



Optional assessment guidance 2023–24

This guidance is **optional**. You can use this guidance or deliver and assess as outlined in the course specification.

Course title:	Skills for Work: Travel and Tourism (National 5)
Course code:	C776 75

The approach you take **must** meet the national standards

Changes to conditions of assessment and/or evidence requirements

[Travel and Tourism: UK and Worldwide \(National 5\) H2Y3 75](#)

[Travel and Tourism: Scotland \(National 5\) H2Y4 75](#)

These units can be integrated for assessment purposes.

Outcome 1

If using an integrated approach, candidates must choose a destination in Scotland and **two** further destinations from the UK, Europe, or Worldwide.

Performance criteria (c) — candidates must explain in detail **four** current worldwide trends in travel and tourism.

Performance criteria (d) — candidates must explain **four** impacts of travel and tourism in Scotland. This must include positive and negative impacts, for example two positives and two negatives, three negatives and one positive or three positives and one negative.

Outcome 2

Performance criteria (d) — candidates must produce **one detailed** itinerary.

Performance criteria (a), (b) and (c) — candidates must complete a case study based on a client enquiry or similar approach, to ensure that they are 'recommending' suitable components. Candidates can recommend a suitable destination from any **one** geographical area, for example in Scotland, UK, Europe or Worldwide, however it must not be a destination covered in outcome 1.

Travel and Tourism: Customer Service (National 5) H2Y2 75

Outcomes 1 and 3

Candidates can use a single role play covering a complaint, to cover these outcomes. If they are unable to do these face-to-face, it can be done orally, for example by telephone or by email.

Outcome 2

It is unlikely that the features and benefits aspect of this outcome could be integrated into a complaints role play, so candidates would have to cover this in the outcome 2 assessment tasks.

You can find more information on [HNVQ delivery and assessment approaches for session 2023-24](#) on SQA's website.