



Higher National Qualifications

Qualification Verification Summary Report 2022

Travel and Tourism

Verification group number: 192

Introduction

Three centres were selected for verification in session 2021–22. All centres were delivering HN Travel and Tourism awards. Despite the COVID-19 pandemic they all successfully delivered the awards. The units verified are listed below:

F3F5 34	Scottish Natural Heritage Tourism
H0RC 34	Preparation for Employment in Travel and Tourism
DK0E 34	Applying Marketing Principles in Travel and Tourism
H11R 34	Retail Travel Practice
DK07 33	International Tourist Destinations
H1J4 34	Working as Senior Cabin Crew
DK02 35	Planning and Sustainable Development in Tourism
DJ9W 34	Structure of the Travel and Tourism Industry
DK08 35	Influences on the Travel and Tourism Industry
DJ9X 34	Role of History, Culture and Genealogy in Scottish Tourism
DK04 35	Marketing Planning in Travel and Tourism

Category 2: Resources

Criterion 2.4: There must be evidence of initial and ongoing reviews of assessment environments; equipment; and reference, learning and assessment materials.

All centres verified had effective policies and procedures in place for assessment and internal verification. They all had pre-delivery and ongoing internal verification documents/forms completed for all units. They included reviews of equipment, resources, assessment environments and assessment instruments. They confirmed that initial and ongoing reviews were completed, and any actions identified and addressed. Learning and teaching summary forms/plans detailed the teaching materials, resources, and planned assessment dates.

Category 3: Candidate support

Criterion 3.2: Candidates' development needs and prior achievements (where appropriate) must be matched against the requirements of the award.

All centres identify candidate development needs during the application process and at induction. This enables candidates to be referred for additional support prior to, and on commencement of, their course. All centres had systems in place to enable candidates to self-refer or be referred to student services for additional support at any point during their studies. For all centres the entry requirements in the prospectus and website clearly state the requirements to be able to undertake the awards. All centres had systems in place where alternative assessment arrangements are identified and shared securely with appropriate staff.

Criterion 3.3: Candidates must have scheduled contact with their assessor to review their progress and to revise their assessment plans accordingly.

Candidates at all centres have timetabled classes with their assessor. In some cases, due to COVID-19 restrictions, candidates undertook classes remotely via Microsoft Teams. All centres had delivery and assessment schedules in the master folders for all units; these are shared with candidates at the start of the unit delivery. Centres identified where candidates required additional support and guidance and put the appropriate support in place. All centres had student support services available to provide support where candidates are experiencing personal issues. Centres scheduled remediation and re-assessment during the last weeks of teaching to enable candidates to complete units. All candidates get feedback on their assessments and have reviews with their lecturers/tutor to discuss progress and identify any issues arising from assessment.

Category 4: Internal assessment and verification

Criterion 4.2: Internal assessment and verification procedures must be implemented to ensure standardisation of assessment.

All centres have internal verification policies and procedures in place and documentation demonstrated that the procedures are implemented correctly. Assessors and internal verifiers meet on a regular basis to review the effectiveness of delivery and assessment — and to ensure they meet the standards. Standardisation meetings are held pre-, mid- and post-delivery of units. All the centres have a master internal verification document or spreadsheet that identifies units for internal verification on a three-year cycle, or more frequently where required. One centre delivers units cross-campus. Teams has made standardisation possible as they have online meetings and use the chat function to discuss units/assessments. All the centres store assessment instruments and master folders securely.

Criterion 4.3: Assessment instruments and methods and their selection and use must be valid, reliable, practicable, equitable and fair.

All the centres internally verify assessments before delivery. Centres are using ASPs, prior verified assessments and internally approved assessments. Master folders include assessment instruments, re-assessments, marking schemes and marking checklists. Where they are using adapted versions (due to COVID-19 restrictions) they are internally verified according to SQA and the centre's policies and procedures. Some centres integrated unit assessments to avoid duplicating assessment of knowledge and understanding. Checklists and evidence matrices were used to match the assessment to the unit requirements.

Criterion 4.4: Assessment evidence must be the candidate's own work, generated under SQA's required conditions.

All of the centres use signed candidate statements to confirm assessments are their own work. Centres also used plagiarism software (Turnitin) for assessments submitted via their

VLEs. Candidate evidence at all centres is generated under SQA's required conditions. The centres all have a candidate malpractice policy which is discussed at induction.

Criterion 4.6: Evidence of candidates' work must be accurately and consistently judged by assessors against SQA's requirements.

Candidate evidence presented at all centres was accurately and consistently judged by assessors against SQA's requirements. This was confirmed in internal verification sample records. Assessors all complete marking checklists and record marking decisions clearly on candidate scripts. At one centre units are delivered at two sites and there is consistency in marking decisions across both campuses.

Criterion 4.7: Candidate evidence must be retained in line with SQA requirements.

All centres have paper and electronic candidate assessment evidence. This was retained and stored securely in accordance with centre policies and SQA requirements.

Criterion 4.9: Feedback from qualification verifiers must be disseminated to staff and used to inform assessment practice.

All centres disseminated external verification reports to staff. These are discussed at team meetings. Any action points or recommendations are discussed and changes implemented by the relevant staff. All centres store qualification verification reports in a shared drive to ensure that assessors and internal verifiers have access to them.

Areas of good practice reported by qualification verifiers

The following good practice was reported during session 2021–22:

- ◆ Where candidates required support with report writing, additional classes on note taking, time management, report writing and referencing were arranged. Candidate engagement was positive and there was a marked improvement in the quality of reports completed after these sessions.
- ◆ Where units were delivered online and in class, candidates were given a summary/diary of the classes with additional guidance on work to be completed for the following week.
- ◆ A dedicated tourism and aviation area for teaching and assessment was used and included a simulated airport check-in desk and aircraft cabin — aircraft seats, overhead storage lockers, trolleys and a cockpit mural. This provided a realistic learning environment for the unit Working as Senior Cabin Crew.
- ◆ Candidates uploaded video assessment evidence for their presentation and the assessor completed the assessment checklist. These were of a high standard.
- ◆ A centre timetabled 'academic' tutor slots to allow students to discuss their progress during their course and to access additional support.

- ◆ Integrating assessments for Influences on the Travel and Tourism Product, Tour Operations, and Marketing Planning in Travel & Tourism to avoid duplication of knowledge and understanding, reduced the number of assessment tasks completed by candidates.

Specific areas for development

No specific areas for development were identified in session 2021–22.