



**Arrangements for:
National Progression Award in Activity
Tourism**

at SCQF level 4

Group Award Code: GC8T 44

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1 Introduction

This is the Arrangements Document for the new Group Award in Activity Tourism at SCQF level 4, which was validated in January 2011. This document includes: background information on the development of the Group Award, its aims, guidance on access, details of the Group Award structure, and guidance on delivery.

This Group Award provides candidates with skills and knowledge of the activity tourism sector so that they can consider the area for future training/study and as such it will act as an access route to a suite of qualifications in activity tourism. It has been designed as a 'taster' programme enabling candidates to explore activity tourism and develop a broad understanding of the sector through hands on experience including: taking part in activity tourism pursuits; investigating enterprises and employment opportunities in activity tourism; and helping to organise and deliver activity tourism based activities for others to take part in. The Group Award engages candidates with the wider sector through a hands-on, 'doing' approach, facilitating experiential learning through both delivery and assessment.

As an introductory level programme this Group Award is not expected to produce employment ready candidates on its completion. However, the broad range of core and transferable skills which candidates have the opportunity to develop, coupled with the hands on practical experience offered throughout the Group Award will improve future job prospects. The skills set candidates will develop include interpersonal, safety awareness, group working and project based skills, which will be supported by the real and hands on experience of practical activities which fall within the sector. The knowledge and skills developed through the Group Award have been mapped against relevant elements of the National Occupational Standards (NOS) produced by the Sector Skills Councils SkillsActive and People1st. (Appendix 1)

2 Rationale for the development of the Group Award(s)

This Group Award is aimed at school and 'access to education' markets, which are likely to include school leavers and adult returners.

This Group Award provides an access point to education in the area of activity tourism through Further Education. This Group Award will provide opportunities for articulation to the National Certificate in Activity Tourism (SCQF level 6 — to be validated) which enables progression to the HNC and HND Activity Tourism programmes. These articulate directly to the BA in Activity Tourism. This Group Award provides the initial step in a suite of qualifications providing a pathway from school based qualification through to degree level studies. This supports the Curriculum for Excellence by developing the four capacities and encouraging candidates to be successful learners, confident individuals, responsible citizens and effective contributors. It supports the 'Skills for Scotland: A Lifelong Skills Strategy', the 'Tourism Framework for Change Strategy' (which focuses on increasing the number of young people and job seekers into the industry to meet future skills requirements) and the Scottish Government's Health and Wellbeing agenda.

The most popular activity for holidaymakers is walking but participation is also growing in cycling, horse-riding, fishing, water sports, mountaineering and in adventure based adrenaline sports. The majority of these outdoor activities take place in the countryside, generating important economic and social benefits for local rural communities. Candidates undertaking this Group Award will find out about the activity tourism sector and develop transferable skills in a vocational context. This contextualised approach will provide support to the growth trends of recent years and help to ensure that the countryside is safeguarded and enhanced as the prime location for activity tourism pursuits. Forecasts suggest that the sector will continue to grow as interest in more active and healthy lifestyles increases, and outdoor pursuits become more fashionable and mainstream.

A survey undertaken to inform the development of the NPA, carried out with sector representatives from enterprises in areas of activity tourism such as: active sports, corporate events, expeditioning, outdoor education, recreation and special interests and Further and Higher education establishments showed 91.5% of respondents to support the new qualification and its content.

All of the respondents indicated very positive support for the range of subject areas included in this Group Award: verbal communication skills; customer service skills and employability skills. These are activities developed through the delivery and assessment of this Group Award.

The activity tourism sector spans a broad range of enterprises which provide opportunities to undertake activity tourism pursuits, but also spans the supporting hospitality sector and is influenced by and itself influences local communities in areas where activity tourism pursuits take place. As this Group Award falls broadly within the areas of two Sector Skills Councils, SkillsActive and People1st, the knowledge and skills covered have been mapped broadly against relevant NOS created by these Sector Skills Councils. (Appendix 1).

