

# Surface Transportation and Cruises

HIGHER NATIONAL DIPLOMA

水陆运输

【英】苏格兰学历管理委员会 (SQA)

## Unit Student Guide

TRAVEL AND TOURISM

DJ9V 35



 中国时代经济出版社

SCOTTISH  
QUALIFICATIONS  
AUTHORITY



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# 1

## **Introduction to the Scottish Qualifications Authority**

This Unit **DJ9V 35 Surface Transportation and Cruises** has been devised and developed by the Scottish Qualifications Authority (SQA). Here is an explanation of the SQA and its work:

The SQA is the national body in Scotland responsible for the development, accreditation, assessment and certification of qualifications other than degrees.

Its website can be viewed on: [www.sqa.org.uk](http://www.sqa.org.uk).

The SQA's functions are to:

- devise, develop and validate qualifications, and keep them under review
- accredit qualifications
- approve education and training establishments as being suitable for entering people for these qualifications
- arrange for, assist in, and carry out the assessment of people taking SQA qualifications

- quality–assure education and training establishments that offer SQA qualifications
- issue certificates to candidates.

In order to pass SQA Units, students must complete prescribed assessments . These assessments must meet certain standards.

The Unit Specification outlines the **four** Outcomes that students must complete in order to achieve this Unit . The Specification also details the knowledge and/or skills required to achieve the Outcomes. The Evidence Requirements prescribe the type, standard and amount of evidence required for each Outcome.

# 2

## Introduction to the Unit

### 2.1

What is the Purpose of this Unit?

The Unit is designed to enable you to demonstrate the skills required to provide what clients require for surface transportation in the UK and within Europe, and for world-wide cruises.

### 2.2

What are the Outcomes of this Unit?

There are four Outcomes in the Unit.

1. In the first, you will learn how to provide information and process client enquiries for ex-UK coach services.
2. In the next Outcome you will study how to provide information and process client enquiries for European rail services.
3. In the third, you will look at providing information and processing client enquiries for European car-carrying services.
4. Finally you will learn how to provide information and process client enquiries for traditional cruise products.



You will also learn to use the information sources available to people working in the travel and tourism industry to provide information to their customers about these products.

The Unit is essentially practical in nature.

Further details can be found in Appendix 1 — Unit Specifications.

### 2.3

What do I  
Need to be  
Able to Do in  
Order to  
Achieve this  
Unit?

To demonstrate that you are able to provide information to the standard required in the Unit, you will be assessed by your lecturer/tutor. In this Unit there are seven assessment tasks to complete.

All assessment tasks are unseen and under controlled conditions. However, you will be able to use relevant travel industry materials, which you will have been accustomed to using in class, such as travel guides, brochures and industry timetables.

### 2.4

Approximate  
Study Time  
for This Unit

The average time allowed to complete the Unit is **40** hours; however, you may take less time, or you may take longer. Try to follow the schedule provided by your tutor.

**2.5  
Equipment/  
Material  
Required for  
this Unit**

This Unit is accompanied by a support pack, which includes the following materials:

- Eurolines coach timetable extracts
- Blank coach tickets
- Thomas Cook European Rail timetable extracts
- StenaLine ferry brochure extracts
- Channel-crossing ferry fare tables
- P&O Cruise brochure extracts.

Additional materials required include:

- World travel atlas
- Internet
- Travel brochures
- Maps
- Tourist information guides.

## 2.6 Symbols Used in this Unit

The various Learning Materials sections are designed so that you can work at your own pace, with tutor support. As you work through the Learning Materials (see Section 5), you will encounter symbols. These symbols indicate that you are expected to complete a task. **These tasks are not Outcome Assessments.** They are exercises designed to consolidate learning or encourage thought, in preparation for the Outcome Assessment — see Section 3 (Assessment Information for this Unit).

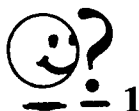
### Activity



This symbol indicates an Activity. Usually, Activities are used to improve or consolidate your understanding of the subject in general or a particular feature of it.

