



National Qualifications 2015 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

The following National Qualifications were externally verified in 2015:

G8YT 45 National Certificate in Travel and Tourism at SCQF level 5

G8YV 46 National Certificate in Travel and Tourism at SCQF level 6

The following Units were sampled:

DM4M 11 Business Practices in Travel and Tourism

DM4R 12 Marketing in Travel and Tourism: An Introduction

FN8N 10 Activity Tourism: An Introduction

F3PD 11 Airport Ground Operations

F3PE 11 British Isles Tourist Destinations

F3PF 11 European and Mediterranean Tourist Destinations

F3PH 11 Resort Representation: An Introduction (Both centres)

F3PK 11 Tour Guiding: An Introduction

General comments

Verifiers accepted evidence for all the Units sampled.

Candidates' assessment responses in the evidence sampled met the criteria required in the Units and demonstrated a satisfactory level of skills development and knowledge and understanding of the subjects. Centres had a very clear and accurate understanding of the requirements of the national standards.

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

The evidence presented in both centres indicated strong familiarity with the course Arrangements, Unit specifications, instruments of assessment and exemplification materials. Centres used existing ASPs or NABs. Marking guidelines had been adhered to and applied in accordance with SQA requirements.

Evidence Requirements

Centre evidence was provided in line with SQA criteria so demonstrating a clear understanding of SQA requirements for the Units.

Administration of assessments

Centre materials were presented 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.

Areas of good practice

Several examples of good practice were noted in centres.

Internal verification systems were good in the centres visited. In one centre an excellent electronic internal verification system is in use. Master folders (manual and electronic) were provided which included pre-delivery checklists, Unit specifications, assessments and model answers, the internal verification sampling record and learning and teaching materials. Meetings had been recorded, items discussed, assessment decisions standardised, and action points agreed.

Teaching and learning materials, including student workbooks, were also available to students on VLE systems. In one centre, candidate assessments had been uploaded and marked on the VLE.

Internal verification clearly identified where assessments had been second marked.

Candidates were interviewed. They all appeared to be enjoying their courses and stated that the varied Units helped determine their career choices and aspirations. They also advised that guidance given on assessment was satisfactory and feedback on performance was constructive.

With reference to specific units:

F3PD 11 Airport Ground Operations

One centre had devised a spreadsheet containing a variety of issues for complaints to be addressed. This ensured all candidates were dealing with different complaints.

F3PH 11 Resort Representation: An Introduction

The same centre had expanded the briefing notes for the role play.

Specific areas for improvement

Where candidate evidence is stored and marked on a VLE, the centre should provide the EV with access — there is no requirement for the evidence to be printed.

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

Centres should endeavour to provide candidates with timeous feedback/re-assessment requirements following assessment. Candidates felt that the delayed return of this information put additional pressure on them while preparing for new or subsequent assessment.

National Qualifications (NQ) Units

The following National Course component Units selected from 10 centres were externally verified at a central verification event on 14 April 2015:

Travel & Tourism Intermediate 1:

DM4E 10 Holiday Planning
DM4J 10 Holiday Issues

Travel & Tourism Intermediate 2:

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

Travel & Tourism Higher:

DM4T 12 The Scottish Tourism Product: An Introduction
F5G0 12 Structure of the Travel and Tourism Industry

General comments

Nine of the 10 centres selected for central verification were successful. In the successful centres the interpretation of results was generally consistent with the marking instructions. Where there were inconsistencies, eg occasionally a candidate response had been marked correct when in fact it was incorrect, verifiers have drawn these to the attention of the centres. In one case candidates had to be failed and re-assessment recommended. Feedback to candidates, where appropriate, was clear and constructive in the majority of submissions. As in previous years, 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.

It was necessary to place a hold on certification at one centre which was later cleared following re-assessment of candidates and further verification.

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

Generally there was a clear understanding of Evidence Requirements but in one centre the marking scheme was not followed and answers were marked as correct when they were incorrect. Feedback was given on specific malpractice and where candidates should be re-assessed.

Administration of assessments

SQA NAB instruments of assessments were used by all of the centres selected for central verification. In the majority of centres, assessors followed the marking schemes for the NAB assessments. These centres presented their materials in a very clear way demonstrating that marks were awarded consistently in accordance with the marking instructions. There was also evidence that internal verification had taken place. However, as highlighted in previous years, there was a significant number of centres not providing evidence of internal verification.

Areas of good practice

Good practice was observed in a centre where candidates had made relevant use of screenshots and photographs as evidence in their portfolios (DM4M 11 Business Practices in Travel and Tourism).

Centres where full internal verification had been carried out were noted as good practitioners. In these centres all materials are presented clearly.

Again there was evidence that where internal verification had been carried out it had eliminated errors in assessment judgements. One centre included a copy of its internal verification report with meeting notes and action points.

Specific areas for improvement

Improvement may not be an issue for those centres delivering only Travel and Tourism at Intermediate 1, Intermediate 2 or Higher because 2015 is the last year in which these National courses are available. However centres may continue to deliver the composite Units but should note that some of these are being updated or replaced (refer to SQA website for details).

As in previous years the main delivery problems encountered related to internal verification and the application of the marking guidelines within NABs. Assessors should always ensure that the marking schemes are applied correctly.

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 also reminded that where re-assessment has taken place, all failed scripts should be submitted.

Centres continuing to deliver the Unit DM4M 11 Business Practices in Travel and Tourism during its lapsing period should ensure that candidate folios focus on the local area (normally Scotland) and that the methodology used in any surveys are identified. Centres must also ensure that candidates provide their own interpretations of research findings, eg in investigating the application of customer service by local providers, and that all the necessary evidence is available for verification purposes.