



## **Arrangements for:**

**National Certificate in Travel and  
Tourism SCQF level 5 (G8YT 45)  
and**

**National Certificate in Travel and  
Tourism SCQF level 6 (G8YV 46)**

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## **Acknowledgement**

SQA acknowledges the valuable contribution that Scotland's Colleges have made to the development of these National Qualification Group Awards.

## History of changes

It is anticipated that changes will take place during the life of these qualifications. This section will record these changes. This document is the latest version and incorporates the changes summarised below.

Version number	Description	Date
08	<p><b>G8YT 45: Revision of Unit:</b> D36H 10 Work Experience <i>has been revised by</i> HF88 44 Work Placement <i>and will finish on</i> 31/07/2017.</p> <p><b>G8YV 46: Revision of Unit:</b> D36H 11 Work Experience <i>has been revised by</i> HF88 45 Work Placement <i>and will finish on</i> 31/07/2017.</p>	20/07/2016
07	<p><b>G8YT 45</b></p> <p><b>Revision of Unit:</b> F1AE 09 English for Speakers of Other Languages: Work and Study-related Contexts <i>has been revised by</i> H24L 73 ESOL in Context <i>and will finish on</i> 31/07/2016.</p> <p><b>G8YV 46</b></p> <p><b>Revision of Unit:</b> F1AE 10 English for Speakers of Other Languages: Work and Study-related Contexts <i>has been revised by</i> H24L 74 ESOL in Context <i>and will finish on</i> 31/07/2016.</p>	26/03/2015

06	<p><b>G8YT 45</b></p> <p><b>Revision of Unit:</b> F2FV 10 Personal Development: Self Awareness <i>has been revised by H18X 44</i> Personal Development: Self Awareness <i>and will finish on 31/07/2016.</i></p> <p><b>Revision of Unit:</b> F37W 10 Personal Development: Self in Society <i>has been revised by H18N 44</i> Personal Development: Self in Community <i>and will finish on 31/07/2016.</i></p> <p><b>Revision of Unit:</b> F37X 10 Personal Development: Self and Work <i>has been revised by H18P 44</i> Personal Development: Self and Work <i>and will finish on 31/07/2016.</i></p> <p>H23W 74 Literacy <i>has been added as an alternative to F3GB 10 Communication.</i></p> <p><b>G8YV 46</b></p> <p><b>Revision of Unit:</b> F2FV 11 Personal Development: Self Awareness <i>has been revised by H18X 45</i> Personal Development: Self Awareness <i>and will finish on 31/07/2016.</i></p> <p><b>Revision of Unit:</b> F37W 11 Personal Development: Self in Society <i>has been revised by H18N 45</i> Personal Development: Self in Community <i>and will finish on 31/07/2016.</i></p> <p><b>Revision of Unit:</b> F37X 11 Personal Development: Self and Work <i>has been revised by H18P 45</i> Personal Development: Self and Work <i>and will finish on 31/07/2016.</i></p> <p>H23W 75 Literacy <i>has been added as an alternative to F3GB 11 Communication.</i></p> <p>H225 75 Numeracy <i>has been added as an alternative to F3GF 11 Numeracy.</i></p>	30/05/2014
05	Scottish Context Unit added as an alternative: British Isles Tourist Destinations with a Scottish Context - (H6MY 75) added as an alternative to British Isles Tourist Destinations (F3PE 11)	22/04/2014

04	Revision of Personal Development: Self in Society (F37W 10),(lapse date 31/07/2013,finish date 31/07/2015) Revision of Personal Development: Self and Work (F37X 10),(lapse date 31/07/2013,finish date 31/07/2015) Revision of Personal Development: Self Awareness (F2FV 10),(lapse date 31/07/2013,finish date 31/07/2015) Revision of Personal Development: Self in Society (F37W 11),(lapse date 31/07/2013,finish date 31/07/2015) Revision of Personal Development: Self	13/02/2013
03	Frameworks updated to include Optional Unit Passenger Transport in the UK: An Introduction (H1MA 11)	19/07/2012
02	Unit: Marketing: Basic Principles @ SCQF Level 5 (D0XP 11) has been revised and updated and replaced by new Unit: Marketing: Basic Principles @ SCQF Level 5 (F390 11)	09/07/2008

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# 1 Introduction

This is the Arrangements Document for the new National Certificates in Travel and Tourism, at SCQF levels 5 and 6, which were validated in May 2008. This document includes: background information on the development of the Group Award, its aims, guidance on access, details of the Group Award structure, and guidance on delivery.

The National Certificates in Travel and Tourism are designed to equip candidates with the knowledge, understanding and skills required for success in current and future employment or progression to further academic and/or professional qualifications.

The industry has undergone major changes over the past few years with major travel providers and airlines merging and a complete review of the VisitScotland network has taken place. Technological changes have also played a major part in the recent changes within the industry, notably the growth of online travel and tourism providers, the increase in domestic and business usage of the internet and the technological changes regarding the booking arrangements for travel which have seen the decline of manual ticketing and the increase of e-ticketing throughout the industry.

Careers in travel and tourism are changing in line with the industry which increasingly demands more and more professional skills, attitudes and expertise in an increasingly sophisticated and competitive marketplace. Though career progression is not as clear-cut as in some other professional areas, opportunities for advancement exist and are growing. Employment destinations may include airports, airlines, shipping, ferry and cruise companies, car rental firms, call centres, conference centres and organisers, coach companies, tourist boards or their equivalent, tourist information centres, visitor attractions, accommodation providers, travel agencies and tour operating firms (domestic, inbound and outbound).

## 2 Rationale for the development of the National Certificates in Travel & Tourism

### 2.1 Background

Tourism is a major employer and revenue earner and is of increasing importance to the Scottish economy. The provision of qualifications in travel and tourism directly responds to the needs of the industry for a well-trained workforce who can identify and meet the needs of visitors. The Scottish Executive's 2006 report on Tourism – "Tourism, The Next Decade", recognises the important role of pre-vocational education in creating a training culture. The report states that government and education are required to "*ensure that the skills and training opportunities available match what businesses need – and are relevant, effective, accessible, high quality and deliver an excellent return on investment.*" The National Certificates in Travel and Tourism have been designed in part to help achieve these objectives but also to stimulate interest in travel and tourism as a career.

