

Higher National Unit Specification

General information for centres

Unit title: Practical Travel and Tourism Visit

Unit code: DK01 34

Unit purpose: This Unit is designed to enable the candidate to demonstrate the skills that would be necessary to plan, administer and evaluate a travel and tourism visit through practical activities including the participation in a visit or series of visits.

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

1. Plan and assist in administering a residential visit or a schedule of day visits.
2. Participate in the visit(s) and contribute to the co-ordination of activities.
3. Evaluate the nature and operations of a range of facility types visited.
4. Evaluate the visit or visits programme.

Credit points and level: 1 HN Credit at SCQF level 7: (8 SCQF credit points at SCQF 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 Access 1 to Doctorates.*

Recommended prior knowledge and skills: Candidates should have good interpersonal skills. These may be demonstrated by the achievement of the core skill Working with Others at Intermediate 2 or by possession of a suitable HN Unit at SCQF level 7 involving oral communication or equivalent. Knowledge of the structure of the travel and tourism industry would facilitate the achievement of this Unit. This may be demonstrated by the achievement of Travel and Tourism an Introduction at SCQF level 5 or The Structure of the Travel Industry at SCQF level 6. Skills in the area of selecting and costing suitable travel arrangements would be essential. These may be demonstrated by the achievement of Travel Agency Practice and Procedures at SCQF level 6, Surface Travel and Air Travel both at SCQF level 6.

Core skills: There may be opportunities to gather evidence towards core skills in this Unit, although there is no automatic certification of core skills or core skills components.

General information for centres (cont)

Context for delivery: This Unit is included in the framework of a number of Higher National Certificates and Higher National Diplomas. It is recommended that it should be delivered and assessed within the subject area of the group award to which it contributes.

Assessment: Outcomes 1, and 2 of this Unit could be assessed holistically by a portfolio of evidence generated by the candidate. This would involve the compilation of planning sheets, logbook, information sheets and checklists. Outcome 3 could be assessed by the preparation of a short group presentation, during which each member of the team evaluates at least one facility visited. A 750 word report to evaluate the visit/programme of visits in terms of the objectives set in the planning stage could assess Outcome 4.

Higher National Unit specification: statement of standards

Unit title: Practical Travel and Tourism Visit

Unit code: DK01 34

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

Plan and assist in administering a residential visit or a schedule of day visits

Knowledge and/or skills

- ◆ How to set objectives which are SMART (ie specific, measurable, achievable, realistic and time-bound)
- ◆ Stages of planning
- ◆ Research and analyse information to make informed decisions
- ◆ Produce a feasible visit(s) itinerary/programme
- ◆ Risk assessment
- ◆ communication with suppliers
- ◆ Record keeping

Evidence requirements

Portfolio of evidence should be compiled for Outcomes 1 and 2. Specifically for this Outcome the candidate would be required to produce planning sheets, provide evidence of the research carried out and produce visit(s) proposal including a feasible itinerary/programme which meets the objectives set.

Additionally, assisting with the administration of each visit should be evidenced by: the completion of a risk assessment form; a record of communications conducted according to current business practice (eg copies of letters and a log of phone calls made with their Outcome noted); record keeping including financial transactions where appropriate.

Higher National Unit specification: statement of standards (cont)

Unit title: Practical Travel and Tourism Visit

Assessment guidelines

Although most activities will be undertaken as a member of a group, tutors must ensure that all candidates are participating in the activities and all candidates are required to produce their own folio of evidence. The number of visits planned and administered by each group would depend on the group size. However for a day visits programme it is suggested that no fewer than eight visits be organised and carried out by the class as a whole and no more than fifteen should be organised. Visiting guest speakers could cover up to one third of the total visits programme where this is considered more appropriate.

