



Qualification Specification for:

OCN NI Level 2 Award in Events with Travel and Tourism

➤ **Qualification No: 610/3130/6**

OCN NI Level 2 Certificate in Events with Travel and Tourism

➤ **Qualification No: 610/3128/8**

OCN NI Level 2 Diploma in Events with Travel and Tourism

➤ **Qualification No: 610/2951/8**

Qualification Regulation Information

OCN NI Level 2 Award in Events with Travel and Tourism

Qualification Number: 610/3130/6

OCN NI Level 2 Certificate in Events with Travel and Tourism

Qualification Number: 610/3128/8

OCN NI Level 2 Diploma in Events with Travel and Tourism

Qualification Number: 610/2951/8

Operational start date: 15 July 2023

Operational end date: 14 July 2028

Certification end date: 14 July 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 and the certification end date is the last date by which learners can claim their certificate.

All OCN NI regulated qualifications are published to the Register of Regulated Qualifications (<http://register.ofqual.gov.uk/>). 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 qualifications:

- **OCN NI Level 2 Award in Events with Travel and Tourism**
- **OCN NI Level 2 Certificate in Events with Travel and Tourism**
- **OCN NI Level 2 Diploma in Events with Travel and Tourism**

This specification sets out:

- Qualification features
- Centre requirements for delivering and assessing the qualification
- The structure and content of the qualification
- Unit details
- 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 www.ocnni.org.uk

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 Qualification Framework: an overview

The Regulated Qualification Framework (RQF) was introduced on 1st 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

These qualifications relate to the following national occupational standards:

[NOS Finder - National Occupational Standards \(ukstandards.org.uk\)](https://www.ukstandards.org.uk)

[PPLTT42 Organise and implement travel and tourism promotional activities](https://www.ukstandards.org.uk)

[\(ukstandards.org.uk\)](https://www.ukstandards.org.uk)

[PPLTT46 Generate increased travel and tourism sales - National Occupational Standards](https://www.ukstandards.org.uk)

[\(ukstandards.org.uk\)](https://www.ukstandards.org.uk)

[PPLTT49 Develop and maintain relationships with face-to-face customers tourism operations](https://www.ukstandards.org.uk)

[- National Occupational Standards \(ukstandards.org.uk\)](https://www.ukstandards.org.uk)

[PPLTT52 Develop and maintain relationships with remote customers - National Occupational](https://www.ukstandards.org.uk)

[Standards \(ukstandards.org.uk\)](https://www.ukstandards.org.uk)

Qualifications' Aim

The aim of the suite of OCN NI Level 2 in Events with Travel and Tourism qualifications is to provide learners with a knowledge of event management within the travel and tourism industry.

Qualifications' Objectives

The objectives of the suite of OCN NI Level 2 in Events with Travel and Tourism qualifications are to provide learners with the following skills and knowledge relating to:

- the regional, national and international events and travel and tourism industry
- the importance of event set up and breakdown including event management skills
- the importance of customer service in event management
- the range of organisations, their interrelationships and ownership within events in travel and tourism
- the products and services provided by different types of visitor attractions
- the role, duties and responsibilities of different types of holiday representatives

Grading

Grading for these qualifications is pass/fail.

Qualification Target Group

The OCN NI Level 2 suite of Events with Travel and Tourism qualifications is targeted at learners who currently are or intend to be employed within the events and travel and tourism industry.

Progression Opportunities

The OCN NI Level 2 suite of Events with Travel and Tourism qualifications will enable learners to progress into employment or onto higher level qualifications.

Entry Requirements

Learners must be at least 16 years of age and have 4 GCSEs to include English at Grade C or above or equivalent.

Qualification Support

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

Delivery Languages

These qualifications are available in English only at this time. If you wish to offer the qualifications 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 these qualifications 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
- Assessor
- Internal Verifier

*Note: A person cannot be an internal verifier for any evidence they have assessed.

Centres must ensure that staff delivering, assessing and internally verifying qualifications are both trained appropriately and competent to do so.

Tutors

Tutors delivering the qualifications should be occupationally competent, qualified to at least one level higher than the qualifications and have a minimum of one year's relevant experience.

Assessors

The qualifications are assessed within the centre and are subject to OCN NI's quality assurance processes. Units are achieved through internally set, internally assessed, and internally verified evidence.

Assessors must:

- be occupationally competent, qualified to at least one level higher than the qualification
- have a minimum of one year's relevant experience in the area they are assessing
- 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 internal verifier whose responsibility is to act as the internal quality monitor for the verification of the delivery and assessment of the qualifications.