The National Certificates span the footprint of two Sector Skills Councils, People 1<sup>st</sup> (travel and tourism services) and Go Skills (Passenger Transport). Both SSCs are in the process of developing their sector qualifications strategies. These build upon extensive research and labour market intelligence (LMI) in both sectors. The key message coming out of the work of both SSCs is the need to keep pushing forward the focus on excellent customer care.

Both SSCs provided input into the Qualifications Design Team and a mapping of Units in the qualifications to relevant National Occupational Standards is provided later in this document under section 5.3.

Further LMI from Future Skills Scotland and SQA's own research into projected demand for Qualifications in the Scottish Economy also provided a backdrop to the development of the National Certificates.



## 2.2 Development Process

A scoping report was commissioned to research demand for National Certificates in the sector. This included primary research with delivering centres across Scotland and desk research pulling together labour market information from Sector Skills Councils and Future Skills Scotland.

Each of the colleges across Scotland provided details of local programmes currently being delivered and previous experiences of delivering national programmes such as gSVQs and Scottish Group Awards. Most also delivered a significant amount of Higher National provision. Research methodology included:

- ◆ Questionnaires – postal and online
- ◆ Interviews and discussions during college visits
- ◆ Telephone interviews
- ◆ Discussions during workshop sessions at SFEU NC Evaluation Day
- ◆ Desk research

Findings confirmed support for new Group Awards for the sector. The titling of “Travel and Tourism” was supported as this provided continuity from the titling used on the Intermediate and Higher courses in the same subject area and the newly revised Higher National Certificates and Diplomas. In summary, the findings of the report found that the majority were in favour in principle of at least two levels of NC programmes providing articulation into HN. In addition, there was consensus that Course Units developed as part of Higher Still should be integral to the National Certificates.

The main recommendations of the scoping report were:

- ◆ Flexible NCs should be developed to capture a wide range of college programmes currently operating
- ◆ Multilevel provision in some topic areas (most specifically in travel/destination geography, customer service, travel agency practice and marketing) is necessary to aid progression
- ◆ Updated customer service provision was needed to support National tourism initiatives and SSC priorities

- ◆ Some new Unit development in the areas of cabin crew/airport operations and repping should be developed

A Qualifications Development Team was appointed and comprised of professionals from colleges of further education across Scotland, along with representatives from the travel industry, VisitScotland, Careers Scotland, People 1<sup>st</sup> and Go Skills. Under the guidance of an SQA Qualifications Manager and Officer, the QDT met on six occasions between September 2006 and February 2008 in order to oversee the development of the revised National Certificates in Travel and Tourism.

The placement of the new National Certificates within SCQF and how they are relative to other existing travel and tourism qualifications is illustrated on page ten.

## Progression pathways within the Scottish Credit and Qualifications Framework:

SCQF level	SQA National Units, Courses and Group Awards	Higher Education	Scottish Vocational Qualifications	SCQF level
12		Doctorates		12
11		Masters	SVQ 5	11
10		Honours Degree		10
9		Ordinary Degree		9
8		Higher National Diploma Travel and Tourism Tourism	SVQ 4	8
7	Advanced Higher	Higher National Certificate Travel Tourism		7
6	<b>National Certificate in Travel &amp; Tourism</b> *Courses in "Travel and Tourism" "Retail Travel" "Selling Scheduled Air Travel"		<b>SVQ 3</b>	<b>6</b>
5	<b>National Certificate in Travel &amp; Tourism</b> *Courses in "Travel and Tourism" "Selling Overseas Tourist Destinations"		<b>SVQ 2</b>	<b>5</b>
4	Intermediate 1 *course in Travel and Tourism		SVQ 1	4
3	Access 3			3
2	Access 2			2
1	Access 1			1

\*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.

\*\* The Units that form these Courses are included in the National Certificates. Candidates may also carry the external assessment credit for these courses (to a maximum of 3) into the National Certificates.

### **3 Aims of the National Certificates in Travel & Tourism**

#### **3.1 Principal Aims of the National Certificates**

The principal aim of the Travel and Tourism NQGs is to prepare candidates for employment or higher education, from which they could pursue a career in the industry.

The National Certificate in Travel and Tourism at SCQF level 5 enables candidates to:

- ◆ Enhance appropriate employability skills for the travel and tourism sectors
- ◆ Address the needs of a customer in a sales environment
- ◆ Complete the sales transaction while recognising the need for after sales service
- ◆ Develop an understanding of the importance of promotion, customer service and relevant information and communication technology (ICT) in travel and tourism
- ◆ Develop a knowledge of a selection of popular tourist destinations
- ◆ Gain an understanding of concepts and terms used in the industry
- ◆ Gain an awareness of the main historical developments and recent changes in travel and tourism
- ◆ Develop a knowledge of the positive and negative effects of travel and tourism
- ◆ Appreciate a local perspective on providers and users of travel and tourism services and facilities.

In addition, the National Certificate in Travel and Tourism at SCQF level 6 enables candidates to:

- ◆ Demonstrate the interpersonal and self management skills required by an employee in the travel and tourism industry, particularly through practical application as demonstrated in the mandatory Unit “Travel and Tourism Study Visit.”
- ◆ Gain skills in establishing sources of information, selecting information and presenting information

- ◆ Provide a detailed knowledge of the travel and tourism industry in terms of the structures and functions of the different sectors and co-ordinating organisations, and the inter-relationships which exist between them
- ◆ Develop an understanding of the role of marketing and its application in travel and tourism
- ◆ Gain an awareness of the role of sound customer service in marketing travel and tourism.

### **3.2 General Aims**

These National Certificates contribute to vocational education and the wider curriculum by:

- ◆ Developing the candidate's ability to work independently
- ◆ Developing skills in establishing sources of information, selecting information, and presenting information
- ◆ Challenging the candidate's attitudes to, and perceptions of travel and tourism, thereby raising awareness of the importance of a professional approach to the industry
- ◆ Allowing progression through the SCQF.

### **3.3 Target groups**

The National Certificates in Travel and Tourism are aimed at school leavers, adult returners or those in employment in the travel and tourism industry as a basis for building on good practice, as continuing professional development or as progression to further study.

