Optional assessment guidance

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 4)](#)
Course code:	C776 74

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 4) H2Y3 74](#)
[Travel and Tourism: Scotland (National 4) H2Y4 74](#)

These units can be integrated for assessment purposes.

Outcome 1
If using an integrated approach, candidates must choose a destination in Scotland and **one** further destination from the UK, Europe, or Worldwide.

Performance criteria (c) — candidates must identify and give a brief outline of **three** current worldwide trends in travel and tourism.

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

Outcome 2
Performance criteria (d) — candidates must produce **one basic** 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. They 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 4) H2Y2 74](#)

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.

[Travel and Tourism: Employability (National 4) H2Y1 74](#)

Outcome 1
Candidates must provide evidence of **two** careers, along with associated information.

You can find more information on HNVQ delivery and assessment approaches on SQA's website.