The centre must agree a working model for internal verification with OCN NI prior to delivery of the qualification.

Internal Verifiers must:

- have at least one year's occupational experience in the areas 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 Unit Content

OCN NI Level 2 Award in Events with Travel and Tourism

In order to achieve this qualification, the learner must achieve - 10 credits.

Total Qualification Time (TQT) for this qualification:	100 hours
Guided Learning Hours (GLH) for this qualification:	80 hours

OCN NI Level 2 Certificate in Events with Travel and Tourism

In order to achieve this qualification, the learner must achieve - 20 credits.

Total Qualification Time (TQT) for this qualification:	200 hours
Guided Learning Hours (GLH) for this qualification:	160 hours

OCN NI Level 2 Diploma in Events with Travel and Tourism

In order to achieve this qualification, the learner must achieve all units - 70 credits.

Total Qualification Time (TQT) for this qualification:	700 hours
Guided Learning Hours (GLH) for this qualification:	560 hours

Unit Summary Table

Unit Reference Number	OCN NI Unit Code	Unit Title	Credit Value	GLH	Level
T/650/7747	CBG319	The Travel, Tourism and Events Industry	10	80	Two
Y/650/7748	CBG320	Travel and Tourism Destinations	10	80	Two
A/650/7749	CBG321	Event Set up and Break Down	10	80	Two
H/650/7750	CBG322	Visitor Attractions	5	40	Two
J/650/7751	CBG323	Customer Service	10	80	Two
K/650/7752	CBG324	Understanding Small Event Management	10	80	Two
L/650/7753	CBG325	The Role of the Holiday Representative	5	40	Two
M/650/7754	CBG326	Career Opportunities in the Travel, Tourism and Events Industry	10	80	Two

Unit Details

Title	The Travel, Tourism and Events Industry
Level	Two
Credit Value	10
Guided Learning Hours (GLH)	80
OCN NI Unit Code	CBG319
Unit Reference No	T/650/7747
Learn Direct Code	NK1
<i>Unit purpose and aim(s):</i> This unit will enable the learner to gain a knowledge of the travel, tourism and events industry including the range of organisations, their interrelationships and ownership.	
Learning Outcomes	Assessment Criteria
1. Understand the positive impacts of the travel, tourism and events sector.	1.1. Summarise with examples the positive impact of the travel, tourism and events sector on local employment and the economy. 1.2. Describe the contribution the travel, tourism and events sector have on gross domestic product in the UK. 1.3. Describe the multiplier effect of travel and tourism.
2. Understand different travel and tourism component organisations and industries.	2.1. Describe different sectors in the UK travel and tourism industry. 2.2. Explain the component industries and organisations within travel and tourism.
3. Understand the roles and interrelationships of different travel and tourism organisations.	3.1. Summarise the roles and aims of different organisations in the travel and tourism industry. 3.2. Explain with examples the different types of interrelationships in the travel and tourism industry.
4. Understand different types of travel within the travel industry.	4.1. Describe with examples different types of travel within the travel industry including: a) leisure b) business c) specialist
5. Understand significant developments, trends and factors in today's travel and tourism industry and their impact.	5.1. Describe significant developments in today's travel and tourism industry and their impact. 5.2. Describe with examples, factors and trends which impact on today's travel and tourism industry.
6. Understand the events industry and the main function of corporate and private events.	6.1. Summarise the four main functions within the events industry for both corporate and private events.