For a Group Award where activity indicates taking part in an activity, rather than specifying a level of exertion, activity tourism can be considered as a continuum, as identified through the Developing Activity Tourism in Europe Partnership, where:

Activities which tourists take part in can be:

- ◆ active → passive
- ◆ undertaken as part of a group or as an individual
- ◆ undertaken on land or on/in the water
- ◆ undertaken during different seasons — spring, summer, autumn, winter

All Units in the Group Award are at SCQF level 4. The Level Descriptor for SCQF Level 4 have been mapped against the Units making up this Group Award demonstrating that the level is commensurate with the identified level of the SCQF (Table 1 below).

Table 1: SCQF Level 4 Descriptor Mapped Against Group Award Units

		Assist with an Event F5FJ 10	Activity Tourism: An Introduction FN8N 10	Basic Customer Service Skills FN93 10	Employability Skills for Activity Tourism FN8M 11	Local Tourism Product Knowledge DV3D 10
Knowledge and understanding	Demonstrate and/or work with:					
	Basic knowledge in a subject/discipline which is mainly factual.	✓	✓	✓	✓	✓
	Some simple facts and ideas about and associated with a subject/discipline.	✓	✓	✓	✓	✓
	Knowledge of basic processes, materials and terminology.	✓	✓	✓	✓	✓
Practice: applied knowledge and understanding	Relate knowledge to personal and/or practical contexts.	✓	✓	✓	✓	✓
	Use a few skills to complete straightforward tasks with some non-routine elements.	✓	✓	✓	✓	✓
	Select and use, with guidance, appropriate tools and materials safely and effectively.	✓	✓	✓	✓	✓
Generic cognitive skills	Use, with guidance, given stages of a problem-solving approach to deal with a situation or issue.	✓	✓	✓	✓	✓
	Operate in straightforward contexts.	✓	✓	✓	✓	✓
	Identify and/or take account of some of the consequences of action/inaction.	✓	✓	✓	✓	✓
Communication, ICT and numeracy skills	Use straightforward skills, for example					
	• Produce and respond to simple but detailed written and oral communication in familiar contexts.	✓	✓	✓	✓	✓
	• Use the most straightforward features of familiar applications to process and obtain information.		✓	✓		✓
	• Use straightforward numerical and graphical data in straightforward and familiar contexts.	✓	✓	✓		✓
Autonomy, accountability and working with others	Work alone or with others on straightforward tasks.	✓	✓	✓	✓	✓
	Contribute to the setting of goals, timelines, etc	✓	✓	✓	✓	✓
	Contribute to the review of completed work and offer suggestions for improving practices and processes.	✓	✓	✓	✓	✓
	Identify own strengths and weaknesses relative to the work.				✓	

3 Aims of the Group Award

This Group Award has been developed for a range of possible candidates from those of school age through to adults who wish to consider entering into a career in the activity tourism sector but are not ready to commit to a full-time programme or to work-based learning. The aims outlined in the following sections reflect the breadth of expected candidates and the intention to provide an introductory level course which will facilitate access to further study. This Group Award is the entry point for some candidates who could progress from school through, higher national to degree level studies.

3.1 General aims of the Group Award

The principal aims of the Group Award are to:

- ◆ provide candidates with skills and knowledge of the activity tourism sector so that they can consider the area for future training/study
- ◆ prepare candidates for progression to further studies in the activity tourism sector
- ◆ develop candidate knowledge of activity tourism enterprise operation
- ◆ develop candidate knowledge of activity tourism work places
- ◆ develop candidate communication, team working and critical thinking skills in the context of activity tourism
- ◆ develop candidate employability skills and knowledge for activity tourism
- ◆ develop candidate customer care skills and knowledge for activity tourism

Other, general aims of this Group Award are to:

- ◆ provide candidates with opportunities to develop awareness of how activity tourism fits in the wider tourism sector
- ◆ provide opportunities to develop Core Skills including *Communication, Working with Others, Problem Solving, Numeracy and Information and Communication Technology (ICT)* in a realistic activity learning setting
- ◆ provide candidates with an understanding of the different enterprises which can be run within the sector
- ◆ provide candidates with knowledge of sustainability issues relating to activity tourism businesses
- ◆ encourage candidates to develop a positive attitude to their own learning
- ◆ allow candidates to develop skills and attitudes required for employability in activity tourism
- ◆ provide opportunities for candidates to develop organisational skills
- ◆ expose candidates to a range of learning, teaching and assessment styles which motivate them to achieve their full potential
- ◆ facilitate progression to further training in the activity tourism sector

Table 2 below highlights where the principal aims of this Group Award are being met through the individual Units contained within it.

