

## **SQA Advanced Unit specification: general information for centres**

**Unit title:** Business Travel Operations

**Unit code:** HV7N 47

**Superclass:** NK

**Publication date:** November 2017

**Source:** Scottish Qualifications Authority

**Version:** 01

### **Unit purpose**

The Unit is designed to enable candidates to develop the skills required to work in a business travel environment. The Unit reflects the current operations of business travel groups. Candidates will develop an understanding of the main travel related requirements of business clients and the implications of industry legislation. Candidates will also gain an understanding of business travel issues including preferred suppliers and disaster recovery policies.

This Unit may form part of a group award or be completed as a free-standing Unit.

This Unit is suitable for anyone wishing to pursue a career in many areas of the travel and tourism industry, although is specifically beneficial for those entering a business travel environment.

On completion of the Unit the candidate should be able to:

- 1 Demonstrate knowledge of the key aspects of business travel operations.
- 2 Identify and provide appropriate information for the main business travel destinations.
- 3 Provide appropriate itineraries for business clients.

### **Recommended prior knowledge and skills**

Access to this Unit is at the discretion of the centre. However, it is recommended that candidates have qualifications in English and Mathematics, and underpinning knowledge and skills relating to the business travel sector.

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This may be evidenced by possession of the following:

- ◆ a National Course in English (at SCQF level 5 or above) or the National Unit (D01B 11): *Communication*
- ◆ a National Course in Mathematics (at SCQF level 4 or above) or the National Unit (D11T 10): *Core Mathematics 3*
- ◆ the SQA Advanced Unit *Business Travel: An Introduction*

### Credit points and level

1 SQA Credit at SCQF level 7 (8SCQF credit points at SCQF level 7\*)

*\*SCQF credit points are used to allocate credit to qualifications in the Scottish Credit and Qualifications Framework (SCQF). Each qualification in the Framework is allocated a number of SCQF credit points at an SCQF level. There are 12 SCQF levels, ranging from National 1 to Doctorates.*

### Core Skills

Opportunities to develop aspects of Core Skills are highlighted in the Support Notes of this Unit specification.

There is no automatic certification of Core Skills or Core Skill components in this Unit.

### Context for delivery

If this Unit is delivered as part of a Group Award, it is recommended that it should be taught and assessed within the subject area of the Group Award to which it contributes.

The assessment exemplar for this Unit provides assessment and marking guidelines that exemplify the national standard for achievement. It is a valid, reliable and practicable instrument of assessment. Centres wishing to develop their own assessments should refer to the assessment exemplar to ensure a comparable standard. Assessment exemplars are available on SQA's secure website.

### SQA Advanced Unit specification: statement of standards

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The sections of the Unit stating the Outcomes, Knowledge and/or skills, and Evidence Requirements are mandatory.

Where evidence for Outcomes is assessed on a sample basis, the whole of the content listed in the Knowledge and/or skills section must be taught and available for assessment. Candidates should not know in advance the items on which they will be assessed and different items should be sampled on each assessment occasion.

#### Outcome 1

Demonstrate knowledge of the key aspects of business travel operations.

##### Knowledge and/or skills

- ◆ Main job roles within a business travel agency.
- ◆ Preferred suppliers.
- ◆ Airline net fares.
- ◆ Business travel legislation.
- ◆ Trade associations.
- ◆ Meetings, Incentive, Conference and Exhibition (MICE) industry.
- ◆ Disaster recovery procedures.
- ◆ Visa/travel advice.

##### Evidence Requirements

Candidates will need to provide evidence to demonstrate their Knowledge and/or skills by showing that they can:

- ◆ Describe the main roles within a business travel agency
- ◆ Explain the concept of preferred suppliers in business travel
- ◆ Identify what airline net fares
- ◆ Identify business travel legislation
- ◆ Identify business travel trade associations
- ◆ Describe key aspects of the Meetings, Incentive, Conference and Exhibition (MICE) industry
- ◆ Describe disaster recovery procedures
- ◆ Provide business travel visa advice.

Assessment of this Outcome should be completed under controlled conditions without access to resource materials.

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### Outcome 2

Identify and provide appropriate routings and airlines for business travel destinations.

#### Knowledge and/or skills

- ◆ Appropriate air travel routes.
- ◆ Appropriate airlines for air travel routes.

#### Evidence Requirements

Candidates will need to provide evidence to demonstrate their Knowledge and/or skills by showing that they can:

- ◆ Recommend appropriate routes for specific itineraries
- ◆ Correctly identify appropriate airlines for specific routes
- ◆ Justify chosen routes and airlines
- ◆ Plot routings correctly onto a world map.

In order to demonstrate this, candidates should be provided with two different client enquiries for multi stop business trips, with a minimum of four stops.

