

DIPLOMA GUIDE



Access to HE

Apprenticeships

Digital

Employability &
Enterprise

English & Maths

ESOL

Personal & Social
Development

Professional
Development

Vocational

Qualification No: QAAQ001624
Aim Code: 4000692X
Validation: 1 August 2017 –
31 July 2022
Version: 3.0



Access to HE Diploma (Travel and Tourism)

This page has been left intentionally blank.

About this Access to HE Diploma guide

This Access to HE Diploma specification is intended for Tutors, Assessors, Internal Quality Assurers, Quality Managers and other staff within Gateway Qualifications Access to HE approved providers/or prospective providers.

It sets out what is required of the student in order to achieve the Access to HE Diploma. It also contains information specific to managing and delivering the Access to HE Diploma (s) including specific quality assurance requirements.

The guide should be read in conjunction with the Gateway Qualifications Access to HE Provider Handbook and other publications available on the website which contain more detailed guidance on assessment and verification practice.

In order to offer this Access to HE Diploma you must be a Gateway Qualifications recognised centre and approved to offer Access to HE Diplomas.

If your centre is not yet recognised, or diploma approved, please contact our Development Team to discuss

Telephone: 01206 911211

Email: enquiries@gatewayqualifications.org.uk

Website: <https://www.gatewayqualifications.org.uk/advice-guidance/delivering-our-qualifications/become-recognised-centre/>

Contents

About this Access to HE Diploma guide	3
1. Diploma Information.....	6
1.1 Overview of the Access to Higher Education Diploma	6
1.2 About this Diploma.....	6
1.3 Purpose	6
1.4 Aims	6
1.5 Objectives.....	7
1.6 Sector Subject Area.....	7
1.7 Target groups	7
1.8 Delivery methods.....	7
1.9 Achievement methodology.....	8
1.10 Geographical Coverage.....	8
1.11 Progression Opportunities	9
1.12 Equality, Diversity and Inclusion	9
2. Student Entry Requirements.....	10
2.1 Age.....	10
2.2 Prior Qualifications.....	10
2.3 Prior Skills/Knowledge/Understanding	10
2.4 Access to qualifications for learners with disabilities or specific needs.....	10
2.5 Additional Requirements/Guidance.....	11
2.6 Recruiting Learners with Integrity.....	11
3. Achieving the Access to HE Diploma	12
3.1 Qualification Specification.....	12
3.2 Rules of Combination	12
3.3 Additional completion requirements	17
3.4 Recognition of Prior Learning	17
4. Access to HE Units of Assessment.....	18
4.1 Unit specification	18
4.2 Academic subject content.....	18
4.3 Graded and ungraded units	18
4.4 Revisions to Access to HE Units of Assessment.....	19
5. Assessment and Quality Assurance	20
5.1 Provider Requirements	20
5.2 Staffing Requirements	20
5.3 Facilities and Resources.....	21
5.4 Assessment.....	21

5.5	Quality Assurance Requirements.....	21
5.6	Additional Requirements/Guidance.....	21
6.	Unit Details	22
	Mandatory Units: Graded Academic Subject Content.....	22
	Optional Units: Graded Academic Subject Content	32
	Units: Ungraded	45
7.	What to do next	57
8.	Gateway Qualifications	57

1. Diploma Information

1.1 Overview of the Access to Higher Education Diploma

The Access to Higher Education (HE) Diploma is a nationally recognised qualification with common requirements relating to the description of student achievement. The Diploma is:

- a level 3 qualification, regulated by the Quality Assurance Agency (QAA) for Higher Education
- a unitised qualification, based on units of assessment which are structured in accordance with the Access to HE unit specification
- a credit-based qualification, operated in accordance with the terms of the Access to HE credit specification
- a graded qualification, as determined by the Access to HE Grading Scheme

Details of the credit framework and requirements relating to the award of credit are provided within the Quality Assurance Agency Recognition Scheme for Access to Higher Education: The Access to Higher Education Diploma specification 2013.

Individual named Diplomas are identified by separate titles and are validated at by Gateway Qualifications as an Access Validating Agency (AVA) recognised by the Quality Assurance Agency for Higher Education (QAA). Each Diploma has its own approved set of units of assessment, governed by rules of combination, which are appropriate to the subject of the particular Diploma. The common grading requirements apply to all individual Diplomas.

1.2 About this Diploma

The range of units chosen for this diploma will give a good overall view of the Travel and Tourism industry with a flavour of Business Management. Students will be able to see the links between the two areas and understand how they work together and how reliant they are on each other to ensure a Travel and Tourism company is successful.

The units will allow students to consider their options for further study and then progress onto either Travel and/or Tourism Management undergraduate degrees. The ungraded units have been selected to provide underpinning skills which will support academic study, but will also provide students with relevant skills to continue onto further study.

1.3 Purpose

The primary purpose of Access to HE Diplomas is to provide higher education progression opportunities for adults who, because of social, education or individual circumstances, may have achieved few, if any, prior qualifications.

1.4 Aims

The qualification aims to:

- reintroduce learners to education recognising prior skills and experience and the particular needs of those returning to learn

- offer learners a responsive, supportive return to learn experience at a level appropriate for entry to HE
- develop the appropriate skills such as study skills that are necessary to enable learners to succeed in their HE career
- address issues of widening participation and social inclusion
- raise student awareness of the opportunities that a return to study and lifelong learning can bring.

1.5 Objectives

The objective of the Diploma is to enable learners to:

- satisfy the general academic requirements for entry to Higher Education
- prepare learners for HE level study generally and in subject areas appropriate to an intended HE course destination
- demonstrate appropriate levels of competence in subject specific skills and knowledge
- demonstrate practical, transferable and academic skills
- develop their confidence and ability to cope with a return to education at an advanced level
- enhance personal and career opportunities
- develop as independent and lifelong learners.

1.6 Sector Subject Area

8.2 Travel and Tourism

1.7 Target groups

- Adults who, because of social, educational or individual circumstances may have achieved few, if any, prior qualifications and wish to progress to HE.
- Adults who have gone straight into industry (perhaps following apprenticeship routes) who wish to progress to HE

1.8 Delivery methods

Delivery methods for the Access to HE Diploma (Travel and Tourism) can include:

Face to face or online. Suggested visits to travel and tourism companies to allow learners to widen their understanding of the sector.

