



Scottish Qualifications Authority

Qualification Design Team: National Certificate (NC) Travel and Tourism SCQF Levels 5 and 6

Note of the 1st QDT Meeting

REF	AGENDA Item	NOTES OF DISCUSSION	Action
1/1	Welcome	Members were welcomed to the first meeting of the QDT, brief introductions were made and apologies noted.	
1/2	Membership and Remit	CK thanked the team for agreeing to be involved in the review of the NCs in Travel and Tourism and confirmed GM as chair person for the group. All expressions of interest had been considered with a view to establishing a group that represented the breadth of centres offering the National Certificates. Confirmation for QDT membership was awaited from two colleges. It was confirmed that the remit for QDT members is to advise and assist with the revision of the NCs in Travel and Tourism and associated support materials to ensure they reflect current market demand.	HF – to re-contact the two colleges we are awaiting a response from.
1/3	Project Plan - Timelines	It was confirmed that the aim is for the revised NCs to be available for August 2015, for this deadline to be met the following milestones would be required: <ul style="list-style-type: none">◆ Group Award Validation – end January 2015 (January Validation should allow sufficient time for product surround to be developed)◆ Any new/revised units to be signed off by 1st/2nd week in December 2014	

<p>1/4</p>	<p>Background and Issues</p>	<p>CK explained that the NCs were due for review last year, but with Curriculum for Excellence (CfE) and in particular the Skills for Work (SfW) qualifications in Travel and Tourism being introduced in 2013/4 it was felt that the review should be delayed until this year. The review was also timely in view of the final publication of the Wood Report with its ambition of incorporating and strengthening vocational pathways in the senior phase of school.</p> <p>The team discussed at length whether the SfW units could provide appropriate replacements for the outgoing travel and tourism course units. The team was unanimous in their view that they were not. This view had also been expressed by the EV team. In summary, the view was that the SfW courses had a different, broader employability focus and although appropriate as a “taster” course to the sector, could not provide the same foundation for progression into sector specific vocational qualifications such as HN and VQs as the more content specific course units.</p> <p>Although the Int 1/2/Higher NQ courses were being withdrawn in 2015, component units could still be retained in the catalogue if they still met a market need. The QDT were of the view that the units, suitably updated were still of value and could form the basis of the updated units needed for the NCs. Ref 1/7 below for the detailed discussions on the units involved.</p> <p>It was also agreed that the volume and style of assessments should be considered during the review. In particular it was hoped to extend the use of online assessments.</p> <p>It was confirmed that the Design Principles for NCs stipulate that over half of the credits a NC must be at the level of the qualification. While a minimum mandatory section allows more flexibility in the optional units it can create a complicated framework by forcing ‘x’ credits from the optional units to be at ‘x’ level to satisfy the overall level of the qualification.</p> <p>CK advised that People 1st had provided a summary of employer feedback that they had gathered as part of the review on the Travel Services National</p>	
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		<p>number of units. Some centres had indicated they might run their own end assessments in the absence of the National course exams. There was support from the team for something similar to a 'Graded Unit' within the NC. CK agreed to check out whether a similar mechanism to that applied to HN Graded units could be applied to an NQ unit.</p> <p>The team reviewed and discussed the employer feedback provided by People 1st. Feedback from employers stated that candidates should have good selling skills, especially closing a sale. This confirmed the need to retain the selling skills units within the mandatory on both the SCQF 5 and 6 National Certificates.</p> <p>The team discussed the use of technology and the variety of facilities available within colleges. It was acknowledged that there can be issues replicating industry technology in the college environment. It was noted View Data is used by many employers and that most colleges have access to Learn to Book software.</p> <p>The team discussed Thomas Cooks' Concept Stores, pricing, and paper and electronic brochures.</p> <p>The team discussed the balance of Travel/Tourism units across the mandatory sections of the frameworks. It was agreed the units could be interpreted in either a Travel or Tourism context. There was some comment that "tourism pathways could be strengthened in the options.</p>	CK to check internal policy/operational possibilities
1/5	Feedback from Centre Survey	The team reviewed and discussed the results of the centre survey throughout the meeting.	
1/6	Qualification Frameworks	<p>The team reviewed and discussed the current framework and suggested the following:</p> <ul style="list-style-type: none"> ◆ The number of mandatory credits should be kept at a minimum as far as possible ◆ The Intermediate 1 course units should be retained in the optional section ◆ Enhancing Skills for Employment units should continue to be mandatory ◆ There may be a case for including new mandatory units in Sustainable Travel and Tourism and Social Media. ◆ The SfW units should not be included in the NCs 	

