



## Qualification Specification for:

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

➤ Qualification No: 610/2677/3

## Qualification Regulation Information

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Qualification Title:	<b>OCN NI Level 2 Diploma in Travel and Tourism</b>
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 (<http://register.ofqual.gov.uk/>). This site shows the qualifications and awarding organisations regulated by CCEA Regulation and Ofqual.

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## Foreword

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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 [www.ocni.org.uk](http://www.ocni.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

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### 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

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### Sector Subject Area

8.2 Travel and tourism

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

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

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

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

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

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### 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 hours  
 Minimum 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
<b>Mandatory Units</b>						
<a href="#">Y/650/7206</a>	CBG208	Travel and Tourism Industry	40	4	30	Two
<a href="#">A/650/7207</a>	CBG209	Customer Service for Travel and Tourism	40	4	30	Two
<a href="#">D/650/7208</a>	CBG210	Marketing for Travel and Tourism	40	4	30	Two
<a href="#">F/650/7209</a>	CBG211	Practical Travel and Tourism Project	40	4	30	Two
<b>Optional Units</b>						
<a href="#">K/650/7210</a>	CBG212	Exploring Local Holiday Destinations	40	4	30	Two
<a href="#">L/650/7211</a>	CBG213	Exploring Global Holiday Destinations	40	4	30	Two
<a href="#">M/650/7212</a>	CBG214	Working in Airline and Airport Services	80	8	60	Two
<a href="#">R/650/7213</a>	CBG215	Working in Cruise Services	80	8	60	Two
<a href="#">T/650/7214</a>	CBG216	Working in Tour Guiding	80	8	60	Two
<a href="#">Y/650/7215</a>	CBG217	Working as a Holiday Representative	80	8	60	Two
<a href="#">A/650/7216</a>	CBG218	Working in Hospitality and Reception Services	80	8	60	Two
<a href="#">D/650/7217</a>	CBG219	Working in Visitor Attractions	80	8	60	Two
<a href="#">F/650/7218</a>	CBG220	Working in Leisure and Business Travel Services	80	8	60	Two
<a href="#">H/650/7219</a>	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:

- Fail
- Pass
- Merit
- 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 Value	Points per unit grade		
			Pass	Merit	Distinction
Travel and Tourism Industry	<a href="#">Y/650/7206</a>	4	30	40	50
Customer Service for Travel and Tourism	<a href="#">A/650/7207</a>	4	30	40	50
Marketing for Travel and Tourism	<a href="#">D/650/7208</a>	4	30	40	50
Practical Travel and Tourism Project	<a href="#">F/650/7209</a>	4	30	40	50
Exploring Local Holiday Destinations	<a href="#">K/650/7210</a>	4	30	40	50
Exploring Global Holiday Destinations	<a href="#">L/650/7211</a>	4	30	40	50
Working in Airline and Airport Services	<a href="#">M/650/7212</a>	8	60	80	100
Working in Cruise Services	<a href="#">R/650/7213</a>	8	60	80	100
Working in Tour Guiding	<a href="#">T/650/7214</a>	8	60	80	100
Working as a Holiday Representative	<a href="#">Y/650/7215</a>	8	60	80	100
Working in Hospitality and Reception Services	<a href="#">A/650/7216</a>	8	60	80	100
Working in Visitor Attractions	<a href="#">D/650/7217</a>	8	60	80	100
Working in Leisure and Business Travel Services	<a href="#">F/650/7218</a>	8	60	80	100
Working in Visitor Information and Promotional Services	<a href="#">H/650/7219</a>	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	P
440 - 550	M
560 and above	D