### **3.4 Employment opportunities**

For candidates who wish to use these National Certificates as a basis on which to enter employment in either the travel or tourism related sectors there is ample opportunity in both the mandatory and optional sections to develop skills which will increase their 'employability'. These skills include:

- ◆ An understanding of the workplace and the employee's responsibilities,
- ◆ Self-evaluation skills

- ◆ Positive attitude to learning
- ◆ Flexible approaches to solving problems
- ◆ Adaptability and positive attitude to change
- ◆ Confidence to set goals, reflect and learn from experience.

## 4 Recommended access

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

### 4.1 Access to SCQF level 5:

- ◆ Standard Grade English at General level (SCQF 4) or above
- ◆ Intermediate 1 (SCQF level 4) Travel and Tourism or its Units
- ◆ Intermediate 1 (SCQF level 4) Geography or its Units
- ◆ Standard Grade in a Social Subject at General level (SCQF 4) or above

### 4.2 Access to SCQF level 6:

- ◆ Standard Grade English, any social subject at grade 3 (SCQF level 5) or above
- ◆ Intermediate 2 (SCQF level 5) Travel and Tourism or its Units

### 4.3 Recommended Core Skills Entry Level:

#### National Certificate in Travel and Tourism SCQF level 5:

CORE SKILL	RECOMMENDED ENTRY LEVEL (SCQF Level)
Communication	4
Information Technology	3
Numeracy	2
Problem Solving	2
Working with Others	2

#### National Certificate in Travel and Tourism SCQF level 6:

CORE SKILL	RECOMMENDED ENTRY LEVEL (SCQF Level)
Communication	4
Information Technology	4
Numeracy	3
Problem Solving	3
Working with Others	3

## **5 National Certificates in Travel and Tourism - Qualification Structures**

The structure of these awards has been designed to cover the essential knowledge and skills needed to go into employment or further study at higher education institutions.

At SCQF level 5 the National Certificate is designed to introduce candidates to basic skills, knowledge and understanding relating to a range of occupations in travel and tourism. The mandatory Units encompass the practical skills identified by the Sector Skills Councils for employment within the travel and tourism industry. These skills are in the areas of customer care, selling skills and employability skills. There is also the opportunity to examine popular travel and tourism destinations.

It provides a sound broad-based foundation in travel and tourism by examining the development and growth of various sectors of the industry as well as the impact that the industry has on people and places. Facilities and services provided by the local travel and tourism industry are investigated with a strong emphasis on the key functions of promotion, customer service and technology.

These areas are further developed at SCQF level 6. For candidates accessing the National Certificate through other routes, the SCQF level 6 award provides a starting point for the study of the travel and tourism industry at a more sophisticated level, while covering the key concepts on which development of knowledge and skills will be based. There are a number of themes common to the National Certificates in Travel and Tourism at all levels and this facilitates articulation/progression. At SCQF level 6 the focus is firmly on the vocational context of these themes. There are a number of broad themes running through these National Certificates:

- ◆ Employability skills
- ◆ Destination/product knowledge
- ◆ Customer care /marketing
- ◆ Impacts on, and trends within, the industry
- ◆ Understanding of sustainability issues



Coverage of these themes across the awards is illustrated in the following grid.

### Thematic Coverage in the National Certificates in Travel and Tourism

Unit Title	SCQF Level	Destination/ Product Knowledge	Customer Care/ Marketing	Impacts and Trends	Employability	Sustainability
Understanding Tourism in the Local Area	4	X				
Local Tourism Product Knowledge	4	X		X		
Holiday Planning	4	X	X			
Holiday Issues	4	X		X		X
Holiday Destinations	4	X				
Travel and Tourism: An Introduction	5			X		X
Business Practices in Travel and Tourism	5		X			X
Tourist Destinations	5	X	X			
Selling Skills	5		X		X	
Skills for Customer Care	5/6		X		X	
Travel and Tourism: Enhancing Skills for Employment	5				X	
European and Mediterranean Area Tourist Destinations	5	X	X			
Popular Longhaul Tourist Destinations	5	X	X			
British Isles Tourist Destinations	5	X	X			
Accommodation and Package Holidays	5		X	X		
Tour Guiding : An Introduction	5	X	X			
Resort Representation: An Introduction	5	X	X			
Working as Air Cabin Crew: An Introduction	5		X	X		
Airport Ground Operations: An Introduction	5		X			
Food Hygiene in the Hospitality Industry	4/5			X		
Creative Thinking and Goal Setting	5				X	
Working as Air Cabin Crew	6		X	X		
Airport Ground Operations	6		X			
Travel and Tourism Study Visit	6	X	X	X	X	X
Structure of Travel and Tourism Industry	6					X
Travel Industry: An Introduction	6			X		
Marketing in Travel and Tourism : An Introduction	6		X			
Tourist Destinations	6	X				
The Scottish Tourism Product: An Introduction	6	X		X		X
Air Travel : An Introduction	6	X				
Surface Travel	6	X				

<b>Unit Title</b>	<b>SCQF Level</b>	<b>Destination/ Product Knowledge</b>	<b>Customer Care/ Marketing</b>	<b>Impacts and Trends</b>	<b>Employability</b>	<b>Sustainability</b>
Travel Agency Practice and Procedures	6	X	X			
Skills for Customer Care	6		X		X	
Selling the Travel and Tourism Product	6	X	X		X	
Event Organisation	5/6				X	X
First Aid	5				X	

## Qualification Structures

### 5.1.1 Intermediate 2 (SCQF level 5) – 12 credits (72 SCQF points) – G8YT 45

#### National Certificate in Travel & Tourism at SCQF level 5

(Candidate must complete all the mandatory units)

Unit	Code	SCQF Level	SCQF Points	SQA Credit Value
<b>Mandatory:</b>				
Travel and Tourism: An Introduction	DM4L 11	5	6	1
Business Practices in Travel and Tourism	DM4M 11	5	6	1
Tourist Destinations	DM4N 11	5	6	1
Selling Skills	F3PJ 11	5	6	1
Skills for Customer Care	F38X 11	5	6	1
Travel and Tourism: Enhancing Skills for Employment	F3PL 11	5	6	1

**Optional Section – Candidate must complete a further 6 credits (at least one Unit of 0.5 Credits which must be at SCQF level 5) from:**

