



**Qualification Specification for:** 

OCN NI Level 2 Diploma in Travel and Tourism → Qualification No: 610/2677/3



# **Qualification Regulation Information**

Qualification Title:

OCN NI Level 2 Diploma in Travel and Tourism

Qualification Number: 610/2677/3

Operational start date:	15 May 2023
Operational end date:	30 April 2028
Certification end date:	30 April 2030

Qualification operational start and end dates indicate the lifecycle of a regulated qualification. The operational end date is the last date by which learners can be registered on a qualification. Learners have up to the certificate end date to complete the qualification and claim their certificate.

All OCN NI regulated qualifications are published to the Register of Regulated Qualifications (<u>http://register.ofqual.gov.uk/</u>). This site shows the qualifications and awarding organisations regulated by CCEA Regulation and Ofqual.

### **OCN NI Contact Details**

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# Foreword

This document explains OCN NI's requirements for the delivery and assessment of the following regulated qualification:

## > OCN NI Level 2 Diploma in Travel and Tourism

This specification sets out:

- Qualification features
- Centre requirements for delivering and assessing the qualification
- The structure and content of the qualification
- Assessment requirements for the qualification
- OCN NI's quality assurance arrangements for the qualification
- Administration

OCN NI will notify centres in writing of any major changes to this specification. We will also publish changes on our website at <u>www.ocnni.org.uk</u>

This specification is provided online, so the version available on our website is the most up to date publication. It is important to note that copies of the specification that have been downloaded and printed may be different from this authoritative online version.



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# **About Regulation**

## OCN NI

Open College Network Northern Ireland (OCN NI) is a regulated Awarding Organisation based in Northern Ireland. OCN NI is regulated by CCEA Regulation to develop and award professional and technical (vocational) qualifications from Entry Level up to and including Level 5 across all sector areas. In addition, OCN NI is regulated by Ofqual to award similar qualification types in England.

## The Regulated Qualifications Framework: an overview

The Regulated Qualifications Framework (RQF) was introduced on 1<sup>st</sup> October 2015: the RQF provides a single framework for all regulated qualifications.

#### **Qualification Level**

The level indicates the difficulty and complexity of the knowledge and skills associated with any qualification. There are eight levels (Levels 1-8) supported by three 'entry' levels (Entry 1-3).

#### **Qualification Size**

Size refers to the estimated total amount of time it could typically take to study and be assessed for a qualification. Size is expressed in terms of Total Qualification Time (TQT), and the part of that time typically spent being taught or supervised, rather than studying alone, is known as Guided Learning Hours (GLH).



# **Qualification Features**

### **Sector Subject Area**

8.2 Travel and tourism

NOS Finder - National Occupational Standards (ukstandards.org.uk)

<u>PPLTT46 Generate increased travel and tourism sales - National Occupational Standards</u> (ukstandards.org.uk)

PPLTT49 Develop and maintain relationships with face-to-face customers tourism operations - National Occupational Standards (ukstandards.org.uk)

<u>PPLTT52 Develop and maintain relationships with remote customers - National Occupational</u> Standards (ukstandards.org.uk)

## **Qualification Aim**

The aim of the OCN NI Level 2 Diploma in Travel and Tourism is to develop a broad base of travel and tourism knowledge and related skills.

## **Qualification Objectives**

The objectives of the OCN NI Level 2 Diploma in Travel and Tourism are to enable learners to gain knowledge and skills relating to the following:

- the travel and tourism industry
- customer service for travel and tourism
- marketing and digital media for travel and tourism
- a practical travel and tourism project
- component sectors within the travel and tourism industry

## **Qualification Target Group**

The OCN NI Level 2 Diploma in Travel and Tourism is targeted at learners who wish to gain employment within the travel and tourism industry or progress to further studies in travel and tourism.

## **Entry Requirements**

Learners must be at least 16 years old.



### **Progression**

The OCN NI Level 2 Diploma in Travel and Tourism will enable learners to progress to higher level qualifications including relevant Level 3 Further Education, Apprenticeships or into employment.

## **Qualification Support**

A Qualification Support pack is available for OCN NI centres within the login area of the OCN NI website (<u>https://www.ocnni.org.uk/my-account/</u>), which includes additional support for teachers, eg planning and assessment templates, guides to best practice, etc.

### **Delivery Languages**

This qualification is available in English only at this time. If you wish to offer this qualification in Welsh or Irish (Gaeilge) then please contact OCN NI who will review demand and provide as appropriate.



# **Centre Requirements for Delivering the Qualification**

#### **Centre Recognition and Qualification Approval**

New and existing OCN NI recognised centres must apply for and be granted approval to deliver the qualification prior to the commencement of delivery.

### **Centre Staffing**

Centres are required to have the following roles in place as a minimum, although a member of staff may hold more than one role\*:

- Centre contact
- Programme Co-ordinator
- Tutor
- Assessor
- Internal Verifier

\*Note: A person cannot be an internal verifier for their own assessments.

#### **Tutors**

Tutors delivering the qualification should be occupationally competent, qualified to at least one level higher than the qualification, and have a minimum of three years' relevant experience in the travel and tourism industry.

#### Assessors

The qualification is assessed within the centre and is subject to OCN NI's quality assurance processes. Units are achieved as outlined within each unit's Assessment Requirements and Assessment Guidance.

#### Assessors must:

- be occupationally competent, qualified to at least one level higher than the qualification and have a minimum of three years' relevant experience in the travel and tourism industry.
- have direct or related relevant experience in assessment
- assess all assessment tasks and activities



## **Internal Verification**

OCN NI qualifications must be scrutinised through the centre's internal quality assurance processes as part of the recognised centre agreement with OCN NI. The centre must appoint an experienced and trained centre internal verifier whose responsibility is to act as the internal quality monitor for the verification of the delivery and assessment of the qualifications.

### Internal Verifiers must:

- have at least three years' occupational experience in the area they are internally verifying
- attend OCN NI's internal verifier training if not already completed

Internal verifiers are required to:

- support tutors and assessors
- sample assessments according to the centre's sampling strategy
- ensure tasks are appropriate to the level being assessed
- maintain up-to-date records supporting the verification of assessment and learner achievement



# **Structure and Content**

## OCN NI Level 2 Diploma in Travel and Tourism

Total Qualification Time (TQT) for this qualification:480 hoursMinimum Guided Learning Hours (GLH) for this qualification:360 hours

Learners must successfully complete a total of 48 credits including all four mandatory units – 16 credits, plus an additional 32 credits from any of the optional units.