## Units

Title	Travel and Tourism Industry		
Level	Two		
Credit Value	4		
Guided Learning Hours (GLH)	30		
OCN NI Unit Code	CBG208		
Unit Reference No	Y/650/7206		
Learn Direct Code	NK1		
<i>Unit purpose and aim(s):</i> This unit will enable the learner to understand the main types of tourism and the reasons why people travel. The learner will examine the impacts of travel on destinations and the contribution that it makes to the economy.			
Learning Outcomes	Assessment Criteria = Pass	Assessment Criteria = Merit	Assessment Criteria = Distinction
1. Understand the main types of tourism and the reasons people travel.	1.1. Describe the main types of tourism. 1.2. Describe the reasons why people travel.		
2. Understand the role of different organisations within the travel and tourism industry.	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.	
3. Understand how tourism impacts destinations and contributes to the economy of a country.	3.1. Describe how tourism impacts different destinations. 3.2. Describe different ways tourism contributes to the economy of a country.	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.
4. Be aware of emerging trends currently affecting the travel and tourism industry.	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.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	Customer Service for Travel and Tourism		
Level	Two		
Credit Value	4		
Guided Learning Hours (GLH)	30		
OCN NI Unit Code	CBG209		
Unit Reference No	A/650/7207		
Learn Direct Code	NK1		
<i>Unit purpose and aim(s):</i> This unit will enable the learner to explore the products, services and facilities of travel and tourism organisations to meet and exceed customer needs and expectations.			
Learning Outcomes	Assessment Criteria = Pass	Assessment Criteria = Merit	Assessment Criteria = Distinction
1. Understand the importance of effective customer service in the travel and tourism industry.	1.1. Describe the importance of effective customer service in the travel and tourism industry.	1.M.1. Describe the importance of identifying appropriate products and services to meet the needs and wants of different types of customers within the travel and tourism industry.	
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. Compare the benefits of two of the digital customer service skills and technologies identified in AC 2.1.	2.D.1 Assess a new digital customer service technology for a given travel and tourism organisation and how it may improve customer service.
3. Be able to deliver effective customer service skills for travel and tourism.	3.1. Demonstrate effective customer service skills using appropriate communication 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.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	
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR	Learner notes/written work Learner log/diary Peer notes Record of observation Record 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	Marketing for Travel and Tourism		
Level	Two		
Credit Value	4		
Guided Learning Hours (GLH)	30		
OCN NI Unit Code	CBG210		
Unit Reference No	D/650/7208		
Learn Direct Code	NK1		
<i>Unit purpose and aim(s):</i> This unit will enable the learner to understand the principles of marketing travel and tourism organisations.			
Learning Outcomes	Assessment Criteria = Pass	Assessment Criteria = Merit	Assessment Criteria = Distinction
1. Understand the principles of marketing in the travel and tourism industry.	1.1. Describe the principles of marketing used by travel and tourism organisations to meet different marketing objectives.	1.M.1 Assess the positive impact of the principles described in AC 1.1 in meeting marketing objectives for a given travel and tourism organisation.	
2. Understand the use of promotional materials, activities and brand image for travel and tourism organisations.	2.1. Describe how promotional materials, activities and brand image are used by different travel and tourism organisations.	2.M.1 Describe the importance of planning promotional activities and the use of materials to meet the objectives of a given travel and tourism organisation.	2.D.1 Describe factors that may affect the success of travel and tourism promotional activities.
3. Be able to create appropriate promotional materials for travel and tourism organisations.	3.1. Design and create appropriate promotional materials for a given travel and tourism organisation including brand image.	3.M.1 Assess the effectiveness of the promotional materials designed and created in AC 3.1 identifying areas for improvement.	3.D.1 Develop a distribution plan for the promotional materials created 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	
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR	Learner notes/written work Learner log/diary Peer notes Record of observation Record 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 Tourism Project		
Level	Two		
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): This unit will enable the learner to plan, set objectives, and monitor goals. The learner will be required to present their travel and tourism project to a given audience.			
Learning Outcomes	Assessment Criteria = Pass	Assessment Criteria = Merit	Assessment Criteria = Distinction
