



**National Qualifications 2011
Internal Assessment Report
Travel and Tourism**

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

National Qualifications (NQ) Awards

Titles/levels of NQ Awards verified

The following component Units selected from 18 schools were externally verified at a central verification event on 13 April 2011:

Travel and Tourism: Intermediate 1

DM4E 10 Holiday Planning
DM4G 10 Holiday Issues
DM4J 10 Holiday Destinations

Travel and Tourism: Intermediate 2

DM4L 11 Travel and Tourism: An Introduction
DM4M 11 Business Practices in Travel and Tourism
DM4N 11 Tourist Destinations

Travel and Tourism: Higher

DM4T 12 The Scottish Tourism Product: An Introduction

General comments

Generally, centres had delivered the Units in accordance with the national standards. Verifiers agreed with the candidate results in 17 of the 18 centres sampled. In these centres interpretation of results was generally consistent with the marking instructions. Where there were minor inconsistencies, eg generous allocation of marks, Verifiers brought these to the attention of the centres involved. Feedback to candidates, where appropriate, was clear and constructive in the majority of submissions.

Verifiers noted that eight of the centres sampled did not provide any evidence to demonstrate that internal verification had taken place and commented that the minor inconsistencies mentioned above could have been avoided had internal verification been carried out.

It was necessary to place a hold on certification at one centre, which unfortunately indicates that an improved understanding of the requirements of the national standards has not been achieved in the current year.

Course Arrangements documents, Unit specifications, instruments of assessment and exemplification materials

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, with one exception, were marked in accordance with SQA requirements.

Evidence Requirements

Most centres understood the Evidence Requirements for the Units. However, three centres were found to be applying the marking instructions incorrectly. In one case marking had clearly been over-generous and several candidates had been marked as having achieved

the Unit when they had actually failed. It was necessary to place a Hold on certification at this centre until candidates had been correctly re-assessed.

In two further centres there were deviations from 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.

Administration of assessments

Ten of the 18 centres presented their materials in a very clear way and marks were awarded consistently in accordance with the marking instructions. In these centres there was also evidence that internal verification had taken place.

In seven of the centres which had not carried out internal verification there were no serious problems with assessment and therefore no Holds. All centres were using the very finely tuned NABs which are generally easily understood.

However, three centres misinterpreted the marking instructions in the NABs for:

DM4L 11 Travel and Tourism: An Introduction

and

DM4N 11 Tourist Destinations

Areas of good practice/areas for improvement

Good practice was exemplified in the 10 centres indicated above, where full internal verification had been carried out and where up-to-date SQA materials (Arrangements documents, instruments of assessment and NAB marking instructions were used and correctly interpreted.

Where DM4M 11 Business Practices in Travel and Tourism was sampled, the centre portfolios were well presented and clearly signposted. They also gave good feedback to candidates in the folio records.

Where DM4T 12 the Scottish Tourism Product: An Introduction was sampled the responses to the two case studies in the instrument of assessment were very detailed and completed to a high standard.

Specific areas for improvement

Centres are recommended to provide some indication that internal verification has taken place. Assessors should also ensure that the marking schemes are applied correctly. Second marking and/or internal verification should identify any errors in marking decisions.

In particular, the correct answers to the following questions should be noted and applied:

- ◆ In NAB 002, Unit DM4J 10 Holiday Destinations Question 2 (a), marks are only allocated for named accommodation.
- ◆ In NAB 001, Unit DM4M 11 Business Practices in Travel and Tourism, candidates should be encouraged to include analysis of at least three leaflets on the area visited to make the report more meaningful.

Where centres provide candidates with standardised proformas to ensure the correct evidence is gathered for the portfolio, every effort should be made to encourage candidates to produce their own thoughts and words. Proformas should give some scope for candidates to demonstrate individuality.

National Qualifications (NQ) Units

(ie freestanding Units which contribute to NPAs or NCs etc.)

Titles/levels of NQ Units verified

The following Units were externally verified during visits to six presenting centres in 2010–11. In total, Verifiers reported on 32 Unit deliveries.

F3PD 11 Airport Ground Operations: An Introduction
F3PE 11 British Isles Tourist Destinations
F3PF 11 European and Mediterranean Area Tourist Destinations
F3PG 11 Popular Longhaul Destinations
F3PH 11 Resort Representation: An Introduction
F3PJ 11 Selling Skills
F3PK 11 Tour Guiding: An Introduction
F3PL 11 Travel and Tourism: Enhancing Skills for Employment
F3PM 11 Working as Air Cabin Crew: An Introduction
F3PM 12 Working as Air Cabin Crew
DM4G 10 Holiday Issues
DM4E 10 Holiday Planning
DM4L 11 Travel and Tourism: An Introduction
DM4N 11 Business Practices in Travel and Tourism
DM4R 12 Marketing in Travel and Tourism: An Introduction
DM4T 12 The Scottish Tourism Product: An Introduction
DF6K 12 Travel Agency Practice and Procedures

General comments

Verifiers accepted evidence available for 31 of the 32 Units inspected at the first time of calling. Successful candidates' assessment responses in the evidence sampled met the criteria required in the Units and demonstrated a satisfactory level of knowledge and understanding of the subjects. This would suggest that centres have a clear and accurate understanding of the requirements of the national standards.