Unit Reference Number	OCN NI Unit Code	Unit Title	TQT	Credit Value	GLH	Level
		Mandatory Units				
<u>Y/650/7206</u>	CBG208	Travel and Tourism Industry	40	4	30	Two
<u>A/650/7207</u>	CBG209	Customer Service for Travel and Tourism	40	4	30	Two
<u>D/650/7208</u>	CBG210	Marketing for Travel and Tourism	40	4	30	Two
<u>F/650/7209</u>	CBG211	Practical Travel and Tourism Project	40	4	30	Two
		<b>Optional Units</b>				
<u>K/650/7210</u>	CBG212	Exploring Local Holiday Destinations	40	4	30	Two
<u>L/650/7211</u>	CBG213	Exploring Global Holiday Destinations	40	4	30	Two
<u>M/650/7212</u>	CBG214	Working in Airline and Airport Services	80	8	60	Two
<u>R/650/7213</u>	CBG215	Working in Cruise Services	80	8	60	Two
<u>T/650/7214</u>	CBG216	Working in Tour Guiding	80	8	60	Two
<u>Y/650/7215</u>	CBG217	Working as a Holiday Representative	80	8	60	Two
<u>A/650/7216</u>	CBG218	Working in Hospitality and Reception Services	80	8	60	Two
<u>D/650/7217</u>	CBG219	Working in Visitor Attractions	80	8	60	Two
<u>F/650/7218</u>	CBG220	Working in Leisure and Business Travel Services	80	8	60	Two
<u>H/650/7219</u>	CBG221	Working in Visitor Information and Promotional Services	80	8	60	Two



### **Unit Grading Structure**

Each unit will be graded as Pass/Merit/Distinction/Fail. All units are internally assessed within this qualification, and each unit has specified assessment criteria at the Pass, Merit and Distinction unit grades.

### Unit grading matrix

#### Unit grading matrix

- A learner will be considered to have failed a unit if they do not achieve all the pass assessment criteria in that unit
- To achieve a pass in a unit the learner must have successfully completed all the pass assessment criteria in that unit
- To achieve a merit in a unit the learner must have successfully completed all the pass and merit criteria in that unit
- To achieve a distinction in a unit the learner must have successfully completed all the pass, merit and distinction criteria in that unit

### **Qualification Grading Structure**

The OCN NI Level 2 Diploma in Travel and Tourism will be graded overall as follows:

- $\rightarrow$  Fail
- $\rightarrow$  Pass
- $\rightarrow$  Merit
- $\rightarrow$  Distinction



#### **Rationale for Grading Across the Units**

Learners who have not achieved a pass in all of the required units for the qualification will be considered to have failed.

Learners achieving a pass should have a sound knowledge and understanding of the area being assessed, the majority of assessment criteria (AC) are at pass level. Learners meeting all learning outcomes at pass standards stated in the AC in a unit will gain a pass for that unit.

Learners achieving a merit will have demonstrated that they can complete more complex tasks beyond the pass level; there are fewer ACs at these levels. Learners meeting all learning outcomes at pass standards, and where available also at merit standards stated in the AC in a unit will gain a merit for that unit.

Learners achieving a distinction will have demonstrated they can complete more complex tasks at a consistently high level, beyond the merit level; there are fewer ACs at these levels. Learners meeting all learning outcomes at pass standards, and where available also at merit and distinction standards stated in the AC in a unit will gain a distinction for that unit.



### **Calculation of the Qualification Grade**

The grades are attained by gaining points for the successful achievement of each unit and the aggregation of those points and conversion to a qualification grade. The following table details the points allocated for pass, merit and distinction for each of the units within the qualification.

Unit Title	Unit Code	Credit	Point	s per uni	t grade
Unit Title	Unit Code	Value	Pass	Merit	Distinction
Travel and Tourism Industry	<u>Y/650/7206</u>	4	30	40	50
Customer Service for Travel and Tourism	<u>A/650/7207</u>	4	30	40	50
Marketing for Travel and Tourism	<u>D/650/7208</u>	4	30	40	50
Practical Travel and Tourism Project	<u>F/650/7209</u>	4	30	40	50
Exploring Local Holiday Destinations	<u>K/650/7210</u>	4	30	40	50
Exploring Global Holiday Destinations	<u>L/650/7211</u>	4	30	40	50
Working in Airline and Airport Services	<u>M/650/7212</u>	8	60	80	100
Working in Cruise Services	<u>R/650/7213</u>	8	60	80	100
Working in Tour Guiding	<u>T/650/7214</u>	8	60	80	100
Working as a Holiday Representative	<u>Y/650/7215</u>	8	60	80	100
Working in Hospitality and Reception Services	<u>A/650/7216</u>	8	60	80	100
Working in Visitor Attractions	<u>D/650/7217</u>	8	60	80	100
Working in Leisure and Business Travel Services	<u>F/650/7218</u>	8	60	80	100
Working in Visitor Information and Promotional Services	<u>H/650/7219</u>	8	60	80	100



The points per unit are added up and then converted to a qualification grade using the following table:

## Points for the Qualification Grade Conversion

Points range - Certificate	Grade
360 - 430	Р
440 - 550	Μ
560 and above	D



# Units

7:4	Transland Taxwiens Inducto			
Title Level	Travel and Tourism Industry			
Credit Value	4	Two		
Guided Learning Hours	30			
(GLH)				
OCN NI Unit Code	CBG208			
Unit Reference No	Y/650/7206			
Learn Direct Code	NK1			
Unit purpose and aim(s): Thi reasons why people travel. T contribution that it makes to t	he learner will examine the i			
Learning Outcomes	Assessment Criteria = Pass	Assessment Criteria = Merit	Assessment Criteria = Distinction	
<ol> <li>Understand the main types of tourism and the reasons people travel.</li> </ol>	<ol> <li>Describe the main types of tourism.</li> <li>Describe the reasons why people travel.</li> </ol>			
<ol> <li>Understand the role of different organisations within the travel and tourism industry.</li> </ol>	2.1. Describe the role of different organisations within the travel and tourism industry.	2.M.1 Describe the products and services offered to customers by at least two of the organisations identified within AC 2.1.		
<ol> <li>Understand how tourism impacts destinations and contributes to the economy of a country.</li> </ol>	<ul> <li>3.1. Describe how tourism impacts different destinations.</li> <li>3.2. Describe different ways tourism contributes to the economy of a country.</li> </ul>	3.M.1 Compare two different tourist destinations and assess the impact on the economy of each.	3.D.1 Assess ways to further improve the tourism economy of the destinations identified in AC 3.M.1.	
<ol> <li>Be aware of emerging trends currently affecting the travel and tourism industry.</li> </ol>	4.1. Describe emerging trends currently affecting the travel and tourism industry.	4.M.1 Compare two different emerging trends and how they may impact positively and negatively on the travel and tourism industry.	4.D.1 Analyse how the travel and tourism industry are addressing the emerging trends identified in AC 4.M.I.	