1. Be able to research and plan for a travel and tourism project.	1.1. Research different opportunities for a travel and tourism project to include purpose, aims and objectives for a given client brief. 1.2. Use research carried out in AC 1.1 to select and justify an appropriate travel and tourism project for a given client brief. 1.3. Create a plan for the travel and tourism project selected in AC 1.2 for a given client brief.	1.M.1 Research and investigate different travel options for the travel and tourism project identified in AC 1.2. 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.	
2. Be able to carry out a travel and tourism project.	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.	
3. Be able to present a travel and tourism project to a given audience.	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 Destinations		
Level	Two		
Credit Value	4		
Guided Learning Hours (GLH)	30		
OCN NI Unit Code	CBG212		
Unit Reference No	K/650/7210		
Learn Direct Code	NK1		
<i>Unit purpose and aim(s):</i> This unit will enable the learner to investigate local holiday destinations including their appeal, transport hubs and gateways.			
Learning Outcomes	Assessment Criteria = Pass	Assessment Criteria = Merit	Assessment Criteria = Distinction
1. Be aware of local holiday destinations including gateways, transport hubs.	1.1. Identify different types of local holiday destinations. 1.2. Describe local transport gateways and hubs for the holiday destinations identified in AC 1.1.	1.M.1 Plan transport routes for two different local holiday destinations including suitable gateways and hubs.	
2. Understand the appeal of different local holiday destinations for visitors and tourists.	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.
3. Be able to create a travel plan to visit a local holiday destination which meets the needs and requirements of visitors and tourists.	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 Destinations		
Level	Two		
Credit Value	4		
Guided Learning Hours (GLH)	30		
OCN NI Unit Code	CBG213		
Unit Reference No	L/650/7211		
Learn Direct Code	NK1		
<i>Unit purpose and aim(s):</i> This unit will enable the learner to investigate global holiday destinations including their appeal, transport hubs and gateways.			
Learning Outcomes	Assessment Criteria = Pass	Assessment Criteria = Merit	Assessment Criteria = Distinction
1. Be aware of global holiday destinations including gateways and transport hubs.	1.1. Identify different types of global holiday destinations. 1.2. Describe transport gateways and hubs for global holiday destinations identified in AC 1.1.	1.M.1 Plan transport routes for two different global holiday destinations including suitable gateways and hubs.	
2. Understand the appeal of different global holiday destinations for visitors and tourists.	2.1. Describe the appeal of at least two different global holiday destinations for visitors and tourists.	2.M.1 Compare the appeal of two different global holiday destinations for a given group of visitors and tourists.	2.D.1 Assess how one of the global holiday destinations identified in AC 2.M.1 may appeal to a wider visitor and tourist market.
3. Be able to create a travel plan to visit a global holiday destination which meets the needs and requirements of visitors and tourists.	3.1. Create a travel plan to visit a given global 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 global 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	Learner notes/written work Learner log/diary Peer notes Record of observation Record 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	Working in Airline and Airport Services		
Level	Two		
Credit Value	8		
Guided Learning Hours (GLH)	60		
OCN NI Unit Code	CBG214		
Unit Reference No	M/650/7212		
Learn Direct Code	NK1		
<i>Unit purpose and aim(s):</i> This unit will enable the learner to develop an understanding of different employment opportunities within airline and airport services and the skills required to work within this sector.			
Learning Outcomes	Assessment Criteria = Pass	Assessment Criteria = Merit	Assessment 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.	3.1. Describe different types of airline and airport passengers and their needs and expectations. 3.2. Describe different products, services and facilities provided by commercial airlines and airports to meet passenger needs and expectations.	3.M.1 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 Services		
Level	Two		
Credit Value	8		
Guided Learning Hours (GLH)	60		
OCN NI Unit Code	CBG215		
Unit Reference No	R/650/7213		
Learn Direct Code	NK1		
<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.			
Learning Outcomes	Assessment Criteria = Pass	Assessment Criteria = Merit	Assessment Criteria = Distinction
1. Understand different employment opportunities within the cruise industry.	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.	
2. Understand the necessary entry requirements, skills and qualities required to work in cruise services.	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.
3. Understand how cruise products, services and facilities meet passenger needs and expectations.	3.1. Compare different cruise experiences and areas cruise companies operate within. 3.2. Describe different types of cruise passengers and their needs and expectations. 3.3. Describe different products, services and facilities provided by cruise companies to meet passenger needs and expectations.	3.M.1 Describe how cruise companies may adapt products, services and facilities to meet the needs of passengers with special requirements.	