Outcome 2

Participate in the visit(s) and contribute to the co-ordination of activities

Knowledge and/or skills

- ◆ Preparation of information regarding the facilities to be visited and its presentation to participants
- ◆ Liaising with industry personnel
- ◆ Time management/group management
- ◆ Critically assessing the facility and its operation
- ◆ Problem solving/ dealing with contingencies

Evidence requirements

Portfolio of evidence should be compiled for Outcomes 1 and 2. For Outcome 2 each candidate would be required to present evidence of the following: a comprehensive information sheet for each facility to be visited at least one of which the candidate had selected to take responsibility to research and produce; evidence from the tutor that the information had been presented by the candidate to the participants; successful liaison with industry personnel; that the group successfully completed their visit within time constraints and in an orderly fashion having completed an assessment sheet; the solving of at least one problem presented to the candidate on any one visit.

Assessment guidelines

In addition to the information sheet produced by the candidate to enhance the group's visit an observation checklist could be completed by the tutor to evidence satisfactory candidate performance during the visit for which he/she has taken responsibility. 'What if?' scenarios could be presented to candidates to assess their problem solving abilities and/or ability to deal with contingencies. This could be tested orally by the tutor or by a short written response.

Higher National Unit specification: statement of standards (cont)

Unit title: Practical Travel and Tourism Visit

Outcome 3

Evaluate the nature and operations of a range of facility types visited

Knowledge and/or skills

- ◆ Analyse information gathered during visits
- ◆ Compare and contrast the facilities visited
- ◆ Present information

Evidence requirements

A short group presentation covering each aspect of the knowledge and skills above. Although the presentation will be undertaken as a group activity, each member of the team will be required to evaluate at least one facility visited and take responsibility for that section of the presentation.

Assessment guidelines

A short group presentation. This could be undertaken using powerpoint.

Outcome 4

Evaluate the visit or visits programme

Knowledge and/or skills

- ◆ Assess the achievement of the objectives set in Outcome 1
- ◆ Reflect on the value of the visit/visits programme
- ◆ Recognise factors contributing to the success of the visit(s)
- ◆ Consider any factor which could have improved the visit/visits programme

Evidence requirements

Written or oral evidence of an evaluation covering all of the points in the knowledge and skills above.

Assessment guidelines

A 750 word evaluation report should be completed under supervised conditions although the candidate may have access to a page of prepared notes. Prepared notes should be submitted with the evaluation and should be hand written.

Administrative Information

Unit code:	DK01 34
Unit title:	Practical Travel and Tourism Visit
Superclass category:	NK
Date of publication:	August 2004
Version:	01
Source:	SQA

© Scottish Qualifications Authority 2004

This publication may be reproduced in whole or in part for educational purposes provided that no profit is derived from reproduction and that, if reproduced in part, the source is acknowledged.

SQA acknowledges the valuable contribution that Scotland's colleges have made to the development of Higher National qualifications.

Additional copies of this Unit specification can be purchased from the Scottish Qualifications Authority. Please contact the Customer Contact Centre for further details, telephone 0845 279 1000.

Higher National Unit specification: support notes

Unit title: Practical Travel and Tourism Visit

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.

This Unit is intended as part of a group award in Tourism or Travel and Tourism. This Unit is particularly useful to candidates who are undertaking one or more of the following Units: (DJ9W 34): Structure of the Travel and Tourism Industry, (DK03 34): Providing Information on the Scottish Tourism Product, (DJ9Y 34): Retail Travel Practice, (J9T 34): Tour Guiding and Resort Representation, (DK0H 34): Visitor Attraction Operations, (DJ9P 34): Tour Operations and (DJ9N 35): Trends and Developments in European Travel and Tourism. Programme managers could find this Unit a useful vehicle for candidates to overcome some of the tasks to be undertaken in these Units.

Guidance on the content and context for this Unit

This Unit is intended for candidates who are undertaking a Higher National qualification in the field of Travel and Tourism. The Unit should prove an attractive option in the framework and will complement mandatory Units by giving an insight into the practical application of the skills and knowledge acquired. The 'hands-on' activities that the candidate will undertake during the planning, administering and participating in a visit/visits programme should prove both interesting during their period of study and an invaluable experience to take forward to the world of work.

All aspects of the new Unit should allow candidates to display their communication skills, demonstrate their ability to work as a member of a team, develop their interpersonal skills and improve their personal effectiveness. The candidate's ability to manage resources including finance will be challenged as will their ability to access information and present it in an appropriate and attractive format through the use of ICT skills.