#### **Assessment Guidance**

The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.

Assessment Method	Definition	Possible Content
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log
Coursework	Research or projects that count towards a learner's final outcome and demonstrate the skills and/or knowledge gained throughout the course	Record of observation Learner notes/written work Tutor notes/record Learner log/diary
E-assessment	The use of information technology to assess learners' work	Electronic portfolio E-tests



Title	tle Customer Service for Travel and Tourism			
Level	Two			
Credit Value	4			
Guided Learning Hours	30			
(GLH)				
OCN NI Unit Code	CBG209			
Unit Reference No	A/650/7207			
Learn Direct Code	NK1			
Unit purpose and aim(s): The				
of travel and tourism organis	sations to meet and exceed			
Learning Outcomes	Assessment Criteria = Pass	Assessmen = Me		Assessment Criteria = Distinction
<ol> <li>Understand the importance of effective customer service in the travel and tourism industry.</li> </ol>	1.1. Describe the importance of effective customer service in the travel and tourism industry.	identii appro produ servic meet needs wants differe	tance of fying priate icts and ces to the s and of ent types stomers the and m	
2. Understand the use of digital customer service skills in the travel and tourism industry.	2.1. Describe the use of different digital customer service skills and associated technologies within the travel and tourism industry.	2.M.1. Comp benef of the custol servic and techn	oare the its of two digital	2.D.1 Assess a new digital customer service technology for a given travel and tourism organisation and how it may improve customer service.
<ol> <li>Be able to deliver effective customer service skills for travel and tourism.</li> </ol>	3.1. Demonstrate effective customer service skills using appropriate and interpersonal skills in three given travel and tourism scenarios.3.M.1. Assess own communication and inter- personal skills demonstrated in AC 3.1 identifying areas for improvement.3.E		3.D.1 Develop a personal action plan to address the areas for improvement identified in AC 3.M.1.	
Assessment Guidance				
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.				
Assessment Method	Definition Possible Content			Content
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomesLearner notes/written work Learner log/diary Peer notes Record of observation Record of discussion		og/diary s f observation	



	A collection of documents containing work that shows the learner's progression through the course	
Practical	A practical demonstration of a	Record of observation
demonstration/assignment	skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Learner notes/written work Learner log
Coursework	Research or projects that count towards a learner's final outcome and demonstrate the skills and/or knowledge gained throughout the course	Record of observation Learner notes/written work Tutor notes/record Learner log/diary
E-assessment	The use of information technology to assess learners' work	Electronic portfolio E-tests



Title	Markating for Travel and T		
Level	Marketing for Travel and Tourism Two		
Credit Value	4		
Guided Learning Hours	30		
(GLH)			
OCN NI Unit Code	CBG210		
Unit Reference No	D/650/7208		
Learn Direct Code	NK1		
	his unit will enable the learner	to understand the princ	inles of marketing travel
and tourism organisations.			
Ŭ		Assessment Criteria	Accession of Onitonia
Learning Outcomes	Assessment Criteria = Pass	= Merit	Assessment Criteria = Distinction
	-1 455		- Distinction
1. Understand the	1.1. Describe the	1.M.1 Assess the	
principles of	principles of	positive impact	
marketing in the	marketing used by	of the	
travel and tourism	travel and tourism	principles	
industry.	organisations to	described in	
	meet different marketing	AC 1.1 in meeting	
	objectives.	marketing	
	00/00/00	objectives for a	
		given travel	
		and tourism	
		organisation.	
2. Understand the use	2.1. Describe how	2.M.1 Describe the	2.D.1 Describe
of promotional	promotional	importance of	factors that
materials, activities	materials, activities	planning	may affect the
and brand image for	and brand image	promotional	success of
travel and tourism	are used by	activities and	travel and
organisations.	different travel and	the use of	tourism
	tourism	materials to	promotional
	organisations.	meet the	activities.
		objectives of a	
		given travel	
		and tourism	
		organisation.	
3. Be able to create	3.1. Design and create	3.M.1 Assess the	3.D.1 Develop a
appropriate	appropriate	effectiveness	distribution
promotional materials	promotional	of the	plan for the
for travel and tourism	materials for a given travel and tourism	promotional materials	promotional materials
organisations.	organisation	designed and	created in AC
	including brand	created in AC	3.M.1.
	image.	3.1 identifying	U.IVI. I.
		areas for	
		improvement.	
	·	· · ·	
Assessment Guidance			
The following assessment n criteria are fully covered.	The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
Assessment Method	Definition Possible Content		
Portfolio of evidence	A collection of documents of	containing Learner	notes/written work
	work undertaken to be asse		
	evidence to meet required		
	outcomes Record of observation		of observation
	OR Record of discussion		of discussion



	A collection of documents containing work that shows the learner's progression through the course	
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log
Coursework	Research or projects that count towards a learner's final outcome and demonstrate the skills and/or knowledge gained throughout the course	Record of observation Learner notes/written work Tutor notes/record Learner log/diary
E-assessment	The use of information technology to assess learners' work	Electronic portfolio E-tests



