

Qualification Support Team: Travel and Tourism

Action Grid for first meeting — Wednesday, 23 November 2005

The table shown below details the discussions that took place at the Qualifications Support Team Meeting. Target dates and actionees are detailed also. Text that appears in purple are actions which have been completed since the meeting took place.

REF	AGENDA/MINUTE TITLE	NOTES OF DISCUSSION/ACTION AGREED	ACTIONEES	TARGET DATE
1/1	Welcome and apologies	Members of the group were welcomed by Christine Keenan.		
1/2	Remit of group, membership and e-mail communication	<p>The membership of the group was discussed and it was agreed that an invitation should be extended to two centres to expand the membership to include centres from particular geographical areas.</p> <p>Members reviewed the remit of the QST. It was noted that the QST remit covered HNC/D and PDA qualifications. It was agreed that it would be useful to discuss the design principles for PDAs in greater detail at the next meeting. A copy of the design principles would be distributed to the QST for information</p> <p>To ensure that feedback on the new units and frameworks is received from centres it was agreed that the HN Unit Comment form (available on SQAs website) should be highlighted to centres as a useful tool in submitting comments on Units and Assessment Exemplars. This will be issued to centres along with a report of the QST meeting.</p>	JH	Dec 05
1/3	HN Support materials update	Members were updated on the support materials that are available to support the HN Travel and Tourism frameworks.		

		<p>An updated Support Materials list was distributed to members which detailed the Assessment Exemplar materials and Student Guides which are currently available on SQA's secure website. Members highlighted the difficulty in accessing the materials. It was agreed that a CD-Rom containing the Student Guides, HN Unit Specifications and the Arrangements document would be distributed to the members of the QST and External Moderators and presenting centres.</p> <p>A copy of the updated support materials list would be distributed to centres.</p> <p>The issue of 2nd exemplars was discussed and it was agreed that it would be useful if the following units had further exemplars created:</p> <ul style="list-style-type: none"> • International Tourist Destinations • Providing Information on the Scottish Tourism Product • Structure of the Travel and Tourism Industry <p>In addition it was highlighted that Structure of the Travel and Tourism Industry is the only mandatory unit that does not have a Student Guide available for it.</p> <p>The group also discussed the difficulty that centres have sourcing good images of tourist destinations and attractions, this is a problem that affects the HN and NQ subjects when centres are preparing assessments. It was suggested that a useful resource for centres would be a bank of images that centres could use, this could be distributed to centres on CD Rom and in future this area could be looked at as a potential area for online assessment development.</p> <p>Members were asked to forward any recommendations and requests for second versions of support materials to Christine Keenan.</p> <p>Members were given a demonstration of the Viewdata simulator 'Learn2book' by Kenneth Park, Mondrago Multimedia. It was noted that the Viewdata simulator could be used to generate evidence for Retail Travel Practice and a number of NQ</p>	<p>JH</p> <p>JH</p> <p>CK</p>	<p>Dec 05</p> <p>Dec 05</p> <p>Feb 06</p>
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		Units. CK confirmed to the group that an External Moderator will review the generated evidence against the HN Unit Retail Travel Practice.	CK	Jan 06
1/4	Maintenance of the Arrangements document	It was agreed that the Arrangements document would be updated on a yearly basis and the revised document would be available to centres by May to ensure centres have an appropriate amount of time to incorporate any changes for the following academic year.		
1/5	<p>Framework, Unit Specification and Assessment Exemplar issues</p> <p>Framework, Unit Specification and Assessment Exemplar issues cont.</p>	<p>Graded Units</p> <p>The group discussed the issue of progression from HNC to HND and Graded Units. The group agreed that it should be possible for candidates to achieve an HNC Travel award and progress to the HND Tourism award. Similarly candidates who have achieved an HNC Tourism should be able to progress to an HND Travel and Tourism. It was felt that with either year 1 Graded Unit was sufficiently consistent with the HND Group Award Aims that the Graded Units could be included in both HNDs.</p> <p>This would require an amendment to the mandatory structure of both HNDs (by allowing an either/or for the year 1 Graded Units). As such it would require a revalidation process. CK would seek guidance within SQA on the nature of the revalidation process required.</p> <p>Personal Development Planning, Work Role Effectiveness and Workplace Communication in English</p> <p>The group were informed that the following Units were being added to all HN SQA frameworks:</p> <ul style="list-style-type: none"> • Personal Development Planning • Work Role Effectiveness • ESOL (Workplace Communication in English) <p>As the Units already appear in the Travel and Tourism awards no framework</p>	CK	Jan 06

	<p>Framework, Unit Specification and Assessment Exemplar issues cont.</p>	<p>alterations had to be made. However the group discussed the possibility of including Workplace Communication in English in the limited option Communication grouping. This was proposed as a means of supporting international candidates completing HN awards in Scottish colleges. The members agreed that the Unit would need to be looked at further before this could be decided as strong communications skills were deemed critical to the occupational sector. It was agreed that a copy of the Unit would be circulated and the issue would be discussed further at the next meeting.</p> <p>Retail Travel Practice – Assessment Exemplar Comments which had been submitted regarding the assessment exemplar were discussed. It was agreed that most of the comments required no changes to be made to the Unit or Exemplar, however it was noted that the assessment for one outcome was quite heavy. It was agreed that as long as the Evidence Requirements were met the Assessment could be altered slightly to combine various aspects, eg coverage of child discounts.</p> <p>Providing Information on the Scottish Tourism Product An issue was discussed in connection with the marking schedule for the exemplar. It was agreed that additional guidance was required regarding when reassessment was necessary and when remediation could be used.</p>	<p>JH</p> <p>CK</p> <p>CK</p>	<p>Next mtg</p> <p>Dec 05</p> <p>Dec 05</p>
<p>1/6</p>	<p>Graded Unit feedback and issues</p>	<p>Members were updated on the Graded Unit seminar day. The evaluation and feedback from the day suggests that attendees found the event very useful. It was noted that a further event next year would be useful particularly for centres who are only beginning to present that year. Members suggested that this could form part of a Quality Network day which looked at Graded Units and issues arising from the 1st year of implementation.</p> <p>Members noted that exemplification of candidate responses for the graded units</p>		

		would be created after the first year.		
1/7	Credit transfer	<p>Members discussed the current credit transfer guidance detailed in the Arrangements Document. It was agreed that the current guidance noted in the Arrangements Document should be expanded if necessary to include a statement regarding reverse credit transfer for candidates wishing to complete the old award.</p> <p>Advice would be sought from subject areas that have already issued guidance on this matter.</p>	CK/JH	ongoing
1/8	Moderation and centre update	Members noted that there would be 100% moderation of Graded Units and in addition there will be moderation of particular subject units. It is likely that there will be a mixture of visiting and central moderation activity during the year.		
1/9	Marketing and promotion of HN awards	CK informed the group that a pilot is taking place this year testing the effectiveness of different marketing and promotional tools for HN qualifications. The lessons learned from this promotional work would be used to help market and promote other HN awards.		
1/10	Any other business	<p>An update was given to the group regarding the Portfolio Review that has been ongoing within SQA. The potential development of NPA and NC awards was discussed. A fuller update will be given at the next meeting once scoping work for these qualifications has been completed.</p> <p>A further project by SQAs research unit into the effectiveness of HNQs and foundation degrees in meeting the needs of intended target groups is underway. Particular sectors would be examined as part of the project and travel and tourism may be selected for consideration in this project.</p>	CK	Next mtg

1/13	Date of Next Meeting	Wednesday 22nd March 2006		
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