Group Award Specification for:

GK64 45   National Certificate in Travel and Tourism at SCQF level 5

and

GK63 46   National Certificate in Travel and Tourism at SCQF level 6

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Contents

1   Introduction

This document was previously known as the Arrangements document. The purpose of this document is to:

♦ assist centres to implement, deliver and manage the qualification
♦ provide a guide for new staff involved in offering the qualification
♦ inform course managers teaching staff, assessors, learners, employers and HEIs of the aims and purpose of the qualification
♦ provide details of the range of learners the qualification is suitable for and progression opportunities

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

Careers in travel and tourism are changing in line with the industry which increasingly demands more professional skills, attitudes and expertise in an increasingly sophisticated and competitive marketplace within the 'digital economy'. 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), destination management companies, etc.

The National Certificates provide a natural progression into the HNC/HND in Travel and Tourism. The placement of the National Certificates within SCQF and how they sit relative to other existing SQA travel and tourism qualifications is illustrated in Appendix 1. Travel and Tourism is the broad term used for titling the suite of SQA qualifications in this sector with the mandatory sections designed to cover broad areas of knowledge and the development of skills and behaviors underpinning all sectors or progression into Higher Education, with specialisation in particular sectors possible via a wide range of options.

The National Certificates in Travel and Tourism are aimed at young people, 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. Additionally, as the recommendations arising from the Scottish Governments Commission for Developing Scotland's Young Workforce begin to be implemented, it may be that the National Certificates in Travel and Tourism start to be offered in the senior phase of the school curriculum via school/college partnerships as a meaningful vocational pathway. This could be instead of or alongside traditional Highers and Nationals.

2 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 learners 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 Council 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 and underpinning theory around sustainable tourism.

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 learners accessing the National Certificate through other routes, the SCQF level 6 qualification 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 both 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
♦ Selling Skills
♦ Impacts on, and trends within, the industry
♦ Understanding of sustainability issues

Each National Certificate in Travel and Tourism is made up of 12 SQA credits (72 SCQF credit points).

At level 5, learners must complete all six mandatory Units plus a further 6 SQA credits from the list of options. At least one of the optional Units must be at SCQF level 5.

At level 6, learners must complete all eight mandatory Units plus a further 4 SQA credits from the list of options. At least one of the optional Units must be at SCQF level 6.

2.1 Structures

National Certificate in Travel and Tourism at SCQF level 5

(Learner must complete all six mandatory Units)

Unit	Code	SCQF level	SCQF Credit Points	SQA Credit
Mandatory				
Travel and Tourism: An Introduction	H90N 45	5	6	1
Sustainable Travel and Tourism: An Introduction	H90T 45	5	6	1
Tourist Destinations	H90K 45	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 — Learner must complete a further 6 SQA credits (at least one further Unit must be at SCQF level 5):

Unit	Code	SCQF level	SCQF Credit Points	SQA Credit
Subject Related Units:				
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
British Isles Tourist Destinations **or**	F3PE 11	5	6	1
British Isles Tourist Destinations with a Scottish Context	H6MY 75	5	6	1
Accommodation and Package Holidays	H90P 45	5	6	1
Activity Tourism: An Introduction	FN8N 10	4	6	1
Participate in Activity Tourism Pursuits	H0E7 11	5	6	1
Skills for Customer Care	F38Y 12	6	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
Travel and Tourism in the UK	H90R 46	6	6	1
Sustainable Practices in Travel and Tourism	H90V 46	6	6	1
Marketing in Travel and Tourism: An Introduction	DM4R 12	6	6	1
Leisure and Business Tourist Destinations	H90L 46	6	6	1
The Scottish Tourism Product: An Introduction	DM4T 12	6	6	1
Air Travel: An Introduction	DF6M 12	6	12	2
Travel Products and Services	H90M 46	6	6	1
Selling the Travel and Tourism Product	F3P9 12	6	6	1
Travel and Tourism: Preparation for HN	H93N 46	6	6	1

Unit	Code	SCQF level	SCQF Credit Points	SQA Credit
Broadening Units:				
Social Media Literacy	J6BA 45*	5	6	1
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
Assist with an Event	F5FJ 10	4	6	1
Creative Thinking and Goal Setting	DV91 11	5	6	1
Marketing: Basic Principles and Applications	HJ30 45*	5	6	1
Introduction to Basic First Aid	J54S 75*	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	F3GB 10	4	6	1
Literacy	H23W 74	4	6	1
Information and Communication Technology	F3GC 10	4	6	1
Problem Solving	F3GD 10	4	6	1
Numeracy Or	F3GF 10	4	6	1
Numeracy	H225 74	4	6	1
Working with Others	F3GE 10	4	6	1
Language Units — a maximum of 3 credits may be chosen from the following options:				
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 for Work Purposes*	J631 43*	3	6	1
ESOL in Context	H24L 73	3	9	1.5

*Refer to history of changes for revision details

To achieve the National Certificate in Travel in Tourism at SCQF level 5, learners must complete 72 SCQF credit points (12 SQA credits)

National Certificate in Travel and Tourism at SCQF level 6

(Learner must complete all eight mandatory Units)

Unit	Code	SCQF level	SCQF Credit Points	SQA Credit
Mandatory:				
Travel and Tourism: Enhancing Skills for Employment	F3PL 11	5	6	1
Travel and Tourism in the UK	H90R 46	6	6	1
Skills for Customer Care	F38X 11	5	6	1
Marketing in Travel and Tourism: An Introduction	DM4R 12	6	6	1
Leisure and Business Tourist Destinations	H90L 46	6	6	1
Selling the Travel and Tourism Product	F3P9 12	6	6	1
Travel and Tourism Study Visit	F3PA 12	6	6	1
Sustainable Practices in Travel and Tourism	H90V 46	6	6	1