Assessment Methods should include:

Essays, projects, presentations, self-evaluation, group discussions, business analysis techniques e.g SWOT analysis, developing case studies, short answer questions, worksheets, case study analysis, tests, reports

1.9 Achievement methodology

The Diploma will be awarded to learners who successfully achieve an approved combination of units through a Portfolio of Evidence that has been successfully verified and monitored through Gateway Qualifications' Quality Assurance process.

The qualification is therefore determined by successful achievement of all required unit assessments with no further requirement for additional/terminal assessment.

1.10 Geographical Coverage

This qualification has been approved by for delivery in England.

1.11 Progression Opportunities

Following successful completion of the Access to HE Diploma () learners may progress to the following:

Tourism Management
Hospitality and Tourism Management
Tourism and Leisure Studies
Travel and Tourism Management

The qualification does not provide guaranteed entry to UK higher education.

1.12 Equality, Diversity and Inclusion

It is Gateway Qualifications' aim that there shall be equal opportunities and so meet the organisation's legal responsibilities to prevent discrimination.

In accordance it is the organisation's intention that there should be no discrimination on the grounds of a protected characteristic including age, disability, gender assignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex, sexual orientation. It is acknowledged that this is not an exhaustive list.

2. Student Entry Requirements

2.1 Age

The course is designed to meet the needs of adults who have been out of full time education for a significant period of time and who have not achieved some or any formal qualifications. This generally would apply to learners over the age of 19.

2.2 Prior Qualifications

There is no requirement for learners to have achieved prior qualifications or units prior to undertaking this qualification.

Providers may ask learners for GCSEs as a mark of ability at Level 2 as an appropriate entry requirement to a Level 3 course. This also establishes HEI destination qualifications for Nursing, teaching etc. where these are required as part of the HEI application.

2.3 Prior Skills/Knowledge/Understanding

There is no requirement for learners to have prior skills, knowledge or understanding. However, learners would be expected to be able to demonstrate the skills and ability to study at Level 3.

2.4 Access to qualifications for learners with disabilities or specific needs

Gateway Qualifications and recognised providers have a responsibility to ensure that the process of assessment is robust and fair and allows the learner to show what they know and can do without compromising the rigour of the assessment used to evidence the criteria.

Gateway Qualification has a duty to permit a reasonable adjustment where an assessment arrangement would disadvantage a student with a disability, medical condition or learning need.

The following adaptations are examples of what may be considered for the purposes of facilitating access, as long as they do not impact on any competence standards being tested:

- adapting assessment materials
- adaptation of the physical environment for access purposes
- adaptation to equipment
- assessment material in an enlarged format or Braille
- permitting readers, signers, scribe, prompter, practical assistant
- changing or adapting the assessment method
- extra time, e.g. assignment extensions
- transcript

- use of assistive software where the software does not influence the learners' ability to demonstrate the skills, knowledge or understanding eg use of spellchecker in an English assessment
- using assistive technology
- use of CCTV, coloured overlays, low vision aids
- use of a different assessment location
- use of ICT/responses using electronic devices.

It is important to note that not all of the adjustments (as above) will be reasonable, permissible or practical in particular situations. The learner may not need, nor be allowed the same adjustment for all assessments.

Learners should be fully involved in any decisions about adjustments/adaptations. This will ensure that individual needs can be met, whilst still bearing in mind the specified assessment criteria for a particular qualification.

A reasonable adjustment for a particular learner may be unique to that individual and may not be included in the list of available access arrangements specified above.

Details on how to make adjustments for learners is set out in the Reasonable Adjustment and Special Considerations Policy and Procedures.

2.5 Additional Requirements/Guidance

Learners must have a UK address (including BFO) to be registered on an Access to HE Diploma.

2.6 Recruiting Learners with Integrity

It is vital that providers recruit with integrity. Providers must ensure that learners have the correct information and advice on their selected qualification(s) and that the qualification(s) will meet their needs.

The recruitment process must include the provider undertaking the assessment of each potential student and making justifiable and professional judgements about the student's potential to successfully complete the assessment and achieve the qualification. Such an assessment must identify, where appropriate, the support that will be made available to the learner to facilitate access to the qualification.

3. Achieving the Access to HE Diploma

3.1 Qualification Specification

The generic requirements for the Access to HE Diploma are that learners must achieve a total of 60 credits of which 45 credits must be achieved at level 3 from graded units that are concerned with academic subject and the remaining 15 credits can be achieved at level 2 or level 3 from units which are ungraded. It is recommended you include no more than 6 ungraded 'academic subject content' credits. The ungraded credits can be mandatory or optional within the Diploma. The approved Rules of Combination for this qualification are detailed below.

Where there is a selection of optional units within the permitted rules of combination, the selection of units to be used to form the Diploma course must be made before the learners are registered. Learners must be registered with Gateway Qualifications within 12 weeks of the start of the course or before application to UCAS, whichever is soonest.

3.2 Rules of Combination

The structure sets out the units required to be achieved the Access to Diploma, comprising of:

- Graded Academic mandatory units – Level 3
- Graded Academic optional units - Level 3
- Graded Research units - Level 3
- Ungraded units – Level 2/3.

Learners must achieve a total of 60 credits and meet unit group requirements.

Learners must complete at total of 60 credits of which 45 credits must be achieved at level 3 from graded units which are concerned with academic subject content and the remaining 15 credits must be achieved at level 3 from units which are ungraded.

Mandatory Units: Graded Academic Subject Content

Learners must achieve 33 credits from this group.