Table 2: Principal aims being worked towards in Units

Principal Aims	Unit Titles				
	Activity Tourism: An Introduction	Assist with an Event	Basic Customer Service Skills	Employability Skills for Activity Tourism	Local Tourism Product Knowledge
Provide candidates with skills and knowledge of the activity tourism sector so that they can consider the area for future training/study	✓	✓	✓	✓	✓
Prepare candidates for progression to further studies in the activity tourism sector	✓	✓	✓	✓	✓
Develop candidate knowledge of activity tourism	✓	✓	✓	✓	✓
Develop candidate knowledge of activity tourism enterprise operation	✓	✓	✓	✓	✓
Develop candidate knowledge of activity tourism work places	✓	✓	✓	✓	✓
Develop candidate communication, team working and critical thinking skills in the context of activity tourism	✓	✓	✓	✓	✓
Develop candidate employability skills and knowledge for activity tourism	✓	✓	✓	✓	✓
Develop candidate customer care skills and knowledge for activity tourism	✓	✓	✓	✓	✓

Table 3 below highlights where the general aims of this Group Award are being met through the individual Units contained within it.

Table 3: General aims being worked towards in Units

General Aims	Unit Titles				
	Activity Tourism: An Introduction	Assist with an Event	Basic Customer Service Skills	Employability Skills for Activity Tourism	Local Tourism Product Knowledge
Provide candidates with opportunities to develop awareness of how activity tourism fits in the wider tourism sector.	✓	✓		✓	✓
Provide opportunities to develop Core Skills including Communication, Working with Others, Problem Solving, Numeracy and ICT in a realistic activity learning setting.	✓	✓	✓	✓	✓
Provide candidates with an understanding of the different enterprises which can be run within the sector.	✓		✓	✓	✓
Provide candidates with knowledge of sustainability issues relating to activity tourism businesses.	✓	✓		✓	✓
Develop candidate knowledge of activity tourism work places	✓	✓	✓	✓	✓
Encourage candidates to develop a positive attitude to their own learning.	✓	✓	✓	✓	✓
Allow candidates to develop skills and attitudes required for employability in activity tourism.	✓	✓	✓	✓	✓
Provide opportunities for candidates to develop organisational skills.	✓	✓	✓	✓	✓
Expose candidates to a range of learning, teaching and assessment styles	✓	✓	✓	✓	✓
Facilitate progression to further training in the activity tourism sector.	✓	✓	✓	✓	✓

Although the activity tourism sector is very broad and the enterprises within it very diverse, a common theme running throughout is working with groups of people to provide an activity experience. An introductory level of knowledge, skills and experience required to facilitate effective group working is reflected in the content of this Group Award and the aims outlined above, reflecting the need for these skills in the activity tourism sector. This is further supported by the level of responses to the stakeholder questionnaire and the subject areas which they highlighted as essential to this Group Award.

Achievement of this NPA will represent a significant achievement by successful candidates as it will provide them with an introduction to a newly emerging sector. The opportunities provided through this Group Award will help to develop a range of positive personal skills and confidence, complimenting the knowledge gained. It is anticipated that there will be a wide range of school participation and this will bring candidates with varying levels of ability, all of whom will have opportunities to further their own knowledge, understanding, experience and social interactions. The design of the programme will enable a range of flexibility in its delivery, making it accessible to the anticipated wide ranging candidate group.

3.3 Target groups

This Group Award is aimed at school and 'access to education' markets, which are likely to include school leavers and adult returners. It has been developed for a range of possible candidates from those of school age through to adults who wish to consider entering into a career in the activity tourism sector but are not ready to commit to a full-time programme or to work-based learning.

3.4 Employment opportunities

As an introductory level programme this Group Award is not expected to produce employment ready candidates on its completion. However, the broad range of core and transferable skills which candidates have opportunity to develop, coupled with the hands on practical experience offered throughout the Group Award will improve future job prospects.