Title	Practical Travel and Touris	m Project	
Level	Тwo		
Credit Value	4		
Guided Learning Hours (GLH)	30		
OCN NI Unit Code	CBG211		
Unit Reference No	F/650/7209		
Learn Direct Code	NK1		
Unit purpose and aim(s): T The learner will be required	his unit will enable the learne d to present their travel and t	er to plan, set objectives, ourism project to a given	and monitor goals. audience.
Learning Outcomes	Assessment Criteria = Pass	Assessment Criteria = Merit	Assessment Criteria = Distinction
<ol> <li>Be able to research and plan for a travel and tourism project.</li> </ol>	<ul> <li>1.1. Research different opportunities for a travel and tourism project to include purpose, aims and objectives for a given client brief.</li> <li>1.2. Use research carried out in AC</li> <li>1.1 to select and justify an appropriate travel and tourism project for a given client brief.</li> <li>1.3. Create a plan for the travel and tourism project selected in AC 1.2 for a given client brief.</li> </ul>	<ul> <li>1.M.1 Research and investigate different travel options for the travel and tourism project identified in AC 1.2.</li> <li>1.M.2 Describe how the travel and tourism project identified in AC 1.2 may be adapted to meet the needs of clients with special requirements.</li> </ul>	
<ol> <li>Be able to carry out a travel and tourism project.</li> </ol>	2.1. Carry out and monitor the travel and tourism project, considering timescales, information needed, and skills required.	2.M.1 Carry out and monitor the travel and tourism project, showing independence and initiative.	
<ol> <li>Be able to present a travel and tourism project to a given audience.</li> </ol>	3.1. Present the travel and tourism project plan created in AC 1.3 to a given audience using an appropriate delivery method addressing questions.	3.M.1 Assess own presentation techniques following feedback of the presentation carried out in AC 2.1 identifying areas for improvement.	3.D.1 Evaluate the travel and tourism project in AC 2.1 including how it met the client brief taking into account positive and negative feedback and areas for improvement.



#### **Assessment Guidance**

The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.

Assessment Method	Definition	Possible Content
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log
Coursework	Research or projects that count towards a learner's final outcome and demonstrate the skills and/or knowledge gained throughout the course	Record of observation Learner notes/written work Tutor notes/record Learner log/diary
E-assessment	The use of information technology to assess learners' work	Electronic portfolio E-tests



Title	Exploring Local Holiday D	octinationa		
Level	Two	estinations		
Credit Value	4			
Guided Learning Hours	30			
(GLH)	30			
OCN NI Unit Code	CBG212			
Unit Reference No	K/650/7210			
Learn Direct Code	NK1			
		er to investigate local holid	av destinations	
including their appeal, transp	his unit will enable the learner to investigate local holiday destinations sport hubs and gateways.			
Learning Outcomes	Assessment Criteria = Pass	Assessment Criteria = Merit	Assessment Criteria = Distinction	
<ol> <li>Be aware of local holiday destinations including gateways, transport hubs.</li> </ol>	<ul> <li>1.1. Identify different types of local holiday destinations.</li> <li>1.2. Describe local transport gateways and hubs for the holiday destinations identified in AC 1.1.</li> </ul>	1.M.1 Plan transport routes for two different local holiday destinations including suitable gateways and hubs.		
<ol> <li>Understand the appeal of different local holiday destinations for visitors and tourists.</li> </ol>	2.1. Describe the appeal of at least two different local holiday destinations for visitors and tourists.	2.M.1 Compare the appeal of two different local holiday destinations for a given group of visitors and tourists.	2.D.1 Assess how one of the local holiday destinations identified in AC 2.M.1 may improve the appeal to a wider visitor and tourist market.	
<ol> <li>Be able to create a travel plan to visit a local holiday destination which meets the needs and requirements of visitors and tourists.</li> </ol>	3.1. Create a travel plan to visit a given local holiday destination which meets the needs and requirements of visitors and tourists.	3.M.1 Create a detailed travel plan for a given group of visitors and tourists which meets their additional needs and requirements when travelling to and visiting a local holiday destination.		



#### Assessment Guidance

The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.

Assessment Method	Definition	Possible Content
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log
Coursework	Research or projects that count towards a learner's final outcome and demonstrate the skills and/or knowledge gained throughout the course	Record of observation Learner notes/written work Tutor notes/record Learner log/diary
E-assessment	The use of information technology to assess learners' work	Electronic portfolio E-tests



Title	Exploring Global Holiday D	estinations		
	Two 4			
Credit Value				
Guided Learning Hours	30			
(GLH)	000010			
OCN NI Unit Code	CBG213			
Unit Reference No	L/650/7211			
Learn Direct Code	NK1			
Unit purpose and aim(s): This unit will enable the learner to investigate global holiday destinations				
including their appeal, transport hubs and gateways.				
Learning Outcomes	Assessment Criteria		ent Criteria	Assessment Criteria
Leaning Outcomes	= Pass	= [	Merit	= Distinction
<ol> <li>Be aware of global holiday destinations including gateways and transport hubs.</li> </ol>	<ol> <li>Identify different types of global holiday destinations.</li> <li>Describe transport gateways and hubs for global holiday</li> </ol>	rou diff hol des inc sui	n transport ites for two erent global iday stinations luding table	
	destinations		eways and	
	identified in AC 1.1.	hut		
<ol> <li>Understand the appeal of different global holiday destinations for visitors and tourists.</li> </ol>	2.1. Describe the appeal of at least two different global holiday destinations for visitors and tourists.	diff hol des for gro visi tou	peal of two rerent global iday stinations a given oup of itors and irists.	2.D.1 Assess how one of the global holiday destinations identified in AC 2.M.1 may approve the appeal to a wider visitor and tourist market.
<ol> <li>Be able to create a travel plan to visit a global holiday destination which meets the needs and requirements of visitors and tourists.</li> </ol>	3.1. Create a travel plan to visit a given global holiday destination which meets the needs and requirements of visitors and tourists.	pla giv visi tou me ado nee req wh to a a g hol	eate a tailed travel n for a en group of itors and urists which eets their ditional eds and guirements en travelling and visiting lobal iday stination.	
Assessment Guidance				
The following assessment m criteria are fully covered.	nethod/s may be used to ens	sure all learr	ning outcomes	s and assessment
Assessment Method	Definition		Possible Co	ontent
Portfolio of evidence	A collection of documents work undertaken to be ass evidence to meet required outcomes OR	sessed as Learner log/diary		diary oservation



	-	
	A collection of documents containing work that shows the learner's progression through the course	
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log
Coursework	Research or projects that count towards a learner's final outcome and demonstrate the skills and/or knowledge gained throughout the course	Record of observation Learner notes/written work Tutor notes/record Learner log/diary
E-assessment	The use of information technology to assess learners' work	Electronic portfolio E-tests