1/7	Unit Briefs	<p>The team reviewed and discussed various units and topics:</p> <p>Tourist Destinations:</p> <ul style="list-style-type: none"> ◆ It was confirmed that a mandatory destinations unit should be retained in the frameworks ◆ The current range of destinations units (course units and the freestanding units should be re-worked taking the most effective elements from each to develop an up-to-date set of units) ◆ Candidates find the current SCQF level 6 unit challenging ◆ Alternative methods of assessing destinations should be investigated (e.g. online multiple choice questions) ◆ It was suggested that mapping should be retained in assessments, but the manner of this reviewed ie not necessarily blank mapping. ◆ At NC level, coverage of destinations should be broad based with UK/European and World wide appearing in the units at each level. ◆ It was felt that 1 credit is sufficient at level 5 but there may be a case for 2 credits at level 6 ◆ The differences between levels 5 and 6 were discussed. It was felt that at level 6 too many destinations have to be covered and that this is not consistent with the approach in the level 5 and 7 units. ◆ It was suggested that rather than using case studies for assessment, questions, such as ‘state how to travel from up to 3 cities in Australia in a logical order’ or ‘plan a world tour.....’, could be set. ◆ It was suggested that revised units at both levels 5 and 6 should cover worldwide destinations with level 5 being assessed using multiple choice questions and level 6 being assessed with a tasks that includes identifying landmarks, map plotting, extended response questions, etc ◆ Focus should be on top destinations in each continent, although, it was felt that Scottish destinations should be covered either at unit or Outcome level ◆ Relevant parts of the Popular Longhaul and European and Mediterranean units should be incorporated into a revised destinations unit ◆ There was some feeling that the British Isles Tourist Destinations unit should be retained in the options alongside the reworked “Tourist Destinations” units. 	
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		<p>Travel and Tourism: An Introduction/Business Practices in Travel and Tourism</p> <ul style="list-style-type: none"> ◆ It was agreed that the current units should be reworked ◆ Outcome 3 of the current “Intro” unit especially should be removed (assuming new sustainability unit(s), ◆ Elements covered in other mandatory units eg customer care etc could be removed ◆ Terminology should be retained ◆ New unit possibly titled Developments in Travel and Tourism <p>Travel Agency Practice and Procedures:</p> <ul style="list-style-type: none"> ◆ It was agreed that this unit needs to be updated ◆ Consider reducing to 1 credit ◆ Problems getting brochures/brochures no longer contain all relevant information ◆ Rework to create new unit (suggested title: Travel Products and Services) ◆ Remove Outcome 5 and 6 ◆ Retain principles of pricing ◆ Retain knowledge of booking technology (e.g. Learn to Book) ◆ Retain knowledge of products and customers <p>Accommodation and Package Holidays:</p> <ul style="list-style-type: none"> ◆ Rework to bring up to date ◆ Remove costings ◆ Focus should be on the variety of different types of packages available eg ski, safari <p>Surface Travel</p> <ul style="list-style-type: none"> ◆ It was agreed that this unit should be removed ◆ Any relevant content should be incorporate in the appropriate revised unit 	
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		<p>Selling Skills Units:</p> <ul style="list-style-type: none"> ◆ It was noted from employer feedback that many candidates are not good at closing a sale <p>British Isles and Scottish Tourism Product Units:</p> <ul style="list-style-type: none"> ◆ It was agreed that these units should be retained in the optional sections <p>Structure of the Travel and Tourism Industry:</p> <ul style="list-style-type: none"> ◆ It was felt that this unit is too similar to the HN unit of the same title ◆ The unit should be revised to bring it up to date <p>Travel and Tourism Study Visit:</p> <ul style="list-style-type: none"> ◆ All were agreed on the value of the unit as mandatory in the NC at level 6. QDT members exchanged ideas on different approaches to delivering the unit. Longer visits were of most benefit but the unit did not prohibit a series of shorter visits or even day visits where necessary <p>Holiday Planning/Holiday Issues/Holiday Destinations:</p> <ul style="list-style-type: none"> ◆ Although the courses that these units contribute to are being removed from the catalogue, it was felt that they should be retained in the NCs. However, they need to be updated – especially Holiday Issues which refers to Travellers Cheques. CK to liaise with the Qualifications Manager for these units regarding making amendments to them <p>Understanding Tourism in the Local Area/Local Tourism Product Knowledge:</p> <ul style="list-style-type: none"> ◆ It was agreed that these units should be retained, however, may need minor updating <p>Tour Guiding: An Introduction:</p> <ul style="list-style-type: none"> ◆ It was agreed that this unit should be retained and no changes planned 	<p>CK to contact relevant QM</p>
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	<p>New Social Media Literacy Units:</p> <ul style="list-style-type: none"> ◆ It was felt that these units could be added to the revised frameworks, however, centres should be consulted on whether they should be mandatory or optional and at what levels. <p>Sustainability:</p> <ul style="list-style-type: none"> ◆ It was felt that a unit (or units) should be developed for inclusion in the frameworks, however, centres should be consulted on this and also on whether the unit(s) should be mandatory or optional <p>Activity Tourism Units:</p> <ul style="list-style-type: none"> ◆ It was agreed that relevant Activity Tourism units could be added to the optional section of the frameworks <p>Cultural Tourism/Food Tourism/Genealogy:</p> <ul style="list-style-type: none"> ◆ It was suggested that units may have been developed for the Scottish Studies/Celtic Studies Awards that cover these topics. It was agreed that a troll of the catalogue would be carried out to identify any appropriate units <p>A summary of the units identified for revisions will be marked up on the framework document and circulated to the team.</p> <p>Expressions of interest received for unit writing would be reviewed against the action identified by the QDT and work commissioned as required.</p> <p>It was suggested that the mandatory sections of the revised frameworks could contain the following:</p> <p>SCQF Level 5:</p> <ul style="list-style-type: none"> ◆ An 'Introduction' unit (combining elements of current Travel and Tourism: An introduction and Business Practices in Travel and Tourism) ◆ Tourist Destinations ◆ Selling Skills ◆ Skills for Customer Care 	<p>HF/CM Put together survey and circulate to centres.</p>
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1/8	Any Other Business	N/A	