4 Access to Group Award

This Group Award is open to everyone and whilst entry is at the discretion of the centre an interest in activity tourism would be beneficial for candidates. There is no formal entry requirement for this Group Award (or the Units contained within it) and there is no identified level of Core Skills required to access this Group Award. However, throughout the Group Award there are opportunities for all candidates to work towards developing all five Core Skills to SCQF level 4, with the exception of *ICT* at SCQF level 3.

This Group Award is suitable for a wide range of learners including adults who potentially have no prior qualifications but an interest in Activity Tourism and returning to education, learners of school age and those who have just completed their school studies.

5 Group Award structure

5.1 Framework

Table 1: Framework for the National Progression Award in Activity Tourism (SCQF level 4)

Unit title	Code	SCQF credit points	SCQF level	SQA credit value
Activity Tourism: An Introduction	FN8N 10	6	4	1
Assist with an Event	F5FJ 10	6	4	1
Basic Customer Service Skills	FN93 10	3	4	0.5
Employability Skills for Activity Tourism	FN8M 10	3	4	0.5
Local Tourism Product Knowledge	DV3D 10	6	4	1
Total:				4 Credits

5.2 Mapping information

Appendix 1 provides details of how the Units of the Group Award align with the relevant National Occupational Standards of SkillsActive and People1st.

5.3 Articulation, professional recognition and credit transfer

This Group Award provides an articulation route to the National Certificate in Activity Tourism (SCQF level 6) and the suite of available qualifications in Activity Tourism as outlined below.

- ◆ NPA Activity Tourism (SCQF level 4)
- ◆ NC Activity Tourism (SCQF level 6)
- ◆ HNC Activity Tourism (SCQF level 7)
- ◆ HND Activity Tourism (SCQF level 8)
- ◆ BA/BA (Hons) Activity Tourism Management

6 Approaches to delivery and assessment

6.1 Content and context

The NPA in Activity Tourism at SCQF Level 4 is intended for delivery to school pupils and mature candidates wishing to find out more about the kind of work performed in this occupational sector. The NPA is designed as a taster course and the emphasis is on developing candidates own personal qualities and skills for dealing with customers who wish to participate in activity tourism pursuits. The emphasis is on practical activities using observation checklists with assessor feedback. Candidates will develop an understanding of the activity tourism pursuits in a particular area and the approach to learning will be through visits, collecting materials and getting out and about where possible in the area being studied.

Underpinning knowledge is required for each subject. The Unit, *Activity Tourism: An Introduction* will be delivered using a variety of teaching and learning methods. There are both written and oral methods of assessment in this Unit. *The Employability Skills for Activity Tourism* Unit covers skills and knowledge required for success in the Activity Tourism sector and encourages candidates to assess their own qualities, knowledge and skills against a given set of criteria and then be observed while participating in an activity tourism pursuit. Once feedback is received from the assessor, candidates will produce an action plan which should improve his/her own employment potential for this occupational sector. Local Investigation encourages candidates to work with each other and to solve problems, thus developing Core Skills in these areas. There should be an emphasis on practical activities throughout the Unit.

A key feature of this Group Award is the emphasis on experiential learning: learning through practical activity and learning by reflecting on experience. In reflection of the practical nature of the activity tourism industry, wherever possible, delivery and assessment will be of a practical nature.

The NPA is not designed to create an exit route to a particular job role in the industry. It will be delivered bearing in mind the main target market, which is unlikely to respond to theory based learning and assessment, which does not reflect the requirements of the industry. However there is some requirement for the delivery of the underpinning knowledge in each of the Units and this will be delivered and assessed in an appropriate manner for the target audience.

The five Units within this Group Award are designed to provide candidates with an overview of the activity tourism sector, existing employment opportunities and the skills, experience and qualifications which are necessary to pursue an identified job role. The Group Award provides an understanding of the wider tourism industry and the need to understand tourism products as well as opportunity to develop the customer care skills required to identify and give information on specific activity tourism pursuits to prospective clients. By undertaking this programme of study candidates will be involved in planning their involvement in a number of project based and practical activities enhancing their awareness and understanding of their own current employability skills and steps they can take to improve these.

Candidates undertaking this Group Award will not only gain understanding, knowledge and skills specific to the activity tourism sector, but also develop confidence and personal awareness, that will enable them to undertake further study.