Titl	۵	Worl	king in Airline and Air	nort Sei	vices		
Lev		Two			VICCO		
	edit Value	8					
-	ided Learning Hours	60					
	N NI Unit Code	CBG	214				
	it Reference No		50/7212				
	arn Direct Code	NK1	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,				
			will enable the learn	er to de	velop an understa	anding	of different
em		This unit will enable the learner to develop an understanding of different within airline and airport services and the skills required to work within this					
	arning Outcomes		sessment Criteria = Pass	Asses	ssment Criteria = Merit		essment Criteria Distinction
1.	Understand different employment opportunities within airline and airport services.	1.1.	Compare different job opportunities for employment within airline and airport services including the main responsibilities of each.	1.M.1	Summarise the possible progression routes for at least two different job roles identified in AC 1.1.		
2.	Understand the necessary entry requirements, skills and qualities required to work in airline and airport services.	2.1.	Describe the entry requirements, skills and qualities required for at least two different job roles within airline and airport services.	2.M.1	Carry out a personal skills audit for a given job role identified in AC 2.1.	2.D.1	Evaluate your suitability for a job role identified in AC 2.1 identifying and analysing own development needs.
3.	Understand how airline and airport products, services and facilities meet passenger needs and expectations.		types of airline and airport passengers and their needs and expectations. Describe different products, services and facilities provided by commercial airlines and airports to meet passenger needs and expectations.		Describe how commercial airlines and airports may adapt products, services and facilities to meet the needs of passengers with special requirements.		
4.	Be able to deliver effective customer service skills within the airline and airport industries to improve the passenger experience.	4.1.	Demonstrate effective customer service skills using appropriate communication and interpersonal skills in three given airline and airport scenarios, including the use of appropriate documentation.	4.M.1	Assess own communication and interpersonal skills demonstrated in AC 4.1 identifying areas for improvement.	4.D.1	Develop a personal action plan to address the areas for improvement identified in AC 4.M.1.



#### Assessment Guidance

The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.

Assessment Method	Definition	Possible Content
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log
Coursework	Research or projects that count towards a learner's final outcome and demonstrate the skills and/or knowledge gained throughout the course	Record of observation Learner notes/written work Tutor notes/record Learner log/diary
E-assessment	The use of information technology to assess learners' work	Electronic portfolio E-tests



Title	Working in Cruise Service	es	
Level	Two		
Credit Value	8		
Guided Learning Hours	60		
(GLH)			
OCN NI Unit Code	CBG215		
Unit Reference No	R/650/7213		
Learn Direct Code	NK1		1: C 1:00 1
<i>Unit purpose and aim(s):</i> This unit will enable the learner to develop an understanding of different employment opportunities within cruise services and the skills required to work within this sector.			
omploymont opportunition i			
Learning Outcomes	Assessment Criteria = Pass	Assessment Criteria = Merit	Assessment Criteria = Distinction
<ol> <li>Understand different employment opportunities within the cruise industry.</li> </ol>	1.1. Compare different job opportunities for employment within cruise services including the main responsibilities of each.	1.M.1 Summarise the possible progression routes for at least two different job roles identified in AC 1.1.	
<ol> <li>Understand the necessary entry requirements, skills and qualities required to work in cruise services.</li> </ol>	2.1. Describe the entry requirements, skills and qualities required for at least two different job roles within cruise services.	2.M.1 Carry out a personal skills audit for a given job role identified in AC 2.1.	2.D.1 Evaluate your suitability for a job role identified in AC 2.1. identifying and analysing own development needs.
<ol> <li>Understand how cruise products, services and facilities meet passenger needs and expectations.</li> </ol>	<ul> <li>3.1. Compare different cruise experiences and areas cruise companies operate within.</li> <li>3.2. Describe different types of cruise passengers and their needs and expectations.</li> <li>3.3. Describe different products, services and facilities provided by cruise companies to meet passenger needs and expectations.</li> </ul>	3.M.1 Describe how cruise companies may adapt products, services and facilities to meet the needs of passengers with special requirements.	



<ol> <li>Be able to deliver effective customer services skills within the cruise industry to improve the passenger experience.</li> </ol>	4.1. Demonstrate effective customer service skills using appropriate communication and interpersonal skills in three given cruise scenarios including consideration of the passenger brief.	and interp skills demo in AC ident areas	nunication personal ponstrated 3 4.1 ifying	4.D.1 Develop a personal action plan to address the areas for improvement identified in AC 4.M.1.
Assessment Guidance				
The following assessment n criteria are fully covered.	The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.			
Assessment Method	Definition Possible Content			Content
Portfolio of evidence	A collection of documents work undertaken to be ass evidence to meet required outcomes OR A collection of documents work that shows the learne progression through the co	Ints containing assessed as red skills       Learner notes/written work         Ints containing assessed as red skills       Learner log/diary         Peer notes       Record of observation         Record of discussion       Record of discussion		g/diary s observation
Practical demonstration/assignment	A practical demonstration skill/situation selected by t by learners, to enable lear practise and apply skills a knowledge	the tutor or mers to		observation otes/written work g
Coursework	Research or projects that towards a learner's final o demonstrate the skills and knowledge gained through course	utcome and I/or nout the	Learner no Tutor note Learner lo	g/diary
E-assessment	The use of information tec assess learners' work	hnology to	Electronic E-tests	portfolio



Title	Working in Tour Guiding			
Level	Тwo			
Credit Value	8			
Guided Learning Hours (GLH)	60			
OCN NI Unit Code	CBG216			
Unit Reference No	T/650/7214			
Learn Direct Code	NK1			
employment opportunities w	is unit will enable the learner to develop an understanding of different within the tour guiding sector and the skills required to work within this be required to plan and deliver a guided tour of at least 20 minutes			
Learning Outcomes	Assessment Criteria = Pass	Assessment Criteria = Merit	Assessment Criteria = Distinction	
<ol> <li>Understand different employment opportunities within the tour guiding sector.</li> </ol>	1.1. Compare different job opportunities for employment within the tour guiding sector including the main responsibilities of each.	1.M.1 Summarise the possible progression routes for at least two different job roles identified in AC 1.1.		
<ol> <li>Understand the necessary entry requirements, skills and qualities required to work in the tour guiding sector.</li> </ol>	2.1. Describe the entry requirements, skills and qualities required for at least two different job roles in the tour guiding sector.	2.M.1 Carry out a personal skills audit for a given job role identified in AC 2.1.	2.D.1 Evaluate your suitability for a job role identified in AC 2.1 identifying and analysing own development needs.	
<ol> <li>Understand how tour guiding experiences meet customer needs and expectations.</li> </ol>	3.1. Describe different tour guiding experiences and how these meet customer needs and expectations.	3.M.1 Describe how tour guiding experiences may be adapted to meet the needs of customers with special requirements.		



