

## **Moderation Feedback - Visiting**

**Assessment Panel:**

**Travel and Tourism**

**Qualification area**

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

**Intermediate 1, Intermediate 2, Higher, Higher  
National and SVQ**

## Visiting Moderation

### General comments on visiting moderation activity

Travel and Tourism moderators carried out nine external moderation visits in 2003/4. All visits covered HN units in eight FE Colleges and one training organisation. The visit to the training organisation also covered verification of work-based units within the SVQ in Tourist Information Services.

In all cases moderators reported that internal moderation/verification, assessment materials and candidate performance were of a satisfactory standard.

Additionally, the following activities were undertaken:

- Two development visits (Intermediate 1 and 2)
- Two approval visits (Higher Tourism).
- Two postal moderations (Intermediate 1).

### Specific issues identified

Visiting assessment focused primarily on HN units and as a national review of HN Travel and Tourism programmes is currently underway, moderators identified only a few specific issues for immediate consideration. These were:

D4ET Tour Operating : Planning and Costing Tour Programmes:

The assessment requirement for Outcome 3 pc (a) in this unit can be misinterpreted with candidates being asked to quote holiday prices using a brochure. Quoting holiday prices from brochures is covered in D4EY and A7C0.

A7C2 Tour Operating : Brochure production and Customer Relations:

The assessment requirement for Outcome 2 pc (b) in this unit can also be misinterpreted with candidates simply being asked to lift a price grid from a brochure and commenting on price variation within.

Where short answer or closed questions are used to assess candidates, some centres are still not using alternative tests for re-assessment, even where this is specified. This issue has been identified in previous reports but the problem still persists.

## Feedback to centres

Given developments taking place nationally, there is little to feedback this year. However centres should consider the following for immediate implementation:

**D4ET Tour Operating : Planning and Costing Tour Programmes.**

Centres should note that for Outcome 3 pc (a) the candidate should prepare a costing of a tour typically featured in a tour operator's brochure i.e. taking account of negotiated rates from suppliers, mark up, overheads, agent's commission etc. Ideally the costing should be based on an air tour series involving flight rotations.

**A7C2 tour Operating : Brochure Production and Customer Relations .**

Centres should ensure that in completing the assessment for Outcome 2 pc (b), the candidate should prepare a grid from scratch, initially costing a tour typically featured in a tour operator's brochure then using various pricing mechanisms to finalise the grid for insertion in a brochure.

**G6PV22 Tourist Information Services**

Centres should ensure that when using APL evidence, the competence would be appropriate in current practice.

Centres are once again reminded to use alternative instruments of assessment for re-assessment where short answer or closed questions are used to assess candidates. This also applies to practical exercises where there is only one correct answer e.g. plotting and identifying mapping exercises or calculations.