



National Unit Specification: general information

UNIT Resort Representation: An Introduction (SCQF level 5)

CODE F3PH 11

SUMMARY

This Unit will provide the candidate with basic knowledge and skills required by resort representatives. Whilst being given an insight into the nature of different types of resort work, the candidate will become equipped with the skills to perform airport transfers and resort welcome meetings. On completion of this Unit candidates could progress onto further education or training in this industry.

OUTCOMES

- 1 Describe the types of resort representatives and their roles.
- 2 Describe how airport duties and transfers should be conducted.
- 3 Present a welcome meeting.

RECOMMENDED ENTRY

While entry is at the discretion of the centre it would be helpful if candidates had attained the following or equivalent:

- ♦ Communication at SCQF level 4
- ♦ Skills for Customer Care at SCQF level 4

CREDIT VALUE

1 credit at intermediate 2 (6 SCQF credit points at SCQF level 5*).

**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.*

Administrative Information

Superclass: NK

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National Unit Specification: general information (cont)

UNIT Resort Representation: An Introduction (SCQF level 5)

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

UNIT Resort Representation: An Introduction (SCQF level 5)

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

Describe the types of resort representatives and their roles.

Performance Criteria

- (a) List the different types of resort representatives.
- (b) Describe accurately the roles and duties of each type of representative.
- (c) Identify correctly the skills and qualities tour operators expect of a resort representative.
- (d) Explain clearly the standards of behaviour and codes of conduct for resort representatives.

OUTCOME 2

Describe how airport duties and transfers should be conducted.

Performance Criteria

- (a) Describe how to prepare for arrival transfers.
- (b) Describe how to prepare for departure transfers in resort.
- (c) Describe how to conduct airport duties.

OUTCOME 3

Present a welcome meeting.

Performance Criteria

- (a) Demonstrate basic presentation skills.
- (b) Provide accurate hotel information and basic health and safety information.
- (c) Present important resort tourist information.
- (d) Present details of an excursion programme using an appropriate sales pitch.

National Unit Specification: statement of standards (cont)

UNIT Resort Representation: An Introduction (SCQF level 5)

EVIDENCE REQUIREMENTS FOR THIS UNIT

Evidence is required to demonstrate that all Outcomes and Performance Criteria have been achieved.

For Outcome 1 written and/or oral evidence should be provided to show knowledge of the roles and types of resort representatives.

Outcome 2 requires written and/or oral evidence to demonstrate knowledge of airport and transfer duties.

For Outcome 3 performance evidence of the candidate conducting a short welcome meeting is required (minimum 5 minutes). Evidence of satisfactory performance should be recorded by an assessor observation checklist, and/or video recording.

Assessment should be completed under supervised, controlled conditions.

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

UNIT Resort Representation: An Introduction (SCQF level 5)

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 an optional Unit in the National Certificates in Travel and Tourism at SCQF level 5 and 6. The purpose of this Unit is for the candidate to acquire basic knowledge and skills of resort representation. It should provide an introduction to working in this field as well as to the HN Unit *Tour Guiding and Resort Representation*.

In Outcome 1, the nature and roles of different types of resort representatives should be examined such as mainstream resort reps, children's reps, young persons' holiday reps, transfer reps. The skills and qualities required to perform these jobs should be identified. Examples of codes of conduct for reps should be included such as uniform standards and behaviour in uniform such as smoking, drinking, language, chewing gum.

In Outcome 2 the information required will include airport arrival and departure transfer lists, communicating with guests arriving and departing from accommodation, how to handle problems/issues (delayed flights, missing baggage, miss transfer coach). Appropriate documentation and administration could be included.

In Outcome 3, how to conduct a welcome meeting at tourist accommodation should be conveyed including giving an introduction, hotel information, basic health and safety information, resort information and sales pitches for excursions. A nearby hotel could be used in the candidate's own area for ease of research. Basic public speaking skills should also be included.

GUIDANCE ON LEARNING AND TEACHING APPROACHES FOR THIS UNIT

Approaches to the delivery of this Unit should be candidate-centred with on-going guidance and tutor input. The Outcomes should be achieved through a variety of tutor delivered theory, with many examples taken from tour operators' practice, and candidates' own research on the local area in order to compile transfer and welcome meeting scripts. Benefit would be gained from industrial visits to airports and hotels and from guest speakers from tour operators if possible. Practical experience of presenting information to the group throughout the Unit will enhance the candidates' confidence and presentation skills.

OPPORTUNITIES FOR CORE SKILLS DEVELOPMENT

The interactive nature of the practical activities in Outcome 3 could provide the opportunity for development of Oral Communication skills and *Working with Others*.

National Unit Specification: support notes (cont)

UNIT Resort Representation: An Introduction (SCQF level 5)

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 could be assessed by written or oral short-answer closed-book test. Alternatively, a tour operator's job advert for resort representatives could be designed by the candidate.

Outcome 2 could be assessed by submission of short written scripts (and short-answer questions in relation to PC (c), or short presentations assessed with a tutor observation checklist. This could be based on transfers from a resort of the candidate's choice to the nearest airport.

Outcome 3 could be assessed by tutor observation checklist and candidate presentation of a basic welcome meeting. Assessment of Outcome 3 should be linked to the transfers in Outcome 2 by using a hotel for the welcome meeting in the same resort as before.

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).

History of changes to unit

Version	Description of change	Date
02	Minor text edits made to content.	October 2023

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