Unit Code	Unit Title	Level	Credits	Content	Grade Descriptors	Suggested Assessment Methods	Assessment Volume
QU018157	Business Skills for the Travel and Tourism Industry	3	6	Academic	1, 7	Exam, individual presentation, group discussion	Closed book 1.5 hours, 10 minutes, 15 minutes
QU018144	Careers within the Travel and Tourism Industry	3	3	Academic	1, 7	Project	1500 words
QU018146	Customer Service in the Travel and Tourism Industry	3	6	Academic	1, 3, 7	Group discussion, case study, individual presentation, role play, reflective writing	15 mins, 750 words, 10 mins, 10 mins, 500 words
QU017364	Event Management	3	6	Academic	1, 3, 7	Project	Project plan - 250 words, project 1000 words, self evaluation 250 words
QU018150	Legislation within the Travel and Tourism Sector	3	3	Academic	1, 4, 7	Written questions and answers	1500 words
QU018262	Marketing	3	3	Academic	2, 4, 7	Project	Project plan - 250 words, project 1000 words, self evaluation 250 words
QU018167	Responsible Tourism	3	3	Academic	1, 2, 7	Report	1500 words
QU018152	The Travel and Tourism Industry	3	3	Academic	1, 7	2 x case studies	2 x 750 words

Optional Graded Units:

Learners must achieve 12 credits from this group.

Unit Code	Unit Title	Level	Credits	Content	Grade Descriptors	Suggested Assessment Methods	Assessment Volume
QU018173	Airline Operations	3	3	Academic	1, 4, 7	Case Study group discussion	1000 words, 20 minutes
QU016671	Business Planning and Budgets	3	6	Academic	1, 2, 4, 5, 7	Case Study analysis, research, report, individual presentation, self evaluation, worksheets	500 words 500 words 1500 words 15 minutes 250 words 250 words
QU018163	Consumer Protection within the Travel and Tourism Industry	3	3	Academic	1, 7	Written questions and answers	1500 words
QU018148	International Travel and Tourism Environments	3	6	Academic	1, 5, 7	Exam, Case Study	1.5 hours open book exam, 500 words
QU018159	Leadership and Management Practice for the Travel and Tourism Industry	3	6	Academic	1, 2, 4, 7	Linear notes, essay plan, essay with reference list	150 words 150 words 1200 - 1500 words
QU018310	Research: Practical Investigation Project	3	6	Academic	2, 3, 4, 6, 7	Risk assessment, project diary, project proposal, research review, report, evaluation	250 words, 500 words, 250 words, 500 words, 1250 words. 250 words
QU018165	Specialist Tourism	3	3	Academic	1, 4, 5, 7	Case Study, Individual presentation, group discussion	750 words, 10 minutes, 15 minutes

Unit Code	Unit Title	Level	Credits	Content	Grade Descriptors	Suggested Assessment Methods	Assessment Volume
QU018169	The Cruise Industry	3	3	Academic	1, 2, 5, 7	Essay	1500 words
QU016673	Understand Human Resource Management	3	3	Academic	1, 2, 7	Worksheets, Research, Project, self evaluation	200 words, 250 words, 1000 words, 250 words

Units: Ungraded

Learners must achieve 15 credits from this group.

Unit Code	Unit Title	Level	Credits	Content	Suggested Assessment Methods	Assessment Volume
QU025276	Academic Writing Skills	3	3	Other	Notes from a range of sources, Essay Plan, Essay	300 words 200 words 1000 words
QU007560	Communication – Speaking and Listening	3	3	Other	Presentation, Preparation, Group discussion	5 minutes 250 word notes 15-20 minutes
QU025532	Preparation for Higher Education	3	3	Other	Analysis, UCAS statement, Preparing for interview questions, Chart	1500 words in total
QU018630	Problem Solving in the Workplace	3	3	Other	Project	1500 words
QU025796	Professional Interpersonal Skills	3	3	Other	SWOT Analysis, Case study, Reflective account	250 words 750 words 500 words

Unit Code	Unit Title	Level	Credits	Content	Suggested Assessment Methods	Assessment Volume
QU028487	Promoting Wellbeing and Building Resilience	3	3	Other	Report	1500 words
QU011467	Spreadsheets	3	3	Other	Case study analysis, Spreadsheet and Report	500 words 1000 words
QU018318	Study Skills	3	3	Other	Study plan, Worksheets, Assignment Plan	200 words 250 words 500 words

3.3 Additional completion requirements

Learners will probably require a pass in maths and English at Level 2 / GCSE to progress onto a degree course. Delivery providers should make learners aware of HEI course entry requirements.

3.4 Recognition of Prior Learning

Recognition of prior learning is a process that considers if a learner can meet the specified assessment requirements through knowledge, understanding or skills that they already possess and that can contribute towards the attainment of a qualification for which they are undertaking.

For further information please refer Annex C, Access to HE Diploma Specification, <https://www.accesstohe.ac.uk/AboutUs/Publications/Documents/Access-Diploma-Specification.pdf>

4. Access to HE Units of Assessment

4.1 Unit specification

A common unit specification applies to all units with Access to HE Diplomas the unit specification follows a standard template covering the following elements:

- title
- level
- credit value
- unit code
- learning outcomes
- assessment criteria
- grade descriptors
- type of unit (academic subject content or not).

The units of assessment for this Access to HE Diploma are contained within this Access to HE Diploma Guide.

4.2 Academic subject content

A unit is classified as having academic subject content, if the unit's knowledge and skills are directly related to the subject of the name of the Access to HE Diploma. Units will not meet the academic subject content requirement if they are principally concerned with personal development, generic English or mathematics, or study skills.

4.3 Graded and ungraded units

Graded units – grading operates at unit level and only applies to units which have been approved by Gateway Qualifications within a named Access to HE Diploma. Student achievement for graded units is recorded as Pass, Merit or Distinction for each unit, as set out in the QAA Access to HE Grading Scheme, 2012. Graded units will also satisfy the criteria of academic subject content.

There is a common set of broad generic grade descriptors which are used as the basis for all grading judgements on all courses:

- 1 Understanding the subject
- 2 Application of knowledge
- 3 Application of skills
- 4 Use of knowledge
- 5 Communication and presentation
- 6 Autonomy / Independence
- 7 Quality.

The seven grade descriptors are not subject specific. They can, however, through careful selection and in appropriate combinations, be used on all courses, with all units and for all

assignments. The descriptors to be used with a particular unit are selected with reference to the main aspects of student performance that need to be taken into account when grading decisions are made for that unit. They are formally assigned to the unit when it is validated.