Optional Section — Learner must complete a further 4 SQA credits (at least one further Unit must be at SCQF level 6):

Unit	Code	SCQF level	SCQF Credit Points	SQA Credit
Subject Related Units:				
British Isles Tourist Destinations **or**	F3PE 11	5	6	1
British Isles Tourist Destinations with a Scottish Context	H6MY 75	5	6	1
Accommodation and Package Holidays	H90P 45	5	6	1
Skills for Customer Care	F38Y 12	6	6	1
Travel and Tourism: An Introduction	H90N 45	5	6	1
Tourist Destinations	H90K 45	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
Travel Products and Services	H90M 46	6	6	1
Activity Tourism: Developing Skills for Organising Activities	H0BE 12	6	12	2
Activity Tourism and Special Interest Pursuits: An Introduction	H0BD 12	6	6	1
Participate in Activity Tourism Pursuits	H0E7 11	5	6	1
Countryside Interpretation	D838 12	6	6	1
Travel and Tourism: Preparation for HN	H93N 46	6	6	1

Unit	Code	SCQF level	SCQF Credit Points	SQA Credit
Subject Related Units:				
Sustainable Travel and Tourism: An Introduction	H90T 45	5	6	1
Broadening Units				
Social Media Literacy	J6BA 45*	5	6	1
Social Media Literacy	J6BA 46*	6	6	1
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
Introduction to Basic First Aid*	J54S 75*	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
Accommodation 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	F3GB 11	5	6	1
Literacy	H23W 75	5	6	1
Information and Communication Technology	F3GC 11	5	6	1
Problem Solving	F3GD 11	5	6	1
Numeracy Or	F3GF 11	5	6	1
Numeracy	H225 75	5	6	1
Working with Others	F3GE 11	5	6	1
Language Units — a maximum of 3 credits may be chosen from the following options:				
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	6	1
Urdu for Work Purposes	F3CE 10	4	6	1
Gaelic for Work Purposes*	J631 44*	4	6	1
ESOL in Context	H24L 74	4	9	1.5

To achieve the National Certificate in Travel in Tourism at SCQF level 6, learners must complete 72 SCQF credit points (12 SQA credits)

3 Aims of the qualifications

The principal aim of the National Certificates in Travel and Tourism NQGAs is to prepare learners for employment or higher education, as a basis for pursuing a career in relevant sectors.

3.1 General aims of the qualifications

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

♦ developing the learner's ability to work independently.
♦ developing skills in establishing sources of information, selecting information, and presenting information.
♦ challenging the learner'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.

3.2 Specific aims of the qualifications

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

1 enhance appropriate employability skills for the travel and tourism sectors.
2 address the needs of a customer in a sales environment.
3 complete the sales transaction while recognising the need for after sales service.
4 develop a knowledge of a selection of popular tourist destinations.
5 develop a knowledge of the travel and tourism industry and its impact at a local level.
6 gain an awareness of current trends and practices in travel and tourism.
7 develop an understanding of the concepts underpinning sustainable tourism.
8 provide the opportunity to study Units appropriate to specific sectors of travel and tourism, for example in retail travel, airline operations, visitor attractions, activity tourism, guiding.

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

9 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.*
10 further develop selling skills with more emphasis on detailed product knowledge.
11 develop a detailed knowledge of the travel and tourism industry at a national level.
12 further develop destination knowledge with more emphasis on the business customer.
13 further develop understanding of issues and practice in sustainable tourism.
14 develop an understanding of the role of marketing and its application in travel and tourism including the role of customer service as a marketing tool.

4   Recommended entry to the qualification(s)

Entry to this qualification is at the discretion of the centre. The following information on prior knowledge, skills, experience or qualifications that provide suitable preparation for this qualification has been provided by the Qualification Design Team as guidance only.

Learners would benefit from having attained the skills, knowledge and understanding required by one or more of the following or equivalent qualifications.

4.1   National Certificate in Travel and Tourism at SCQF level 5:

English at National 4 (SCQF level 4) or above
Travel and Tourism Units at SCQF level 4
Social Subject at National 4 (SCQF level 4) or above
Relevant work/life experience

4.2   National Certificate in Travel and Tourism at SCQF level 6:

English at National 5 (SCQF level 5) or above
Travel and Tourism Units at SCQF level 5
Social Subject at National 5
Relevant work/life experience

4.3   Core Skills entry profile

The Core Skill entry profile provides a summary of the associated assessment activities that exemplify why a particular level has been recommended for this qualification. The information should be used to identify if additional learning support needs to be put in place for learners whose Core Skills profile is below the recommended entry level or whether learners should be encouraged to do an alternative level or learning programme.

National Certificate in Travel and Tourism SCQF level 5:

Core Skill	Recommended entry level (SCQF level)	Associated Assessment Activities
Communication	4	Developing CVs report writing, dealing with customers, role play activity. Presentations for assessment purposes or Unit activity, eg welcome meetings.
Information and Communication Technology (ICT)	3	Accessing and abstracting information, using social software.
Numeracy	2	Using destination data, timetables, fare calculations.
Problem Solving	2	Dealing with complaints, organising events, planning itineraries, meeting customer requirements.
Working with Others	2	Customer interaction, role plays, in simulated or real environments in context of, for example cabin crew, airline operations, guiding, retail travel. Working with others as part of group activities.