For each enquiry, candidates should plot routings correctly onto a world map and make recommendations on appropriate routings and suggested airlines. Candidates should provide justification for their responses by taking into account convenience for the client, logical routings, transfer times and non-stop flights.

### Outcome 3

Provide appropriate itineraries for business clients.

#### Knowledge and/or skills

- ◆ Business client itinerary parameters.
- ◆ Business client rail requirements.
- ◆ Business client flight requirements.
- ◆ Business client accommodation requirements.
- ◆ Itinerary options.
- ◆ Booking templates.

#### Evidence Requirements

Candidates will need to provide evidence to demonstrate their Knowledge and/or skills by showing that they can:

- ◆ Identify client requirements for business itineraries
- ◆ Provide accurate rail information
- ◆ Provide appropriate flight information based on client requirements
- ◆ Provide appropriate accommodation information based on client requirements
- ◆ Provide itinerary options which adhere to client parameters
- ◆ Complete appropriate booking template for client requirements

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In order to demonstrate this, candidates should be provided with a client enquiry for a multi-destination business trip. The parameters of the client enquiry should be for a minimum of four destinations and include requirements for information on flight, rail and accommodation options. Candidate should provide three flight and three accommodation options for each destination. Justification should be provided for each option. An appropriate booking template should be completed as appropriate to the client requirements.

### SQA Advanced Unit specification: support notes

#### Unit title: Business Travel Operations

This part of the Unit specification is offered as guidance. The support notes are not mandatory.

While the exact time allocated to this Unit is at the discretion of the centre, the notional design length is 40 hours.

#### Guidance on the content and context for this Unit

This Unit is designed for candidates intending to seek employment in the business travel industry. This may include business travel agents or their client organisations. It covers the knowledge and the skills required to provide information and process client requirements for business travel arrangements. It also covers knowledge of the main international business travel destinations. Finally, it covers the main aspects of business travel operations including legislation and preferred suppliers. As some of the Unit is concerned with the operations of business travel it is recommended that candidates are given the opportunity to visit an actual business travel agency if possible.

This Unit is designed for candidates who have successfully completed the SQA Advanced Unit *Business Travel: An Introduction*.

#### Guidance on the delivery of this Unit

##### Outcome 1

Concept of preferred suppliers in business travel working with preferred suppliers; clients expressed preferred suppliers; airline net fares; business travel legislation; trade associations; disaster recovery operations; job roles within business travel; Meetings, Incentive, Conference and Exhibition (MICE) industry; business visas; business visa application processes; business travel advice; security at destinations; Foreign and Commonwealth Office (FCO) advice; client organisation safety guidelines.

##### Outcome 2

International business travel destination locations; air routings; airlines. There are a number of important business travel destinations, eg domestic, European and worldwide. Those which can be considered as the 'most important' may vary over time or indeed be dependent on the location on the centre. For example, it is likely that the most important destinations will be different for a centre in the UK and one in China. It is recommended that each individual centre contacts a local business travel company in order to source a list of relevant up to date destinations.

##### Outcome 3

Business travel itineraries; traveller requirements; continental rail information; flight information; accommodation information; itinerary options; business client parameters; booking templates.

### Guidance on the assessment of this Unit

As this Unit is intended for candidates intending to seek employment in the business travel industry, candidates should be able to have open access to any appropriate reference materials for most parts of assessment. However Outcome 1 should be assessed under controlled conditions without access to any resource materials.

### Assessment Guidelines

#### Outcome 1

The candidate could be set short response questions based on a case study of the operations of a business travel agent. This could be based on an actual or fictional business travel agent.

#### Outcome 2

The candidate should be provided with two clients enquiries for multi-stop business trips. The trips could depart and end in the UK and focus in specific worldwide regions, for example, one in North America and one in South East Asia. Alternative regions may be South America, China, Middle East, Australasia, etc. For each enquiry, the candidate would provide an appropriate routing and suggested airlines, taking into account standard business travel priorities such as convenience, logical routing, transfer times, non-stop flights, etc. It should be noted that comparable flight costing would not be a factor for these enquiries. Candidates should provide a justification for their solutions.

#### Outcome 3

This Outcome could be assessed by candidates providing a suitable response to a client enquiry for a multi destination business trip, involving at least four stops. The response would address all required aspects including flight, rail and accommodation. The rail aspect should be local to the centre. For example, centres in Scotland should use European rail. In order to reflect industry practice, candidates should provide three flight and three accommodation options per destination and provide justification for these options presented. All information should adhere to the clients' parameters. Candidates should provide a completed booking template as appropriate to the clients' requirements.