Each of the seven grade descriptors comprises two sets of components, one which describes characteristics or qualities typical of performance at merit, and a parallel set of components which describes typical performance in the same areas at distinction. (There are no components for pass, because a pass grade is gained when a student meets the learning outcomes, but does not achieve the standard required for merit.) Some of these components are more relevant to certain subjects than others and some particular terms are also more relevant for use with particular types of assessment than others. In order to ensure the grade descriptors are relevant for specific assignments, tutors identify the components of the descriptors being used that are most relevant for the particular assignment. The selected components of the descriptors (at merit and distinction) are then included in the assignment brief(s).

The grading scheme is not based on an assumed one-to-one relationship between the grade descriptors and learning outcomes (although it is possible that in some units, because of the way the learning outcomes have been structured, something close to a one-to-one relationship may emerge). In general, however, judgements about student work in relation to grading apply across the work for a unit, whether that unit is assessed through one, or more than one, assignment.

The full Grade Descriptors can be accessed by the following link, which also provides detailed information on grading:

<http://www.accesstohe.ac.uk/AboutUs/Publications/Documents/Access-Grading-Scheme-Section-B.pdf>

4.4 Revisions to Access to HE Units of Assessment

Gateway Qualifications reserves the right to review and amend units of assessment and will issue providers notification of the changes to the units of assessment. Gateway Qualifications undertakes regular unit reviews to ensure currency of units, providers are required to use updated versions where units are replaced.

5. Assessment and Quality Assurance

5.1 Provider Requirements

Providers must be approved by Gateway Qualifications as a centre and are required to ensure that:

- the main base is in the UK
- systems are in place to ensure that only learners with a UK address (including BFO) are registered for an Access to HE Diploma
- there are clear arrangements for the day-to-day operational management and coordination of Access to HE delivery.
- there are appropriate facilities and resources at each site, and for each mode of delivery
- staff have the professional competence and skills to teach and assess necessary to teach and assess the units available on the Diploma
- arrangements are in place to provide pre-course guidance to applicants and criteria for selection and admission to Access to HE Diplomas, and are consistent with QAA requirements with respect to admissions.
<https://www.accesstohe.ac.uk/AboutUs/Publications/Documents/Guidance-admission-of-learners-AHE-07.pdf>.
- expertise and resources to provide information, advice and guidance on HE applications and progression opportunities.
- Systems for maintaining secure records of individual learners' registration and achievement
- internal moderation arrangements that meet Gateway Qualification requirements.
- arrangements for internal course monitoring and self-evaluation and feedback
- procedures and criteria for the recognition of prior learning that meet Gateway Qualifications requirements.
- quality assurance procedures relating to the delivery of provision, including transparent processes for handling appeals and complaints.

Providers should refer to the Gateway Qualifications' Access to HE Provider Handbook for further information on centre requirements.

5.2 Staffing Requirements

Providers are required to ensure that:

- staff have the professional competence and skills to teach and assess necessary to teach and assess the units available on the Diploma
- staff have expertise to provide information, advice and guidance on HE applications and progression opportunities.

5.3 Facilities and Resources

Computers

5.4 Assessment

Recommended assessment methods for each unit within a diploma are identified in section 3.2 [Rules of Combination](#). To provide greater flexibility for Centres to develop an assessment strategy that meets the needs of their individual learners, Centres can select an alternative assessment method for the units(s) within the diploma using the equivalence guidance published on the website.

The guidance includes the expected assessment volume for different assessment methods and should enable Centres to choose alternatives whilst ensuring that the same rigor of assessment is maintained in comparison to any other three or six credit unit.

5.5 Quality Assurance Requirements

Gateway Qualifications applies a quality assurance model to the Access to HE Diploma of:

- internal assessment and internal verification by the provider
- moderation by Gateway Qualifications comprising of centre moderation and subject moderation.

These processes are set out within Quality Assurance section of the Gateway Qualifications' Access to HE Provider Handbook.

5.6 Additional Requirements/Guidance

There are no additional requirements that Learners must satisfy in order for assessment to be undertaken and the unit/qualification to be awarded.

6. Unit Details

Mandatory Units: Graded Academic Subject Content

Access to HE Diploma Unit

Unit Code:	QU18157		
Title:	Business Skills for the Travel and Tourism Industry		
Unit Level:	Level 3	Unit Credit:	6
Grading type:	Graded		
Grade descriptors:	<ul style="list-style-type: none"> • GD1-Understanding the subject • GD7-Quality 		
Academic subject content/other:	Academic Subject Content		
Suggested assessment details:	Refer to Assessment Grid		

This unit has 5 learning outcomes.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1 Know about marketing in the travel and tourism industry.	1.1 Explain the importance of marketing within the travel and tourism industry. 1.2 Analyse core marketing skills used within the travel and tourism industry.
2 Know the importance of effective customer service in the travel and tourism industry.	2.1 Explain the importance of effective customer service within the travel and tourism industry. 2.2 Analyse the range of customer service skills required within the travel and tourism industry.
3 Know about business planning and strategy within the travel and tourism industry.	3.1 Explain the importance of business planning and strategy to the travel and tourism industry. 3.2 Analyse ways in which business planning and strategy skills are used in a chosen aspect of the travel and tourism industry.
4 Know about people management in the travel and tourism industry.	4.1 Explain the importance of people management skills within the travel and tourism industry. 4.2 Analyse the effectiveness of people management skills within the travel and tourism industry.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
<p>5 Know financial and legal considerations within the travel and tourism industry.</p>	<p>5.1 Explain the importance of understanding financial and legal considerations when working in the travel and tourism industry.</p> <p>5.2 Analyse financial and legal considerations impacting on the travel and tourism industry.</p>

Access to HE Diploma Unit

Unit Code:	QU018144		
Title:	Careers within the Travel and Tourism Industry		
Unit Level:	Level 3	Unit Credit:	3
Grading type:	Graded		
Grade descriptors:	<ul style="list-style-type: none"> • GD1-Understanding the subject • GD7-Quality 		
Academic subject content/other:	Academic Subject Content		
Suggested assessment details:	Refer to Assessment Grid		

This unit has 3 learning outcomes.

