



Internal Assessment Report 2010: Travel and Tourism (192)

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

National Qualifications (NQ) Units

Titles/levels of NQ Units verified

The following component Units selected from 17 schools were externally verified at a central verification event on 19 April 2010:

Intermediate 1 Travel and Tourism

DM4E 10: Holiday Planning

DM4G 10: Holiday Issues

DM4J 10: Holiday Destinations

Intermediate 2 Travel and Tourism

DM4L 11: Travel and Tourism: An Introduction

DM4M 11: Business Practices in Travel and Tourism

DM4N 11: Tourist Destinations

Higher Travel and Tourism

DM4T 12: The Scottish Tourism Product: An Introduction

General comments

Materials presented by centres were, for the most part, completed in accordance with the National Standards. Verifiers agreed with most candidate results, which were generally consistent with marking instructions. Where there were minor inconsistencies, verifiers have drawn these to the attention of the centres involved.

Feedback to candidates, where appropriate, was clear and pertinent in the majority of submissions.

One criticism was that a significant number of centres did not provide any evidence to demonstrate that internal verification had taken place. It was felt that the previously mentioned minor inconsistencies could have been avoided had internal verification been carried out.

There were no holds placed, which indicates an improved understanding of the requirements of the National Standards.

The evidence presented indicated that centres are familiar with the Unit specifications, instruments of assessment and exemplification materials. In all cases NABs were used and generally marked in accordance with SQA requirements. There were some exceptions, and they are highlighted elsewhere in this report.

Generally there was a clear understanding of the Evidence Requirements for the Unit. However, in some instances there was slack interpretation of the marking

instructions, but not sufficient to have an impact on the eventual results. Identified centres were given specific feedback on where marking should be improved.

Only a few centres could be described as delivering assessment at the very highest level. This is because the majority of centres did not provide evidence that internal verification had taken place, or any indication that some sort of internal audit/cross marking check had been carried out.

However, there were no specific problems with assessment and therefore no holds. Where there was no evidence of internal verification, the accuracy of the marking instructions would render any corrections unnecessary. All centres were using NABs which have been so finely scrutinised and edited that it would be very difficult to misuse them. Nevertheless, there were some centres who misinterpreted the marking instructions in the NABs for *DM4L 11: Travel and Tourism: an Introduction*.

Another problem identified elsewhere in this report is that centres are not updating assessment materials to reflect current trends and practices in the industry.

Areas of good practice

Good practice was exemplified in several centres where up-to-date SQA materials (Arrangements documents, instruments of assessment, marking instructions and NABS) were used and correctly interpreted. In these centres, marking instructions had been updated to reflect current trends and practices. These centres also provided evidence that rigorous internal verification had been carried out.

Areas for improvement

Centres are recommended to provide some indication that internal verification has taken place.

Assessors should also ensure that the marking schemes used are updated and reflect trends and current industry practice.

Assessors must ensure they are applying the marking schemes accurately.

In particular, the correct answers to the following questions in NAB 001, Unit *DM4L 11: Travel and Tourism: an Introduction* should be noted and applied.

Question 1(e) asks for the service, therefore the answers should demonstrate an understanding of the service. For example: setting up and organising holidays, getting people to their destinations. Amenities and attractions are **not** acceptable answers.

In Question 1(f), the candidate must clearly demonstrate an understanding of incoming tourism by giving an example — not simply stating people coming into the country.

In Question 1(g), the answer should indicate the organisation, for example Tour Operator Thomson. It is not sufficient just to state Thomas Cook.

In Question 2(c), 'travel agency' is not acceptable as an answer.

Question 2(f) asks for resorts in the Mediterranean, therefore the candidate must give resorts. Majorca, which was marked as a correct answer, is an island, not a resort: Palma Nova would be an acceptable resort.

For Question 2(g), assessors must amend the marking scheme and ensure that the answers are in keeping with current trends.

Answers to Question 3(a)(iii) must be relevant to the event.

In Question 4, the candidates must give one example in favour and one against. To gain the two marks, the candidate must include the group and reasons.