



National Unit Specification: general information

UNIT Travel and Tourism Study Visit (SCQF level 6)

CODE F3PA 12

SUMMARY

The aim of this Unit is to allow candidates to demonstrate knowledge of a destination resort and/ or area and provide full and accurate information with regard to the resort/area studied. This will be achieved through desk research and on the visit itself. The visit will allow candidates to demonstrate the skills required to select and present information appropriate for a variety of client types, in accordance with standards expected in the travel and tourism industry. Candidates will also be able to demonstrate interpersonal, self-management and team working skills required by employees in the travel and tourism industry. The Unit is suitable for candidates who wish to gain employment in or progress to more advanced level qualifications in the travel and tourism sector.

OUTCOMES

- 1 Provide information on the proposed visit using secondary research methods.
- 2 Evaluate a range of accommodation, attractions and amenities in the resort and/ or area from first hand experience during the visit..
- 3 Demonstrate the interpersonal, self-management and team working skills required by an employee in the travel and tourism industry.

RECOMMENDED ENTRY

While entry is at the discretion of the centre, candidates would normally be expected to have attained the following or equivalent:

- ◆ Travel and Tourism: Enhancing Skills for Employment (SCQF 5)
- ◆ Travel Geography knowledge as demonstrated through relevant Travel and Tourism Units
- ◆ English or Communication Unit(s) (SCQF level 5)

Administrative Information

Superclass: NK

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National Unit Specification: general information (cont)

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CREDIT VALUE

1 credit at Higher (6 SCQF credit points at SCQF level 6*).

**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.*

CORE SKILLS

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

Opportunities for developing aspects of Core Skills are highlighted in the *Guidance on Learning and Teaching Approaches for this Unit*.

National Unit Specification: statement of standards

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Acceptable performance in this Unit will be the satisfactory achievement of the standards set out in this part of the Unit Specification. All sections of the statement of standards are mandatory and cannot be altered without reference to SQA.

OUTCOME 1

Provide information on the proposed visit using secondary research methods.

Performance Criteria

- (a) Examples of a variety of suitable accommodation, attractions, amenities and excursions are identified accurately.
- (b) Travel information to the destination resort and /or area is explained in detail.
- (c) Relevant miscellaneous information compiled regarding the destination resort and/or area is accurate.

OUTCOME 2

Evaluate a range of accommodation, attractions and amenities in the resort and/or area from first hand experience during the visit.

Performance Criteria

- (a) Provide information and evaluate suitability for varying client types, on accommodation, attractions and amenities.
- (b) Location of accommodation, attractions and amenities is indicated clearly on a resort and/or area map.

OUTCOME 3

Demonstrate the interpersonal, self-management and team working skills required by an employee in the travel and tourism industry.

Performance Criteria

- (a) Demonstrate good interpersonal and self-management skills by following an agreed code of conduct.
- (b) Effective team working skills are demonstrated in relevant interactions in the preparation for and participation in the study visit.

National Unit Specification: statement of standards (cont)

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EVIDENCE REQUIREMENTS FOR THIS UNIT

Evidence Requirements for the Unit will be through a combination of written and or recorded oral evidence and performance evidence produced before and during a residential or non-residential study visit to a travel and tourism destination resort and/ or area. If non residential, this should involve a minimum of three visits.

Outcome 1 — the evidence will be based on preparatory work undertaken by the candidate to research the destination area/resort, where a minimum of three examples (reflecting the variety available) of each of the following is identified.

- ◆ accommodation
- ◆ attractions
- ◆ amenities
- ◆ excursions

Travel and at least five items of miscellaneous information relevant to the area and/or resort (eg bank holidays, banking hours, special events, local craftwork, local food and drink) visited will be correctly identified.

Outcome 2 — written and/or oral recorded evidence produced during the visit covering a range of accommodation, attractions and amenities within the resort/area and detailing, with justification, their suitability for different client types.

Three named examples each of accommodation, attractions and amenities visited will be correctly located on a map.

Outcome 3 — performance evidence supplemented with an assessor checklist is required to confirm that the candidate has consistently demonstrated effective interpersonal, self management and team working skills both in the preparation for the visit(s) and at all times over the duration of the visit(s).

The Assessment Support Pack for this Unit provides sample assessment material. Centres wishing to develop their own assessments should refer to the Assessment Support Pack to ensure a comparable standard.

National Unit Specification: support notes

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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 is a mandatory Unit on the National Certificate in Travel and Tourism at SCQF 6. The Unit should be seen in the context of providing the candidate with the opportunity to experience first hand, the travel and tourism product, in order to enhance the candidate's product knowledge and interpersonal skills; both considered vital qualities when seeking employment in the travel and tourism industry. This Unit will complement the Unit *Travel and Tourism: Enhancing Skills for Employment*. The skills, attitudes and behaviours developed through the aforementioned Unit will be applied in a meaningful and realistic practical context. It is recommended that this Unit should only be taken by candidates undertaking a cohesive programme of Units such as the National Certificates in Travel and Tourism at SCQF 5 or 6.