In this Unit, you are asked to undertake a number of Activities to assist you with the assessments.

### Self-Assessed Question



This symbol indicates a Self-Assessed Question. Using a Self-Assessed Question helps you check your

understanding of the content that you have already covered. The Self-Assessed Questions in this guide will often take the form of the completion of itinerary details and documents.

Everything is provided for you to check your own responses. Answers to the Self-Assessed Questions and Activities can be found at the back of the Unit Student Guide. Where suggested responses to activities are provided in the Unit Student Guide, **students are strongly discouraged from looking at these responses before they attempt the Self-Assessed Questions/Activities.** The Self-Assessed Questions and Activities throughout the Unit Student Guide will help you to prepare yourself for the formal assessments, and to identify topic areas in which you will require clarification and additional tutor support. The Self-Assessed Questions and Activities will not serve this purpose if you look at the answers before trying them!

Self-Assessed Questions and Activities are designed to be checked by you. No tutor input is necessary at this stage unless special help is requested, although from time to time your tutor may wish to view your responses to Self-Assessed Questions to see how you are progressing.



# 3

## Assessment Information for this Unit

### 3.1

What Do I  
Have to Do to  
Achieve This  
Unit?

There are seven short assessments for this Unit. Each one will take place immediately after you have completed the Activities and Self-Assessed Questions for that particular section, by which time you will have familiarised yourself with the requirements of the task.

The assessment tasks are:

1. **Assessment Task 1** is a practical test, which covers all of Outcome 1. In this, you have to:
  - a) Identify a client's coach travel requirements for Ex-UK coach services
  - b) Provide a timetable and associated information for this client
  - c) Quote and calculate fares for the journey
  - d) Issue the travel documents for this journey
  - e) Answer short-response questions showing your understanding of reservation procedures.

This task will take place under controlled conditions . However, you will have access to the necessary extracts and trade reference sources you will require. You will have approximately **one** hour to complete the task. This assessment takes place after you have completed the Activities and Self-Assessed Questions for this section.

2. **Assessment Task 2** is a practical exercise covering some aspects of Outcome 2. In this, you have to:

- a) Identify clients' requirement for rail travel, based on European rail travel which will involve a detailed itinerary
- b) Provide a timetable and associated information
- c) Explain accommodation provision and reservation procedures for this journey.

This task will take place under controlled conditions . However, you will have access to the necessary extracts and trade reference sources you will require. You will have approximately **one** hour to complete the task. This assessment takes place after you have completed the Activities and Self-Assessed Questions for this section.



3. **Assessment Task 3** is a practical exercise covering the remaining aspects of Outcome 2. In this, you have to:

- a) Identify clients' requirement for rail travel based on European Motorail services
- b) Provide a timetable and associated information
- c) Explain accommodation provision and reservation procedures for this journey.

This task will take place under controlled conditions. However, you will have access to the necessary extracts and trade reference sources you will require. You will have approximately **one** hour to complete the task. This assessment takes place after you have completed the Activities and Self-Assessed Questions for this section.

4. **Assessment Task 4** is a practical exercise covering some aspects of Outcome 3. In this you have to:

- a) Identify clients' requirements for European car ferry services for a journey commencing in a selected city in the UK and terminating at a selected city outside the UK
- b) Carry out a comprehensive cost–

benefit analysis of alternative routes between these two cities

- c) Provide product and service information.

This task will take place under controlled conditions . However, you will have access to the necessary extracts and trade reference sources you will require. You will have approximately **one** hour to complete the task. This assessment takes place after you have completed the Activities and Self-Assessed Questions for this section.

- 5. **Assessment Task 5** is a practical exercise covering the remaining aspects of Outcome 3. In this, you have to:

- a) Identify clients' requirements for independent travel to a country outside the UK by car and ferry, for a journey that requires more than one ferry to reach the final destination
- b) Provide product and service information
- c) Quote and calculate rates for this journey
- d) State reservation procedures.

This test will take place under controlled conditions . However, you will have access to the necessary