



**Higher National Qualifications
Internal Assessment Report 2016
Travel and Tourism**

The purpose of this report is to provide feedback to centres on verification in Higher National Qualifications in this subject.

Higher National units

General comments

The following units were verified this session:

DJ9X 34 Role of History, Culture and Genealogy in Scottish Tourism

F5DK 35 Food Tourism and Culture

DK0H 34 Visitor Attraction Operations

H1J4 34 Working as Senior Air Cabin Crew

Significant strengths were reported. This indicates that there is a clear and accurate understanding of the national standards.

Unit specifications, instruments of assessment and exemplification materials

The evidence presented demonstrated that centre staff are familiar with the unit specifications, instruments of assessment and exemplification materials. Nationally devised assessment exemplar packs were being used where available, the marking guidelines had been adhered to and applied in accordance with SQA requirements. For unit F5DK 35 there is no SQA ASP available and centre-devised instruments of assessment were appropriate and in accordance with SQA requirements.

Evidence requirements

The evidence sampled was accepted as it met the standards and evidence requirements for the units. Centre staff demonstrated a clear understanding of the evidence requirements for the units.

Administration of assessments

Assessments were planned well in advance and there were sufficient opportunities for undertaking remediation, second attempts, and the sitting of missed assessments. Assessment decisions were appropriate and in keeping with national standards. There was evidence to demonstrate that internal verification had taken place and that there were close working relationships between staff and a clear understanding of verification systems in the centre.

Where possible, most assessment is carried out in the classroom under supervised conditions. Where this is not possible (homebased assessments) candidates are required to submit their work through Turnitin. Assessors also test candidate understanding/authenticity by using carefully phrased questions relating to issues in their scripts.

General feedback

Candidates indicated satisfaction with the systems in place and were positive about the course, units studied, teaching and learning. They felt the course was

appropriate for their career aspirations and further study. Favourite units were highlighted — candidates stated that they enjoyed the units that took them out of the college on visits to industry organisations. Candidate development needs are assessed through individual interviews and where necessary extra learning support and assistance (ELSA) is provided. Prior achievement is identified for candidates transferring from other centres to enable them to achieve the HND Travel and Tourism award.

Areas of good practice

- ◆ The use of a dedicated classroom with simulated airport check-in desk, aircraft cabin with aircraft seats, overhead storage lockers, trolleys and a cockpit mural. This enables candidates to be assessed to industry standard.
- ◆ The use of Turnitin software to detect plagiarism. Candidates are able to check their own work before final upload/submission.

Specific areas for improvement

There were no specific areas for improvement identified.

Higher National graded units

The following graded unit was verified in 2015–16:

H1J6 34 Travel and Tourism: Graded Unit 1

General comments

There was a good understanding of the requirements of the graded unit and evidence of professional discussion was available.

Unit specifications, instruments of assessment and exemplification materials

Centres are familiar with the unit specification and are using the national ASP for the unit.

Evidence requirements

Assessors and internal verifiers had a clear understanding of the evidence requirements and grade criteria for Graded Unit 1. There were scheduled one-to-one meetings with assessors to go over progress with candidates and record the level of support given. Internal verification processes were robust and clearly showed samples drawn from the different stages of the project to ensure standardisation of assessment.

Administration of assessments

Assessment and verification procedures were documented and implemented in accordance with SQA requirements.

General feedback

The grades proposed were accepted. Candidates were provided with good feedback and made constructive comments where appropriate. Records were up to date and marking was confirmed as fair and met national standards. Candidate evidence was well organised and there was evidence of varied teaching and learning approaches for the delivery of this unit. There was evidence of initial and on-going reviews of assessment materials and candidate support was apparent throughout.

Areas of good practice

The following areas of good practice were identified:

- ◆ Lesson plans highlighted Core Skills together with employability, citizenship and personal skills in relation to the unit of study.
- ◆ Candidates are extremely well supported with scheduled contact to revise and review progress throughout the delivery of the unit.

- ◆ All candidates complete a plagiarism statement when they begin this unit of study.

Specific areas for improvement

The following areas for improvement were identified.

- ◆ Assessors need to ensure candidates select one destination that they present to the customer. This avoids candidates repeating three destination choices which is unnecessary duplication.
- ◆ Candidates should identify and prioritise key tasks in the timescale, ensuring that they are being specific about the tasks they will be undertaking.
- ◆ Candidates should be using a recognised referencing system and any internet sites used should indicate the date accessed.