are designed to prepare you for a range of positions in a broad spectrum of the organisations in the travel and tourism industry for example, in tour operations, visitor servicing, tourism development, marketing, customer service, guiding, conferencing, tourist and information services, retail and business travel agents, airlines, airports, cruise operators. They may also provide a preparation for employment in the general field of business in areas such as administration, marketing and customer services. Travel and Tourism is an important and growing industry in Scotland and the UK and career opportunities are wide and varied. The HNC/HNDs 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 travel and tourism sector.
- develop sound product knowledge of the either the home market or international destinations.
- depending on options taken, develop practical technical skills such as itinerary preparation, fare calculations and completion of documentation.
- develop generic skills in ICT and communication and
- develop an understanding of the industry, how it is structured and operates.
- develop employability skills relevant to the sector.

and if you do the HND:

- develop a more in depth treatment of marketing.
- develop managerial competences in the meaningful travel and tourism contexts.
- 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

8 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**

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.

9 Appendices

Appendix 1: Progression Chart
Appendix 2: Core Skills Development and Signposting
Appendix 3: Delivery Schedule
Appendix 4: Summary of Unit Assessment

Appendix 1: Progression Chart

SQA qualifications in Travel and Tourism and possible progression pathways from August 2012

	Pre-employment	*Pre-employment and development*	*Workforce Development*		
SCQF	**SQA National Courses**	**Further/Higher Education**	***Occupational/CPD***	***Safe and Legal***	**SCQF**
8		**HND** ♦ Travel and Tourism ♦ Events Management ♦ Activity Tourism	**SVQ Level 4** ♦ Management ♦ Customer Service **PDA** ♦ Accommodation Management ♦ Project Management ♦ Leadership and Change ♦ Managing Self and Others		8
7		**HNC** ♦ Travel and Tourism ♦ Events ♦ Activity Tourism	**PDA** ♦ Managing Resources and Quality ♦ Managing Self and Others **SVQ Level 3** ♦ Management ♦ Customer Service	**HN Food Hygiene** ♦ Food Hygiene Intermediate	7
6	**Higher** ♦ Travel and Tourism ♦ Retail Travel **National Certificate** ♦ Travel and Tourism ♦ Activity Tourism			**Licensing Qualifications** ♦ Scottish Certificate for Personal Licence Holders **Higher** ♦ Food Hygiene	6
5	**Intermediate 2** ♦ Travel and Tourism ♦ Selling Overseas Tourist Destinations **National Certificate** ♦ Travel and Tourism ♦ Events Co-ordination		**SVQ Level 2** ♦ Team Leading ♦ Customer Service	**Licensing Qualifications** ♦ Scottish Certificate for the Responsible Service of Alcohol ♦ Scottish Certificate for the Responsible Sale of Alcohol **Intermediate 2** ♦ Food Hygiene	5
4	**Intermediate 1** ♦ Travel and Tourism **National Progression Award** ♦ Activity Tourism		**SVQ Level 1** ♦ Customer Service	**Intermediate 1** ♦ Food Hygiene	4
3				**Access 3** ♦ Food Hygiene	3

Appendix 2: 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: Analysing and Presenting Complex Communication	DE3N 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

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/HND Tourism, HNC Travel and HND Travel and Tourism

Unit No	Unit name	Comm Reading	Comm Writing	Comm Oral	Using Graphical Info	Using Number	ICT — Asse-ssing Info	ICT — Provid-ing/Cre--ating Info	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
H0RC 34	Preparation for Employment in Travel and Tourism		✓	✓			✓	✓	✓	✓	✓	
DF4E 33/ DF4E 34/ DF4F 45	Developing Skills for Personal Effectiveness			✓					E5 in DF4E 33 E6 in DF4E and DF4F 45			✓
F870 34/ F86Y 35	Developing the Individual Within a Team			✓								E6
H1F0 34	Creating a Culture of Customer Care		S6	S6					✓	✓	✓	
D75X 34	Info Tech: Applications Software 1				✓		E6	E6				
D85F 34	Using Software Applications Packages						E5	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	S5				
DH4G 34	Research Skills	✓	✓		✓	✓	✓	✓				
D7XK 35	Editing and Proof-reading	✓	✓									
H1J6 34/ H1J7 35	Graded Units		✓						✓	✓	✓	
DJ9P 35	Tour Operations					✓			✓	✓	✓	
H11R 34	Retail Travel Practice		S5			S4	S4	S4				
DK04 35	Marketing Planning in Travel and Tourism				✓	✓			✓	✓	✓	

