



## **Group Award Specification for:**

**National Progression Award in Travel Agency Skills  
at SCQF level 6**

**Group Award Code: GM6K 46**

**Validation date: April 2017**

**Date of original publication: July 2017**

**Version: 02 (June 2019)**

## Contents

1	Introduction .....	1
2	Qualification structure .....	1
2.1	Structure .....	1
3	Aims of the qualification .....	1
3.1	General aim of the qualification .....	2
3.2	Specific aims of the qualification .....	2
4	Recommended entry to the qualification .....	2
4.1	Core Skills entry profile .....	3
5	Additional benefits of the qualification in meeting employer needs .....	3
5.1	Mapping of qualification aims to units .....	4
5.2	Mapping of National Occupational Standards (NOS) and/or trade body standards .....	5
5.3	Mapping of Core Skills development opportunities across the qualification .....	6
5.4	Assessment strategy for the qualification .....	7
6	Guidance on approaches to delivery and assessment .....	8
6.1	Sequencing/integration of units .....	8
6.2	Recognition of prior learning .....	8
6.3	Opportunities for e-assessment .....	9
6.4	Support materials .....	9
6.5	Resource requirements .....	9
7	General information for centres .....	9
8	Glossary of terms .....	10
9	General information for learners .....	12

# 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

This group award is aimed at school and 'access to education' markets, which are likely to include school leavers and adult returners.

This group award provides an introduction to the travel industry and the knowledge and skills necessary for gaining employment within a travel agency. This group award will provide opportunities for articulation to the National Certificate in Travel and Tourism (SCQF level 6) which enables progression to the HNC and HND Travel and Tourism. These articulate directly to a number of degree programmes.

## 2 Qualification structure

This group award is made up of 4 SQA unit credits. It comprises 24 SCQF credit points of which 18 are at SCQF level 6. A mapping of Core Skills development opportunities is available in Section 5.3.

### 2.1 Structure

4 code	2 code	Unit title	SQA credit	SCQF credit points	SCQF level
F3P9	12	Selling the Travel and Tourism Product	1	6	6
H90M	46	Travel Products and Services	1	6	6
H90L	46	Leisure and Business Tourist Destinations	1	6	6
HF88	45	Work Placement or	1	6	5
F3PL	11	Travel and Tourism: Enhancing Skills for Employment	1	6	5

## 3 Aims of the qualification

This Group Award has been developed for a range of possible candidates from those of school age and those progressing from a National Certificate in Travel and Tourism at SCQF level 5, through to adults who wish to consider entering into a career in the travel agency sector. The aims outlined in the following sections reflect the breadth of expected candidates and the intention to provide an introductory level course which will facilitate access to employment. The NPA is also an entry point for some candidates who could progress from school to an NC and through higher national to degree level studies.

### **3.1 General aim of the qualification**

The general aim of the NPA is to develop learner's knowledge and skills in:

- ◆ Planning
- ◆ Working with others
- ◆ Evaluating
- ◆ Critical thinking
- ◆ Communication
- ◆ Employability
- ◆ Problem solving

### **3.2 Specific aims of the qualification**

The NPA will:

- ◆ Provide candidates with skills and knowledge of the travel agency sector so that they can consider the area for future employment/training.
- ◆ Prepare candidates for progression to further studies in the travel and tourism sector
- ◆ Develop candidate knowledge of the nature of the travel and tourism product and equip them with the knowledge and skills required to sell effectively in a travel agency.
- ◆ Develop candidate communication, team working and critical thinking skills.
- ◆ Develop candidate employability skills and knowledge.
- ◆ Develop candidate knowledge of a range of leisure and business tourism destinations.
- ◆ Develop candidate customer care skills and knowledge.