6.2 Delivery and assessment

This Group Award is designed to facilitate flexible delivery and assessment which is intended to be of a practical nature wherever possible, reflecting the practical nature of the activity tourism industry. Delivery models will be dependent on the centre and the client group. For example, it could be offered to schools as a half day a week over one academic year; or could be offered as a 12 week full-time programme, perhaps three days a week for adult returners in a college environment. There is flexibility in this Group Award for centres to use an approach which is best suited to their own situation and that of their learners.

The Group Award can be delivered in schools along similar lines to Skills for Work: Rural Skills at Intermediate 1 (SCQF level 4) which has received a large uptake and numbers continue to increase. Current delivery models for the Rural Skills programme include school groups attending colleges for half a day a week over a single academic year; colleges providing lecturers to attend schools for half or one day a week over an single academic year; and in some instances schools are able to deliver some of the theoretical elements of the programme within the schools and periodically attend college for the practical elements of the programme. Furthermore, some Colleges offer this programme as a short, 11 week, programme, where candidates attend College for two days a week.

Delivery of Units within this Group Award should not be done in isolation, each Unit within the Group Award links directly with the knowledge, skills and experiences developed in each of the other Units. Therefore it would be beneficial for a course leader to be identified prior to delivery to ensure that all of those involved in delivering different areas of the Group Award communicate with each other about their intended delivery and timings. This approach will enable a coherent and best value experience for candidates who will be able to understand the links between Units; this should be reinforced by all staff involved in delivering this Group Award. There are opportunities for integrating learning and assessment across the Units and where possible a holistic approach should be taken to the delivery and assessment of this Group Award.

A candidate centred, practical and interactive approach to delivery and learning should be adopted throughout the delivery of this Group Award. The range of methods used in delivering this Group Award should ensure that exploratory, enquiry based, experiential learning opportunities are available to candidates. It is important that throughout the delivery of the Group Award candidates understand the breadth of activity tourism pursuits and how they can be categorised as:

- ◆ gentle — art, music, cookery, yoga, bird watching, lake fishing
- ◆ moderate — low level walking, rambling, archery, flat water canoeing, snorkelling, paint-balling
- ◆ adrenaline — rock climbing, abseiling, sailing, mountaineering, scuba diving, skiing

This list is not exhaustive and it is understood that activities can fit into different categories dependent on the participant's ability, and conditions such as weather and terrain.

Seasonality could be a factor influencing the activity tourism pursuits candidates are able to participate in at any given time. However the breadth of the activity tourism sector and flexibility within this Group Award means that access to a suitable activity tourism pursuit should not be problematic. Similarly, the design of this Group Award will enable its delivery and assessment, equally, across the geographical regions of Scotland and to a diverse range of potential learner groups.

Activity Tourism: An Introduction FN8N 10

This Unit provides a wide introduction to the many aspects of the activity tourism sector and provides opportunity for candidates to explore this diverse sector and enterprises in it, as well as to experience an activity tourism pursuit and reflect on own participation. Further to this candidates will be asked to look into employment opportunities within the sector and the necessary requirements of securing these. This Unit provides a central thread to this Group Award and will inform all other Units studied. The majority of learning should occur through interaction with others, undertaking activities and through the building of a portfolio of their experiences and learning activities.

This Unit should be delivered through visiting businesses in their environments, with the candidate interacting with owners, managers, pursuit leaders and pursuit customers wherever possible.

Assessment will be through the creation of individual portfolios under open-book conditions; completion of review sheets following participation in an activity tourism pursuit and completion of an assessor checklist recording individual candidate performance.

Employability Skills for Activity Tourism FN8M 10

This Unit could be introduced early in the programme, giving candidates the opportunity to learn how they can evaluate their own current level of skills that are required for activity tourism and carry out a formative exercise to undertake this process and give consideration to how they could improve their current skills.

Outcome 2 will be based on practical activities and these should be integrated with those undertaken in the Units *Activity Tourism: An Introduction* and *Assist with An Event*, although opportunities could be also be available through the delivery and assessment of elements of the *Basic Customer Service Skills* and *Local Tourism Product Knowledge* Units.

It is recommended that delivery of this Unit is integrated with others within the Award where opportunities arise to develop and assess employability skills. This is most likely to occur during practical activities and assessments, although many aspects such as following instruction and working co-operatively with others needn't be restricted to purely practical activities.