Unit No	Unit name	Comm Reading	Comm Writing	Comm Oral	Using Graphical Info	Using Number	ICT — Asse-ssing Info	ICT — Proving/ creating Info	Problem Solving — CT	Problem Solving — P&O	Problem Solving — R&E	WWO
DK0E 34	Applying Marketing Principles in Travel and Tourism				✓							
F6VY 34	Air Travel					S4	S5	S5	S5	S5		
F6VX 35	Air Travel Advanced					S4	S5	S5	S5	S5		
DK02 35	Planning and Sustainable Development in Tourism	✓	✓				✓	✓	✓	✓	✓	
H1J2 34	Business Travel: An Introduction	S5	S5				S4	S4	S6			
H1J3 34	Business Travel Operations	S6	S5				S5	S4	S6	S6	S6	
H1J4 34	Working as Senior Air Cabin Crew	S6	S5						S6			
H1F1 34	Management: Developing Self Management Skills	S6		S6					S6	S6	S6	
H1F4 34	Management: Managing and Working with People	S6	S6	S6					S6		S6	
F5GF 35	Managing People	S6	S6	S6								
H1F2 34	Management: Leadership at Work	S6	S6	S6					S6			
F86P 34	Digital Culture: Online Communication											
F6JJ 34	Building an e-business	S6	S6	S6								
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		
H91M 35*	Managing an Event							E6	E6	E6		

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

Appendix 3: Delivery Schedule

Example of 2 block model for HNC/HND Travel and Tourism with inbound tourism slant

HNC Year 1		**HND Year 2**	
Block 1	**Block 2**	**Block 1**	**Block 2**
Structure of the Travel and Tourism industry	*Complex Oral Presentations*	*Influences on the Travel and Tourism Industry*	
Applying Marketing Principles in Travel and Tourism	*International Tourist Destinations**	*Marketing Planning in Travel and Tourism*	
Creating a Culture of Customer Care	*Tour Guiding and Resort Representation**	*Visitor Attraction Operations*	*Accommodation: Quality Assurance and Systems*
Using Software Application Packages		*Planning and Sustainable Development in Tourism*	
*Research Skills**			
Providing Information on the Scottish Tourism Product		*Tour Operations*	
Preparation for Employment in Travel and Tourism		*Managing an Event*	
Languages		*Languages*	
Travel and Tourism Graded Unit 1		*Travel and Tourism Graded Unit 2*	

NB: Year 1 based on 15 credit programme candidates not intending to progress from HNC would not do Units marked *

Example of a delivery schedule for a 3 block programme for HNC/HND Travel and Tourism (with outbound travel slant)

HNC (HND Year 1)			HND Year 2		
Block 1	Block 2	Block 3	Block 1	Block 2	Block 3
Communication Unit	*Structure of the Travel and Tourism Industry*	*Creating a Culture of Customer Care*	*Influences on the Travel and Tourism Industry*	*Planning and Sustainable Development in Tourism*	
IT Unit	*International Tourist Destinations*	*Applying Principles of Marketing in Travel and Tourism*	*Marketing Planning in Travel and Tourism*	*Tour Operations*	
Retail Travel Practice		*Business Travel: An Introduction**	*Business Travel Practices*		Airline and Airport Operations
Air Travel		*Management: Developing Self Management Skills**	*Management: Managing and Working with People*		
	Preparation for Employment in Travel and Tourism		*Air Travel Advanced*		
	Travel and Tourism Graded Unit 1			*Travel and Tourism Graded Unit 2*	
	*Language**		*Language*	*Practical Travel and Tourism Visit*	

NB: Year 1 based on 15 credit programme candidates not intending to progress from HNC would not do Units marked

Appendix 4: Summary of Unit Assessment

Code	Unit title	Credit value	Outcomes	Assessment descriptions
DJ9W 34	Structure of the Travel and Tourism Industry	1	4	Investigation of the operation of the tourism industry in a chosen area probably local. The project could have four sections: — an introduction to the structure of the industry and on each of the main industry sectors.
DK0E 34	Applying Marketing Principles in Travel and Tourism	1	3	A holistic approach is recommended. Projects and the use of case studies of travel and tourism businesses and events are suggested in order to facilitate the application of the principles and techniques of marketing.
H0RC 34	Preparation for Employment in Travel and Tourism	1	3	Personal employment portfolio
H1F0 34	Creating a Culture of Customer Care	1	2	If at all possible, the method of assessment should combine both Outcomes. The second Outcome requires candidates to evaluate a customer care strategy in an organisation. This can refer to an organisation as a whole or to any part of it. For example, candidates in employment could use their own area of work if they wish and if it would allow them to generate suitable and sufficient evidence. Alternatively they could work with case study material which could refer to one or more organisations. It is important to stress that the organisations may be real or hypothetical. It is also possible to assess Outcomes 1 and 2 separately. This might be a suitable approach where candidates are new to customer service and need to spend some time assimilating the principles underpinning excellent customer care and the factors which contribute to a customer care culture.

