



National Qualifications 2014 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) Units

The following National Course component Units selected from 20 centres were externally verified at a central verification event on 16 April 2014:

Travel & Tourism Intermediate 1:

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

Travel & Tourism Intermediate 2:

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

Travel & Tourism Higher:

DM4T 12 The Scottish Tourism Product: An Introduction

General comments

Of the centres selected for verification, two were unsuccessful. In the successful centres, the interpretation of results was generally consistent with the marking guidelines. Where there were inconsistencies, eg in interpretation of marking guidelines, 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 continue to note that several centres do not provide evidence to demonstrate that internal verification has taken place and commented that the inconsistencies identified could have been avoided had internal verification been carried out.

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, centres used NABs but these were not always marked in accordance with SQA requirements.

Evidence Requirements

Generally, there was a clear understanding of Evidence Requirements but one centre was found to be applying the marking instructions incorrectly. Specific feedback was given on where marking should be improved and where candidates should be re-assessed.

Another centre was unsuccessful because evidence for some candidates did not 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.

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.

Areas of good practice

Good practice continues to be 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) are used and correctly interpreted. In these centres, all materials are presented clearly. One centre used a well-designed cover sheet which clearly identified results and, where necessary, specified where re-assessment had taken place and been subsequently marked.

One centre had devised some of its own questions and solutions for a particular assessment.

There was evidence that where internal verification had been carried out it had eliminated errors in assessment judgements.

Specific areas for improvement

Internal verification should be carried out to 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

Centres should submit details of their internal verification systems along with any materials requested for central verification.

Centres are reminded that the Outcomes, Performance Criteria and Evidence Requirements are stated in the Unit specifications.

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

DM4M 11 Business Practices in Travel and Tourism **DM4T 12 Scottish Tourism Product: An Introduction**

Centres must ensure that the evidence submitted in folios is the candidate's own work, particularly where evidence has been generated through group activities. Centres must ensure that candidates provide their own interpretations of research findings and that all the necessary evidence is available for verification purposes.