National Certificate in Travel and Tourism SCQF level 6:

Core Skill	Recommended entry level (SCQF level)	Associated Assessment Activities
Communication	4	Developing CVs report writing, dealing with customers, role play activity. Presentations for assessment purposes or Unit activity, eg welcome meetings.
Information and Communication Technology (ICT)	4	Researching information, using social software, e-ticketing.
Numeracy	3	Using destination data, timetables, fare calculations.
Problem Solving	3	Dealing with complaints, organising events, planning itineraries, meeting customer requirements.
Working with Others	3	Customer interaction, role plays, in simulated or real environments in context of, for example cabin crew, airline operations, guiding, retail travel. Working with others as part of group activities, eg planning overseas study visit.

5 Additional benefits of the qualification in meeting employer needs

This qualification was designed to meet a specific purpose and what follows are details on how that purpose has been met through mapping of the Units to the aims of the qualification. Through meeting the aims, additional value has been achieved by linking the Unit standards with those defined in National Occupational Standards. In addition, significant opportunities exist for learners to develop the more generic skills, known as Core Skills through doing this qualification.

For learners 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

5.1 Mapping of qualification aims to Units

The following grid identifies Units in the National Certificates against the specific aims for the qualifications. The programme collectively meets the general aims for the National Certificates.

Unit title	Aims (Specific)													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
Travel and Tourism: An Introduction					✓	✓								
Sustainable Travel and Tourism: An Introduction							✓							
Tourist Destinations	✓			✓										
Selling Skills	✓		✓											
Skills for Customer Care	✓	✓												
Travel and Tourism: Enhancing Skills for Employment	✓													
Travel and Tourism in the UK					✓	✓					✓			
Marketing in Travel and Tourism: An Introduction														✓
Leisure and Business Tourist Destinations				✓								✓		
Selling the Travel and Tourism Product	✓		✓							✓				
Travel and Tourism Study Visit	✓								✓					
Sustainable Practices in Travel and Tourism							✓						✓	
Accommodation and Package Holidays	✓							✓						
Activity Tourism: An Introduction								✓						
Activity Tourism: Developing Skills for Organising Activities	✓							✓						

Unit title	Aims (Specific)													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
Activity Tourism and Special Interest Pursuits: An Introduction	✓							✓						
Participate in Activity Tourism Pursuits	✓							✓						
Countryside Interpretation								✓						
Travel and Tourism: Preparation for HN	✓													
Tour Guiding: An Introduction	✓							✓						
Resort Representation: An Introduction	✓							✓						
Working as Air Cabin Crew: An Introduction	✓							✓						
Airport Ground Operations: An Introduction	✓							✓						
Passenger Transport in the UK: An Introduction								✓						
Working as Air Cabin Crew	✓							✓						
Airport Ground Operations	✓							✓						
The Scottish Tourism Product: An Introduction	✓							✓						
Air Travel: An Introduction	✓							✓						
Travel Products and Services	✓							✓						
Social Media Literacy	✓													
Food Hygiene for the Hospitality Industry	✓													

Unit title	Aims (Specific)													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
Working Safely in the Hospitality Industry	✓													
Event Organisation	✓							✓						
Introduction to Basic First Aid														
Work Placement	✓													
Creative Thinking and Goal Setting	✓													
Service of Food and Drink	✓							✓						
Hospitality Front Office Skills	✓							✓						
Accommodation and Facilities Servicing	✓							✓						
Languages	✓							✓						

5.2 Mapping of National Occupational Standards (NOS)

National Occupational Standards (NOS) describe the performance required of an individual for an occupation in the workplace, eg travel agent, tour guide, etc. They are developed for employers by employers through the relevant Sector Skills Council, in this instance People 1st. NOS have different uses, and for example, employers can use them to develop job specifications, develop in house training programmes. One of the main applications of NOS is to inform the development and content of qualifications. The table below highlights how the Units in the National Certificates in Travel and Tourism relate to relevant NOS.

SQA Unit Title	Occupational Standard Title	Occupational Standard Code
Selling Skills	♦ Overcome your customer's objections and answer their queries	Unit T1.3
	♦ Close the sale	Unit T1.4
Travel and Tourism: Enhancing Skills for Employment	♦ Organise your own workload	Unit T21.1
	♦ Develop your performance at work	Unit T21.2
Local Tourism Product Knowledge	♦ Promote the features and benefits of tourism products and services	Unit T13.2
	♦ Answer queries and provide alternatives	Unit T13.2
Holiday Issues	♦ Assist the resolution of customers' problems	Unit T9.1
Accommodation and Package Holidays	♦ Identify and research your customer's travel needs	Unit T12.1
	♦ Formulate and present travel itineraries and costings	Unit T12.2
Tour Guiding: An Introduction	♦ Ensure the delivery of the itinerary	Unit T41.1
	♦ Care for customers	Unit T41.2
	♦ Carry out tour administration	Unit T41.3
	♦ Ensure the health and safety of the group	Unit T29.1
	♦ Coordinate the tour	Unit T29.2
	♦ Maintain group cohesion	Unit T29.3
	♦ Present a Commentary to customers	Unit T30.1

