



## Subject guidance for internally assessed qualifications in 2020–21

Please read this document in conjunction with [guidance for the assessment of internally assessed qualifications issued to centres in August 2020](#).

<b>Group award title:</b>	National 4 Skills for Work: Travel and Tourism
<b>Group award code:</b>	C776 74

### Units and/or outcomes where conditions of assessment can or cannot be altered

All units should be completed following local authority guidance.

Presentations and talks should be conducted digitally whenever possible. Work-related activities can be conducted virtually or internal to the centre if necessary.

### Adaptations to evidence requirements to help manage assessment

#### Destination units H2Y3 74 Travel and Tourism: UK and Worldwide and H2Y4 74 Travel and Tourism: Scotland

These units may be combined, and learners should choose a destination in Scotland and one further destination from either UK, Europe, or Worldwide for Outcome 1.

#### H2Y2 74 Travel and Tourism: Customer Service

A single role-play covering a complaint can be used to cover Outcomes 1 and 3. If learners are unable to do these visually, they can be done orally, for example, via telephone or via email.

#### H2Y1 74 Travel and Tourism: Employability

Outcome 1 — evidence for two careers and associated information required.

Outcome 3 — evidence for performance criteria (a), (b), and (c) for the job of personal interest may now be based on one of the careers they have investigated in Outcome 1.

## **Rationale**

The National 4 Travel and Tourism course includes a range of practical elements, teamwork, visits, and guest speakers. It would be very difficult to carry out all practical work in session 2020–21 because of current requirements for social distancing and local authority health and safety protocols. The adaptations to the evidence requirements will help maximise time available for learning and teaching. These modifications ensure that the validity and integrity of the course are maintained while considering the safety of teachers, lecturers, and learners.

## **Additional guidance/information**

### **H2Y2 74 Travel and Tourism: Customer Service**

Evidence of all the PCs of Outcome 1 can be generated in the context of the complaint scenario in Outcome 3.

### **H2Y1 74 Travel and Tourism: Employability**

Direct work experience is unlikely to be possible under current restrictions. A variety of approaches could be taken for the work-related practical activity in Outcome 2. Involvement of local employers either directly or via DYW teams or local chambers of commerce would be advantageous. This could include involvement in carrying out research or setting work-related tasks, for example social media marketing or promotion of a local visitor attraction or preparing a tour guide script for a local walking tour.

A fully integrated approach could also be taken to provide evidence across the course. For example, using a simulated travel agency (this can be virtual) where the learner compiles information to meet a customer enquiry — the customer can be the teacher or peers. This would provide evidence across destination knowledge, customer service, and elements of the employability unit.

For Outcome 2, previous experience could be used. Depending on age, a learner could use prior work experience or a part-time job. Although it is unlikely to be related to travel and tourism there may be sufficient transferable skills. Voluntary work could also be included. This could be captured via professional discussion and reflective accounts. If a virtual work placement is completed, evidence can be demonstrated by learners showing up to their appointments on time, having appropriate personal appearance, a positive attitude to learning etc.

Evidence for Outcome 2 could come from working within a learner's peer group, for example demonstrating timekeeping through meeting with group members at scheduled times for a project group set up around a task (for example, in the earlier example of producing promotional material for a local attraction).

### **Destination Units H2Y3 74 Travel and Tourism: UK and Worldwide and H2Y4 74 Travel and Tourism: Scotland**

Outcome 2 requires a case study or similar approach to ensure that learners are 'recommending' suitable components.

If you have any questions, please contact [qualification.development@sqa.org.uk](mailto:qualification.development@sqa.org.uk).