4. Be able to plan and deliver a guided tour,				
demonstrating effective customer service and presentation skills.	<ul> <li>4.1. Plan a guided tour with commentary of at least 20 minutes to meet the needs of a given group of customers, taking account of the necessary health and safety considerations and evaluation methods.</li> <li>4.2. Deliver the guided tour planned in AC 4.1 demonstrating effective communication and presentation skills, responding to customer questions.</li> </ul>	and prese skills demo durin guide delive AC 4 identi areas impro 4.M.2 Evalu guide delive AC 4 accou custo feedb	nunication entation onstrated g the ed tour ered in .2 ifying s for ovement. Jate the ed tour ered in .2 taking unt of	<ul> <li>4.D.1 Develop a personal action plan to address the areas for improvement identified in AC 4.M.1.</li> <li>4.D.2 Make any amendments to the guided tour planned in AC 4.1 taking account of customer feedback and satisfaction.</li> </ul>
Assessment Guidance				
The following assessment n criteria are fully covered.	nethod/s may be used to er	sure all learni	ing outcome	es and assessment
	nethod/s may be used to er Definition	nsure all learni	ng outcome Possible	
criteria are fully covered.	Definition A collection of documents work undertaken to be as evidence to meet required outcomes OR A collection of documents work that shows the learn	containing sessed as d skills containing er's	Possible Learner n Learner lo Peer note Record of	Content otes/written work og/diary
criteria are fully covered. Assessment Method	Definition A collection of documents work undertaken to be as evidence to meet required outcomes OR A collection of documents	a containing sessed as d skills a containing er's course of a the tutor or rners to	Possible Learner n Learner lo Peer note Record of Record of	Content otes/written work og/diary s observation discussion
criteria are fully covered. Assessment Method Portfolio of evidence Practical	Definition A collection of documents work undertaken to be as evidence to meet required outcomes OR A collection of documents work that shows the learn progression through the o A practical demonstration skill/situation selected by by learners, to enable lea practise and apply skills a	a containing sessed as d skills a containing er's course of a the tutor or rners to and count outcome and d/or	Possible Learner n Learner lo Peer note Record of Record of Learner n Learner lo	Content otes/written work og/diary s observation discussion cobservation otes/written work og



Title		Working as a Holiday Re	oresentative			
Leve		Two				
Crea	dit Value	8				
Guio	ded Learning Hours	60				
(GLI						
	NNI Unit Code	CBG217				
	Reference No	Y/650/7215				
	rn Direct Code	NK1				
Unit	purpose and aim(s): The	is unit will enable the learn	er to develop an understa	inding of different		
emp	noyment opportunities a	s a holiday representative a	and the skills required to v	work within this sector.		
Lea	rning Outcomes	Assessment Criteria	Assessment Criteria	Assessment Criteria		
		= Pass	= Merit	= Distinction		
	Understand different employment opportunities as a holiday representative.	1.1. Compare different job opportunities for employment as a holiday representative including the main responsibilities of each.	1.M.1 Summarise the possible progression routes for at least two different job roles identified in AC 1.1.			
	Understand the necessary entry requirements, skills and qualities required to work as a holiday representative.	2.1. Describe the entry requirements, skills and qualities required for at least two different job roles as a holiday representative.	2.M.1 Carry out a personal skills audit for a given job role identified in AC 2.1.	2.D.1 Evaluate your suitability for a job role identified in AC 2.1 identifying and analysing own development needs.		
	Understand how holiday representatives meet holiday guest needs and expectations.	3.1. Describe different products, services and facilities offered by different categories of holiday representatives to meet the needs and expectations of different types of holiday guests.	3.M.1 Describe how holiday representatives may adapt products, services, and facilities to meet the needs of holiday guests with special requirements.			
	Be able to deliver effective customer service skills as a holiday representative to meet guest needs and improve the holiday experience.	<ul> <li>4.1. Demonstrate effective customer service skills using appropriate communication and presentation skills in the following scenarios:</li> <li>a) arrival and transfer</li> <li>b) welcome meeting</li> <li>c) promotion of products and services</li> <li>4.2. Complete the necessary</li> </ul>	4.M.1 Assess own communication and presentation skills demonstrated in AC 4.1 identifying areas for improvement.	4.D.1 Develop a personal action plan to address the areas for improvement identified in AC 4.M1.		



	documentation relating to destination requirements and guest needs.	
Assessment Guidance		
The following assessment n criteria are fully covered.	nethod/s may be used to ensure all lear	ning outcomes and assessment
Assessment Method	Definition	Possible Content
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log
Coursework	Research or projects that count towards a learner's final outcome and demonstrate the skills and/or knowledge gained throughout the course	Record of observation Learner notes/written work Tutor notes/record Learner log/diary
E-assessment	The use of information technology to assess learners' work	Electronic portfolio E-tests



Title		Working in Hospitality and Reception Services					
Level							
Credit V	/alue	8					
-	Learning Hours	60					
(GLH)	5						
	I Unit Code	CBG	218				
Unit Re	ference No	A/65	0/7216				
	Direct Code	NK1					
	<i>rpose and aim(s):</i> Th ment opportunities ir						
Learnir	ng Outcomes	Ass	sessment Criteria = Pass	Asse	ssment Criteria = Merit		essment Criteria Distinction
em opp hos	derstand different poloyment portunities in spitality and ception services.	1.1.	Compare different job opportunities for employment working in hospitality and reception services including the main responsibilities of each.	1.M.1	Summarise the possible progression routes for at least two different job roles identified in AC 1.1.		
nec req and to v and	derstand the cessary entry quirements, skills d qualities required work in hospitality d reception rvices.	2.1.	Describe the entry requirements, skills and qualities required for at least two different job roles within hospitality and reception services.	2.M.1	Carry out a personal skills audit for a given job role identified in AC 2.1.	2.D.1	Evaluate your suitability for a job role identified in AC 2.1 identifying and analysing own development needs.
hos rec ser me	derstand how spitality and ception products, rvices and facilities eet customer needs d expectations.	3.1.	Describe products, services and facilities offered by different hospitality and reception services to meet customer needs and expectations.	3.M.1	Describe how hospitality and reception services may adapt products, services and facilities to meet the needs of customers with special requirements.		
effe ser pro and ser the	able to deliver ective customer rvice skills when oviding hospitality d reception rvices to improve e customer perience.		Demonstrate effective customer service skills using appropriate communication, interpersonal and presentation skills when providing hospitality and reception services in three given scenarios. Complete the necessary documentation	4.M.1	Assess own communication, interpersonal and presentation skills demonstrated in AC 4.1 identifying areas for improvement.	4.D.1	Develop a personal action plan to address the areas for improvement identified in AC 4.M1.