SQA Unit Title	Occupational Standard Title	Occupational Standard Code
Resort Representation: An Introduction	♦ Plan welcoming events ♦ Conduct welcoming events ♦ Welcome and assist customers on arrival ♦ Escort and brief customers during transfers ♦ Assist customers at their departure airport	Unit T28.1 Unit T28.2 Unit T31.1 Unit T31.2 Unit T31.3
Working as Air Cabin Crew: An Introduction	♦ Maintain quality and customer care ♦ Provide advice and information to passengers ♦ Prepare a catering trolley for service. ♦ Serve products from a catering trolley ♦ Prepare and serve drinks and accompaniments ♦ Maintain customer and service areas during drinks service	Unit CC6.1 Unit CC8.2 Unit CC20.1 Unit CC20.2 Unit CC21.1 Unit CC21.2
Airport Ground Operations: An Introduction	♦ Check in aviation passengers	Unit AOG23.1
Working as Air Cabin Crew	♦ Contribute to the health and safety of air passengers ♦ Provide information about products to customers ♦ Board, disembark, direct and escort passengers ♦ Provide advice and information to passengers	Unit CC1.1 Unit CC4.1 Unit CC8.1 Unit CC8.2
Airport Ground Operations	♦ Receive and process passenger baggage ♦ Deal with passengers who report that their baggage has not appeared following a flight	Unit AOG23.2 Unit AOG25.1
Travel and Tourism Study Visit	♦ Research market opportunities for tours ♦ Research and develop tour outlines ♦ Develop detailed itineraries	Unit T39.1 Unit T39.2 Unit T39.3
Marketing in Travel and Tourism Industry	♦ Make preparations for promotions ♦ Set up, maintain and remove promotional materials	Unit T5.1 Unit T5.2
Air Travel: An Introduction	♦ Identify your customer's air travel requirements ♦ Promote the features and benefits of different air travel arrangements	Unit T27.1 Unit 27.2

SQA Unit Title	Occupational Standard Title	Occupational Standard Code
Travel Products and Services	♦ Complete booking administration for travel services ♦ Process post booking documentation ♦ Receive payments	Unit T2.1 Unit T2.2 Unit T3.1 Unit T3.2
Skills for Customer Care	♦ Resolve immediate customer service problems ♦ Identify repeated customer service problems and options for solving them	Unit T24.1 Unit T24.2
Selling the Travel and Tourism Product	♦ Identify your customer's requirements ♦ Promote the features and benefits of tourism products and services ♦ Provide supportive listening for telephone callers ♦ Maintain constructive dialogue with telephone callers	Unit T13.1 Unit T13.2 Unit T8.1 Unit T8.2

5.3   Mapping of Core Skills development opportunities across the qualification(s)

The following grid indicates Core Skills coverage across the National Certificates:

E=   embedded within the Unit, which means learners who achieve the Unit will automatically have their Core Skills profile updated on their certificate.

S=   signposted, which means learners will be developing aspects of Core Skills through teaching and learning approaches but not enough to attract automatic certification.

Unit title	Communication		Numeracy		ICT		Problem Solving			Working with Others	
	Written	Oral	Using Number	Using Graphical Information	Accessing Information	Providing/Creating Information	Critical Thinking	Planning and Organising	Reviewing and Evaluating	Working Co-operatively with Others	Reviewing Co-operative Contribution
Travel and Tourism: An Introduction	S				S	S					
Sustainable Travel and Tourism: An Introduction	S	S		S	S	S	S	S	S		
Tourist Destinations	S	S			S	S	S	S	S		
Selling Skills	S	S					S	S	S		
Skills for Customer Care	S	S					S	S	S		
Travel and Tourism: Enhancing Skills for Employment	S	S								S	S
Travel and Tourism in the UK	S		S	S	S	S			S		
Marketing in Travel and Tourism: An Introduction							E				

Unit title	Communication		Numeracy		ICT		Problem Solving			Working with Others	
	Written	Oral	Using Number	Using Graphical Information	Accessing Information	Providing/Creating Information	Critical Thinking	Planning and Organising	Reviewing and Evaluating	Working Co-operatively with Others	Reviewing Co-operative Contribution
Leisure and Business Tourist Destinations	S	S			S	S	S	S			
Selling the Travel and Tourism Product		S								S	S
Travel and Tourism Study Visit			S	S	S	S				S	S
Sustainable Practices in Travel and Tourism	S	S		S	S	S	S	S		S	S
Accommodation and Package Holidays	S		S	S	S	S	S	S			
Travel and Tourism Preparation for HN	S	S			S	S	S	S			
Tour Guiding: An Introduction		S			S	S	S	S		S	S
Resort Representation: An Introduction		S								S	S
Working as Air Cabin Crew: An Introduction		S								S	S
Airport Ground Operations: An Introduction	S	S								S	S
Passenger Transport in the UK: An Introduction	S										
Working as Air Cabin Crew		S								S	S
Airport Ground Operations		S								S	S

Unit title	Communication		Numeracy		ICT		Problem Solving			Working with Others	
	Written	Oral	Using Number	Using Graphical Information	Accessing Information	Providing/Creating Information	Critical Thinking	Planning and Organising	Reviewing and Evaluating	Working Co-operatively with Others	Reviewing Co-operative Contribution
The Scottish Tourism Product: An Introduction							E				
Air Travel: An Introduction	S	S	S	S	S	S	S	S	S	S	S
Travel Products and Services	S	S			S	S	S	S	S		
Personal Development: Self in Community							E			E	E
Personal Development: Self and Work							E				
Personal Development: Self Awareness							E				
Communication	E	E									
Information and Communication Technology					E	E					
Problem Solving							E	E	E		
Numeracy			E	E							
Working with Others										E	E
British Isles Tourist Destinations	S	S	S	S	S	S					

