

National Qualifications 2006

Senior Moderator Report

Subject: Travel and Tourism

Assessment Panel: Geography and Travel and Tourism

STANDARD GRADE

ELEMENT / COURSEWORK MODERATED

Not applicable to travel and tourism

FEEDBACK TO CENTRES

General comments:

See Above

Advice on good practice and areas for further development:

See above

NATIONAL UNITS

TITLES/LEVELS OF NATIONAL UNITS MODERATED

The following Units were moderated during 7 visits to Further Education Colleges by Travel and Tourism External Moderators:

DM4G 10	Holiday Issues
DM4J 10	Holiday Destinations
DM4L 11	Travel and Tourism: An Introduction
DM4M 11	Business Practices in Travel and Tourism
DM4N 11	Tourist Destinations
D441 11	Interacting With Customers
D0SA 11	Popular Longhaul Destinations Travel Geography
DF6K 12	Travel Agency Practice and Procedures
DF6L 12	Surface Travel
DF6M 12	Air Travel: An Introduction
DM4N 12	Tourist Destinations
DM4R 12	Marketing in Travel and Tourism: An Introduction
DM4T 12	The Scottish Tourism Product: An Introduction

The following component Units selected from 21 Schools were externally moderated at a Central Moderation Event on 19 April 2006:

Intermediate 1 Travel and Tourism

DM4E 10	Holiday Planning
DM4G 10	Holiday Issues

Intermediate 2 Travel and Tourism

DM4L 11	Travel and Tourism: An Introduction
DM4M 11	Business Practices in Travel and Tourism

Higher Travel and Tourism

DM4T 12	The Scottish Tourism Product: An Introduction
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FEEDBACK TO CENTRES

General comments:

Further Education Colleges

All centres were accepted. In FE Colleges generally internal moderation has been standardised and is delivered in accordance with SQA requirements. This was apparent in the Travel and Tourism subject area in the presentation of up to date master folders with internal moderation reports, notes of meetings, Unit specifications, learning plans, assessments, and model answers. In most cases NABs were used which helped to ensure consistency in the application of national standards. Scripts were accurately marked and in many centres there was evidence of cross-marking and positive feedback to candidates. Centres had generally prepared candidates well for assessment using a mix of nationally produced and centre devised teaching materials.

Schools

Generally NABs were used correctly and candidate evidence submitted was accurate and well organised. All but one centre was accepted at the event with the one problem identified being easily rectified within a month. Another centre requested an extension to the completion date for work which was eventually moderated successfully by post.

Advice on good practice and areas for further development:

Further Education Colleges

Many NQ Units have been updated recently and new NABs have been produced. Centres should check the SQA secure web site to ensure that NABs used are up to date.

In some centres assessors were still using half marks in marked scripts. Centres are reminded that in the new Units this practice is no longer valid. Assessors should use all the current marking schedules included in the NAB documents.

Where re-assessment is necessary in practical tests e.g. in the various travel agency Units, centres should note that candidates should be presented with the same type of assessment but with different questions or practical exercises i.e. the candidate should not resit the same test. In the absence of alternative NABs, centres are recommended to prepare their own tests and submit them for prior moderation.

Where centres are using oral tests to re-assess candidates this should be formally documented with brief information about the questions asked and the candidate's response.

DF6M 12 Air Travel – Some centres have found the NAB impracticable and have developed their own assessment tests for this Unit. This is acceptable, however centres are recommended to obtain prior approval for any assessments tests which are used as alternatives to NABs.

Centres are reminded of the minor alterations to the new NAB for this Unit (The Qualification Manager's letter of 6 September 2005). Centres are also reminded of the consolidation exercises for this Unit which are available of from SQA.

Schools

The NQ Units in all courses have been updated recently and new NABs have been produced. Centres should check the SQA secure web site to ensure that NABs used are current. (Five centres used older versions but because of the way they had been used the decisions made by centres were upheld. Continued use of old NABs is not advised.)

In three centres assessors used half marks in the marking process. Centres should note that half marks are not indicated in the marking information and should not be used.

DM4E 10 Holiday Planning – With reference to the NAB for this Unit, markers need to be clear about what constitutes an amenity. The term refers to features at holiday destinations which can be **used** by visitors