LEARNING OUTCOMES		ASSESSMENT CRITERIA	
The learner will:		The learner can:	
1	Know career opportunities within the travel and tourism sector.	1.1	Evaluate career opportunities within the travel and tourism sector.
2	Know progression routes within the travel and tourism sector.	2.1	Compare and contrast the skills, experience and qualifications required to access progression opportunities within the travel and tourism sector.
		2.2	Analyse the importance of personal skills and experience to progression opportunities within the travel and tourism sector.
3	Understand how market trends within travel and tourism may impact on career opportunities in the sector.	3.1	Analyse the impact of market trends on career progression and opportunities within the travel and tourism sector.

Access to HE Diploma Unit

Unit Code:	QU018146		
Title:	Customer Service in the Travel and Tourism Industry		
Unit Level:	Level 3	Unit Credit:	6
Grading type:	Graded		
Grade descriptors:	<ul style="list-style-type: none"> • GD1-Understanding the subject • GD3-Application of skills • GD7-Quality 		
Academic subject content/other:	Academic Subject Content		
Suggested assessment details:	Refer to Assessment Grid		

This unit has 4 learning outcomes.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1 Know how to deliver effective customer service.	1.1 Evaluate the customer service skills required in the travel and tourism sector when communicating with customers: <ol style="list-style-type: none"> a. face to face b. over the telephone c. using written communication.
2 Understand customer requirements in the travel and tourism sector.	2.1 Analyse customer requirements within the travel and tourism sector including: <ol style="list-style-type: none"> a. information or advice b. security c. sales
3 Understand customer relations practices within the travel and tourism sector.	3.1 Evaluate the use of customer relations practices within the travel and tourism sector including: <ol style="list-style-type: none"> a. the use of customer charters b. customer feedback forms c. complaints procedures
4 Be able to develop customer service skills.	4.1 Apply own customer service skills in practical situations. This could be in work placements, site visits or role play situations. 4.2 Demonstrate use of non-verbal communication skills when dealing with customers.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
	<p>This could be in work placements, site visits or role play situations.</p> <p>4.3 Evaluate own use of customer service skills.</p> <p>This could be backed up by a video diary, diary, blog or other permanent record.</p>

Access to HE Diploma Unit

Unit Code:	QU017364		
Title:	Event Management		
Unit Level:	Level 3	Unit Credit:	6
Grading type:	Graded		
Grade descriptors:	<ul style="list-style-type: none"> • GD1-Understanding the subject • GD3-Application of skills • GD7-Quality 		
Academic subject content/other:	Academic Subject Content		
Suggested assessment details:	Refer to Assessment Grid		

This unit has 5 learning outcomes.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1 Know how to plan an event for a given target audience.	1.1 Justify the choice of an event for a given target audience. 1.2 Devise an action plan for the event that identifies <ol style="list-style-type: none"> a. resources required b. SMART targets c. deadlines. 1.3 Evaluate the effectiveness of the action plan.
2 Understand the team qualities needed to effectively deliver the event.	2.1 Analyse the personal skills and qualities needed within a team to effectively plan, promote and deliver the event.
3 Understand the impact of effective promotion on the success of an event.	3.1 Evaluate methods that could be used to promote the event. 3.2 Select a method of promotion and justify the choice.
4 Be able to manage an event.	4.1 Promote an event using chosen method(s). 4.2 Prepare to manage an event. 4.3 Manage an event.
5 Be able to evaluate the management of an event.	5.1 Reflect on the approaches used: <ol style="list-style-type: none"> a. to plan the event b. to promote the event c. to manage the event.

Access to HE Diploma Unit

Unit Code:	QU018150		
Title:	Legislation within the Travel and Tourism Sector		
Unit Level:	Level 3	Unit Credit:	3
Grading type:	Graded		
Grade descriptors:	<ul style="list-style-type: none"> • GD1-Understanding the subject • GD4-Use of information • GD7-Quality 		
Academic subject content/other:	Academic Subject Content		
Suggested assessment details:	Refer to Assessment Grid		

This unit has 3 learning outcomes.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1 Understand how health and safety legislation regulations affect travel and tourism organisations.	1.1 Analyse the impact of health and safety legislation on travel and tourism organisations. 1.2 Evaluate the statutory duties of employers and employees in terms of health and safety legislation within the travel and tourism industry.
2 Understand the requirements of legislation relating to security and confidentiality of information within travel and tourism organisations.	2.1 Analyse how systems used within the travel and tourism sector conform with legislation related to: <ol style="list-style-type: none"> a. data protection b. copyright c. freedom of information d. security and safeguarding of customers.
3 Understand the impact of employment and equal opportunities legislation on the travel and tourism industry.	3.1 Critically analyse how employment legislation can impact on travel and tourism organisations. 3.2 Evaluate the extent to which equality legislation impacts on travel organisations.

Access to HE Diploma Unit

Unit Code:	QU018262		
Title:	Marketing		
Unit Level:	Level 3	Unit Credit:	3
Grading type:	Graded		
Grade descriptors:	<ul style="list-style-type: none"> • GD2-Application of knowledge • GD4-Use of information • GD7-Quality 		
Academic subject content/other:	Academic Subject Content		
Suggested assessment details:	Refer to Assessment Grid		

This unit has 2 learning outcomes.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1 Understand the need for market research and the investigation of consumer behaviour.	1.1 Analyse the purpose of market research and the study of consumer behaviour.
2 Understand how the marketing mix can be used.	2.1 Identify and analyse elements of the marketing mix. 2.2 Analyse methods of promotion differentiating between "above" and "below" the line promotions. 2.3 Critically compare different pricing strategies. 2.4 Analyse the significance of place and different distribution techniques. 2.5 Analyse the role of product in the marketing mix.

