

## Moderation Feedback - Central

**Assessment Panel:**

**Travel and Tourism**

**Qualification area**

**Subject(s) and Level(s)  
included in this report**

**Travel and Tourism (Intermediate 1 and  
Intermediate 2)**

## Central Moderation

### General comments on central moderation activity

Central Moderation was held in 2004.

The event was well organised, catering provision was excellent and SQA staff were very helpful throughout the day. Moderators managed to complete the task by 17:00 hours.

### Specific issues identified

Generally materials were well organised and presented, especially at Intermediate 1.

Increased use of oral testing in re-assessment tests is noticeable. This is good practice as long as it is recorded correctly and is appropriate in quantity.

In some instances feedback to candidates appears to be very poor.

#### **D438 11 Travel and Tourism: An Introduction**

Centres continue to use Higher Still support materials which are now well out of date. This is particularly apparent in candidate responses covering information technology applications.

Although there were some good candidate submissions, it was obvious that cover of industry examples in Outcomes 3, 4 and 5 was minimal in several centres.

When re-assessing candidates for Outcomes 1 and 2, some centres have required candidates to resit entire tests. This is not necessary.

There is increasing use of 'cut and pasted' information from the Internet in presentation of investigation and case study reports. This was raised in 2003 when Moderators expressed concerns about the authenticity of evidence involving word-processed reports.

The commentary in the investigation and case study reports often omits to make reference to pamphlets/brochures included in the presentation.

In Outcome 6 there is sometimes an over-emphasis on product description and not enough evidence relating to impacts of travel and tourism.

#### **D440 11 European and Mediterranean Area Tourist Destinations**

Resort fact files were generally of a standard which would suffice in industry.

#### **D03T 10 Holidays at Home and D03V 10 Holidays Abroad**

Teachers occasionally mark locations plotted outside accepted parameters as correct.

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## **Feedback to centres**

Centre adherence to procedures continues to be generally satisfactory.

Standard of candidate performance also continues to be generally satisfactory.

Centres are recommended to provide more detailed feedback/comment to candidates especially where responses are in report/essay format.

Where oral testing is used for re-assessment, Centres are advised to:

- (a) Seek prior moderation of tests
- (b) Record candidate responses.

Centres are again encouraged to use checklists more effectively e.g. use referencing where indicated particularly with regard to the investigation in D438 11 Travel and Tourism: An Introduction.

### **D438 11 Travel and Tourism: An Introduction**

Where centres continue to use Higher Still support packs it is essential that they update material in line with changes in industry. Centres should obtain up to date information by including industrial visits and speakers from industry in the delivery programme.

Note the marking guidelines for Assessments 1 and 2. Where candidates have not achieved the required cut-off scores, they only need to be re-assessed on evidence requirements not met, i.e. re-assessed on questions which have not been answered correctly.

Centres must advise candidates to acknowledge sources of information in reports, particularly where Internet material has been accessed. Centres should also insist that candidates provide their own interpretation of research findings and also that they make reference in the commentary to any pamphlets, brochures or other information included in the presentation.

Candidates should cover the full range of providers in the industry – transport, accommodation, visitor attractions, as well as travel agents, tour operators and support services/facilities such as Area Tourist Boards and Travel Information Centres.

In Outcome 6 centres are recommended to focus on impacts rather than product description.

### **D440 11 European and Mediterranean Area Tourist Destinations**

Centres must ensure that candidates clearly locate destinations on maps by using dots, shading or circling.

### **D03S 10 Holiday Planning 3: Making a Booking and Checking Necessities**

Centres should note that the booking form should be completed in block capitals and that it is no longer necessary to include the candidate's completed passport application form with the evidence. The teacher/lecturer checklist is sufficient.

### **D03T 10 Holidays at Home and D03V Holidays Abroad**

Centres must ensure that candidates have plotted destinations on maps within the acceptable parameters before being marked correct.

Centres should also note that it is not necessary to submit both holiday reports, only the better one is required as evidence.