Unit title	Communication		Numeracy		ICT		Problem Solving			Working with Others	
	Written	Oral	Using Number	Using Graphical Information	Accessing Information	Providing/Creating Information	Critical Thinking	Planning and Organising	Reviewing and Evaluating	Working Co-operatively with Others	Reviewing Co-operative Contribution
British Isles Tourist Destinations with a Scottish Context	S	S	S	S	S	S					
Work Placement							E	E	E	E	E
Creative Thinking and Goal Setting							E	E	E		
Service of Food and Drink	S	S								S	
Hospitality Front Office Skills	S	S			S	S					
Accommodation and Facilities Servicing			S	S							

5.4 Assessment Strategy for the qualification(s)

Unit	Assessment			
	Outcome 1	**Outcome 2**	**Outcome 3**	**Outcome 4**
Travel and Tourism: An Introduction	A closed-book multiple choice or short answer test	A closed-book multiple choice or short answer test	A closed-book multiple choice or short answer test	Case study — open-book
Sustainable Travel and Tourism: An Introduction	Short answer and restricted response questions under closed-book supervised conditions	Short answer and restricted response questions under closed-book supervised conditions	Brochure, presentation, open-book conditions	—
Tourist Destinations	Written and/or oral recorded evidence will be produced under supervised closed-book conditions	Written and/or oral recorded evidence will be produced under supervised closed-book conditions		—
Selling Skills	Short-answer questions and /or restricted response questions, closed-book conditions	Short-answer questions and /or restricted response questions, closed-book conditions	Observation checklist	Observation checklist
Skills for Customer Care	Restricted response questions. open-book controlled conditions	Practical activity, observation checklist open-book controlled conditions.	Practical activity, observation checklist open-book controlled conditions.	Restricted response questions. open-book controlled conditions
Travel and Tourism: Enhancing Skills for Employment	Folio open-book conditions	Practical activity, open-book conditions	Evaluation Report/folio open-book conditions	—

Unit	Assessment			
	Outcome 1	Outcome 2	Outcome 3	Outcome 4
Travel and Tourism in the UK	A closed-book multiple choice or short answer tests	Case study, open-book conditions	A closed-book multiple choice or short answer tests	—–
Marketing in Travel and Tourism: An Introduction	Folio, open-book conditions	Folio, open-book conditions	Folio, open-book conditions	—–
Leisure and Business Tourist Destinations	Questioning, closed-book, supervised conditions	Development of business itinerary and leisure tour programme, open-book conditions	Development of business itinerary and leisure tour programme, open-book conditions	—–
Selling the Travel and Tourism Product	Restricted response questions	Role play	Case study	—–
Travel and Tourism Study Visit	Portfolio, open-book conditions	Assignment, open-book conditions	Observation checklist, Evaluation Report	—–
Sustainable Practices in Travel and Tourism	Report or Oral presentation under open-book conditions	Report or oral presentation under open-book conditions	Report or oral presentation under open-book conditions	—–
Accommodation and Package Holidays	Practical exercise, supervised controlled conditions	Practical exercise, supervised controlled conditions	—	—–
Tour Guiding: An Introduction	Task or short-answer (written or oral) closed-book test	Performance evidence, supervised, controlled conditions	Performance evidence, supervised, controlled conditions	—–
Resort Representation: An Introduction	Written or oral short-answer closed-book test	Written scripts and short-answer questions supervised, controlled conditions	Tutor observation, supervised controlled conditions	—–
Working as Air Cabin Crew: An Introduction	Written or oral short-answer closed-book test	Practical exercise, supervised controlled conditions	Practical exercise, supervised controlled conditions	—–

Unit	Assessment			
	Outcome 1	Outcome 2	Outcome 3	Outcome 4
Airport Ground Operations: An Introduction	Written or oral short-answer closed-book test	Written or oral short-answer closed-book test	Practical exercise, supervised controlled conditions	—–
Passenger Transport in the UK: An Introduction	Written or oral short answer closed-book test	Mini assignment, open-book	Mini assignment, open-book	—–
Working as Air Cabin Crew	Practical activity, controlled, supervised conditions	Written or oral short answer, controlled, supervised conditions	Practical activity, controlled, supervised conditions	—–
Airport Ground Operations	Practical activity, controlled, supervised conditions	Written or oral short-answer closed-book test	Practical activity, controlled, supervised conditions	—–
The Scottish Tourism Product: An Introduction	Short answer/restricted response questions, closed-book, supervised conditions	Case study, open-book assessment completed under supervised conditions	Case study, open-book assessment completed under supervised conditions	—–
Air Travel: An Introduction	Practical exercise, controlled, supervised conditions	Direct observation, training log, supervised conditions	Practical exercise, controlled, supervised conditions	Practical exercise, controlled, supervised conditions
Travel Products and Services	Practical exercise, supervised, controlled conditions	Practical exercise, supervised, controlled conditions	Practical exercise, supervised, controlled conditions	—–
British Isles Tourist Destinations	Written or recorded oral evidence Supervised, controlled conditions	Written or recorded oral evidence Supervised, controlled conditions supervised, controlled conditions	—	—–