Optional	Code	SCQF Level	SCQF Points	SQA Credit Value
<b>Subject Related Units:</b>				
Understanding Tourism in the Local Area	DV3C 10	4	6	1
Local Tourism Product Knowledge	DV3D 10	4	6	1
Holiday Planning	DM4E 10	4	6	1
Holiday Issues	DM4G 10	4	6	1
Holiday Destinations	DM4J 10	4	6	1
European and Mediterranean Area Tourist Destinations	F3PF 11	5	6	1
Popular Longhaul Tourist Destinations	F3PG 11	5	6	1
British Isles Tourist Destinations Or British Isles Tourist Destinations with a Scottish Context	F3PE 11 H6MY 75	5 5	6 6	1 1
Accommodation and Package Holidays	F3PC 11	5	6	1
Tour Guiding : An Introduction	F3PK 11	5	6	1
Resort Representation: An Introduction	F3PH 11	5	6	1
Working as Air Cabin Crew: An Introduction	F3PM 11	5	6	1
Airport Ground Operations: An Introduction	F3PD 11	5	6	1
Passenger Transport in the UK: An Introduction	H1MA 11	5	6	1
Working as Air Cabin Crew	F3P7 12	6	6	1
Airport Ground Operations	F3P8 12	6	6	1
Travel and Tourism Study Visit	F3PA 12	6	6	1
<b>Either</b> Structure of the Travel and Tourism Industry <b>or</b> Travel Industry: An Introduction	F5G0 12 or F3PB 12	6	6	1
Marketing in Travel and Tourism: An Introduction	DM4R 12	6	6	1
Tourist Destinations	DM4N 12	6	6	1
The Scottish Tourism Product: An Introduction	DM4T 12	6	6	1
Air Travel : An Introduction	DF6M 12	6	12	2
Surface Travel	DF6L 12	6	6	1
Travel Agency Practice and Procedures	DF6K 12	6	12	2
Selling the Travel and Tourism Product	F3P9 12	6	6	1



<b>Broadening Units:</b>				
Food Hygiene for the Hospitality Industry	F792 10	4	3	0.5
Working Safely in the Hospitality Industry	F4SK 10	4	3	0.5
Event Organisation	F3PN 12	6	6	1
Creative Thinking and Goal Setting	DV91 11	5	6	1
Marketing: Basic Principles	F390 11	5	6	1
First Aid	F19M 11	5	6	1
Work Placement	HF88 44*	4	6	1
Hospitality Front Office Skills	F4SP 10	4	6	1
Food and Beverage Service Counter	F4SL 10	4	6	1
Accommodation Operations	F4SN 10	4	6	1
PC Passport: Introduction to the Internet and on-line communications	F1F9 10	4	6	1
*Personal Development: Self in Community	H18N 44	4	6	1
*Personal Development: Self and Work	H18P 44	4	6	1
*Personal Development: Self Awareness	H18X 44	4	6	1
Contact Centre Skills: Call Handling	DN8E 10	4	6	1
Contact Centre Skills: Personal and Organisational Effectiveness	DN8H 10	4	6	1
Telephone Communication Skills	D0YD 11	5	3	0.5
Communication Or Literacy	F3GB 10 H23W 74	4 4	6 6	1 1
Information and Communication Technology	F3GC 10	4	6	1
Problem Solving	F3GD 10	4	6	1
Numeracy	F3GF 10	4	6	1
Working With Others	F3GE 10	4	6	1
<b>Language Units - a maximum of 3 credits may be chosen from the following options</b>				
French for Work Purposes	F3CG 09	3	6	1
Spanish for Work Purposes	F3C7 09	3	6	1
German for Work Purposes	F3CC 09	3	6	1
Italian for Work Purposes	F3CB 09	3	6	1
Cantonese for Work Purposes	F3CF 09	3	6	1
Mandarin for Work Purposes	F3CA 09	3	6	1
Russian for Work Purposes	F3C8 09	3	6	1
Polish for Work Purposes	F3C9 09	3	6	1
Urdu for Work Purposes	F3CE 09	3	6	1
Gaelic (learners) for Work Purposes	F3CD 09	3	6	1
*ESOL in Context	H24L 74	3	6	1
<b>External Assessment Credits - a maximum of 3 credits may be chosen from the following options:</b>				
(external assessment) for Int 1 Travel and Tourism	X217 10	4	6	1
(external assessment) for Int 2 Travel and Tourism	X217 11	5	6	1
(external assessment) for Higher Travel and Tourism	X217 12	6	6	1
(external assessment for) Int 2 Selling overseas Tourist Destinations)	X03T 11	5	6	1
(external assessment) for Higher Retail Travel	X06K 12	6	6	1

\*Refer to history of changes for revision details

## 5.1.2 Higher (SCQF 6) – 12 credits (72 SCQF points) – G8YV 46

### National Certificate in Travel & Tourism at SCQF level 6

(Candidate must complete all the mandatory units.)

Unit	Code	SCQF Level	SCQF Points	SQA Credit Value
<b>Mandatory:</b>				
Travel and Tourism: Enhancing Skills for Employment	F3PL 11	5	6	1
Structure of the Travel and Tourism Industry	F5G0 12	6	6	1
Marketing in Travel and Tourism : An Introduction	DM4R 12	6	6	1
Tourist Destinations	DM4N 12	6	6	1
Selling the Travel and Tourism Product	F3P9 12	6	6	1
Skills for Customer Care	F38Y 12	6	6	1
Travel and Tourism Study Visit	F3PA 12	6	6	1

