



**Higher National Qualifications (China)  
Internal Assessment Report 2015  
Travel and Tourism**

The purpose of this report is to provide feedback to centres on verification in Higher National Qualifications in this subject.

# Higher National Units

## General comments

One presenting centre was visited in 2015 and three Unit deliveries were reported on:

DJ9P 34 Tour Operations

DK0E 34 Applying Marketing Principles in Travel and Tourism

DK02 35 Planning and Sustainable Development in Travel and Tourism

A high level of confidence was reported. This would indicate that staff in the centre have a clear and accurate understanding of the national standard requirements in the Units.

## Unit specifications, instruments of assessment and exemplification materials

The Unit specifications being used were correct. The assessment pack for Tour Operations contained out-of-date materials.

## Evidence Requirements

The evidence presented was generally satisfactory.

## Administration of assessments

There was a significant improvement in the internal verification process and a robust quality assurance system was in operation. There was significant evidence to demonstrate that the centre was undertaking internal verification and that there was a clear understanding of verification systems in the centre. SQA materials were used by the centre. Assessments were planned well in advance and there were sufficient opportunities for undertaking remediation, second attempts, and the sitting of missed assessments. Assessment decisions were, in the main, appropriate and in keeping with national standards. In all Units, assessors followed the marking schemes and accurate, consistent and fair judgements were being made. Double-marking was seen on the sampled scripts.

## General feedback

The centre visited was able to provide documented evidence of robust and supportive internal verification systems and good practice was highlighted. Discussions centred on how significant improvements had been achieved since the previous visit. Most of the previous recommendations had been adopted.

## **Areas of good practice**

Several examples of good practice were highlighted:

- ◆ General good presentation of records including staffing and assessment
- ◆ Advanced notification of subject schedules
- ◆ Support and one-to-one feedback given by tutors
- ◆ On-going English support for candidates
- ◆ Tutor/candidate contact logs

With reference to DK0E 34 Applying Marketing Principles in Travel and Tourism, it was evident that candidates completing the assessment for this subject using local businesses instead of using Scottish examples gained a better understanding. It was suggested that this approach could be applied in other subjects.

## **Specific areas for improvement**

The following improvements were suggested:

- ◆ Ensure the correct exemplar is being used for Unit DJ9P 34 Tour Operations
- ◆ CPD files should be translated into English

# Higher National Graded Units

A high level of confidence was reported for:

H319 34 Travel and Tourism Graded Unit 1

H31A 35 Travel and Tourism Graded Unit 2

## General comments

A good understanding of the requirements of the Graded Units was evident.

## Unit specifications, instruments of assessment and exemplification materials

As above

## Evidence Requirements

As above

## Administration of assessments

The centre provided all the required evidence necessary for verification. Records and assessments were well presented and in an organised fashion.

The centre had developed and expanded its marking scheme. This is a useful tool for helping the lecturer to assign marks. However, it covered several pages and the verifier suggested further streamlining would produce a more practical document.

## General feedback

All assessment evidence was co-ordinated and provided sufficient evidence of the three essential phases of each of the projects. Graded Units were consistently judged by assessors against SQA requirements. Positive comments and feedback were given throughout. Internal verification was apparent on candidate scripts. All projects were produced to an adequate standard and demonstrated a clear understanding of the briefs.

## Areas of good practice

Good practice relating to Units reported above. Nothing specific to Graded Units was identified.

## Specific areas for improvement

Marking schemes could be further streamlined to produce more manageable documents. These should be regarded as supplementary when determining grades. Sometimes straightforward marking through single mark allocation can distort grades.

More holistic approaches could be applied when marking projects to ensure they meet the grade criteria as stated in the Unit specification. The centre was encouraged to develop extended checklists to assist in making holistic decisions which focus on grade criteria.

With reference to H31A 35 Travel and Tourism Graded Unit 2 and guidance to candidates, the following aspects could be developed further.

The requirement for:

- ◆ A title
- ◆ More comprehensive aims and objectives
- ◆ Detailed description of methodology used in carrying out primary research and how this links to aims and objectives
- ◆ Deeper analysis of research findings
- ◆ Better explanation of the relevance of any internet links within the text
- ◆ Setting out the project in report format
- ◆ Evaluation — what is entailed and what is expected of candidates