Access to HE Diploma Unit

Unit Code:	QU018167		
Title:	Responsible Tourism		
Unit Level:	Level 3	Unit Credit:	3
Grading type:	Graded		
Grade descriptors:	<ul style="list-style-type: none"> • GD1-Understanding the subject • GD2-Application of knowledge • GD7-Quality 		
Academic subject content/other:	Academic Subject Content		
Suggested assessment details:	Refer to Assessment Grid		

This unit has 4 learning outcomes.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1 Understand the impact of developing tourism on destinations.	1.1 Compare and contrast the impact of tourism development on two chosen destinations considering the impact on: <ol style="list-style-type: none"> a. the economy b. social life c. the local environment d. local culture.
2 Understand the roles of agents involved with responsible tourism development.	2.1 Analyse ways in which agents can promote responsible tourism development. 2.2 Compare and contrast roles of agents from the private, public and voluntary sector.
3 Understand the practices and objectives of responsible tourism development.	3.1 Analyse features of responsible tourism development. 3.2 Evaluate how objectives of responsible tourism development are put into practice.
4 Understand the relationship between responsible tourism development and the travel and tourism industry.	4.1 Evaluate a holiday that incorporates the key features of responsible tourism. 4.2 Evaluate the importance of tourists being educated towards responsible tourism practices.

Access to HE Diploma Unit

Unit Code:	QU018152		
Title:	The Travel and Tourism Industry		
Unit Level:	Level 3	Unit Credit:	3
Grading type:	Graded		
Grade descriptors:	<ul style="list-style-type: none"> • GD1-Understanding the subject • GD7-Quality 		
Academic subject content/other:	Academic Subject Content		
Suggested assessment details:	Refer to Assessment Grid		

This unit has 4 learning outcomes.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1 Understand the impact of the travel and tourism industry for a chosen destination.	1.1 Evaluate the importance of the tourism industry to a specified country and its regional economy 1.2 Evaluate strengths, weaknesses, opportunities and threats for the tourism industry of a specified country.
2 Understand the development process for a new tourist destination.	2.1 Analyse the development process for a new tourist destination. 2.2 Evaluate how legislation impacts on the development of a new tourist destination.
3 Understand major travel and tourism organisations.	3.1 Analyse major travel and tourism companies trading: a) in high volume package holidays b) in luxury holidays c) over the internet
4 Understand the impact of technology on the travel and tourism industry.	4.1 Evaluate how recent technological advances have impacted on the travel and tourism industry.

Optional Units: Graded Academic Subject Content

Access to HE Diploma Unit

Unit Code:	QU018173		
Title:	Airline Operations		
Unit Level:	Level 3	Unit Credit:	3
Grading type:	Graded		
Grade descriptors:	<ul style="list-style-type: none"> • GD1-Understanding the subject • GD4-Use of information • GD7-Quality 		
Academic subject content/other:	Academic Subject Content		
Suggested assessment details:	Refer to Assessment Grid		

This unit has 2 learning outcomes.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1 Know outbound and inbound passenger-handling processes, facilities and services at airports for both <ol style="list-style-type: none"> a. leisure passengers b. business passengers. 	1.1 Analyse the characteristics and needs of different types of passengers at an airport. 1.2 Evaluate outbound passenger handling processes and services: <ol style="list-style-type: none"> a. landside b. airside. 1.3 Evaluate inbound passenger handling processes and services: <ol style="list-style-type: none"> a. airside b. landside
2 Know how airports ensure efficient outbound and inbound passenger flow.	2.1 Analyse reasons for congestion at an airport during normal operations. 2.2 Evaluate situations which result in major congestion or closure of an airport. 2.3 Evaluate the effectiveness of measures used to overcome minor or major congestion problems and minimise potential impact on passengers.

Access to HE Diploma Unit

Unit Code:	QU016671		
Title:	Business Planning and Budgets		
Unit Level:	Level 3	Unit Credit:	6
Grading type:	Graded		
Grade descriptors:	<ul style="list-style-type: none"> • GD1-Understanding the subject • GD2-Application of knowledge • GD4-Use of information • GD5-Communication and presentation • GD7-Quality 		
Academic subject content/other:	Academic Subject Content		
Suggested assessment details:	Refer to Assessment Grid		

This unit has 5 learning outcomes.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1 Know about business plans.	1.1 Explain the purpose of a business plan. 1.2 Outline the relationship between the business plan and business objectives. 1.3 Identify key elements of an effective business plan.
2 Know how to use data to meet business objectives.	2.1 Evaluate methods to determine a business' current market position. 2.2 Analyse how market research data can determine a business' ability to meet current and new market opportunities, including those in the global market place. 2.3 Analyse potential business constraints that could impact on business performance.
3 Understand business strategy and tactics.	3.1 Explain the differences between strategy and tactics. 3.2 Analyse strategies and tactics used in a business. 3.3 Explain the need to continually analyse and compare business strategies and tactics against business objectives.
4 Understand financial forecasting.	4.1 Define financial forecasting.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
<p>The learner will:</p>	<p>The learner can:</p> <p>4.2 Explain the role of budgets within a business.</p> <p>4.3 Outline the impact of external funding on strategic financial forecasts and business plans.</p> <p>4.4 Analyse areas of financial risk to a business.</p> <p>4.5 Explain methods of improving financial forecasts and plans</p> <p>4.6 Evaluate different sources of business finance.</p>
<p>5 Know how a business can expand internationally.</p>	<p>5.1 Explain the international business environment in which a selected business operates.</p> <p>5.2 Describe factors that impact on UK businesses operating overseas.</p> <p>5.3 Explain the process of international expansion for a selected aspect of a business.</p> <p>5.4 Propose ways for a UK business to expand internationally.</p>

Access to HE Diploma Unit

Unit Code:	QU018163		
Title:	Consumer Protection within the Travel and Tourism Industry		
Unit Level:	Level 3	Unit Credit:	3
Grading type:	Graded		
Grade descriptors:	<ul style="list-style-type: none"> • GD1-Understanding the subject • GD7-Quality 		
Academic subject content/other:	Academic Subject Content		
Suggested assessment details:	Refer to Assessment Grid		

This unit has 4 learning outcomes.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1 Understand the contractual approach to consumer protection within the travel and tourism sector.	1.1 Evaluate the application of contract law in the consumer field related to the travel and tourism sector.
2 Understand the statutory civil law protection of consumers.	2.1 Evaluate how the main statutory protection of consumers who buy goods and services applies within the travel and tourism industry. 2.2 Apply knowledge of statutory protection to problem situations within the travel and tourism sector.
3 Understand methods outside of contract law that give remedies to consumers under specific circumstances.	3.1 Clearly identify the main situations when negligence and "product liability" apply. 3.2 Apply knowledge of these methods to problem situations within the travel and tourism sector.
4 Understand the role of criminal law in consumer protection.	4.1 Evaluate the function of criminal law in consumer protection. 4.2 Apply knowledge of the main statutory provision to a given problem situation within the travel and tourism sector.