Unit	Assessment			
	Outcome 1	Outcome 2	Outcome 3	Outcome 4
British Isles Tourist Destinations with a Scottish Context	Written or recorded oral evidence Supervised, controlled conditions	Written or recorded oral evidence Supervised, controlled conditions supervised, controlled conditions	—–	—–
Creative Thinking and Goal Setting	Folio of evidence, controlled conditions	Folio of evidence, controlled conditions	Folio of evidence, controlled conditions	—–
Service of Food and Drink	Practical activity, controlled, supervised conditions	Practical activity, controlled, supervised conditions	Practical activity, controlled, supervised conditions	Practical activity, controlled, supervised conditions
Hospitality Front Office Skills	Pro forma, open-book conditions.	Performance evidence, observation checklist	Performance evidence, observation checklist	—–
Accommodation and Facilities Servicing	Written or recorded oral evidence Open-book conditions	Written or recorded oral evidence Open-book conditions	Performance evidence, observation checklist	Performance evidence, observation checklist

6   Guidance on approaches to delivery and assessment

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 learner
- ♦   Required criteria laid down by other bodies for learner 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 learners 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 Products and Services* for example provide the opportunity for integration and reinforcement of the aforementioned skills. The new optional Unit *Travel and Tourism: Preparation for HN* allows learners to demonstrate their retention and application of knowledge and skills from across the programme. In particular it provides the opportunity to develop their critical thinking skills along with ample scope to apply research skills and work cooperatively with others.

Learning and teaching approaches could 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 learners 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.

6.1   Sequencing/integration of Units

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 focused one). These are based on 12 credits two semesters/ teaching blocks.

Example 1 — Travel focus

National Certificate in Travel and Tourism at SCQF level 5

Travel and Tourism: An Introduction
Sustainable Travel and Tourism: An Introduction
Tourist Destinations
Skills for Customer Care
Travel and Tourism: Enhancing Skills for Employment
Selling Skills

Leisure and Business Tourist Destinations
Accommodation and Package Holidays
Travel Products and Services
Communication
Information and Communication Technology
Resort Representation: An Introduction

National Certificate in Travel and Tourism at SCQF level 6

Travel and Tourism in the UK
Leisure and Business Tourist destinations
Sustainable Practices in Travel and Tourism
Marketing in Travel and Tourism: An Introduction
Selling the Travel and Tourism Product
Travel and Tourism: Enhancing Skills for Employment
Skills for Customer Care
Travel and Tourism Study Visit
Social Media Literacy
Travel Products and Services
Air Travel: An Introduction (x2)

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
Sustainable Travel and Tourism: An Introduction
Travel and Tourism: Enhancing Skills for Employment
Selling Skills
Communication
The Scottish Tourism Product: An Introduction
Tour Guiding: An Introduction
Event Organisation
Social Media Literacy
Language

National Certificate in Travel and Tourism at SCQF level 6

Travel and Tourism in the UK
Leisure and Business Tourist Destinations
Sustainable Practices in Travel and Tourism
Marketing in Travel and Tourism: An Introduction Selling the
Travel and Tourism Product
Travel and Tourism: Enhancing Skills for Employment
Skills for Customer Care
Travel and Tourism Study Visit
Participate in Activity Tourism Pursuits
Activity Tourism: Developing Skills for
Organising Activities (x2)
Social Media Literacy

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
Airport Ground Operations: An Introduction Outcome 3	Skills for Customer Care Outcome 2
Creative Thinking and Goal Setting Outcomes 1, 2, 3	Event Organisation Outcomes 1, 2, 3 and/or Travel and Tourism: Preparation for HN Outcome 2
Food and Beverage Service Outcomes 1, 2, 3	Could be integrated with Event Organisation (dependent on the event)
Hospitality Front Office Skills Outcomes 3, 4	Selling Skills Outcome 2
Local Tourism Product Knowledge Outcome 1, 2	Holiday Destinations Outcomes 1, 2
Marketing in Travel and Tourism: An Introduction Outcome 2	Skills for Customer Care Outcome 2
Selling the Travel and Tourism Product Outcome 2	Hospitality Front Office Skills Working as Air Cabin Crew
Service of Food and Drink Outcomes 1, 2, 3, 4	Working as Air Cabin Crew Outcome 3
The Scottish Tourism Product: An introduction Outcome 1	British Isles Tourist Destinations Outcome 1

6.2 Recognition of Prior Learning

SQA recognises that learners gain knowledge and skills acquired through formal, non-formal and informal learning contexts.

In some instances, a full Group Award may be achieved through the recognition of prior learning. However, it is unlikely that a learner would have the appropriate prior learning and experience to meet all the requirements of a full Group Award.

The recognition of prior learning may **not** be used as a method of assessing in the following types of Units and assessments:

♦ HN Graded Units
♦ Course and/or external assessments
♦ Other integrative assessment Units (which may or not be graded)
♦ Certain types of assessment instruments where the standard may be compromised by not using the same assessment method outlined in the Unit
♦ Where there is an existing requirement for a licence to practice
♦ Where there are specific health and safety requirements
♦ Where there are regulatory, professional or other statutory requirements
♦ Where otherwise specified in an Assessment Strategy

More information and guidance on the *Recognition of Prior Learning* (RPL) may be found on our website **www.sqa.org.uk**.

The following sub-sections outline how existing SQA Unit(s) may contribute to this Group Award. Additionally, they also outline how this Group Award may be recognised for professional and articulation purposes.

6.2.1 Articulation and/or progression

The National Certificates in Travel and Tourism provide and Natural progression to the HNC/HND Travel and Tourism.

