



National Unit specification

General information

Unit title: Accommodation and Package Holidays (SCQF level 5)

Unit code: H90P 45

Superclass: NK

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Version: 02

Unit purpose

This Unit is designed to provide learners with the knowledge and skills required to select suitable accommodation and package holiday arrangements to meet customer requirements. It will also cover booking and reservation procedures. On completion of this Unit learners could progress onto further education or training in this industry.

Outcomes

On successful completion of the Unit the learner will be able to:

- 1 Process customer requirements for non-packaged hotel and self-catering accommodation.
- 2 Carry out the processes involved in booking and costing package holidays.

Credit points and level

1 National Unit credit at SCQF level 5 (6 SCQF credit points at SCQF level 5*)

Recommended entry to the Unit

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

- ◆ English and Mathematics at SCQF levels 4 or 5
- ◆ Holiday Planning at SCQF level 4

General information (cont)

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Core Skills

Achievement of this Unit gives automatic certification of the following Core Skills component:

Complete Core Skill	None
Core Skill component	Critical Thinking at SCQF level 5

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 Support Pack (ASP) for this Unit provides assessment and marking guidelines that exemplify the national standard for achievement. It is a valid, reliable and practicable assessment. Centres wishing to develop their own assessments should refer to the ASP to ensure a comparable standard. A list of existing ASPs is available to download from SQA's website (<http://www.sqa.org.uk/sqa/46233.2769.html>).

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.

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.

Outcome1

Process customer requirements for non-packaged hotel and self-catering accommodation.

Performance Criteria

- (a) Customer's accommodation requirements are identified accurately and fully
- (b) Demonstrate an understanding of accommodation grading schemes
- (c) Rates provided and associated information is accurate and relevant
- (d) Demonstrate an understanding of booking conditions and level of protection for operator failure

Outcome 2

Carry out the processes involved in booking and costing package holidays.

Performance Criteria

- (a) Holiday costing provided is accurate
- (b) Booking conditions are highlighted to customer
- (c) Describe cancellation by customer and provide refund calculation for a given scenario
- (d) Demonstrate an understanding of booking conditions and level of protection for operator failure

Evidence Requirements for this Unit

Outcome 1 — the evidence will be based on one client enquiry for accommodation. The learner will compare hotel and self-catering accommodation and select the most suitable; the learner must provide a quote and complete short-answer questions relating to booking conditions and protection of an accommodation-only booking.

Outcome 2 — the evidence will be based on one client enquiry for a package holiday; the learner must provide a full costing for the holiday (including relevant supplements and/or reductions), highlight booking conditions, describe cancellation by customer and provide refund calculation for a given scenario. This may take the form of questions relating to ABTA or company-specific procedures in case of operator/provider failure.

Assessment should be completed under supervised, controlled conditions.



National Unit Support Notes

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Unit Support Notes are offered as guidance and 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 on the National Certificates in Travel and Tourism at SCQF level 5 and 6. This Unit should be seen in the context of providing knowledge and skills to meet the requirements of specific customer requirements for accommodation and package holiday arrangements. It is recommended that preparation for this Unit takes account of current industry practice and legal requirements. This Unit contains the following key elements:

- ◆ Hotel Accommodation, including the use of a variety of sources of information (Hotel Guides, Brochures, Gazetteers, and the internet) to meet customer requirements, the retrieval of quotes from brochures or online systems. Investigating booking conditions and levels of protection from operator failure.
- ◆ Self Catering Accommodation, including the use of a variety of sources of information (Hotel Guides, Brochures, Gazetteers, and the internet) to meet specific customer requirements, grading schemes, the calculation of costs. Investigating booking conditions and levels of protection from operator failure.
- ◆ Brochure described package holiday, including the use of a variety of types of package holiday to meet specific customer requirements, the calculation of holiday costings (supplements/ reductions/ additional products). Investigate cancellation by customer and provide refund calculation for a given scenario.

Guidance on approaches to delivery of this Unit

It is recommended that the resources and environment of a model travel agency are made available including trade manuals, the internet, reference materials and documentation. Access to placements, site visits and industry specialists is desirable. It should be delivered within the context of current information and trade practice including relevant, current National Occupational Standards.

Sourcing of the package holiday is at the discretion of the tutor.

National Unit Support Notes (cont)

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Guidance on approaches to assessment of this Unit

Evidence can be generated using hand written or computer-based assessments. The use of ICT would be beneficial as this reflects the current industry practice of computer generated material which would then be given to a customer.

Outcome 1 — the learner could be set one practical exercise with four parts:

- 1 Find a suitable hotel based on the customer's requirements and explain the hotel grading.
- 2 Find suitable self-catering accommodation based on the customer's requirements and explain associated information (refundable breakage deposit, additional charges, eg electricity, etc).
- 3 Select the most suitable accommodation and cost for the customer.
- 4 Highlight booking conditions and protection(s) available for accommodation-only arrangements.

Outcome 2 — the learner could be set one practical exercise with three parts:

- 1 Provide quote(s) for given package holiday requirements.
- 2 Highlight booking conditions.
- 3 Describe cancellation by customer and provide refund calculation for a given scenario.

Assessment should be completed under supervised, controlled conditions.

Opportunities for 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 Communication Technology (ICT), such as e-testing or the use of e-portfolios or social software. Centres which wish to use e-assessment must ensure that the national standard is applied to all learner evidence and that conditions of assessment as specified in the Evidence Requirements are met, regardless of the mode of gathering evidence. The most up-to-date guidance on the use of e-assessment to support SQA's qualifications is available at www.sqa.org.uk/e-assessment.

Opportunities for developing Core and other essential skills

This Unit has the Critical Thinking component of Problem Solving embedded in it. This means that when candidates achieve the Unit, their Core Skills profile will also be updated to show they have achieved Critical Thinking at SCQF level 5.

History of changes to Unit

Version	Description of change	Date
02	Core Skills Component Critical Thinking at SCQF level 5 embedded	09/06/2015

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General information for learners

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This section will help you decide whether this Unit is for you by explaining what the Unit is about, what you should know or be able to do before you start, what you will need to do during the Unit and opportunities for further learning and development.

This Unit has been designed to equip you with the basic operational knowledge and skills required by travel agents in order to search for, and sell, two major travel products:

- ◆ Accommodation Only enquiries and bookings
- ◆ Package holidays

A basic level of computer literacy is required for this Unit. You must be able to search websites effectively — although your tutor will provide an introduction to the most commonly used websites for accommodation only bookings and, where appropriate, package holidays. Through the use of individual research you will be able to construct and present accurate travel information to meet the requirements of a client brief. In doing so, you will be familiarised with the key companies and brands who offer accommodation and package holidays.

The skills and knowledge gained upon completion of this Unit provides a strong base for future employment in travel agency services and confers 1 National Unit credit at SCQF level 5.