Outcome 1. Candidates should be actively involved in setting objectives for the visit or programme of visits. The stages of the planning process should be identified and timescales set. Research methods should include trade references sources including appropriate internet sites. Following research and class discussion a feasible visit(s) itinerary/programme should be agreed. Candidates will have taken into account the composition of the group, the agreed budget, constraints on the visit(s) other than budgetary.

Higher National Unit specification: support notes (cont)

Unit title: Practical Travel and Tourism Visit

The candidate is required to assist with the administrative tasks involved in such a visit or programme of visits. These will include: telephoning or writing to providers where possible to make arrangements; considering any risks involved in such a visit and completing a risk assessment form; ensuring that adequate insurance is in place; ensuring that all arrangements are confirmed in writing; checking that everyone has full briefing notes. The candidate will be required to assist in keeping accurate records of all transactions including financial transactions for which responsibility has been accepted.

If a residential visit is the selected mode of delivery then small groups could be allocated different aspects of the visit for which they will take responsibility including the organisation of visits to amenities/attractions within the resort area selected. If the non-residential context is selected then small groups of candidates could take one facility each to arrange all details.

Outcome 2. Candidates must participate fully in the programme of activities and complete an assessment sheet for each facility visited. During the time that the candidate takes on a co-ordinating role, he/ she must prepare information about the facility to be visited and present it to the participants. The candidate should manage the group during the visit and ensure that the visit goes smoothly through good communication with the group members and with industry personnel.

The candidate should be challenged by having to overcome a problem/contingency on-site. There could be scope to take this Outcome to a more demanding level for those candidates who are studying Tour Guiding and Resort Representation. Where no natural problem/contingency arises the candidate could be questioned about his/her response to a fictitious situation.

Outcome 3. This Outcome involves the candidate in evaluating the nature and the operations of a range of facility types. When assisting the group in their choice of locations/ attractions/ amenity providers, care should be given to selecting a good variety. It is recommended that at least eight visits be carried out. These should include accommodation providers, conference and incentive venues, tour operator/activity operator and tourist information centre. From the visits the candidate will be able to learn about the amenity or attraction itself as well as learning about the operation of the business from the facility managers. Notes should be taken by candidates at the time in order to support their evaluation of the visits and maps, leaflets etc. should be gathered to add interest to the group presentation for the Outcome's assessment.

Higher National Unit specification: support notes (cont)

Unit title: Practical Travel and Tourism Visit

Outcome 4. Candidates have the opportunity to reflect on the visit /visits programme during this Outcome. Small groups can discuss how far the objectives that were set at the beginning of the Unit were achieved. They can consider the highlights of the visit/visits programme and what contributed to its success. Any shortcomings of their experiences could be identified and factors that would have helped to improve the experience could be explored. The overall value of the visit(s) should be assessed through group discussion. From the ideas brought forward through these reflections the candidate will then be required to evaluate the visit/visits programme by the composition of a short report.

Guidance on the delivery and assessment of this Unit

This Unit has been designed to allow delivery in two different contexts. It may be delivered as a non-residential experience within the home area involving at least eight visits or as a residential experience abroad or within the UK.

On an HNC programme the non-residential experience may be considered more appropriate allowing day visits to a range of facilities which are studied within the following Units: Structure of the Travel and Tourism Industry and Providing Information on the Scottish Tourism Product.

The HNC also includes the Units Retail Travel Practice and Air Travel – Reservations, Fares and Ticketing, which combined with Structure of the Travel and Tourism Industry and Applying Marketing Principles in Travel and Tourism would give the candidates scope to benefit from the non residential experience. However, depending on the sequence of delivery, it could be argued that it would be more beneficial to deliver this Unit in the residential context in the second year of an HND programme. The above Units would then have been fully achieved and the candidate would be undertaking one or more of the following Units: Tour Operations, Tour Guiding and Resort Representation, Trends and Developments in European Travel and Tourism. Integration of delivery and indeed assessment could be possible with all three of these Units.