The Unit can be undertaken as a residential or as a non- residential visit through a number of days, providing the candidate with a good knowledge of the resort/area visited away from their normal place of study. If the visit is non residential then there should be a minimum of three visits involved. The knowledge the candidate gains with regards to the tourist qualities of the resort/area, will enable the candidate to explain the suitability for a variety of client types (families with young children, young couples, groups, special interest etc), providing full and accurate information about the destination through secondary research and from the visit. The candidate, by working as a member of a team, will understand and demonstrate the inter-personal and self-management skills required, to be an employee in the travel and tourism industry. This will include appropriate codes of conduct, for example dress codes.

GUIDANCE ON LEARNING AND TEACHING APPROACHES FOR THIS UNIT

It is recommended that an activity based, candidate centred approach is used. Team work and working with others is highly appropriate. It will be helpful if the candidate has completed relevant tourism product or Travel Geography Units beforehand. Outcome 3 builds on from the intermediate 2 Unit *Travel and Tourism: Enhancing Skills for Employment* and there may be the possibility for the study visit to contribute towards evidence for that Unit. The Unit would also complement other Units such as those on tour guiding and resort representation.

Worksheets and individual research including use of appropriate websites and industry source materials/ video/DVD and audio materials are all relevant to the delivery of the Unit.

OPPORTUNITIES FOR CORE SKILLS DEVELOPMENT

Using secondary research methods in compiling information about the resort or area may provide the opportunity to further develop *IT* skills through the use of the internet.

If candidates get involved in the costing of the visit as part of preparatory work they may be the opportunity to develop *Numeracy* skills.

National Unit Specification: support notes (cont)

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Small group work and interactions with others during the visit(s) could provide evidence of development of *Working with Others*.

GUIDANCE ON APPROACHES TO ASSESSMENT FOR THIS UNIT

Opportunities for the use of e-assessment

E-assessment may be appropriate for some assessments in this Unit. By e-assessment we mean assessment which is supported by information and communications technology (ICT), such as e-testing or the use of e-portfolios or e-checklists. Centres which wish to use e-assessment must ensure that the national standard is applied to all candidate evidence and that conditions of assessment as specified in the Evidence Requirements are met, regardless of the mode of gathering evidence. Further advice is available in *SQA Guidelines on Online Assessment for Further Education (AA1641, March 2003)*, *SQA Guidelines on e-assessment for Schools (BD2625, June 2005)*.

Outcome 1 — the evidence could be based on the candidate gathering a portfolio of work, where a minimum of three of each of the following is identified:

- ◆ accommodation
- ◆ attractions
- ◆ amenities
- ◆ excursions

Travel information could include:

- ◆ method
- ◆ duration of journey

Miscellaneous information could include as appropriate:

- ◆ bank holidays
- ◆ banking hours
- ◆ special events
- ◆ local craftwork/goods
- ◆ local food/drink.

A checklist could be used to ensure all the areas have been covered.

Outcome 2 — could be based on an assignment where the candidate will complete worksheets in the resort/area, covering a range of accommodation, attractions and amenities that are suitable for the varying client types. A map should be completed and included in the assignment detailing where the accommodation, attractions and amenities can be located in the resort/area visited.

Outcome 3 — the evidence will be based on direct observation of the candidate during activities/visits in the resort/area. A self evaluation form to be completed by the candidate and discussed alongside an evaluation form completed by the tutor after the visit has been completed.

National Unit Specification: support notes (cont)

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These should cover:

- ◆ interpersonal, self management and team working skills — cooperation with others (group members and local personnel), following instructions, completion of tasks to agreed timescales, consideration to others and acting responsibly at all times
- ◆ following appropriate codes of conduct — punctuality, dress and presentation, security and personal safety, relevant protocols eg disembarking from coaches etc

Where visits are non- residential the details compiled could be designed to be suitable for either the domestic market or incoming tourists.

Authentication of candidate's work is the responsibility of each centre. In this Unit although most activities will be undertaken as part of a group, tutors must ensure that all candidates are participating in the activities and all candidates are required to produce their own portfolio of evidence.

This can be authenticated by observation of candidate's participation in class work and supervision of the compilation of the portfolio in Outcomes 1 and 2.

CANDIDATES WITH DISABILITIES AND/OR ADDITIONAL SUPPORT NEEDS

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. Further advice can be found in the SQA document *Guidance on Assessment Arrangements for Candidates with Disabilities and/or Additional Support Needs* (www.sqa.org.uk).