**Optional Section – Candidate must complete a further 5 credits (at least one of which must be at SCQF level 6) from:**

Optional	Code	SCQF Level	SCQF Points	SQA Credit Value
<b>Subject Related Units:</b>				
European and Mediterranean Area Tourist Destinations	F3PF 11	5	6	1
Popular Longhaul Tourist Destinations	F3PG 11	5	6	1
British Isles Tourist Destinations <b>or</b> British Isles Tourist Destinations with a Scottish Context	F3PE 11 H6MY 75	5 5	6 6	1 1
Accommodation and Package Holidays	F3PC 11	5	6	1
Business Practices in Travel and Tourism	DM4M 11	5	6	1
Travel and Tourism: An Introduction	DM4L 11	5	6	1
Tourist Destinations	DM4N 11	5	6	1
Tour Guiding : An Introduction	F3PK 11	5	6	1
Resort Representation: An Introduction	F3PH 11	5	6	1
Working as Air Cabin Crew: An Introduction	F3PM 11	5	6	1
Airport Ground Operations: An Introduction	F3PD 11	5	6	1
Selling Skills	F3PJ 11	5	6	1
Passenger Transport in the UK: An Introduction	H1MA 11	5	6	1
Working as Air Cabin Crew	F3P7 12	6	6	1
Airport Ground Operations	F3P8 12	6	6	1
The Scottish Tourism Product: An Introduction	DM4T 12	6	6	1
Air Travel : An Introduction	DF6M 12	6	12	2
Surface Travel	DF6L 12	6	6	1
Travel Agency Practice and Procedures	DF6K 12	6	12	2
<b>Broadening Units:</b>				
Food Hygiene for the Hospitality Industry	F792 11	5	3	0.5
Working Safely in the Hospitality Industry	F4SK 10	4	3	0.5
Event Organisation	F3PN 12	6	6	1
First Aid	F19M 11	5	6	1
Work Placement	HF88 45*	5	6	1
Creative Thinking and Goal Setting	DV91 11	5	6	1
Service of Food and Drink	D04R 11	5	6	1
Hospitality Front Office Skills	F7E2 11	5	6	1
Accommodations and Facilities Servicing	F7E3 11	5	6	1
*Personal Development: Self in Community	H18N 45	5	6	1



*Personal Development: Self and Work	H18P 45	5	6	1
*Personal Development: Self Awareness	H18X 45	5	6	1
Contact Centre Skills: Call Handling	DN8E 10	4	6	1
Contact Centre Skills: Personal and Organisational Effectiveness	DN8H 10	4	6	1
Telephone Communication Skills	D0YD 11	5	3	0.5
PC Passport: Internet and on-line communication	F1FD 11	5	6	1
Communication Or Literacy	F3GB 11 H23W 75	5 5	6 6	1 1
Information and Communication Technology	F3GC 11	5	6	1
Problem Solving	F3GD 11	5	6	1
Numeracy Or Numeracy	F3GF 11 H225 75	5 5	6 6	1 1
Working With Others	F3GE 11	5	6	1
<b>Language Units - a maximum of 3 credits may be chosen from the following options</b>				
French for Work Purposes	F3CG 10	4	6	1
Spanish for Work Purposes	F3C7 10	4	6	1
German for Work Purposes	F3CC 10	4	6	1
Italian for Work Purposes	F3CB 10	4	6	1
Cantonese for Work Purposes	F3CF 10	4	6	1
Mandarin for Work Purposes	F3CA 10	4	6	1
Russian for Work Purposes	F3C8 10	4	6	1
Polish for Work Purposes	F3C9 10	4		
Urdu for Work Purposes	F3CE 10	4	6	1
Gaelic (learners) for Work Purposes	F3CD 10	4	6	1
*ESOL in Context	H24L 74	4	6	1
<b>External Assessment Credits - a maximum of 3 credits may be chosen from the following options:</b>				
X code (external assessment) for Int 2 Travel and Tourism	X217 11	5	6	1
X code (external assessment) for Higher Travel and Tourism	X217 12	6	6	1
X code (external assessment for) Int 2 Selling overseas Tourist Destinations)	X03T 11	5	6	1
X code (external assessment) for Higher Retail Travel	X06K 12	6	6	1

\*Refer to history of changes for revision details

## 5.2 Opportunities to Achieve Core Skills

Entry and exit levels of Core Skills for the National Certificate in Travel & Tourism will be set by individual centres.

The Units detailed below have been successfully validated as embedding the following core skills and provide automatic certification of them:

- ◆ Marketing in Travel and Tourism: Critical Thinking component of Problem Solving at SCQF 5



- ◆ The Scottish Tourism Product: An Introduction: Critical Thinking component of Problem Solving at SCQF 5
- ◆ Creative Thinking and Goal Setting: All components of Problem Solving at SCQF 5
- ◆ Work Placement: All components of Problem Solving and Working with others at the level of the Unit
- ◆ Personal Development: Self and Work: All components of Problem Solving at the level of the Unit
- ◆ Personal Development: Self in Society: Working With Others at the level of the Unit
- ◆ Contact Centre Skills: Personal and Organisational Effectiveness: All components of Problem Solving at SCQF 4 and Working with Others at SCQF 4
- ◆ Event Organisation: Problem Solving at SCQF 5

Any of the discrete core skills Units can be chosen as optional Units.

The table below signposts the possible core skills coverage within the programme. This includes the embedding of relevant core skill components listed above.

## 5.2.1 SCQF level 5 (G8YT 45)

Unit/topic	SCQF Level	Comm	IT	PS	WWO	Num
Travel and Tourism: An Introduction	5	√	√			
Business Practices in Travel and Tourism	5		√			√
Tourist Destinations	5	√	√			
Selling Skills	5	√		√		
Skills for Customer Care	5	√		√	√	
Travel and Tourism: Enhancing Skills for Employment	5	√		√	√	
Understanding Tourism in the Local Area	4	√				
Local Tourism Product Knowledge	4	√	√			
Selling Skills	4	√	√		√	
Holiday Planning	4	√	√	√	√	
Holiday Issues	4	√		√	√	
Holiday Destinations	4	√	√			
European and Mediterranean Area Tourist Destinations	5	√	√			
Popular Longhaul Tourist Destinations	5	√	√			
British Isles Tourist Destinations	5	√	√			
Accommodation and Package Holidays	5		√	√		√
Tour Guiding : An Introduction	5	√	√		√	
Resort Representation: An Introduction	5	√				
Working as Air Cabin Crew: An Introduction	5	√	√	√	√	
Airport Ground Operations: An Introduction	5	√		√	√	
Introduction to Travel	5	√				
Food Hygiene for the hospitality industry	4			√		
Creative Thinking and Goal Setting	5		√	√		
Working as Air Cabin Crew	6	√	√	√	√	√
Airport Ground Operations	6	√		√	√	
Travel and Tourism Study Visit	6	√	√	√	√	√
Structure of Travel and Tourism or Travel Industry: An Introduction	6	√	√			
Marketing in Travel and Tourism Industry: An Introduction	6		√	√	√	
Tourist Destinations	6		√		√	
The Scottish Tourism Product: An introduction	6	√	√	√		
Air Travel : An Introduction	6	√	√	√	√	√
Surface Travel	6	√	√	√	√	√
Travel Agency Practice and Procedures	6	√	√	√	√	√
Skills for Customer Care	6	√	√	√	√	
Selling the Travel and Tourism Product	6	√	√	√	√	
Event Organisation	5/6	√		√	√	
Accommodation Operations	4			√	√	
Work Placement	4/5			√	√	
First Aid	5	√		√	√	
Hospitality Front Office Skills	4		√	√	√	
Food and Beverage Service Counter	4			√	√	
Languages/ESOL	3	√				
Personal Development: Self in Society	4			√	√	
Personal Development: Self and Work	4			√	√	
Personal Development: Self Awareness	4			√	√	
Contact Centre Skills: Call Handling	4	√				
Contact Centre Skills: Personal and Organisational Effectiveness	4			√	√	