### Online and Distance Learning

This Unit could be delivered by distance learning so long as the candidate has access to appropriate reference resources required for completion of the Unit. However there is a substantial amount of lecturer input and on-going support required, which may restrict self-learning by the candidate.

For information on normal open learning arrangements, please refer to the guide *Assessment and Quality Assurance of Open and Distance Learning* (SQA, 2000).

### Opportunities for developing Core Skills

The delivery and assessment of this Unit will provide candidates with the opportunity to develop the Core Skills of *Communication*, *Problem Solving* and *Information and Communication Technology (ICT)*:

#### **Communication — Written Communication (Reading) at SCQF level 6**

In all Outcomes, where candidates are required to analyse and evaluate a variety of complex text such as travel legislation, costing details, booking conditions, insurance documentation, passport and visa regulations, etc in order to prepare information to meet a business clients travel requirements they will be demonstrating the Core Skill component of Written Communication (Reading).

#### **Communication — Written Communication (Writing) at SCQF level 5**

In Outcomes 1 and 3 where candidates will research, analyse and present structured information in response to a detailed client enquiry, they will be demonstrating the Core Skill component of Written Communication (Writing)

#### **Information and Communication Technology (ICT) — Accessing Information at SCQF level 5**

In all Outcomes, where candidates will use a variety of electronic sources (such as Foreign and Commonwealth Office, European rail, international airline and accommodation websites), to research, analyse and evaluate information on products and services, in order to respond to complex client requirements, they will be demonstrating the Core Skill component of Accessing Information.

#### **Information and Communication Technology (ICT) — Providing/Creating Information at SCQF level 4**

If candidates use *ICT* independently, effectively, and responsibly to carry out a range of processing tasks and/or use *ICT* to present information in response to client requirement, they will be demonstrating the Core Skill component of Providing and Creating Information.

#### **Problem Solving — Critical Thinking at SCQF level 6**

In all Outcomes where candidates will research, identify and evaluate a variety of factors to be able to respond appropriately to complex client enquiries, they will be demonstrating the Core Skill component of Critical Thinking.

#### **Problem Solving — Planning and Organising at SCQF level 6**

In Outcomes 1 and 3 where candidates will research, analyse, evaluate and present structured information in response to a detailed client enquiry (this will include the candidate's justification for the range of options presented) they will be demonstrating the Core Skills component of Planning and Organising.

#### **Problem Solving — Reviewing and Evaluating at SCQF level 6**

In all Outcomes where candidates will research, identify and evaluate a variety of factors to be able to respond appropriately to complex client enquiries, they will be demonstrating the Core Skill component of Critical Thinking. In particular, for Outcome 2 candidates will identify



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and evaluate a number of potential air routings for multi-stop business trips, provide justification for the options they select and make recommendations for the preferred option.

### **Equality and inclusion**

This unit specification has been designed to ensure that there are no unnecessary barriers to learning or assessment. The individual needs of learners should be taken into account when planning learning experiences, selecting assessment methods or considering alternative evidence.

Further advice can be found on our website [www.sqa.org.uk/assessmentarrangements](http://www.sqa.org.uk/assessmentarrangements).

## History of changes to Unit

Version	Description of change	Date

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SQA acknowledges the valuable contribution that Scotland's colleges have made to the development of SQA Advanced Qualifications.

**FURTHER INFORMATION:** Call SQA's Customer Contact Centre on 44 (0) 141 500 5030 or 0345 279 1000. Alternatively, complete our [Centre Feedback Form](#).

### General information for candidates

#### Unit title: Business Travel Operations

This Unit will introduce you to the skills required to work in a business travel environment. It will focus on the main aspects of the day to day practices of a typical business travel agency.

On completion of the Unit you should be able to:

- 1 Demonstrate knowledge of the key aspects of business travel operations.
- 2 Identify and provide appropriate information for the main business travel destinations.
- 3 Provide appropriate itineraries for business clients.

This Unit will enable you to:

- ◆ gain an understanding of important aspects of business travel such as preferred suppliers, business travel legislation, disaster recovery procedures and provision of visa and travel advice
- ◆ gain an insight to the main job roles within a business travel agency
- ◆ understand the main features of Meetings, Incentive, Conference and Exhibition Industry
- ◆ select appropriate travel routes for business clients
- ◆ take account of specific client parameters
- ◆ provide itinerary options for business clients
- ◆ use booking templates appropriately

Assessment of the Unit will be through means of short response questions and scenario based case studies.

Your tutor will provide you with guidance and support in completing the Unit activities. However your understanding and successful completion of the Unit will be greatly aided by your own research of the terms and concepts raised throughout the Unit. It is also recommended that you spend time developing your own client itineraries as this will increase your understanding and awareness of relevant factors such as journey times, transfers, alternative options, etc.