Assessment evidence will be developed through candidate review sheets; observation checklists; a plan outlining action points for improvements in employability; identification and description of hazards and risks associated with activity tourism and measures that can be taken to minimise them.

Local Tourism Product Knowledge DV3D 10

This Unit will widen candidate's understanding of the tourism industry and help to place activity tourism within this. It will build on the knowledge and understanding gained in the Unit *Activity Tourism Industries: An Introduction* and it will help to develop knowledge of a selection of tourist destinations, attractions, physical features and amenities. Candidates will also develop knowledge of the location of a selection of local tourist destinations, attractions and physical features and will develop an awareness of their appeal to tourists.

Guest speakers and visits to local tourism sites and facilities should be encouraged to support classroom based activities such as group discussions; investigations; and providing feedback to peers. Quizzes and other interactive activities could be helpful to reinforce learning.

Assessment will be through the creation of a portfolio of information and a short, closed-book assessment.

Basic Customer Service Skills FN93 10

This Unit will again allow candidates opportunities for self-reflection and appraisal of personal factors the impression these give to customers, before investigating an activity tourism pursuit and identifying the needs and requirements of customers. They will develop an understanding of the importance of professionalism and subject knowledge based on a specific active tourism activity. This could be an appropriate forerunner to *Assist with an Event*. Group discussions will allow candidates to share experiences and impressions of customer care and information will be identified and collated from sources such as magazines, the internet, DVD's, visits to activity tourism providers and discussions. Exposure to operators in the sector will help to foster a clearer understanding of the requirements of customer care in the activity tourism industry.

Assessment evidence will be generated through the creation of individual portfolios of evidence gained from individual, partner and group research.

Assist with an Event F5FJ 10

This Unit could be most appropriately assessed towards the end of the programme and it will bring together experiences from all other Units, having allowed candidates time to develop their team working and co-operation skills.

Candidates will work co-operatively with others in planning, carrying out and reviewing an activity tourism event. They will identify tasks associated with the event, participate in and evaluate their own and others role in it. Group discussions will be supported by tutors to develop co-operative working. This Unit will be delivered in a real environment with candidates assisting under supervision.

Assessment evidence could be produced through a portfolio including the identification of the types of events, the plan of the event, regulations relating to the event, feedback from others (including assessor), self evaluation of on completion of the event and identification of areas for improvement while working co-operatively. Performance evidence will be recorded by an assessor on an observation checklist.

6.3 Suggested Order of Delivery

A suggested order for the delivery of Units in this Group Award would reflect the ordering above. It is considered that this will allow for Units to best support and inform one another, whilst developing learner knowledge and understanding of Activity Tourism.

- (i) *Activity Tourism: An Introduction* provides the broad, overarching view of activity tourism and the range of enterprises and pursuits that fall within this area, thus providing a basic introduction to and understanding of the sector.
- (ii) *Introducing Employability Skills for Activity Tourism* early on in the Group Award will allow learners time to explore, understand and develop their own employability skills in relation to Activity Tourism throughout the programme. The development of Employability Skills could be signposted throughout all other units contained in the Group Award.
- (iii) Following these Units with *Local Tourism Product Knowledge* will further develop learner understanding of how Activity Tourism fits into the wider tourism industry and will ensure that learners look at a range of tourist destinations and what their appeal is to visitors. This will support the learning undertaken in *Activity Tourism: An Introduction*.
- (iv) Placing Basic Customer Service Skills later on in delivery means that learners have had some experience of Activity Tourism on which to base their exploration of customer service in Activity Tourism. At this point, progress must be made to enable learners to put their customer service skills into practice when they take part in delivering an activity tourism event through the final Unit.
- (v) *Assist with an Event*. This Unit should be the culmination of the Group Award, allowing learners to put into practice the knowledge and skills that they have developed through the planning and delivery of an activity tourism event.

Throughout this Group Award there will be a focus on group work and developing skills in *Communication, Working with Others* and organisation. All of the activities within the programme should encourage the development of self confidence and understanding of others. It is anticipated that discussions of candidates own experiences in the activity tourism sector would be carried out throughout the Group Award and these used as a basis on which to build their own personal knowledge and experience, but also to draw comparisons with others and experiences not their own.

