

Longhaul Inclusive Tours and Independent Holidays

HIGHER NATIONAL DIPLOMA

长途包价旅游和自助休假

【英】苏格兰学历管理委员会 (SQA)

Unit Student Guide

TRAVEL AND TOURISM

DK06 35



 中国时代经济出版社


SCOTTISH
QUALIFICATIONS
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长途包价旅游和自助休假

苏格兰学历管理委员会著

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1

Introduction to the Scottish Qualifications Authority

This Unit **DK06 35 Longhaul Inclusive Tours and Independent Holidays** 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 web site can be found at: 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 **three** 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 and knowledge required to process effectively client requirements for longhaul inclusive tours and independent holiday arrangements.

2.2

What are the Outcomes of this Unit?

There are three Outcomes in the Unit.

1. In the first, you will learn how to evaluate a variety of longhaul packages in terms of product type and target market.
2. In the next Outcome you will process client requirements for longhaul inclusive tours.
3. Finally you will learn how to process requirements for independent holidays.

You will also learn to use the information sources that people working in the travel and tourism industry use 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 three Assessment Tasks to complete.

Task 1 is a practical exercise where you have to compile a portfolio of information in response to a case study and then use this information to write a justification and provide additional information. This justification is written up under test conditions with access to the compiled portfolio of information.

Task 2 is a practical exercise in which you will cost two inclusive tours, answer additional questions and complete reservation documents in response to given client requirements. This assessment task will be carried out in closed-book test conditions with access to reference material.

Task 3 is a practical exercise in which you will cost an independent holiday, answer additional questions and complete associated documentation under closed-book test conditions, with access to reference sources.

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 Student Guide is accompanied by a Support Pack, which includes the following materials:

1. Thomas Cook Signature Worldwide Brochure Extracts
2. Tradewinds Worldwide Holidays Brochure Extracts
3. Holiday Information Sheet
4. Blank Booking Summary and Authorisation Form
5. Blank File Fronts — both for Independent and Inclusive Tours
6. Blank Costing Sheet and hotel voucher
7. Extracts for creating Independent Inclusive Tours
8. Glossary of Standard Terms.

Additional materials required include:

- World travel atlas
- Internet access

- Travel brochures
- Maps
- Tourist information guides.

2.6 Symbols Used in this Unit

The Learning Material sections are designed so that you can work at your own pace, with tutor support. As you work through the Learning Material (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 **22 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 requiring the completion of Summary Booking Forms, File Fronts and Itinerary documents.

Everything is provided for you to check your own responses. Answers to the Self-Assessed Questions and Activities are to be found at the back of the Unit Student Guide. Where suggested responses to Self-Assessed Questions and Activities are provided in the Unit Student Guide, **students are strongly discouraged from looking at these responses before they attempt the Activity.** 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 might 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 three 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 exercise, which covers all of Outcome 1. In this, you have to:
 - a. Identify and select tour operators' products appropriate to client requirements, from a range of at least 3 tour operators' brochures or websites.
 - b. Present information to the client on tour operators' products
 - c. Present accurate and comprehensive associated information for the client.

This Assessment takes place in two parts. The first part involves the compilation of a portfolio of

information. You will have access to any materials you require to compile this portfolio.

Thereafter you have to write a justification that could be sent to the client. This justification is written up under test conditions with access to the portfolio of information you have accumulated. Your tutor will advise you how long you will have to complete this justification. 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, which covers all of Outcome 2. In this you have to:

- a. Identify a client's longhaul package requirements and record the details on an agency file
- b. Accurately cost two holidays
- c. Provide accurate and relevant associated information
- d. Accurately state reservation codes and clearly describe reservation procedures
- e. Correctly complete reservation documentation.

This Assessment involves two practical exercises. You will be given two specific client requirements. One will be for a two-centre/multi-centre holiday and the other

will be for a contrasting longhaul holiday.

You will also be asked additional questions to cover associated information and reservation procedures and you will have to complete reservation documents such as an agency file and booking authorisation summary.

The costings, questions and reservation documents must be completed under test conditions with access only to the necessary reference materials and extracts.

You may be given the costings on different occasions or both at the same time, depending on the time constraints of the centre.

However, you will not be allowed to see the clients' requirements prior to the assessment.

Your tutor will advise you how long you have to complete each costing.

3. Assessment Task 3 covers all of Outcome 3 — you have to:

- a. Identify a client's longhaul independent holiday requirements and record the details on an agency file
- b. Accurately cost this independent holiday in local currency

- c. Correctly calculate the total sterling cost of the holiday, including agent's mark-up
- d. Correctly complete reservation documents for this holiday.

You will be given a specific client requirement for independent arrangements for a longhaul holiday.

You will be asked to complete an agency file front and a hotel voucher.

You will also have to complete an itinerary for this holiday.

The costing and reservation documents must be completed under test conditions with access only to the necessary reference materials and extracts.

You will not be allowed to see the client's requirements prior to the assessment.

Your tutor will advise you how long you have to complete this Assessment Task.