4. Be able to deliver effective customer services skills within the cruise industry to improve the passenger experience.	4.1. Demonstrate effective customer service skills using appropriate communication and interpersonal skills in three given cruise scenarios including consideration of the passenger brief.	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.
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#### 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 Tour Guiding		
Level	Two		
Credit Value	8		
Guided Learning Hours (GLH)	60		
OCN NI Unit Code	CBG216		
Unit Reference No	T/650/7214		
Learn Direct Code	NK1		
<p><i>Unit purpose and aim(s):</i> This unit will enable the learner to develop an understanding of different employment opportunities within the tour guiding sector and the skills required to work within this sector. The learner will also be required to plan and deliver a guided tour of at least 20 minutes duration.</p>			
Learning Outcomes	Assessment Criteria = Pass	Assessment Criteria = Merit	Assessment Criteria = Distinction
1. Understand different employment opportunities within the tour guiding sector.	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.	
2. Understand the necessary entry requirements, skills and qualities required to work in the tour guiding sector.	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.
3. Understand how tour guiding experiences meet customer needs and expectations.	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.	

<p>4. Be able to plan and deliver a guided tour, demonstrating effective customer service and presentation skills.</p>	<p>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.</p> <p>4.2. Deliver the guided tour planned in AC 4.1 demonstrating effective communication and presentation skills, responding to customer questions.</p>	<p>4.M.1 Assess own communication and presentation skills demonstrated during the guided tour delivered in AC 4.2 identifying areas for improvement.</p> <p>4.M.2 Evaluate the guided tour delivered in AC 4.2 taking account of customer feedback and satisfaction.</p>	<p>4.D.1 Develop a personal action plan to address the areas for improvement identified in AC 4.M.1.</p> <p>4.D.2 Make any amendments to the guided tour planned in AC 4.1 taking account of customer feedback and satisfaction.</p>
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#### 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	<p>A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes</p> <p>OR</p> <p>A collection of documents containing work that shows the learner's progression through the course</p>	<p>Learner notes/written work</p> <p>Learner log/diary</p> <p>Peer notes</p> <p>Record of observation</p> <p>Record of discussion</p>
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	<p>Record of observation</p> <p>Learner notes/written work</p> <p>Learner log</p>
Coursework	Research or projects that count towards a learner's final outcome and demonstrate the skills and/or knowledge gained throughout the course	<p>Record of observation</p> <p>Learner notes/written work</p> <p>Tutor notes/record</p> <p>Learner log/diary</p>
E-assessment	The use of information technology to assess learners' work	<p>Electronic portfolio</p> <p>E-tests</p>

Title	Working as a Holiday Representative		
Level	Two		
Credit Value	8		
Guided Learning Hours (GLH)	60		
OCN NI Unit Code	CBG217		
Unit Reference No	Y/650/7215		
Learn Direct Code	NK1		
<i>Unit purpose and aim(s):</i> This unit will enable the learner to develop an understanding of different employment opportunities as a holiday representative and the skills required to work within this sector.			
Learning Outcomes	Assessment Criteria = Pass	Assessment Criteria = Merit	Assessment Criteria = Distinction
1. 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.	
2. 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.
3. 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.	
4. Be able to deliver effective customer service skills as a holiday representative to meet guest needs and improve the holiday experience.	4.1. Demonstrate effective customer service skills using appropriate communication and presentation skills in the following scenarios: a) arrival and transfer b) welcome meeting c) promotion of products and services 4.2. Complete the necessary	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.		
<b>Assessment Guidance</b>			
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 Hospitality and Reception Services		
Level	Two		
Credit Value	8		
Guided Learning Hours (GLH)	60		
OCN NI Unit Code	CBG218		
Unit Reference No	A/650/7216		
Learn Direct Code	NK1		
<i>Unit purpose and aim(s):</i> This unit will enable the learner to develop an understanding of different employment opportunities in hospitality and reception services and the skills required to work within this sector.			
Learning Outcomes	Assessment Criteria = Pass	Assessment Criteria = Merit	Assessment Criteria = Distinction
1. Understand different employment opportunities in hospitality and reception 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.	
2. Understand the necessary entry requirements, skills and qualities required to work in hospitality and reception services.	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.
3. Understand how hospitality and reception products, services and facilities meet customer needs and 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.	
4. Be able to deliver effective customer service skills when providing hospitality and reception services to improve the customer experience.	4.1. Demonstrate effective customer service skills using appropriate communication, interpersonal and presentation skills when providing hospitality and reception services in three given scenarios. 4.2. 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 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 Visitor Attractions		
Level	Two		
Credit Value	8		
Guided Learning Hours (GLH)	60		
OCN NI Unit Code	CBG219		
Unit Reference No	D/650/7217		
Learn Direct Code	NK1		
<i>Unit purpose and aim(s):</i> This unit will enable the learner to develop an understanding of different employment opportunities when working in visitor attractions and the skills required to work within this sector.			
Learning Outcomes	Assessment Criteria = Pass	Assessment Criteria = 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

