



National Unit Specification: general information

UNIT Accommodation and Package Holidays (SCQF level 5)

CODE F3PC 11

SUMMARY

This Unit is designed to provide candidates 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 candidates could progress onto further education or training in this industry.

OUTCOMES

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

RECOMMENDED ENTRY

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

- ◆ Standard Grade English at Credit or General level
- ◆ Standard Grade Mathematics at Credit or General level
- ◆ Holiday Planning at Intermediate 1 level

CREDIT VALUE

1 credit at Intermediate 2 level (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)

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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

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 are accurate and relevant.
- (d) Demonstrate an understanding of reservation procedures.
- (e) Accommodation vouchers are completed correctly and legibly.

OUTCOME 2

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

Performance Criteria

- (a) Holiday costing provided is accurate.
- (b) Customer file is completed accurately.
- (c) Demonstrate an understanding of tour operator's reservation systems.
- (d) Booking conditions are highlighted to customer.

EVIDENCE REQUIREMENTS FOR THIS UNIT

Outcome 1 — the evidence will be based on one client enquiry for accommodation. The candidate will compare hotel and self-catering accommodation and select the most suitable; the candidate must complete the costing, an accommodation voucher for the selected accommodation, and complete short-answer questions on reservation procedures and grading schemes. It would be possible for evidence of reservation procedures to be demonstrated in the workplace or using a simulated booking system.

Outcome 2 — the evidence will be based on one client enquiry for a brochure described package holiday; the candidate must provide a full costing for the holiday (including flight supplements, and reduction or supplement), complete the customer file, highlight booking conditions and describe the reservation procedure. It would be possible for evidence of reservation procedures, customer files and booking forms to be generated in the workplace or using a simulated booking system.

Assessment should be completed under supervised, controlled conditions.

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 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 calculation of costs. Reservation procedures including GDS or simulated booking systems. Grading schemes. The completion of customer files and hotel vouchers.
- ◆ 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. Reservations procedures including GDS or simulated booking systems. The completion of accommodation vouchers. Associated information should include refundable breakage deposits, different types of self catering accommodation (villas, studios, one bedroomed apartments, gites etc).
- ◆ 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/seasonal adjustments). Reservation procedures followed (access to tour operator's reservation systems or simulated systems should be used where practical). The completion of customer files for reservations.

GUIDANCE ON LEARNING AND TEACHING APPROACHES FOR 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.

OPPORTUNITIES FOR CORE SKILL DEVELOPMENT

The activities in this Unit may provide the opportunity to provide evidence towards the Core Skills of *Problem Solving, Numeracy and IT*.

National Unit Specification: support notes (cont)

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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 candidate could be set one practical exercise with five 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 Complete the accommodation voucher.
- 5 Complete the booking on a simulated or live reservation system/GDS or describe the reservation procedure.

Outcome 2 — the candidate could be set one practical exercise with four parts:

- 1 For given package holiday requirements cost a holiday, including a flight supplement and a reduction/adjustment.
- 2 Complete the customer file — this could be computer based or manual.
- 3 Complete the booking on a simulated or live tour operator's reservation system or describe the reservation procedure.
- 4 Highlight booking conditions.

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).