Unit/topic	SCQF Level	Comm	IT	PS	WWO	Num
Telephone Communication Skills	5	√				
PC Passport: Introduction to the Internet and on-line communications	4		√			
Core Skills units: Communication/IT/Numeracy/WWO	4/5/6	√	√	√	√	√
X code (external assessment) for Int 2 Travel and Tourism	5	√		√		
X code (external assessment) for Higher Travel and Tourism	5	√		√		
X code (external assessment for) Int 2 Selling overseas Tourist Destinations)	6	√		√		√
X code (external assessment) for Higher Selling Scheduled Air Travel	6	√		√		√
X code (external assessment) for Higher Retail Travel	6	√		√		√

### 5.2.2 SCQF level 6 (G8YV 46)

Unit/topic	SCQF Level	Comm	IT	PS	WWO	Num
Travel and Tourism: Enhancing Skills for Employment	5	√		√	√	
Structure of Travel and Tourism Industry	6	√	√			
Marketing in Travel and Tourism : An Introduction	6		√	√	√	
Tourist Destinations	6		√		√	
Selling the Travel and Tourism Product	6	√	√	√	√	
Skills for Customer Care	6	√		√	√	
Travel and Tourism Study Visit	6	√	√	√	√	√
European and Mediterranean Area Tourist Destinations	5	√	√			
Popular Longhaul Tourist Destinations	5	√	√			
British Isles Tourist Destinations	5	√	√			
Accommodation and Package Holidays	5		√	√		√
Travel and Tourism: An Introduction	5	√	√			
Business Practices in Travel and Tourism	5		√			√
Tourist Destinations	5	√	√			
Tour Guiding : An Introduction	5	√	√		√	
Resort Representation: An Introduction	5	√				
Working as Air Cabin Crew: An Introduction	5	√	√	√	√	
Airport Ground Operations: An Introduction	5	√		√	√	
Selling Skills	5	√		√		
Food Hygiene for the hospitality industry	5			√		
Creative Thinking and Goal Setting	5		√	√		
Working as Air Cabin Crew	6	√	√	√	√	√
Airport Ground Operations	6	√		√	√	
The Scottish Tourism Product: An Introduction	6	√	√	√		
Air Travel : An Introduction	6	√	√	√	√	√
Surface Travel	6	√	√	√	√	√
Travel Agency Practice and Procedures	6	√	√	√	√	√
Event Organisation	6			√	√	
First Aid	5	√		√	√	

Unit/topic	SCQF Level	Comm	IT	PS	WWO	Num
Service of Drink and Food	5			√	√	
Hospitality Reception Skills	5		√	√	√	
Accommodations and Facilities Servicing	5			√	√	
PC Passport: Internet and on-line communication	5		√			
Work Placement	5			√	√	
Languages/ESOL	4	√				
Personal Development: Self in Society	5			√	√	
Personal Development: Self and Work	5			√	√	
Personal Development: Self Awareness	5			√	√	
Contact Centre Skills: Call Handling	4	√				
Contact Centre Skills: Personal and Organisational Effectiveness	4			√	√	
Telephone Communication Skills	5	√				
Core Skills units: Communication/IT/Numeracy/WWO	5	√	√	√	√	√
X code (external assessment) for Int 2 Travel and Tourism	5	√		√		
X code (external assessment) for Higher Travel and Tourism	5	√		√		
X code (external assessment for) Int 2 Selling overseas Tourist Destinations)	6	√		√		√
X code (external assessment) for Higher Selling Scheduled Air Travel	6	√		√		√
X code (external assessment) for Higher Retail Travel	6	√		√		√

### 5.3 Mapping to National Occupational Standards

The following table demonstrates the relationship between the practical Units of the National Certificates in Travel and Tourism and relevant National Occupational Standards

SQA Unit Title	Occupational Standard Title	Occupational Standard Code	Standard Provider
Selling Skills	◆ Overcome your customer's objections and answer their queries	Unit T1.3	People 1 <sup>st</sup>
	◆ Close the sale	Unit T1.4	People 1 <sup>st</sup>
Travel and Tourism: Enhancing Skills for Employment	◆ Organise your own workload	Unit T21.1	People 1 <sup>st</sup>
	◆ Develop your performance at work	Unit T21.2	People 1 <sup>st</sup>
Local Tourism Product Knowledge	◆ Promote the features and benefits of tourism products and services	Unit T13.2	People 1 <sup>st</sup>
	◆ Answer queries and provide alternatives	Unit T13.2	People 1 <sup>st</sup>