	relating to hospitality and reception services.	
Assessment Guidance		
The following assessment n criteria are fully covered.	nethod/s may be used to ensure all learn	ing outcomes and assessment
Assessment Method	Definition	Possible Content
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log
Coursework	Research or projects that count towards a learner's final outcome and demonstrate the skills and/or knowledge gained throughout the course	Record of observation Learner notes/written work Tutor notes/record Learner log/diary
E-assessment	The use of information technology to assess learners' work	Electronic portfolio E-tests



Titl	e	Working in Visitor Attractions				
Lev		Тwo				
Cre	dit Value	8				
Gu	ided Learning Hours	60				
(Gl						
<u> </u>	N NI Unit Code	CBG219				
	it Reference No	D/650/7217				
	arn Direct Code	NK1				
	_	is unit will enable the learn	per to develop an understa	anding of different		
		hen working in visitor attra				
	tor.					
		Accession and Onitaria	Assessment Criteria	Accession on the Criteria		
	arning Outcomes	Assessment Criteria = Pass	= Merit	Assessment Criteria = Distinction		
1.	Understand different employment opportunities when working in visitor attractions.	1.1. Compare different job opportunities for employment when working in different visitor attractions including the main responsibilities of each.	1.M.1 Summarise the possible progression routes for at least two different job roles identified in AC 1.1.			
2.	Understand the necessary entry requirements, skills and qualities required to work in visitor attractions.	2.1. Describe the entry requirements, skills and qualities required for at least two different job roles when working in visitor attractions.	2.M.1 Carry out a personal skills audit for a given job role identified in AC 2.1.	2.D.1 Evaluate your suitability for a job role identified in AC 2.1 identifying and analysing own development needs.		
3.	Understand how the products, services, and facilities at visitor attractions meet visitor needs and expectations.	3.1. Describe different products, services and facilities offered by different types of visitor attractions including the use of digital customer service and interactive technologies to meet visitor needs and expectations.	3.M.1 Describe how visitor attractions may adapt products, services and facilities to meet the needs of visitors with special requirements.			
4.	Be able to deliver effective customer service when delivering visitor information at different visitor attractions.	4.1. Demonstrate effective customer service skills using appropriate communication, interpersonal and presentation skills when providing visitor information at different visitor attractions.	4.M.1 Assess own communication, interpersonal and presentation skills demonstrated in AC 4.1 identifying areas for improvement.	4.D.1 Develop a personal action plan to address the areas for improvement identified in AC 4.M.1.		



#### Assessment Guidance

The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.

Assessment Method	Definition	Possible Content
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log
Coursework	Research or projects that count towards a learner's final outcome and demonstrate the skills and/or knowledge gained throughout the course	Record of observation Learner notes/written work Tutor notes/record Learner log/diary
E-assessment	The use of information technology to assess learners' work	Electronic portfolio E-tests



T:41 -		10/	in a in Lainma and D		Translorminer		
Title		Working in Leisure and Business Travel Services					
Level	t Value	Two 8					
	ed Learning Hours	60					
(GLH		00					
	) NI Unit Code	CBG	220				
	Reference No		0/7218				
	Direct Code	NK1	0/1210				
	ourpose and aim(s): Th		will onable the learn	or to de	volon an undorete	nding	of different
	oyment opportunities w						
	this sector.					ino requ	
Learr	ning Outcomes	Ass	essment Criteria = Pass	Asse	ssment Criteria = Merit		ssment Criteria Distinction
			- Pass		- Merit		Distinction
1. L	Jnderstand different	1.1.	Compare different	1.M.1	Summarise the		
	employment		job opportunities		possible		
	opportunities within		for employment		progression		
	eisure and business		within leisure and		routes for at		
tı	ravel services.		business travel		least two		
			services including		different job		
1			the main		roles identified in AC 1.1.		
1			responsibilities of each.		III AU 1.1.		
2. L	Jnderstand the	21	Describe the	2 14 1	Carry out a	2 D 1	Evaluate your
	necessary entry	2.1.	entry	2.101.1	personal skills	2.0.1	suitability for a
	equirements, skills		requirements,		audit for a		iob role
	and qualities required		skills and		given job role		identified in AC
	o work in leisure and		qualities required		identified in AC		2.1 identifying
	ousiness travel		for at least two		2.1.		and analysing
s	services.		different job roles				own
			in leisure and				development
			business travel				needs.
			services.				
3. L	Jnderstand how	3.1.	Describe how	3.M.1	Describe how		
	eisure and business		different types of		leisure and		
	ravel products,		leisure and		business travel		
	ervices and facilities		business travel		services may		
	neet customer needs		services meet		adapt products,		
a	and expectations.		customers' needs		services and		
		20	and expectations.		facilities to		
1		3.Z.	Describe different		meet the needs of customers		
1			products, services and		with special		
1			facilities provided		requirements.		
			by leisure and		requirements.		
			business travel				
1			services to meet				
1			customer needs				
1			and expectations.				
4. E	Be able to deliver	4.1.	Demonstrate	4.M.1	Assess own	4.D.1	Develop a
	effective customer		effective		communication,		personal action
s	ervice skills in		customer service		interpersonal		plan to address
le	eisure and business		skills using		and		the areas for
	ravel services to		appropriate		presentation		improvement
	mprove the customer		communication,		skills		identified in AC
е	experience.		interpersonal and		demonstrated		4.M.1.
			presentation skills		in AC 4.1 and		
			in three given		AC 4.2		
			leisure and		identifying		



	business travel scenarios. 4.2. Create and present a travel plan for one of the scenarios demonstrated in AC 4.1 in accordance with a given customer brief.	area impro	s for ovement.	
Assessment Guidance				
The following assessment n criteria are fully covered.	nethod/s may be used to er	isure all learr	ning outcome	es and assessment
Assessment Method	Definition		Possible C	ontent
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course		Learner log Peer notes Record of c Record of c	bservation liscussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge		Record of c Learner not Learner log	tes/written work
Coursework	Research or projects that count towards a learner's final outcome and demonstrate the skills and/or knowledge gained throughout the course		Tutor notes Learner log	tes/written work /record /diary
E-assessment	The use of information technology to assess learners' work		Electronic p E-tests	oortfolio
Multiple choice examinations	An assessment where there are a number of questions and the learner is asked to select the best possible answer (or answers) to each question from a list of choices		Paper and/ tests	or electronic based