Access to HE Diploma Unit

Unit Code:	QU018148		
Title:	International Travel and Tourism Environments		
Unit Level:	Level 3	Unit Credit:	6
Grading type:	Graded		
Grade descriptors:	<ul style="list-style-type: none"> • GD1-Understanding the subject • GD5-Communication and presentation • GD7-Quality 		
Academic subject content/other:	Academic Subject Content		
Suggested assessment details:	Refer to Assessment Grid		

This unit has 3 learning outcomes.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1 Understand the growth of the travel and tourism sector internationally.	1.1 Assess the impact of different contexts on the travel and tourism sector including: <ol style="list-style-type: none"> a. socio-economic environment b. technological advances. 1.2 Evaluate how product development and growth has impacted on the travel and tourism sector. 1.3 Evaluate how changes in customer motivation and expectations have impacted on the travel and tourism sector.
2 Understand the travel and tourism sector domestically and internationally.	2.1 Analyse the aims and objectives of components of the Travel and Tourism industry: <ol style="list-style-type: none"> (a) attractions (b) accommodation 2.2 Critically analyse the objectives and funding of commercial and non-commercial organisations within the travel and tourism sector. 2.3 Evaluate how the expectations of stakeholders differ between commercial and non-commercial organisations within the travel and tourism sector.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
<p>The learner will:</p>	<p>The learner can:</p>
<p>3 Understand the travel and tourism sector in a chosen destination.</p>	<p>3.1 Analyse customer spending in the travel and tourism sector for a chosen destination, drawing on statistical data or other relevant information.</p> <p>3.2 Produce a profile of the inbound and outbound tourism for the chosen destination, drawing on statistical information.</p>

Access to HE Diploma Unit

Unit Code:	QU018159		
Title:	Leadership and Management Practice for the Travel and Tourism Sector		
Unit Level:	Level 3	Unit Credit:	6
Grading type:	Graded		
Grade descriptors:	<ul style="list-style-type: none"> • GD1-Understanding the subject • GD2-Application of knowledge • GD4-Use of information • GD7-Quality 		
Academic subject content/other:	Academic Subject Content		
Suggested assessment details:	Refer to Assessment Grid		

This unit has 3 learning outcomes.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1 Understand how leadership styles and motivational theories impact on the responsibilities and performance of a manager in the travel and tourism industry.	1.1 Evaluate the skills and attributes of: <ol style="list-style-type: none"> a. a leader b. a manager. 1.2 Evaluate the responsibilities of the manager in: <ol style="list-style-type: none"> a. ensuring safety of staff and customers b. ensuring quality requirements are met c. ensuring productivity targets are achieved. 1.3 Evaluate the responsibilities of the manager in travel and tourism organisations in: <ol style="list-style-type: none"> a. ensuring behavioural standards of staff are appropriate b. contributing to the achievement of project and business plans c. applying organisational procedures relating to poor performance and behaviour.
2 Understand the differences and relationships between leadership and management	2.1 Analyse why a manager in the travel and tourism industry needs to display the behaviours of both leadership and management.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
<p>The learner will:</p>	<p>The learner can:</p> <p>2.2 Evaluate the manager's role in ensuring team objectives and outcomes are met.</p> <p>2.3 Analyse the application of a range of leadership styles.</p> <p>2.4 Identify and prioritise areas for own personal development to improve leadership skills.</p>
<p>3 Understand the role of quality management in travel and tourism organisations.</p>	<p>3.1 Evaluate quality standards for both internal and external customers.</p>

Access to HE Diploma Unit

Unit Code:	QU018310		
Title:	Research: Practical Investigation Report		
Unit Level:	Level 3	Unit Credit:	6
Grading type:	Graded		
Grade descriptors:	<ul style="list-style-type: none"> • GD2-Application of knowledge • GD3-Application of skills • GD4-Use of information • GD6-Autonomy/Independence • GD7-Quality 		
Academic subject content/other:	Academic Subject Content		
Suggested assessment details:	Refer to Assessment Grid		

This unit has 4 learning outcomes.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1 Be able to plan a practical investigation project.	1.1 Identify and agree a practical investigation project, located within a knowledge domain relevant to the named Diploma. 1.2 Produce a hypothesis and clear aims for the investigation project. 1.3 Identify any ethical, practical or safety issues and how these will be managed/overcome. 1.4 Produce a risk assessment. 1.5 Maintain a record of project progress through all stages of research, development and completion.
2 Be able to undertake a practical investigation.	2.1 Carry out research from a wide range of sources. 2.2 Develop an appropriate investigation. 2.3 Identify the variables and explain how they can be controlled, where necessary. 2.4 Carry out the investigation safely, using appropriate practical skills and techniques. 2.5 Analyse the results of the investigation with reference to relevant theory.

<p>3 Know how to present the project.</p>	<p>3.1 Present the body of work in a style appropriate to the knowledge domain with clear conclusions. 3.2 Use appropriate technical terminology fluently. 3.3 Reference all findings using a recommended style of referencing.</p>
<p>4 Be able to evaluate own research project.</p>	<p>4.1 Reflect on the design and methodology of the project. 4.2 Evaluate the body of work in relation to aims and hypothesis. 4.3 Identify recommendations for the future.</p>

Access to HE Diploma Unit

Unit Code:	QU018165		
Title:	Specialist Tourism		
Unit Level:	Level 3	Unit Credit:	3
Grading type:	Graded		
Grade descriptors:	<ul style="list-style-type: none"> • GD1-Understanding the subject • GD4-Use of information • GD5-Communication and presentation • GD7-Quality 		
Academic subject content/other:	Academic Subject Content		
Suggested assessment details:	Refer to Assessment Grid		

This unit has 3 learning outcomes.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1 Understand the scale, scope and growth of specialist tourism.	1.1 Explain the meaning of specialist tourism. 1.2 Assess the development of specialist tourism, referring to a. demographic trends b. the role of media and review sites c. key locations d. source regions.
2 Understand the variety of specialist tourism choices and providers.	2.1 Evaluate the importance of different types of specialist providers in the sector. 2.2 Critically analyse the roles of different types of specialist tourism providers in the sector.
3 Understand the durability and potential impact of key types of specialist tourism.	3.1 Analyse reasons why some specialist tourism destinations may only be popular for short periods of time. 3.2 Evaluate the socio-economic and political trends of different types of specialist tourism.

