



# **National Qualifications 2013 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 centres were externally verified at a central verification event on 16 April 2013:

## **Travel and Tourism Intermediate 1:**

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

## **Travel and Tourism Intermediate 2:**

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

## **Travel and Tourism Higher:**

DM4R 12 Marketing in Travel and Tourism: An Introduction  
DM4T 12 The Scottish Tourism Product: An Introduction

## **General comments**

Of the centres selected for verification, only one was unsuccessful. In the successful centres, the interpretation of results was generally consistent with the marking instructions. Where there were inconsistencies, eg generous allocation of marks, verifiers have drawn these to the attention of the centres involved and the situation remedied. Feedback to candidates, where appropriate, was clear and constructive in the majority of submissions. Verifiers noted several centres which did not provide evidence to demonstrate that internal verification had taken place and commented that the inconsistencies mentioned above could have been avoided had internal verification been carried out.

## **Course Arrangements, Unit specifications, instruments of assessment and exemplification materials**

The evidence presented indicated that the centres were familiar with the Unit specifications, instruments of assessment and exemplification materials. In all cases, NABs were used but were not always marked in accordance with SQA requirements.

## **Evidence Requirements**

Some centres were found to be applying the marking instructions incorrectly. Identified centres were given specific feedback on where marking should be improved and where candidates should be re-assessed.

One centre was unsuccessful because of insufficient evidence to demonstrate that candidates had met the Outcomes and Performance Criteria for the Unit.

## **Administration of assessments**

SQA NAB assessments were used by all of the centres selected for central verification. Assessors followed the marking schemes for the NAB assessments. There was no evidence of centres devising their own assessments.

Some centres presented their materials in a very clear way demonstrating that marks were awarded consistently in accordance with the marking instructions. In these centres there was also evidence that internal verification had taken place. A significant number of centres provided no evidence of internal verification.

## **Areas of good practice**

Good practice was identified in centres where full internal verification had been carried out and where up to date SQA materials (Arrangements documents, instruments of assessment and marking instructions — NABs) were used and correctly interpreted. All materials were presented clearly. In one centre where internal verification had been carried out it was clear that the exercise had eliminated errors in assessment judgements.

Where DM4M 11 Business Practices in Travel and Tourism was sampled, good practice was evident in well-presented and clearly signposted portfolios where the use of A3 maps and colour coding had been used to plot tourism providers. Candidates also made use of graphs to interpret their results. An innovative approach in one centre was the presentation of information in the form of a collage.

In several centres candidates were given detailed feedback on their performance, both positive and negative, highlighting questions that were well answered and indicating areas for improvement.

## **Specific areas for improvement**

Two recurring delivery problems relate to internal verification and the application of the marking guidelines within NABs. Assessors should ensure that the marking schemes are applied correctly.

Internal verification should identify any errors in marking decisions. Guidance on internal verification can be found using the following link:

[http://www.sqa.org.uk/files\\_ccc/InternalVerificationGuideforSQAcentres.pdf](http://www.sqa.org.uk/files_ccc/InternalVerificationGuideforSQAcentres.pdf)

Centres are reminded that the Outcomes, Performance Criteria and Evidence Requirements are stated in the Unit specifications. Centres should update their marking instructions to ensure that answers reflect current trends and practices in the industry. Where appropriate, consideration should be given to designing new assessment instruments and having these prior verified by SQA.

The need for correct procedural application was highlighted in the following:

**DM4J 10 Holiday Destinations**

Marks can only be allocated for specific named examples, completed descriptions of journeys and locations on maps which are within acceptable levels of tolerance.

**DM4M 11 Business Practices in Travel and Tourism**

Centres must ensure that sufficient evidence is provided in relation to the evaluation of the effectiveness of promotional materials.

Where an innovative approach has been taken to present information, eg a collage, centres must ensure all the necessary evidence is available for verification purposes.

# National Qualifications (NQ) Units

Titles/levels of NQ Units verified:

The following Units were externally verified during visits to two presenting centres in 2013. In total, Verifiers reported on seven Unit deliveries:

FN8N 10 Activity Tourism: An Introduction  
F3PL 11 Travel and Tourism: Enhancing Skills for Employment  
DF6M 12 Air Travel; An Introduction  
DM4N 12 Tourists Destinations  
DM4R 12 Marketing in Travel and Tourism: An Introduction  
DM4T 12 The Scottish Tourism Product: An Introduction

## General comments

In one centre, 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 this centre had a clear and accurate understanding of the requirements of the national standards. However, this was not the case in all centres.

## Unit specifications, instruments of assessment and exemplification materials

The evidence presented in some centres indicated familiarity with the Unit specifications, instruments of assessment and exemplification materials. One centre used existing ASPs or NABs. The marking guidelines had been adhered to and applied in accordance with SQA requirements.

In other centres, incorrect marks had been allocated.

## Evidence Requirements

Some centres generally understood the Evidence Requirements for the Units.

In one centre, Evidence Requirements had not been applied correctly in two Units and it was necessary to place a Hold on certification until candidates had been correctly re-assessed.

## Administration of assessments

One of the centres visited presented its 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 another centre, evidence for one of the Units had not been marked in accordance with the marking guidelines and no cut-off score had been applied. In the same centre, no evidence had been generated for another Unit.

## **Areas of good practice**

Several examples of good practice were noted during the visits.

Internal verification systems were cited as good practice.

In one centre an excellent electronic internal verification system is in use. The centre's internal verification system is described in a document called the External Verifier Quality Assurance Folder. This has been updated recently to include a flow diagram which has proven to be a very useful tool for staff. Verification files are stored electronically on the centre's intranet. Each Unit folder had been compiled in accordance with set procedures and includes master folders, pre-delivery checklists, Unit specifications, assessments and model answers, the internal verification sampling record and learning and teaching materials. 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. Teaching and learning materials, including student workbooks, were also available to students on the centre's VLE system.

Three candidates were interviewed during the visit to the successful centre. They all appeared to be enjoying their courses and stated that the course fully met 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 the same centre. Verifiers were directed to signposted 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**

Centres must be familiar with the Evidence Requirements, assessment instruments, re-assessment requirements and marking schemes for all Units delivered.

F3PL 11 — centres should ensure that activities relating to this Unit reflect the requirements of the industry.

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 and should consider submitting centre-devised assessments to SQA for prior verification.

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