SQA Unit Title	Occupational Standard Title	Occupational Standard Code	Standard Provider
Holiday Planning	◆ Help customers to identify and select their travel requirements	Unit T19.1	People 1 <sup>st</sup>
	◆ Complete travel service bookings	Unit T19.2	People 1 <sup>st</sup>
Holiday Issues	◆ Assist the resolution of customers' problems	Unit T9.1	People 1 <sup>st</sup>
Accommodation and Package Holidays	◆ Identify and research your customer's travel needs	Unit T12.1	People 1 <sup>st</sup>
	◆ Formulate and present travel itineraries and costings	Unit T12.2	People 1 <sup>st</sup>
Tour Guiding : An Introduction	◆ Ensure the delivery of the itinerary	Unit T41.1	People 1 <sup>st</sup>
	◆ Care for customers	Unit T41.2	People 1 <sup>st</sup>
	◆ Carry out tour administration	Unit T41.3	People 1 <sup>st</sup>
	◆ Ensure the health and safety of the group	Unit T29.1	People 1 <sup>st</sup>
	◆ Coordinate the tour	Unit T29.2	People 1 <sup>st</sup>
	◆ Maintain group cohesion	Unit T29.3	People 1 <sup>st</sup>
	◆ Present a Commentary to customers	Unit T30.1	People 1 <sup>st</sup>
Resort Representation: An Introduction	◆ Plan welcoming events	Unit T28.1	People 1 <sup>st</sup>
	◆ Conduct welcoming events	Unit T28.2	People 1 <sup>st</sup>
	◆ Welcome and assist customers on arrival	Unit T31.1	People 1 <sup>st</sup>
	◆ Escort and brief customers during transfers	Unit T31.2	People 1 <sup>st</sup>
	◆ Assist customers at their departure airport	Unit T31.3	People 1 <sup>st</sup>
Working as Air Cabin Crew: An Introduction	◆ Maintain quality and customer care	Unit CC6.1	GoSkills
	◆ Provide advice and information to passengers	Unit CC8.2	GoSkills
	◆ Prepare a catering trolley for service.	Unit CC20.1	GoSkills
	◆ Serve products from a catering trolley	Unit CC20.2	GoSkills
	◆ Prepare and serve drinks and accompaniments	Unit CC21.1	GoSkills
	◆ Maintain customer and service areas during drinks service	Unit CC21.2	GoSkills
Airport Ground Operations: An Introduction	◆ Check in aviation passengers	Unit AOG23.1	GoSkills

SQA Unit Title	Occupational Standard Title	Occupational Standard Code	Standard Provider
Working as Air Cabin Crew	◆ Contribute to the health and safety of air passengers	Unit CC1.1	GoSkills
	◆ Provide information about products to customers	Unit CC4.1	GoSkills
	◆ Board, disembark, direct and escort passengers	Unit CC8.1	GoSkills
	◆ Provide advice and information to passengers	Unit CC8.2	GoSkills
Airport Ground Operations	◆ Receive and process passenger baggage	Unit AOG23.2	GoSkills
	◆ Deal with passengers who report that their baggage has not appeared following a flight	Unit AOG25.1	GoSkills
Travel and Tourism Study Visit	◆ Research market opportunities for tours	Unit T39.1	People 1 <sup>st</sup>
	◆ Research and develop tour outlines	Unit T39.2	People 1 <sup>st</sup>
	◆ Develop detailed itineraries	Unit T39.3	People 1 <sup>st</sup>
Marketing in Travel and Tourism Industry	◆ Make preparations for promotions	Unit T5.1	People 1 <sup>st</sup>
	◆ Set up, maintain and remove promotional materials	Unit T5.2	People 1 <sup>st</sup>
Air Travel : An Introduction	◆ Identify your customer's air travel requirements	Unit T27.1	People 1 <sup>st</sup>
	◆ Promote the features and benefits of different air travel arrangements	Unit 27.2	People 1 <sup>st</sup>
Travel Agency Practice and Procedures	◆ Complete booking administration for travel services	Unit T2.1	People 1 <sup>st</sup>
	◆ Process post booking documentation	Unit T2.2	People 1 <sup>st</sup>
	◆ Receive payments	Unit T3.1	People 1 <sup>st</sup>
	◆ Issue receipts and store payments	Unit T3.2	People 1 <sup>st</sup>
Skills for Customer Care	◆ Resolve immediate customer service problems	Unit T24.1	People 1 <sup>st</sup>
	◆ Identify repeated customer service problems and options for solving them	Unit T24.2	People 1 <sup>st</sup>

SQA Unit Title	Occupational Standard Title	Occupational Standard Code	Standard Provider
Selling the Travel and Tourism Product	◆ Identify your customer's requirements	Unit T13.1	People 1 <sup>st</sup>
	◆ Promote the features and benefits of tourism products and services	Unit T13.2	People 1 <sup>st</sup>
	◆ Provide supportive listening for telephone callers	Unit T8.1	People 1 <sup>st</sup>
	◆ Maintain constructive dialogue with telephone callers	Unit T8.2	People 1 <sup>st</sup>

## **6 Approaches to delivery and assessment of the National Certificates in Travel & Tourism**

Given the flexibility of the choice in the structure of these awards it is not possible, nor desirable, to have one overall approach to delivery. However, while the delivery is at the discretion of individual centres, it is suggested that when considering the approach to delivery and the framework and choice of optional Units centres should take account of:

- ◆ The individual student
- ◆ Required criteria laid down by other bodies for student entry
- ◆ Requirements for employment
- ◆ The breadth of the sector – centres are encouraged to ensure that there is good coverage of the different sub sectors of the industry in the delivery of the qualifications.

Each individual Unit specification gives detailed information on the Evidence Requirements and approaches to assessment for each Unit, and gives suggestions on different approaches to delivery.

The addition of the mandatory Units in “Travel and Tourism: Enhancing Skills for Employment”, “Selling Skills” and “Skills for Customer Care” require all students to take part in industry standard interviews and role plays. The learning and teaching approach for this encourages visiting speakers, role play techniques and practical exercises such as internet research, brainstorming within the group and research of newspapers and industry periodicals. Practical Units in the options such as working as Air Cabin Crew, Travel Agency Practice and Procedures for example provide the opportunity for integration and reinforcement of the aforementioned skills.

Learning and teaching approaches should also include lectures, role play, simulated workplace environments, individual and group work reinforced by handouts and worksheets which should incorporate problem-solving exercises. Since a major part of the travel and tourism industry uses ICT and the Internet on a daily basis, it is highly advisable that candidates should be encouraged to use and become familiar with a wide range of sources and



resources, including IT programmes. It is recommended that suitably qualified staff with recent and relevant occupational experience deliver these awards to ensure that learning and teaching is linked to the workplace.

Sequencing of the delivery of Units will vary from centre to centre according to the particular programme of Units offered. Some examples illustrating the possible sequencing of Units for typical programmes at each level are outlined below (the first set have a more Travel focus, the second set a more Tourism focussed one). These are based on 12 credits 2 semesters/teaching blocks.