Code	Unit title	Credit value	Outcomes	Assessment descriptions
DK03 34	Providing Information on the Scottish Tourism Product	2	6	Assessment in a face to face situation such as information giving role plays is desirable given the vocational nature of this Unit. It is acknowledged that this can be difficult to manage with a large class and so the proposed assessments are designed as written tests, contextualised to authentic situations where possible. Outcome 1: 10 structured questions, Outcome 2: 12 structured questions Outcome 3: 8 structured questions, Outcomes 4–6: two touring plans
DK07 33	International Tourist Destinations	1	3	Structured questions: mapping exercises and structured questions. Practical assignment: The test gauges the candidate's ability to make recommendations about destinations and to prepare detailed information to meet specific customer requirements.
DF4D 33	Developing Skills for Personal Effectiveness	1	3	Candidate action plan and supporting documentation. A case study will be used to assess Outcome 2. The activities associated with the Unit should provide candidates with ample opportunities to generate and gather evidence of achievement. The nature and operation of the Unit requires that it should be assessed holistically.
D77G 34	Communication: Practical Skills **OR**	1	3	Three separate assignments
DE3N 34	Communication: Analysing & Presenting Complex Communication **OR**	1	3	Three separate assignments
DH49 34	Complex Oral Presentation	1	3	Three separate assignments
D75X 34	Information Technology: Applications Software 1 **OR**	1	2	Project or case study, an observation checklist is required for Outcome 1.
D85F 34	Using Software Applications Packages	1	3	Practical exercise, observation checklist Project or case study for Outcomes 2 and 3

Code	Unit title	Credit value	Outcomes	Assessment descriptions
DF46 35	Developing the Individual within a Team	1	2	Planning, developing and evaluating a team project — covers all Outcomes.
DK08 35	Influences on the Travel and Tourism Industry	1	3	Due to the fact that Outcomes 1 and 2 both examine support organisations a combined assessment instrument is appropriate. However Outcome 3 lends itself to being assessed individually. Throughout the Unit candidates should be encouraged to refer to UK, Scottish and where possible local examples of travel and tourism organisations and enterprises.
DK04 35	Marketing Planning in Travel and Tourism	1	3	Case study on a travel or tourism business for which a marketing plan is to be prepared. Candidates should be facilitated in their efforts to produce a working document in which the theory and practice of marketing is applied in a travel and tourism context.
DK02 35	Planning and Sustainable Development in Tourism	2	5	Assessment could be a mixture of case study/field study involving appropriate topics and extended response to cover theoretical underpinning. Alternatively it could be possible to adopt a holistic approach with all aspects covered though a case study approach.
DJ9P 35	Tour Operations	1	5	Integrated assessment: proposal for a tour, which should be built up in logical stages as candidates progress through the Unit. Evidence will be required to show that candidates can apply techniques to different types of tour programmes.
DK0H 34	Visitor Attraction Operations	1	3	Holistic project based on a known visitor attraction covering all Outcomes of the Unit.
DJ9L 35	Visitor Attraction Management	1	3	Holistic project covering all Outcomes.
F6VY 34	Air Travel:	2	5	The evidence could be assessed holistically by a series of practical exercises that accurately reflect the conditions of the workplace and integrate knowledge and skills from across the Outcomes. Practical exercises relating to each Outcome.

Code	Unit title	Credit value	Outcomes	Assessment descriptions
F6VX 35	Air Travel: Advanced	2	3	Four practical exercises are recommended.
H11R 34	Retail Travel Practice	2	5	The evidence could be assessed by a series of practical exercises that accurately reflect the conditions of the workplace and integrate knowledge and skills.
H1J2 34	Business Travel: An Introduction	1	3	For Outcome 1 and 3 an assignment based on actual or fictional corporate client. Outcome 2 could be assessed by short response questions.
H1J3 34	Business Travel Practices	1	3	Case studies and short response questions.
H1J4 34	Working as Senior Air Cabin Crew	1	3	Preparation of a pre flight briefing, Case study material and supplementary questioning.
DJ9T 34	Tour Guiding and Resort Representation	1	4	This Unit could be assessed using a variety of methods. A holistic approach is recommended as far as possible with Outcomes being integrated with one another. Evidence could be gathered by means of a project in the form of a tour operator's staff procedure manual. Additionally some skills and knowledge could be assessed by presentations. Outcome 4 could be assessed by candidates conducting a live tour (if possible) around a visitor attraction, or part of a visitor attraction, or perhaps walking around an area of their village, town or city. A tutor observation checklist could be used to record their research, presentation and group management skills, and a copy of the tour script could be inserted in their training manual. Furthermore a health and safety checklist could be compiled by the candidate.
F20X 34	Scottish Tourism Product: Niche Markets	1	3	While assessment will comprise materials produced by the candidate or responses to questions based on the course material, it is envisaged that observation and one-to-one interviews would add value if this subject is assessed at venues seeking VisitScotland accreditation in quality assurance. HN Unit

Code	Unit title	Credit value	Outcomes	Assessment descriptions
DJ9X 34	Role of History, Culture and Genealogy in Scottish Tourism	1	3	The breadth of topics is widespread and it is recommended that candidates are assessed by end of Outcome testing. Outcome 1 is assessed by an open-book assignment, completed in a controlled environment. Outcome 2 is assessed by short answer questions. Outcome 3 is assessed by a written project or an oral presentation.
DK01 34	Practical Travel and Tourism Visit	1	4	Outcomes 1, and 2 of this Unit could be assessed holistically by a portfolio of evidence generated by the candidate. This would involve the compilation of planning sheets, logbook, information sheets and checklists. Outcome 3 could be assessed by the preparation of a short group presentation, during which each member of the team evaluates at least one facility visited. A 750 word report to evaluate the visit/programme of visits in terms of the objectives set in the planning stage could assess Outcome 4. HN