<b>T</b>					
Titl		Working in Visitor Information and Promotional Services			
Le	edit Value	Two 8			
	ided Learning Hours	8 60			
(GL		00			
	N NI Unit Code	CBG221			
	it Reference No	H/650/7219			
	arn Direct Code	NK1			
	it purpose and aim(s): 1		e the learner to d	evelon an understa	unding of different
em	ployment opportunities	when working in v	visitor information	and promotional s	ervices and the skills
req	uired to work within this	sector.			
		Assessment (	ritoria Ass	essment Criteria	Assessment Criteria
Lea	arning Outcomes	= Pass	ASS	= Merit	= Distinction
					- Distinction
1.	Understand different	1.1. Compare d		Summarise the	
	employment	job opportu		possible	
	opportunities when	for employ visitor infor		progression routes for at	
	working in visitor information and	and promo		least two	
	promotional	services in		different job	
	services.	the main		roles identified	
		responsibil	ties of	in AC 1.1.	
		each.			
2.	Understand the	2.1. Describe th	e entry 2.M.1	Carry out a	2.D.1 Evaluate your
	necessary entry	requiremer		personal skills	suitability for a
	requirements, skills	and qualitie		audit for a	job role
	and qualities	required fo		given job role	identified in AC
	required to work in	two differer		identified in AC	2.1 identifying
	visitor information	roles in vis		2.1.	and analysing
	and promotional	information			OWN development
	services.	promotiona services.	1		development needs.
3.	Understand how	3.1. Describe d	ifferent 3.M.1	Describe how	
0.	visitor information	types of vis		visitor	
	and promotional	and their n		information and	
	services, products	and expect	ations in	promotional	
	and facilities meet	relation to		services may	
	visitor needs and	information		adapt products,	
	expectations.	promotiona	l	services and	
		services.	ff a mant	facilities to	
		3.2. Describe d		meet the needs	
		products, s and facilitie		of visitors with special	
		visitor infor		requirements.	
		and promo		. equiloritorito.	
		services in			
		paper base			
		electronic			
		resources.			
4.	Be able to deliver	4.1. Demonstra		Assess own	4.D.1 Develop a
	effective customer	effective cu		communication,	personal action
	service skills when	service skil	~	interpersonal	plan to address
	working in visitor	appropriate		and	the areas for
	information and promotional	communica		presentation skills	improvement identified in AC
	services to improve	interpersor presentatio		demonstrated	4.M.1.
	the visitor	in three giv		in AC 4.1 and	₩.IVI. I.
	experience.	visitor infor		AC 4.2	
		and promo		identifying	
		services so		J ··· 3	



	4.2. Research and present a visitor experience for one of the scenarios demonstrated in AC 4.1 in accordance with a given customer brief.	areas for improvem	nent.	
Assessment Guidance				
The following assessment n criteria are fully covered.	nethod/s may be used to er	nsure all learning o	outcomes and	d assessment
Assessment Method	Definition	F	Possible Cor	ntent
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course		earner notes earner log/di Peer notes Record of obs Record of disc	servation
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge		Record of obs earner notes earner log	servation s/written work
Coursework	Research or projects that count towards a learner's final outcome and demonstrate the skills and/or knowledge gained throughout the course		Record of obs earner notes futor notes/re earner log/di	s/written work
E-assessment	The use of information technology to E		Electronic por E-tests	rtfolio



# **Quality Assurance of Centre Performance**

## **External Verification**

All OCN NI recognised centres are subject to External Verification. External verification visits and monitoring activities will be conducted annually to confirm continued compliance with the conditions of recognition, review the centre's risk rating for the qualification and to assure OCN NI of the maintenance of the integrity of the qualification.

The External Verifier will review the delivery and assessment of this qualification. This will include the review of a sample of assessment evidence and evidence of the internal verification of assessment and assessment decisions. This will form the basis of the EV report and will inform OCN NI's annual assessment of centre compliance and risk. The External Verifier is appointed by OCN NI.

#### **Standardisation**

As a process, standardisation is designed to ensure consistency and promote good practice in understanding and application of standards. Standardisation events:

- make qualified statements about the level of consistency in assessment across centres delivering a qualification
- make statements on the standard of evidence that is required to meet the assessment criteria for units in a qualification
- make recommendations on assessment practice
- produce advice and guidance for the assessment of units
- identify good practice in assessment and internal verification

Centres offering units of an OCN NI qualification must attend and contribute assessment materials and learner evidence for standardisation events if requested.

OCN NI will notify centres of the nature of sample evidence required for standardisation events (this will include assessment materials, learner evidence and relevant assessor and internal verifier documentation). OCN NI will make standardisation summary reports available and correspond directly with centres regarding event outcomes.



# Administration

#### Registration

A centre must register learners within 90 working days of commencement of a qualification.

### Certification

Certificates will be issued to centres within 20 working days of receipt of correctly completed results marksheets. It is the responsibility of the centre to ensure that certificates received from OCN NI are held securely and distributed to learners promptly and securely.

#### Charges

OCN NI publishes all up to date qualification fees in its Fees and Invoicing Policy document. Further information can be found on the centre login area of the OCN NI website.

#### **Equality, Fairness and Inclusion**

OCN NI has considered the requirements of equalities legislation in developing the specification for these qualifications. For further information and guidance relating to access to fair assessment and the OCN NI Reasonable Adjustments and Special Considerations policies, centres should refer to the OCN NI website.

#### **Retention of Evidence**

OCN NI has published guidance for centres on the retention of evidence. Details are provided in the OCN NI Centre Handbook and can be accessed via the OCN NI website.



# **OCN NI Level 2 Diploma in Travel and Tourism**

## Qualification Number: 610/2677/3

Operational start date:	15 May 2023
Operational end date:	30 April 2028
Certification end date:	30 April 2030

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