Unit specifications, instruments of assessment and exemplification materials

The evidence presented indicated that centres are familiar with the Unit specifications, instruments of assessment and exemplification materials. Thirty of the 32 Units verified used existing ASPs or NABs. In most cases the marking guidelines had been adhered to and applied in accordance with SQA requirements.

However, one centre was advised that the Unit specification and NABs it had intended to use for DM4N 11 Tourist Destinations were out of date. Fortunately, the Unit had not been delivered at the time of the visit and the centre was able to update materials in time.

Evidence Requirements

Centres generally understood the Evidence Requirements for the Units.

There was only one instance where the Evidence Requirements had not been applied correctly and it was necessary to place a Hold on certification until candidates had been correctly re-assessed.

Some issues had been identified in relation to the ASPs for Units F3PH 11 and F3PK and these were in the process of being amended. One centre had developed new instruments of assessment for the Units. The new instruments of assessment were verified during the visit to the centre — this represented a clear understanding of the Evidence Requirements for these Units.

Administration of assessments

All six centres visited presented their materials in a very clear way and marking was in accordance with the marking instructions in ASPs and NABs. There were also some very good approaches to internal verification which have been commented upon in the section below on areas of good practice.

In two centres it was evident that, where necessary, amendments to the marking schemes and checklists had been made to reflect current industry practice and to ensure the assessments meet the requirements stated in the Unit specification, eg with reference to DF6K 12 Travel Agency Practice and Procedures.

Areas of good practice/areas for improvement

Several examples of good practice were noted during the visits.

Internal verification systems were cited as good practice in four of the centres visited.

In one centre an excellent electronic internal verification system is in use. Internal verification folder checks are recorded on an electronic form prior to delivery of the Unit. Verification decisions are also recorded electronically. The system also includes details of meetings held, items discussed, assessment decisions standardised, and any agreed action points. Sample records are also kept for each Unit.

In two centres an internal quality audit was also carried out. It was planned annually by Quality Assurance/Head of Department to ensure the internal verification system is working and that Internal Verifiers and assessors are complying with SQA requirements.

Inclusiveness, citizenship, employability, classroom observation and student evaluation were also considered.

In one centre all the teaching and learning materials, including student workbooks, were also available to students on the centre's VLE system. The same centre had also constructed mock airport check-in desks which are used for role-play assessment in F3PD11 Airport Ground Operations. This resource gives learners an experience of what it might be like to work in airport check-in and helps improve their employability skills. This facility complemented the centre's existing mock travel agency and mock airline cabin. The latter was also used to simulate a coach when carrying out the transfer role-play assessments in F3PH11 Resort Representation.

Another centre had effectively integrated the F3PE 11 British Isles Tourist Destinations holistic assessment with IT and Communications assessments. Students had produced 'itinerary booklets' for clients planning a three-week tour of the British Isles. The booklets were produced to a high standard.

One centre had purchased FLIP mobile HD cameras to record role-play assessment, eg Outcomes 2 and 3 in F3PH11 and Outcomes 2 and 3 in F3PH11. All assessments are stored on a hard drive and were available for viewing during the visit.

Verifiers interviewed 12 candidates during their visits. They all appeared to be enjoying their courses and stated that they fully met with their expectations. They also advised that guidance on assessment was satisfactory and feedback on performance was constructive.

Finally, the arrangements for External Verifiers were particularly good in one centre. Verifiers were directed to sign-posted desks where all the evidence materials had been assembled in an orderly fashion. Quality officers were on duty at all times and available to answer any queries. They also ensured that all relevant staff were summoned to the feedback session.

Specific areas for improvement

Where centres are using SQA NABs and ASPs they must ensure that alternative assessment instruments are developed for re-assessment purposes.

Centres must also ensure that their instruments of assessment are valid and reliable by ensuring that they reflect current industry practice.

Centres must be vigilant in ensuring they are using the most up-to-date Unit specifications and support materials.

Centres should provide candidates with a learning, teaching and assessment plan for each Unit prior to delivery.

F3PL 11 Travel and Tourism: Enhancing Skills for Employment — Centres should note that candidates are required to carry out an extensive research on their chosen organisations.

Centres should ensure that candidates are provided with guidance relating to the volume of work to be submitted as evidence for the Units:

- ◆ F3PE 11 British Isles Tourist Destinations
- ◆ F3PF 11 European and Mediterranean Area Tourist Destinations
- ◆ F3PG 11 Popular Longhaul Tourist Destinations

Centres should note that the area covered by Unit F3PF 11 European and Mediterranean Tourist Destinations excludes the British Isles.

Where *viva voce* questioning is used for remediation purposes, centres must ensure that Verifiers have access to records of all proceedings.

Centres delivering cabin crew Units are recommended to install a mock airline cabin.

Centres should visit the SQA website to ensure that they are using current Arrangements documents and to check for updates, particularly in relation to the following Units:

- ◆ F3PK 11 Tour Guiding: An Introduction
- ◆ F3PH 11 Resort Representation: An introduction