Title	Working in Leisure and Business Travel Services		
Level	Two		
Credit Value	8		
Guided Learning Hours (GLH)	60		
OCN NI Unit Code	CBG220		
Unit Reference No	F/650/7218		
Learn Direct Code	NK1		
<i>Unit purpose and aim(s):</i> This unit will enable the learner to develop an understanding of different employment opportunities within leisure and business travel services and the skills required to work within this sector.			
Learning Outcomes	Assessment Criteria = Pass	Assessment Criteria = Merit	Assessment Criteria = Distinction
1. Understand different employment opportunities within leisure and business travel services.	1.1. Compare different job opportunities for employment within leisure and business travel 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 leisure and business travel services.	2.1. Describe the entry requirements, skills and qualities required for at least two different job roles in leisure and business travel 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 leisure and business travel products, services and facilities meet customer needs and expectations.	3.1. Describe how different types of leisure and business travel services meet customers' needs and expectations. 3.2. Describe different products, services and facilities provided by leisure and business travel services to meet customer needs and expectations.	3.M.1 Describe how leisure and business travel services may adapt products, services and facilities to meet the needs of customers with special requirements.	
4. Be able to deliver effective customer service skills in leisure and business travel services to improve the customer experience.	4.1. Demonstrate effective customer service skills using appropriate communication, interpersonal and presentation skills in three given leisure and	4.M.1 Assess own communication, interpersonal and presentation skills demonstrated in AC 4.1 and AC 4.2 identifying	4.D.1 Develop a personal action plan to address the areas for improvement identified in AC 4.M.1.

	<p>business travel scenarios.</p> <p>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.</p>	<p>areas for improvement.</p>	
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### 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	<p>A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes</p> <p>OR</p> <p>A collection of documents containing work that shows the learner's progression through the course</p>	<p>Learner notes/written work</p> <p>Learner log/diary</p> <p>Peer notes</p> <p>Record of observation</p> <p>Record of discussion</p>
Practical demonstration/assignment	<p>A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge</p>	<p>Record of observation</p> <p>Learner notes/written work</p> <p>Learner log</p>
Coursework	<p>Research or projects that count towards a learner's final outcome and demonstrate the skills and/or knowledge gained throughout the course</p>	<p>Record of observation</p> <p>Learner notes/written work</p> <p>Tutor notes/record</p> <p>Learner log/diary</p>
E-assessment	<p>The use of information technology to assess learners' work</p>	<p>Electronic portfolio</p> <p>E-tests</p>
Multiple choice examinations	<p>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</p>	<p>Paper and/or electronic based tests</p>

Title	Working in Visitor Information and Promotional Services		
Level	Two		
Credit Value	8		
Guided Learning Hours (GLH)	60		
OCN NI Unit Code	CBG221		
Unit Reference No	H/650/7219		
Learn Direct Code	NK1		
<i>Unit purpose and aim(s):</i> This unit will enable the learner to develop an understanding of different employment opportunities when working in visitor information and promotional services and the skills required to work within this sector.			
Learning Outcomes	Assessment Criteria = Pass	Assessment Criteria = Merit	Assessment Criteria = Distinction
1. Understand different employment opportunities when working in visitor information and promotional services.	1.1. Compare different job opportunities for employment in visitor information and promotional 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 visitor information and promotional services.	2.1. Describe the entry requirements, skills and qualities required for at least two different job roles in visitor information and promotional 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 visitor information and promotional services, products and facilities meet visitor needs and expectations.	3.1. Describe different types of visitors and their needs and expectations in relation to information and promotional services. 3.2. Describe different products, services and facilities within visitor information and promotional services including paper based and electronic resources.	3.M.1 Describe how visitor information and promotional services may adapt products, services and facilities to meet the needs of visitors with special requirements.	
4. Be able to deliver effective customer service skills when working in visitor information and promotional services to improve the visitor experience.	4.1. Demonstrate effective customer service skills using appropriate communication, interpersonal and presentation skills in three given visitor information and promotional services scenarios.	4.M.1 Assess own communication, interpersonal and presentation skills demonstrated in AC 4.1 and AC 4.2 identifying	4.D.1 Develop a personal action plan to address the areas for improvement identified in AC 4.M.1.

	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 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	

## Quality Assurance of Centre Performance

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### 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

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### 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**

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### **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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