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	Travel and Tourism Destinations	
Level	Two	
Credit Value	10	
Guided Learning Hours (GLH)	80	
OCN NI Unit Code	CBG320	
Unit Reference No	Y/650/7748	
Learn Direct Code	NK1	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to understand how to locate and explore the diverse destinations of the UK, European and Worldwide travel markets.		
Learning Outcomes	Assessment Criteria	
1. Understand different travel and tourism gateways and destinations in the UK and worldwide.	1.1. Investigate the following travel and tourism gateways and destinations in the UK and worldwide including: a) ten European capital cities b) ten international capital cities c) 10 key UK, European and International airport gateways and IATA codes for each d) three UK rivers e) three UK mountain ranges f) global continents and oceans g) at least three popular UK travel and tourism destinations h) at least three popular overseas travel and tourism destinations	
2. Know the factors and features determining the appeal of leisure destinations in the UK, Europe and worldwide travel markets.	2.1. Describe factors and features that determine the appeal of one leisure destination from each of the following UK, Europe and worldwide travel markets including: a) accessibility b) climate c) attractions	
3. Be able to select European destinations to meet a brief.	3.1. Select two different European destinations to meet a client brief justifying reasons for choice.	
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	Event Set Up and Break Down	
Level	Two	
Credit Value	10	
Guided Learning Hours (GLH)	80	
OCN NI Unit Code	CBG321	
Unit Reference No	A/650/7749	
Learn Direct Code	NK1	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to understand how to set up and break down events.		
Learning Outcomes	Assessment Criteria	
1. Understand how to set up and break down events.	1.1. Describe the stages involved in the set up and break down of events ensuring resources are appropriate and meet safety requirements. 1.2. Create a plan for each stage of an event set up and break down including the key information and resources required. 1.3. Describe the main contractual obligations of stakeholders relevant to the set up and break down of a given event.	
2. Understand how to work effectively with others and promote a positive image during the set up and break down of an event.	2.1. Describe the roles and responsibilities of those involved in the set up and breakdown of an event. 2.2. Describe the importance of promoting a positive image during the set up and break down of an event. 2.3. Describe the importance of effective communication during the set up and break down of an event.	
3. Understand the legislative requirements for indoor and outdoor events set up and break down.	3.1. Describe the importance of relevant legislation for both indoor and outdoor events and its impact on event set up and break down.	
4. Understand contingency planning for events.	4.1. Explain the importance of contingency planning for events. 4.2. Create a contingency plan for a given event including the actions to be taken regarding implementation, distribution and testing.	
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	Visitor Attractions	
Level	Two	
Credit Value	5	
Guided Learning Hours (GLH)	40	
OCN NI Unit Code	CBG322	
Unit Reference No	H/650/7750	
Learn Direct Code	NK1	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to develop a knowledge of the products and services provided by different types of visitor attractions and their importance to the popularity and appeal of UK tourist destinations.		
Learning Outcomes		Assessment Criteria
1. Know the products and services provided by different types of visitor attractions.	1.1. Describe the products and services provided by different types of visitor attractions.	
2. Understand interpretation techniques, their purpose and how they are used effectively at visitor attractions.	2.1. Describe the purpose of interpretation techniques and how they are used effectively at different visitor attractions.	
3. Understand the appeal of visitor attractions to different types of visitor.	3.1. Describe the appeal of visitor attractions to different types of visitors including: a) a built attraction b) a natural attraction	
4. Understand the importance of visitor attractions to the popularity and appeal of UK and international tourist destinations.	4.1. Describe the importance of visitor attractions to the popularity and appeal of UK and international tourist destinations.	
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	Customer Service
Level	Two
Credit Value	10
Guided Learning Hours (GLH)	80
OCN NI Unit Code	CBG323
Unit Reference No	J/650/7751
Learn Direct Code	NK1
<i>Unit purpose and aim(s):</i> This unit will enable the learner to understand good customer service.	
Learning Outcomes	Assessment Criteria
1. Understand good customer service and its benefits to individuals and organisations.	1.1. Describe what is meant by customer service excellence and the benefits to individuals and organisations. 1.2. Compare different customer needs and expectations and how these may be met by an organisation. 1.3. Compare at least two examples of good practice and at least two examples of bad practice of customer service. 1.4. Describe at least three methods for obtaining customer feedback.
2. Understand the importance of creating a positive first and lasting impression and how this may be achieved.	2.1. Outline why it is important to make a positive first impression. 2.2. Illustrate with examples how a positive first and lasting impression may be achieved by individuals and organisations.
3. Understand the impact of not addressing customer issues or problems for individuals and organisations.	3.1. Describe the impact of not addressing customer issues or problems for individuals and organisations.
4. Understand how to communicate effectively to promote customer engagement.	4.1. Illustrate how to communicate effectively to promote customer engagement including the use of: <ul style="list-style-type: none"> a) techniques for remembering customer names b) verbal and non-verbal communication techniques c) listening techniques
5. Be aware of the impact and importance of having a positive attitude in the workplace.	5.1. Describe the impact and importance of having a positive attitude in the workplace.
