



**National Qualifications 2016
Internal Assessment Report
Skills for Work: Travel and
Tourism**

The purpose of this report is to provide feedback to centres on verification in National Qualifications in this subject.

National courses

The following **Skills for Work: Travel and Tourism** courses/units were verified during the visits to 27 centres in session 2015–16:

National 4 (C776 74)

H2Y1 74 Travel and Tourism: Employability
H2Y2 74 Travel and Tourism: Customer Service
H2Y3 74 Travel and Tourism: UK and Worldwide
H2Y4 74 Travel and Tourism: Scotland

National 5 (C776 75)

H2Y1 75 Travel and Tourism: Employability
H2Y2 75 Travel and Tourism: Customer Service
H2Y3 75 Travel and Tourism: UK and Worldwide
H2Y4 75 Travel and Tourism: Scotland

General comments

Verifiers generally reported favourably on assessment practices. In most cases, centres were using SQA-approved assessments. Instruments of assessment were generally valid and reliable.

The difficulty for centres is that the SQA assessment materials can be misinterpreted, for example destinations (plural) appears on the unit specification as does destination (singular) on assessment resources. This has caused some confusion in interpretation for generating evidence. We are aware of these inconsistencies and changes will be made to materials in due course. In the meantime, centres should adhere to the statement of standards within the unit specifications in relation to the assessment evidence required.

On the whole, judgement of candidate performance was appropriate, and records were usually accurate. It was clear that candidates had fair access to assessment in all centres.

Internal verification is improving, with centres understanding that the process is not only about candidate evidence but specifically the assessment materials used and the assessment judgements made in relation to that evidence.

From the 27 centres visited, six holds were placed during session 2015–16.

Course arrangements, unit specifications, instruments of assessment and exemplification materials

The SfW verification team found that centres have a general knowledge and understanding of the documents relating to the setting-up, delivery and assessment of the Skills for Work: Travel and Tourism qualifications. The team

has been very proactive in ensuring that centres understand that the statement of standards, ie the assessment standards and evidence requirements, exist within the unit specification which is a mandatory document. The statement of standards specifies what candidates need to do and what assessment evidence they need to generate to meet the national standard.

Evidence requirements

Most centres have used the assessment support packs provided by SQA to produce standardisation documents which are in line with national standards.

Administration of assessments

There are clear examples of where the learning, teaching and assessment process is both engaging and is candidate-focused in line with Curriculum for Excellence principles. Centres are clearly providing candidates with an opportunity for personalisation and choice supporting the ethos of equality and inclusion.

A wide range of assessment methods were seen during visits, including posters, PowerPoints and role-play to name a few. Also, it should be noted that most centres are including a travel and tourism related work experience into learning where possible.

Additionally, there are well developed departmental and school internal verification policies involving double-marking, cross-marking and blind-marking. These verification policies should be further enhanced to ensure that assessment materials are also verified by the centre. This will confirm that they are in line with the national standard.

Areas of good practice

Verifiers reported and identified many areas of good practice during visits. The following examples of good practice were observed:

- ◆ Methods of delivery ensure a candidate-focused approach to assessment which is in line with the principles of Curriculum for Excellence.
- ◆ The learning and teaching process is generally carried out in well-equipped teaching areas with access to information technology.
- ◆ Good use of ICT in the learning and teaching process, including Glow and Edmodo.
- ◆ Outstanding links with employers to include work experience, visits and inspirational talks.
- ◆ Realistic use of role-plays as a method of assessment to ensure that candidates are fully immersed into a quality learning and assessment experience.
- ◆ Some centres encouraged learners to use photographs as evidence of assessment.

Centres are clearly providing candidates with the opportunity for personalisation and choice. Teaching and learning is varied and fully engaging.

Specific areas for improvement

Verifiers reported that there were some specific areas for improvement in the delivery and assessment of Skills for Work: Travel and Tourism. These are:

- ◆ Where there is the requirement for detailed information, candidates should not use bullet points. This will ensure that a more comprehensive approach is taken to achieving the national standard.
- ◆ Itineraries at National 5 should consistently give full details in relation to the needs of the customer — simply cutting and pasting information is not appropriate. Candidates are not required to produce a minute by minute itinerary; morning, afternoon and evening particulars would suffice.
- ◆ Trends should take into consideration information no older than 3 years. Centres have generally found gaining information relating to this difficult (for both the Scotland and UK/Worldwide units). It is suggested that sources to help with this would be: ABTA Travel Trends Report, World Travel Market Global Trends Report and Visit Scotland Trends research. This will keep assessment information given by candidates current and up to date.
- ◆ At National 5, candidates should not have a scripted role-play for the Customer Service unit. The person/partner not being assessed (the customer) could have a set of leading questions which would prompt the candidate (person being assessed) into answering appropriately.
- ◆ Within the Customer Service unit, there is some confusion around criterion 2.1 — describing features and benefits of a product/service. It may be useful to understand that features ‘tell’ and benefits ‘sell’. For example: a feature is a particular aspect of the product — location of the hotel, excursions included in the price, local pick-up etc. A benefit is what the customer gains from that feature.
- ◆ Within the Scotland and UK/Worldwide units, candidates are required to ‘recommend’ a suitable destination to customers based on a case study. Centres should ensure that they are not directing class groups towards the same destination, as this is not in line with the national standard. Candidates should suggest a suitable location based on their own reasoning.
- ◆ Consideration should be given to providing consistent and effective feedback to individual candidates which is evidenced in the candidate assessment records.
- ◆ It is strongly recommended that centre-devised assessment materials are submitted to SQA for prior verification.