### **Example 1 – Travel focus**

#### ***National Certificate in Travel and Tourism at SCQF Level 5***

Travel and Tourism: An Introduction  
Tourist Destinations Skills for Customer  
Care Accommodation and Package  
Holidays Communication  
Information and Communication Technology  
Business Practices in Travel and Tourism  
Selling Skills  
Travel and Tourism: Enhancing Skills for Employment  
Popular Longhaul Tourist Destinations  
Surface Travel  
Resort Representation: An Introduction

#### ***National Certificate in Travel and Tourism at SCQF Level 6***

Structure of Travel and Tourism  
Tourist Destinations  
Skills for Customer Care  
Communication  
Travel Agency Practice and Procedures (x2)  
Air Travel (x2)  
Marketing in Travel and Tourism: An Introduction  
Selling the Travel and Tourism Product  
Travel and Tourism: Enhancing Skills for Employment  
Travel and Tourism Study Visit

## **Example 2 – Tourism focus**

### ***National Certificate in Travel and Tourism at SCQF Level 5***

Travel and Tourism: An Introduction  
Tourist Destinations  
Skills for Customer Care  
Understanding Tourism in the Local Area  
Communication  
Information and Communication Technology  
Business Practices in Travel and Tourism  
Selling Skills  
Travel and Tourism: Enhancing Skills for Employment  
Local Tourism Product Knowledge  
Tour Guiding: An Introduction  
Surface Travel

### ***National Certificate in Travel and Tourism at SCQF Level 6***

Structure of Travel and Tourism  
Tourist Destinations  
Skills for Customer Care  
The Scottish Tourism Product: An Introduction  
Communication  
Information and Communication Technology  
Marketing in Travel and Tourism: An Introduction  
Selling the Travel and Tourism Product  
Travel and Tourism: Enhancing Skills for Employment  
Travel and Tourism Study Visit  
Tour Guiding: An Introduction  
Surface Travel

### Integration in delivery and assessment:

There are a number of opportunities to integrate the delivery and assessment of a number of Units across the awards. The grid below identifies some areas where this should be possible:

UNIT TITLE	UNIT TITLE
Accommodation, Package Holidays Outcome 2	Travel Agency Practice and Procedures Outcome 1
Airport Ground Operations : An intro Outcome 3	Communication Skills for Customer Care Outcome 2 Working as Cabin Crew Outcome 2
Business Practices in Travel and Tourism Outcome 3	Skills for Customer Care Outcome 3
Creative Thinking and Goal Setting Outcome 1, 2, 3	Event Organisation Outcome 1, 2, 3
Food and Beverage Service Outcome 1, 2, 3.	Could be integrated with Event Organisation (dependant on the event)
Hospitality Front Office Skills Outcome 3, 4	Selling Skills Outcome 2
Local Tourism Product Knowledge Outcome 1, 2	Holiday Destinations Outcome 1, 2
Marketing in Travel and Tourism Outcome 2	Skills for Customer Care Outcome 2

UNIT TITLE	UNIT TITLE
Selling the Travel and Tourism Product  Outcome 2	Hospitality Front Office Skills (dependant on validation)
Service of Food and Drink  Outcome 1,2,3,4	Working as Cabin Crew  Outcome 3
Structure of Travel and Tourism Industry  Outcome 1	Travel and Tourism: An Introduction  Outcome 1
The Scottish Tourism Product: An introduction  Outcome 1	British Isles Tourist Destinations  Outcome 1

## 7 General Information for Centres

### **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](http://www.sqa.org.uk)).

### **Internal and external verification**

All instruments of assessment used within these Group Awards should be internally verified using the appropriate policy within the centre and the guidelines set by SQA.

External verification will be carried out by SQA to ensure that internal assessment is within the national guidelines for these qualifications.

Further information on internal and external verification can be found in SQA's *Guide to assessment and Quality Assurance for Colleges of Further Education* ([www.sqa.org.uk](http://www.sqa.org.uk))

## 8 General information for candidates

The National Certificates in Travel & Tourism are aimed at school leavers, adult returners or those in employment in the Travel and Tourism sectors. It offers an opportunity for candidates to progress to higher education and/or further training but also to improve employability skills within the relevant sector through the knowledge, skills and understanding of Travel and Tourism issues.

The Awards are designed for flexibility by offering an optional structure to meet the specific needs of employers, colleges, training providers and supports various progression routes while offering opportunities for developing skills in problem solving, working as part of a team, communication, numeracy and IT skills. Candidates will also be required to develop practical skills related to the industry through investigation, demonstration, external visits and observation of good practice from industry providers.

Possible areas of employment:

- ◆ Airports,
- ◆ Airlines,
- ◆ Shipping, ferry and cruise companies,
- ◆ Car rental firms, coach companies,
- ◆ Tourist boards, tourist information centres,
- ◆ Visitor attractions,
- ◆ Accommodation providers,
- ◆ Travel agencies and
- ◆ Tour operating firms (domestic, inbound and outbound).

## 9 Glossary of terms

**SCQF:** This stands for the Scottish Credit and Qualification Framework, which is a new way of speaking about qualifications and how they inter-relate. We use SCQF terminology throughout to refer to credits and levels. For further information on the SCQF visit the SCQF website at [www.scqf.org.uk](http://www.scqf.org.uk)

**SCQF credit points:** One SCQF credit point equates to 10 hours of learning. NQ Units at SCQF levels 2-6 are worth 6 SCQF credit points, NQ Units at level 7 are worth 8 SCQF points.

**SCQF levels:** The SCQF covers 12 levels of learning. National Qualification Group Awards are available at SCQF levels 2-6 and will normally be made up of National Units which are available from SCQF levels 2-7.

**Dedicated Core Skill Unit:** This is a Unit that is written to cover one or more particular Core Skills, e.g. National Units in Information Technology or Communications.

**Embedded Core Skills:** This is where the development of a Core Skill is incorporated into the Unit and where the Unit assessment also covers the requirements of Core Skill assessment at a particular level.

**Signposted Core Skills:** This refers to the opportunities to develop a particular Core Skill at a specified level that lie outwith automatic certification.

**Qualification Design Team:** The QDT works in conjunction with a Qualification Manager/Development Manager to steer the development of the National Certificate/National Progression Award from its inception/revision through to validation. The group is made up of key stakeholders.