Within this Group Award, there is scope for e-learning and e-assessment of theoretical components. However, in the case of practical activities, such as undertaking activity tourism activities, e-assessment is not appropriate; in these cases other forms of evidence could be encouraged such as video recording. The flexibility of the programme would remain if e-learning and assessment were used, although a good level of planning would be necessary to facilitate appropriate generation of evidence and assessment of this in relation to the practical activities required of the Group Award.

Assessment Support Packs (ASPs) have been produced for the Unit:

- ◆ *Local Tourism Product Knowledge*
- ◆ *Activity Tourism: An Introduction*
- ◆ *Employability Skills for Activity Tourism*
- ◆ *Basic Customer Service Skills*

7 General information for centres

Disabled 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.

Internal and external verification

All instruments of assessment used within this/these Group Award(s) should be internally verified, using the appropriate policy within the centre and the guidelines set by SQA.

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

Further information on internal and external verification can be found in SQA's *Guide to Assessment* (www.sqa.org.uk).

8 General information for candidates

This National Progression Award in Activity Tourism has been designed to be a fun and engaging course which will allow you to explore the exciting area of activity tourism, from activity based adventure holidays involving climbing, horse riding and mountaineering, to less physical, but still activity focused breaks of wildlife watching, food trails or local heritage trails. Through exploring a range of enterprises and the activities they provide you will learn about the different skills and experience that are necessary for employment in the sector.

To gain this National Progression Award, you must successfully achieve all of the five Units outlined below. This Group Award is an introduction to activity tourism and will enable you to progress onto the National Certificate in Activity Tourism, which in turn will give you with the opportunity to progress onto the Higher National Certificate and Higher National Diploma Awards in Activity Tourism.

1 ***Activity Tourism: An Introduction FN8N10***

This Unit will allow you to investigate the range activities and enterprises that make up activity tourism industries, through undertaking group work and your own research. You will visit businesses and organisations which provide activity tourism pursuits for people to take part in and you will have the opportunity to take part in an activity tourism pursuit yourself. During this Unit you will get involved in planning visits and activities and you will

evaluate your experience of taking part in an activity tourism pursuit. You will discover where you can find out information about employment in activity tourism and learn about the personal qualities, skills and experience that will help you to work in an activity tourism business. Throughout this unit you will gain experience of work co-operatively with others.

You will be assessed in this Unit by a portfolio you create from information you have discovered through visits, research and taking part in an activity tourism pursuit.

The knowledge, understanding and experience you gain through this Unit are all valued by employers in the activity tourism sector.

By doing this Unit you will be developing aspects of the Core Skills in *Communication, Working with Others* and *Problem Solving*.

2 Assist with an Event F5FJ10

By studying this Unit you will develop the skills needed to work co-operatively with others in planning, carrying out and reviewing an event. Through group work you will identify an event; help to plan it; identify roles that group members will have in making the event work; take part in the event and review how well the event worked by looking at your own part in the event and also giving feedback on others. Through your experiences of planning, taking part in and evaluating your event you will be able to identify your own strengths and areas that you could improve on when working with others in the future.

You will be assessed by the information you collect as a portfolio and by observation by your assessor during the event you are involved in.

The Core Skill of *Working with Others* is embedded in this Unit, which means when you achieve this Unit your SQA certificate will also show that you have achieved *Working with Others* at SCQF Level 4. By doing this Unit you will also be developing aspects of *Communication* and *Problem Solving*.

3 Basic Customer Service Skills FN9310

This Unit will allow you to develop the skills needed to work positively with customers, and provide information and advice about specific activity tourism pursuits in the local area. This Unit will help to prepare you for your involvement with the event that is run in the Unit Assist with an Event. You will take part in group discussions to share your experiences and impressions of customer care and what you think is important to create a positive impression with customers. Group and individual research will help you to find out more about how important customer service is to activity tourism businesses and information on specific activity tourism pursuits in the local area.

You will be assessed by information you collect as a portfolio developed from your research carried out on your own, with a partner and as part of a group research.

By doing this Unit you will be developing aspects of Core Skills in *Communication* and *Problem Solving*. The Core Skill component of Critical Thinking is embedded in this Unit.