6.2.2 Transitional Arrangements

The National Certificates are typically completed as a one year programme. It is recommended that learners complete the programme they set out on. For learners who have partially completed a National Certificate and return to complete in future years, centres are advised to apply the credit transfer guidance in the following section. As there are new mandatory Units in the revised National Certificates these would have to be completed by returning learners in order to qualify for certification.

6.2.4 Credit transfer

Old Unit	Unit code	New Unit	Unit code	Credit transfer conditions
Business Practices in Travel and Tourism plus Travel and Tourism: An Introduction	DM4M 11 DM4L 11	Travel and Tourism: An Introduction	H90N 45	Full transfer
Tourist Destinations	DM4N 11	Tourist Destinations	H90K 45	Full transfer
Tourist Destinations	DM4N 12	Leisure and Business Tourist Destinations	H90L 46	Full transfer
Travel Agency Practice and Procedures	DF6K 12	Travel Products and Services	H90M 46	Full transfer
Accommodation and Package Holidays	F3PC 11	Accommodation and Package Holidays	H90P 45	Full transfer
Structure of the Travel and Tourism Industry	F5G0 12	Travel and Tourism in the UK	H90R 46	Full transfer

6.3 Opportunities for e-assessment

The design for some Units in the award requires that evidence of knowledge and understanding of key concepts and processes is obtained through a written test. This assessment process is therefore amenable to on-line assessment (or e-assessment) and centres are encouraged to adopt this approach wherever possible, e-portfolios, blogs, wikis, social media, video diaries, etc can be used for the reflective, evaluative and contextual Outcomes of the qualification.

In cases where performance and product evidence is required, the usual checklists and pro forma could be substituted by electronic versions with a learner's product(s) and progress reports stored in the form of an e-portfolio. As this technology develops centres are encouraged to adopt any such arrangements that SQA may put in place for securing and authenticating this evidence.

6.4 Support materials

A list of existing ASPs is available to view on SQA's website.

6.5 Resource requirements

Good access to ICT generally is required and in particular for a number of Units in retail travel where access to relevant software to simulate booking and ticketing activities is required.

It is essential that delivery takes account of current industry requirements.

Simulated environments for a number of practical Units would be beneficial for example, for cabin crew Units, practical sessions should take place in a mock aircraft cabin. However, a classroom set up using chairs in an aircraft-seating configuration would suffice. A set of safety demonstration equipment comprising of a seat belt, life jacket, oxygen mask and safety card is necessary. Access to an airline service cart would be desirable although a tiered trolley would be a useful substitute.

For airport ground operations, where possible, a check-in and boarding area should be created, where working practice can be simulated.

7 General information for centres

Equality and inclusion

The Unit specifications making up this Group Award have been designed to ensure that there are no unnecessary barriers to learning or assessment. The individual needs of learners will 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**.

Internal and external verification

All instruments of assessment used within this/these qualification(s) 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* **(www.sqa.org.uk/GuideToAssessment)**.

8   Glossary of terms

Embedded Core Skills: is where the assessment evidence for the Unit also includes full evidence for complete Core Skill or Core Skill components. A learner successfully completing the Unit will be automatically certificated for the Core Skill. (This depends on the Unit having been successfully audited and validated for Core Skills certification.)

Finish date: The end of a Group Award's lapsing period is known as the finish date. After the finish date, the Group Award will no longer be live and the following applies:

♦   learners may not be entered for the Group Award
♦   the Group Award will continue to exist only as an archive record on the Awards Processing System (APS)

Lapsing date: When a Group Award is entered into its lapsing period, the following will apply:

♦   the Group Award will be deleted from the relevant catalogue
♦   the Group Award specification will remain until the qualification reaches its finish date at which point it will be removed from SQA's website and archived
♦   no new centres may be approved to offer the Group Award
♦   centres should only enter learners whom they expect to complete the Group Award during the defined lapsing period

SQA credit value: The credit value allocated to a Unit gives an indication of the contribution the Unit makes to an SQA Group Award. An SQA credit value of 1 given to an SQA Unit represents approximately 40 hours of programmed learning, teaching and assessment.

SCQF: The Scottish Credit and Qualification Framework (SCQF) provides the national common framework for describing all relevant programmes of learning and qualifications in Scotland. SCQF terminology is used throughout this guide to refer to credits and levels. For further information on the SCQF visit the SCQF website at **www.scqf.org.uk**.

SCQF credit points: SCQF credit points provide a means of describing and comparing the amount of learning that is required to complete a qualification at a given level of the Framework. One National Unit credit is equivalent to 6 SCQF credit points. One National Unit credit at Advanced Higher and one Higher National Unit credit (irrespective of level) is equivalent to 8 SCQF credit points.

SCQF levels: The level a qualification is assigned within the framework is an indication of how hard it is to achieve. The SCQF covers 12 levels of learning. HNCs and HNDs are available at SCQF levels 7 and 8 respectively. Higher National Units will normally be at levels 6–9 and Graded Units will be at level 7 and 8. 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.

Signposted Core Skills: refers to opportunities to develop Core Skills arise in learning and teaching but are not automatically certificated.

History of changes

It is anticipated that changes will take place during the life of the qualification and this section will record these changes. This document is the latest version and incorporates the changes summarised below. Centres are advised to check SQA's APS Navigator to confirm they are using the up to date qualification structure.

NOTE: Where a Unit is revised by another Unit:

♦ No new centres may be approved to offer the Unit which has been revised.
♦ Centres should only enter learners for the Unit which has been revised where they are expected to complete the Unit before its finish date.