6. Be able to provide good customer service in travel, tourism and events.	6.1. Demonstrate good customer service in at least three different travel, tourism and events situations including dealing with a: <ul style="list-style-type: none"> a) dissatisfied customer b) impatient customer c) customer query outside of own remit 6.2. Use feedback from situations carried out in AC 6.1 to evaluate own performance and identify 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	Understanding Small Event Management	
Level	Two	
Credit Value	10	
Guided Learning Hours (GLH)	80	
OCN NI Unit Code	CBG324	
Unit Reference No	K/650/7752	
Learn Direct Code	NK1	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to plan, take part in running and evaluating a small event.		
Learning Outcomes	Assessment Criteria	
1. Be able to plan a small event.	1.1. Describe the purpose of a given small event. 1.2. Describe the issues to be considered when planning a small event, including: a) relevant legislation or regulations b) marketing c) set up, running, and associated activities d) roles of those involved e) risk assessments 1.3. Develop an event plan and contingency plan for the small event described in AC 1.1 including allocation of roles, responsibilities and required resources.	
2. Understand the roles and responsibilities of event management personnel.	2.1. Describe the roles and responsibilities of event management personnel including the event manager and other stakeholders.	
3. Be able to publicise, run and evaluate a small event.	3.1. Produce and implement an event publicity plan for the small event in accordance with the event plan developed in AC 1.3. 3.2. Carry out the following activities prior to running the small event to include: a) risk assessment b) venue set up and coordination c) stakeholder and user engagement 3.3. Take part in running the small event in line with the event plan developed in AC 1.3 addressing issues as they arise. 3.4. Carry out post event evaluation in line with the event plan developed in AC 1.3.	
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	The Role of the Holiday Representative	
Level	Two	
Credit Value	5	
Guided Learning Hours (GLH)	40	
OCN NI Unit Code	CBG325	
Unit Reference No	L/650/7753	
Learn Direct Code	NK1	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to understand the role, duties and responsibilities of different types of holiday representatives.		
Learning Outcomes	Assessment Criteria	
1. Understand holiday representatives.	1.1. Describe the role, duties and responsibilities of at least three different types of holiday representatives. 1.2. Describe the skills, qualifications, and qualities required for the role of the holiday representative.	
2. Know how to effectively provide resort information for guests.	2.1. Develop a representative welcome pack for guests at a given resort.	
3. Understand the airport duties of a holiday representative.	3.1. Describe the duties of a holiday representative at the airport.	
4. Be able to plan and deliver effective guest arrival and welcome meetings.	4.1. Plan and deliver effective arrivals transfer speech for at least two different groups of guests. 4.2. Plan and deliver effective welcome meetings for the groups identified in AC 4.1. 4.3. Evaluate own performance in AC 4.1 and AC 4.2 identifying areas for improvement. 4.4. Use the evaluation carried out in AC 4.3 to develop a personal development plan.	
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	Career Opportunities in the Travel, Tourism and Events Industry	
Level	Two	
Credit Value	10	
Guided Learning Hours (GLH)	80	
OCN NI Unit Code	CBG326	
Unit Reference No	M/650/7754	
Learn Direct Code	NK1	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to gain a knowledge of career opportunities in the travel, tourism and events industry.		
Learning Outcomes	Assessment Criteria	
1. Be aware of career opportunities and the recruitment process within the travel, tourism and events industry.	1.1. Describe the different career opportunities and forms of employment within the travel, tourism and events industry. 1.2. Describe the recruitment and selection processes used in the travel, tourism and events industry.	
2. Know the stages of the recruitments and selection process in the travel, tourism and events industry.	2.1. Describe the stages of the recruitment and selection process for a travel, tourism and events industry role.	
3. Understand documents used for recruitment within the travel, tourism and events industry.	3.1. Create documents used for recruitment for a given job within the travel, tourism and events industry to include: a) job description b) personal specification c) covering letter 3.2. Create documents used to apply for a given job within the travel, tourism and events industry to include: a) Curriculum Vitae (CV) b) covering letter 3.3. Describe different application methods used within the travel, tourism and events industry and accurately complete two different applications.	
4. Be able to prepare for an interview in the travel, tourism and events industry.	4.1. Describe how to prepare for at least two different interview situations including techniques for dealing with anxiety and possible questions to ask. 4.2. Describe the importance of making a good first impression.	
5. Be able to take part in an interview within the travel, tourism and events industry.	5.1. Describe different interview methods used within the travel, tourism and events industry. 5.2. Take part in an interview for job applied for in AC 3.2. 5.3. Evaluate own performance from the interview carried out in AC 5.2 identifying 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	Learner notes/written work Learner log/diary Peer notes Record of observation

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 Updated: 11 January 2024 v1.1

	OR A collection of documents containing work that shows the learner's progression through the course	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
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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 External Verification 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 the 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 20 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.

Qualification Information

OCN NI Level 2 Award in Events with Travel and Tourism

Qualification Number: 610/3130/6

OCN NI Level 2 Certificate in Events with Travel and Tourism

Qualification Number: 610/3128/8

OCN NI Level 2 Diploma in Events with Travel and Tourism

Qualification Number: 610/2951/8

Operational start date: 15 July 2023

Operational end date: 14 July 2028

Certification end date: 14 July 2030

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