4 ***Employability Skills for Activity Tourism FN8M10***

This Unit will allow you to develop some of the employability skills that are valued in the activity tourism sector such as good timekeeping, attendance, safe working and team working in practical situations. As well as learning about these skills you will look at your own current level of skills and produce action points on how you could improve these. You will have regular discussions with your tutor to review your progress in developing and showing your own employability skills through the practical activities you do during the Group Award. As with the other Units in this Group Award a practical, hands on approach will be taken to teaching and assessing this Unit.

Parts will be taught and assessed during activities in other Units, like *Assist with an Event and Activity Tourism Industries: An Introduction*, giving you plenty of experience to help you progress through this Unit and improve your own employability skills for activity tourism.

By doing this Unit you will be developing aspects of the Core Skills in *Communication*, *Problem Solving* and *Numeracy*. The Core Skill component of Critical Thinking is embedded in this Unit.

5 ***Local Tourism Product Knowledge DV3D10***

This Unit will help you to learn about a selection of local tourist destinations, attractions, physical features and amenities. It will help you to develop an awareness of why they appeal to tourists. You will use maps to help identify local tourist destinations, attractions and physical features and use information sources such as the internet, visits to local tourism sites, discussions with employers; magazines, local tourism brochures and local tourism offices to find out more information about them. Using the information you discover you will present your findings to your group and compare local destinations with attractions and features found outside the local region and overseas.

You will be assessed by one short assessment paper about local tourism destinations and by the presentation of a portfolio of information you have produced about local tourism destinations and similar ones outside of your region, or overseas.

By doing this Unit you will be developing aspects of *Communication*, *Numeracy* and *Problem Solving*.

9 **Glossary of terms**

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

SCQF credit points: One SCQF credit point equates to 10 hours of learning. NQ Units at SCQF levels 2–6 are worth 6 SCQF credit points, NQ Units at level 7 are worth 8 SCQF points.

SCQF levels: The SCQF covers 12 levels of learning. National Qualification Group Awards are available at SCQF levels 2-6 and will normally be made up of National Units which are available from SCQF levels 2–7.

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 National Certificate/National Progression Award 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 National Certificates/National Progression Awards are those developments or revisions undertaken by a group of centres in partnership with SQA.

10 Appendices

Appendix 1a: NOS Mapping — Mapping of National Occupational Standards to Units — SkillsActive

Appendix 1b: NOS Mapping — Mapping of National Occupational Standards to Units People 1st — Travel and Tourism

Appendix 1a

NOS Mapping : Mapping of National Occupational Standards to Units — SkillsActive NOS relevant to the Group Award

Group Award title: National Progression Award in Activity Tourism (SCQF level 4)

Unit code	Unit title	NOS title					
		C22 — Promote health, safety and welfare in active leisure and recreation	D214 — support equality and diversity in active leisure and recreation	D15 — Help to give good levels of service to participants and customers	D41 — Help to plan and prepare session	D42 — Lead an activity within a session	D23 — Conclude and review activity sessions
F N 8 N 1 0	Activity Tourism: An Introduction	√	√		√	√	√
F 5 F J 1 0	Assist with an Event	√	√		√	√	√
F N 9 3 1 0	Basic Customer Service Skills		√	√			√
F N 8 M 1 0	Employability Skills for Activity Tourism		√			√	√
D V 3 D 1 0	Local Tourism Product Knowledge		√				√

Appendix 1b

NOS Mapping: Mapping of National Occupational Standards to Units — People 1st

Travel and Tourism NOS relevant to the Group Award

Group Award title: National Progression Award in Activity Tourism (SCQF level 4)

Unit code	Unit title	NOS title				
		TT06 — Give customers a positive impression of yourself and your organisation	TT07 — Make sure your own actions reduce risks to health and safety	TT08 — Research travel and destination information	TT10 — Develop and maintain your effectiveness at work	T14 — Identify and provide tourism-related information and advice
F N 8 N 1 0	Activity Tourism: An Introduction		√	√	√	
F 5 F J 1 0	Assist with an Event	√	√		√	
F N 9 3 1 0	Basic Customer Service Skills	√		√		√
F N 8 M 1 0	Employability Skills for Activity Tourism		√		√	
D V 3 D 1 0	Local Tourism Product Knowledge			√		