Version Number	Description	Date
08	**Revision of Units:** Social Media Literacy H7EB 45 and H7EB 46 have been revised by Social Media Literacy J6BA 45 and J6BA 46. H7EB 45 and H7EB 46 will finish on 31/07/2024.	May 2022
07	**Revision of Units:** Gaelic (Learners) for Work Purposes F3CD 09 has been replaced by Gaelic for Work Purposes J631 43. Gaelic (Learners) for Work Purposes F3CD 10 has been replaced by Gaelic for Work Purposes J631 44.	February 2022
06	**GK63 46 & GK64 45** **Revision of Unit:** Introduction to First Aid (HX1W 75) has been revised by Introduction to Basic First Aid (J54S 75) and will finish on 31/07/2020.	December 2020
05	**GK63 46 & GK64 45** **Revision of Unit:** First Aid (F19M 11) has been revised by Introduction to First Aid (HX1W 75) and will finish on 31/07/2020.	December 2017
04	**GK64 45** **Revision of Unit**: F390 11 Marketing: Basic Principles *has been revised by* HJ30 45 Marketing: Basic Principles and Applications *and will finish on* 31/07/2019.	February 2017
03	**GK64 45** **Revision of Unit**: D36H 10 Work Experience *has been revised by* HF88 44 Work Placement *and will finish on* 31/07/2017 **GK63 46** **Revision of Unit**: D36H 11 Work Experience *has been revised by* HF88 45 Work Placement *and will finish on* 31/07/2017.	July 2016
02	**GK63 46** H23W 75 Literacy has been added as an alternative to F3GB 11 Communication. H225 75 Numeracy has been added as an alternative to F3GF 11 Numeracy. **GK64 45** H23W 74 Literacy has been added as an alternative to F3GB 10 Communication.	February 2016

Version Number	Description	Date
	H225 74 Numeracy has been added as an alternative to F3GF 10 Numeracy.	

Acknowledgement

SQA acknowledges the valuable contribution that Scotland's colleges have made to the development of this qualification.

9   General information for learners

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

The National Certificates in Travel and Tourism are aimed at school leavers, adult returners or those in employment in the Travel and Tourism sectors. 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.

Possible areas of employment include:

♦   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)

Normally a National Certificate is completed within a one year full time programme. Entry requirements are at the discretion of the centre but normally include the following:

National Certificate in Travel and Tourism at SCQF level 5 one or more from:

English at National 4 (SCQF level 4) or above
Travel and Tourism Units at SCQF level 4
Social Subject at National 4 (SCQF level 4) or above
Relevant work/life experience

National Certificate in Travel and Tourism at SCQF level 6 one or more from:

English at National 5 (SCQF level 5) or above
Travel and Tourism Units at SCQF level 5
Social Subject at National 5
Relevant work/life experience

The qualifications are flexible in their design. Each National Certificate has a mandatory section covering the practical skills and knowledge necessary for employment within the travel and tourism industry. These include customer care, selling skills and employability skills. There is also the opportunity to examine popular travel and tourism destinations and the underpinning theory and practice around sustainable tourism. The optional Units allow you to specialise in particular sectors, for example, retail travel practice, tour operations, activity tourism, tour guiding, airport ground operations, cabin crew work, languages.

Both National Certificates provide opportunities for you to develop skills in problem solving, working as part of a team, communication, numeracy and ICT skills.

The Units are assessed in a variety of ways, for example by role plays, practical activities, folio building, short answer/multiple choice questions. Some centres may offer eassessment and most will include external visits and observation of good practice by industry providers.

The National Certificates also offer an opportunity for learners to progress to higher education and in particular on to an HNC/HND in Travel and Tourism and thereafter to relevant degrees often through accelerated entry into Year 2 or 3.

Appendix 1: SQA qualifications in Travel and Tourism and Possible Progression Pathways

		Pre-employment	*Pre-employment and development*	*Workforce Development*		
SCQF	**SQA National Courses and Group Awards**	**Further/Higher Education**	*Occupational/CPD*	*Safe and Legal*	**SCQF**
8		**HND** ♦ Travel and Tourism ♦ Events Management ♦ Activity Tourism	**SVQ Level 4** ♦ Management ♦ Customer Service **PDA** ♦ Accommodation Management ♦ Project Management ♦ Leadership and Change ♦ Managing Self and Others		8
7		**HNC** ♦ Travel and Tourism ♦ Events ♦ Activity Tourism	**PDA** ♦ Managing Resources and Quality ♦ Managing Self and Others ♦ Events ♦ Events Operations	**HN Food Hygiene** ♦ Food Hygiene Intermediate	7
6	**National Certificate** Travel and Tourism		**SVQ Level 3** ♦ Management ♦ Customer Service	**Alcohol Licensing Qualifications** ♦ Scottish Certificate for Personal Licence Holders ♦ Scottish certificate for Personal Licence Holders (Refresher) **Higher** ♦ Food Hygiene	6
5	**Skills for Work** ♦ Travel and Tourism **National Certificate** ♦ Travel and Tourism ♦ Events Co-ordination ♦ Activity Tourism		**SVQ Level 2** ♦ Team Leading ♦ Customer Service	**Alcohol Licensing Qualifications** ♦ Scottish Certificate for Safe Sale and Service of Alcohol **National 5** ♦ Food Hygiene	5
4	**Skills for Work** ♦ Travel and Tourism **National Progression Award** ♦ Activity Tourism		**SVQ Level 1** ♦ Customer Service	**National 4** ♦ Food Hygiene	4
3				**National 3** ♦ Food Hygiene	3