## **4 Recommended entry to the qualification**

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 and/or experience:

- ◆ National 5 qualifications including English (or equivalent)
- ◆ Units in Travel and Tourism at SCQF level 5

## 4.1 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.

Core Skill	Recommended SCQF entry profile	Associated assessment activities
Communication	5	Demonstrate face to face and telephone selling skills
Numeracy	4	Provide quotes for ancillary products and services
Information and Communication Technology (ICT)	5	Devise travel itineraries for clients
Problem Solving	4	Planning a workplace learning project
Working with Others	4	Completing a work placement

## 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 and/or trade/professional body requirements. In addition, significant opportunities exist for learners to develop the more generic skills, known as Core Skills through doing this qualification.

## 5.1 Mapping of qualification aims to units

Code	Unit title	Specific aims							
		1 (general aim)	2	3	4	5	6	7	8
HF88 45	Work Placement	X	X	X	X	X	X		X
F3PL 11	Travel and Tourism: Enhancing Skills for Employment	X	X	X	X	X	X		X
F3P9 12	Selling the Travel and Tourism Product	X	X	X	X	X	X	X	X
H90M 46	Travel Products and Services	X	X	X	X	X	X	X	X
H90L 46	Leisure and Business Tourist Destinations	X	X	X	X	X	X	X	

## 5.2 Mapping of National Occupational Standards (NOS) and/or trade body standards

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 Progression Award in Travel Agency Skills relate to relevant NOS.

Code	Unit title	National Occupational Standard										
		TT01- Sell travel-related products and services	TT02- Process travel services and bookings	TT03- Process travel and tourism service payments	TT08-Research travel and tourism destination information	TT10-develop and maintain effectiveness at work	TT13-Sell tourism related products and services	TT14-Identify and provide travel and tourism related information	TT19-Help customers to choose and book travel services	TT20-Arrange Travel itineraries	TT42- Organise and implement travel and tourism promotional activities	
F3P9 12	Selling the Travel and Tourism Product	X	X				X	X	X		X	
F3P9 12	Selling the Travel and Tourism Product	X	X				X	X	X		X	
H90M 46	Travel Products and Services		X					X				
H90L 46	Leisure and Business Tourist Destinations				X			X		X		
HF88 45	Work Placement					X						
F3PL 11	Travel and Tourism: Enhancing Skills for Employment					X						

### 5.3 Mapping of Core Skills development opportunities across the qualification

The following grid indicates Core Skills coverage across the NPA: 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 code	Unit title	Communication			Numeracy		ICT		Problem Solving			Working with Others	
		Written (Reading)	Written (Writing)	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
HF88 45	Work Placement	S	S	S	S		S	S	E5	E5	E5	E5	E5
F3PL 11	Travel and Tourism: Enhancing Skills for Employment	S	S	S	S		S	S	E5	E5	S	S	S
F3P9 12	Selling the Travel and Tourism Product	S	S	S	S		S	S	S	S		S	
H90M 46	Travel Products and Services	S	S	S	S		E5	S	E5	S		S	
H90L 46	Leisure and Business Tourist Destinations	S	S	S	S	S	S	S	E6	E5		S	

## 5.4 Assessment strategy for the qualification

Unit	Assessment		
	Outcome 1	Outcome 2	Outcome 3
Work Placement	Open-book learner record	Open-book learner record	Open-book learner evaluation
Travel and Tourism: Enhancing Skills for Employment	Open-book learner record	Role Play	Open-book learner evaluation
Selling the Travel and Tourism Product	Closed-book restricted response questions	Role play/work experience	Case study
Travel Products and Services	Practical exercise	Practical exercise	Practical exercise
Leisure and Business Tourist Destinations	Closed-book test	Open-book combined O2/3 business itinerary and leisure tour programme	

## 6 Guidance on approaches to delivery and assessment

### 6.1 Sequencing/integration of units

A suggested order for the delivery of units in this group award to allow for units to best support and inform one another, whilst developing learner knowledge and understanding of working in a travel agency:

- 1 *Leisure and Business Tourist Destinations* is designed to enable learners to develop working knowledge of a range of leisure and business tourism destinations around the world and to provide practical travel information. Learners will develop a working knowledge of popular travel routes and develop skills in creating touring programmes and itinerary planning. This will support the learning undertaken in the other units.
- 2 *Travel Products and Services* is designed to provide learners with basic knowledge and skills required to identify and select appropriate travel products and services to meet customer requirements, using online systems. This unit will allow learners to use knowledge and skills acquired to effectively sell the travel and tourism product.
- 3 *Selling the Travel and Tourism Product* will allow candidates to develop an understanding of the nature of the travel and tourism product/service and equip them with the knowledge and skills required to sell effectively in that particular context. It will also allow candidates to provide an effective sales environment. The development of selling and customer care skills will enable learners to put this knowledge and understanding into practice when on work experience.
- 4 *Work Placement* is designed to recognise the valuable learning and development which takes place as a result of planning and carrying out a suitable work placement. Learners will have an opportunity to think about their abilities and career aspirations in preparation for their work placement. During the placement they will carry out work specific duties, work with others and carry out a workplace learning project. Learners will evaluate their progress on completion of the placement. This unit could be integrated with the other three units; learners could attend placements throughout the delivery of the other units.

*Travel and Tourism: Enhancing Skills for Employment* is designed to help build self confidence in candidates through development of the skills, attitudes and behaviours valued by employers in the travel and tourism sector. A practical approach will be applied throughout and reflected in activities such as participating in a selection interview. There will be particular emphasis on the development of effective self presentation which is essential to many roles in the customer facing environment of travel and tourism. This will also include raising an awareness of the standards expected in different sectors of the industry. This unit could be integrated with the other three units.

Throughout this group award there will be a focus on group work, role play and developing skills in communication, working with others and selling skills. All of the activities within the programme should encourage the development of self-confidence and understanding of others. It is anticipated that discussions of candidates own experiences from work placements would be used to build upon personal knowledge and experience and allow learners to draw comparisons and learn from others.

## **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](http://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**

Learners could progress to the National Certificates in Travel and Tourism at SCQF level 6 which in turn provides progression to the HNC and HND in Travel and Tourism.

### **6.3 Opportunities for e-assessment**

Within this group award there is scope for e-learning and e- assessment of theoretical components. However in the case of practical activities such as undertaking work placement, role play, e-assessment is not appropriate and other forms of evidence such as video recording could be used.

### **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 access to relevant software to simulate booking and ticketing activities is required. It is essential that delivery takes account of current industry practice.

## **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](http://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](http://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:

- ◆ candidates 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)

**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](http://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 candidates for the unit which has been revised where they are expected to complete the unit before its finish date.

Version Number	Description	Date
02	F3PL 11 Travel and Tourism: Enhancing Skills for Employment added to framework	25/06/2019

## 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 Progression Award (NPA) in Travel Agency Skills is suitable for a range of possible learners from those of school age and those progressing from a National Certificate at SCQF level 5 In Travel and Tourism through to adults who wish to consider entering into a career in the Travel Agency sector. The NPA is an introductory level course which will facilitate access to relevant employment.

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. Possible areas of employment include travel agencies and tour operating firms (domestic, inbound and outbound).

Entry requirements are at the discretion of the centre but normally include the following: English or equivalent at National 5 (SCQF level 5) or above and Travel and Tourism units at SCQF level 5 or relevant work/life experience.

You will complete four units in which you will:

- ◆ Develop a working knowledge of popular travel routes and develop skills in creating touring programmes and itinerary planning
- ◆ Develop basic knowledge and skills required to identify and select appropriate travel products and services to meet customer requirements, using online systems.
- ◆ Develop an understanding of the nature of the travel and tourism product/service and equip you with the knowledge and skills required to sell effectively in that particular context.
- ◆ Plan and carry out a suitable work placement **or** develop skills for employment within the travel and tourism industry.

The NPA also provides the opportunity 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.

The NPA also offers the opportunity for learners to progress to the National Certificate in Travel and Tourism and from HNC/HND in Travel and Tourism.