Authentication of candidate's work is the responsibility of each centre. In this Unit although most activities will be undertaken as a member of a group, tutors must ensure that all candidates are participating in the activities and all candidates are required to produce their own folio of evidence. This can be authenticated by observation of candidates' participation in class work and the supervision of the compilation of the portfolio for Outcomes 1 and 2. The presentation for Outcome 3 must be undertaken by all candidates and can be authenticated by the preparatory notes and the individual presentation. Outcome 4 is completed under supervised conditions.

Higher National Unit specification: support notes (cont)

Unit title: Practical Travel and Tourism Visit

Open learning

This Unit does not lend itself particularly well to open learning. Candidates are required to work co-operatively as a member of a team and to participate on a visit or programme of visits with a group of classmates. Approximately 75% of the time undertaken to complete this Unit would be whilst participating on a visit.

Candidates with additional support needs

This Unit specification is intended to ensure that there are no artificial barriers to learning or assessment. The additional support needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments or considering alternative Outcomes for Units. For information on these, please refer to the SQA document *Guidance on Special Assessment Arrangements for Candidates with Additional Support Needs* (BA 2399, SQA, due 2004).

General information for candidates

Unit title: Practical Travel and Tourism Visit

This Unit is designed to enable you to develop the knowledge and skills that are required to plan, administer, help co-ordinate and evaluate a visit or visits programme. Depending on the context that is selected at your centre this Unit could be undertaken as a series of day visits to different travel and tourism facilities e.g. accommodation providers, conference and incentive venues, activity operators, tourist information centres, incoming tour operators etc. within your local area. Alternatively the Unit could be used to sample these facilities during a residential experience.

In planning the visit(s) you will be required to take into consideration many factors. These will include: the objectives that are set by the group; the needs of group members; limitations on time and budget for the visit(s). Once you have completed your research, you will be required to produce a workable visit(s) itinerary or programme.

You will then have to assist with the administrative tasks involved in such a visit or programme of visits. These will include things like telephoning or writing to providers to make arrangements, considering any risks involved in such a visit and completing a risk assessment form, ensuring that adequate insurance is in place and that all arrangements are confirmed in writing and everyone has full briefing notes. You will be required to assist in keeping accurate records of all transactions including financial transactions for which you have taken responsibility.

This Unit will provide the opportunity to understand the nature and operations of visitor facilities at first hand. You will be expected to visit a range of visitor facilities, one of which you will have taken responsibility to research thoroughly before the visit.

From the visits you will be able to learn about the amenity or attraction itself as well as learning about the operation of the business from the facility managers.

You will then have to evaluate the places and organisations you have visited and evaluate the whole programme completed within this Unit.

There are four Outcomes in this Unit. Assessment for Outcomes 1 and 2 will be based on a portfolio of evidence that you can compile in class.

For Outcome 1 the portfolio will include things like planning sheets, evidence of the research carried out and a visit(s) proposal that meets the objectives you have set as a group for the visit. A risk assessment form will need to be completed and you will need to keep copies of letters or a log of phone calls made and their Outcome. You will also need to keep accurate records including financial transactions where appropriate.

General information for candidates (cont)

Unit title: Practical Travel and Tourism Visit

For Outcome 2 you must compile information about each of the amenities or attractions visited during the visit and for one of the places you plan to visit you must prepare comprehensive information before the visit. You should present that information to the group in front of your tutor. You should also have a checklist completed by your tutor as evidence that you have liaised successfully with industry personnel; that your group successfully completed their visit within the time allocated and in an orderly fashion having completed an assessment sheet. You will also have solved at least one problem that was presented to you on the visit.

For Outcome 3 you have to prepare a short group presentation, possibly on power point. Each candidate will cover a different facility that you all visited.

For Outcome 4 you have to write report of no more than 750 words to evaluate the visit. This will assess how valuable the visit/programme of visits was and whether you met the objectives you set at the beginning of the Unit. You have to consider what part you played in the success of the visit(s) and consider anything you think might have improved the visit(s)