Access to HE Diploma Unit

Unit Code:	QU018169		
Title:	The Cruise Industry		
Unit Level:	Level 3	Unit Credit:	3
Grading type:	Graded		
Grade descriptors:	<ul style="list-style-type: none"> • GD1-Understanding the subject • GD2-Application of knowledge • GD5-Communication and presentation • GD7-Quality 		
Academic subject content/other:	Academic Subject Content		
Suggested assessment details:	Refer to Assessment Grid		

This unit has 3 learning outcomes.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1 Understand the development of the market and employment opportunities in the cruise industry	1.1 Analyse the development, growth and markets of the cruise industry. 1.2 Analyse employment and progression opportunities in the cruise industry.
2 Understand the variety of cruises available and destinations visited.	2.1 Evaluate destination ports for contrasting cruise itineraries and ships operated by different cruise companies. 2.2 Analyse products and on-board facilities relating to two types of cruise company ships.
3 Understand the potential impact of the cruise industry	3.1 Explain the potential economic, social and environmental impact of the on-board cruise industry. 3.2 Analyse the importance of the economic, social and environmental impact of the cruise industry onshore.

Access to HE Diploma Unit

Unit Code:	QU016673		
Title:	Understand Human Resource Management		
Unit Level:	Level 3	Unit Credit:	3
Grading type:	Graded		
Grade descriptors:	<ul style="list-style-type: none"> • GD1-Understanding the subject • GD2-Application of knowledge • GD7-Quality 		
Academic subject content/other:	Academic Subject Content		
Suggested assessment details:	Refer to Assessment Grid		

This unit has 3 learning outcomes.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1 Understand the differences between the traditional view of personnel management and the new approach of human resource management.	1.1 Compare and contrast "personnel management" and "human resource management". 1.2 Assess the role, tasks and activities of the human resource practitioner within a business. 1.3 Evaluate the role and responsibilities of line managers in human resource practices.
2 Understand the procedures and practices used for recruiting and selecting suitable employees.	2.1 Explain the need for human resource planning within a business. 2.2 Analyse the stages involved in this process. 2.3 Evaluate a range of selection methods available when recruiting staff.
3 Understand the principles and procedures for monitoring and rewarding employees.	3.1 Analyse the link between motivational theory and reward. 3.2 Evaluate different organisational approaches to monitoring staff performance.

Units: Ungraded

Access to HE Diploma Unit

Unit Code:	QU025276		
Title:	Academic Writing Skills		
Unit Level:	Level 3	Unit Credit:	3
Grading type:	Ungraded		
Academic subject content/other:	Other		
Suggested assessment details:	Refer to Assessment Grid		

This unit has 5 learning outcomes.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1 Be able to record information from a range of sources.	1.1 Use note-taking skills to prioritise key points from a range of sources.
2 Be able to plan and develop a structured framework for extended writing, including an introduction, main body and conclusion.	2.1 Develop a detailed essay plan for an extended piece of writing, which organises meaning and ideas coherently and effectively. 2.2 Include detailed planning for an introduction, main body and conclusion to the essay.
3 Be able to proofread and edit own writing effectively.	3.1 Produce an essay draft which shows evidence of proofreading and editing.
4 Be able to present information and opinion in a written format, using language, style and conventions appropriate to academic writing.	4.1 Communicate with clarity and detail to convey meaning and ideas effectively. 4.2 Write following conventions of sentence structure, punctuation, paragraphing, spelling and grammar. 4.3 Use appropriate style and register which shows an awareness of audience.
5 Be able to understand and use a standard form of referencing.	5.1 Use accurately a standard form of referencing that reflects a range of sources.

Access to HE Diploma Unit

Unit Code:	QU007560		
Title:	Communication – Speaking and Listening		
Unit Level:	Level 3	Unit Credit:	3
Grading type:	Ungraded		
Academic subject content/other:	Other		
Suggested assessment details:	Refer to Assessment Grid		

This unit has 2 learning outcomes.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
<p>1 Give a short presentation about a straightforward subject.</p>	<p>1.1 Speak clearly using language, tone and style appropriately to the purpose, subject, audience and situation.</p> <p>1.2 Present information in a structured sequence so that ideas and concepts are easily followed by the audience.</p> <p>1.3 Use appropriate supporting material to illustrate presentation.</p> <p>1.4 Respond appropriately and sensitively to questions from the audience.</p>
<p>2 Take part in discussions.</p>	<p>2.1 Give and obtain information and exchange ideas in discussion on both familiar and unfamiliar subjects.</p> <p>2.2 Organise contributions to match the demands of the discussion, use vocabulary precisely, deal with sensitive issues appropriately and take account of the audience, subject, situation and purpose of the discussion and own role in it.</p> <p>2.3 Take forward the discussion and create opportunities for others to contribute by asking follow up questions, listening to and interpreting other points of view sensitively or inviting others to contribute their views.</p>

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
	2.4 Respond appropriately to questions.

Access to HE Diploma Unit

Unit Code:	QU025532		
Title:	Preparation for Higher Education		
Unit Level:	Level 3	Unit Credit:	3
Grading type:	Ungraded		
Academic subject content/other:	Other		
Suggested assessment details:	Refer to Assessment Grid		

This unit has 4 learning outcomes.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1 Understand how to identify opportunities for Higher Education.	1.1 Use information sources to research Higher Education courses. 1.2 Analyse processes and procedures necessary to gain entry to Higher Education. 1.3 Analyse information on Higher Education courses and make appropriate realistic choices. This can also include Higher and Degree Apprenticeships.
2 Understand the process of completing a Higher Education application form.	2.1 Complete an application form with excellent attention to detail, meeting a given deadline. 2.2 Summarise and evaluate personal experiences, achievement and goals, communicating these clearly in a personal statement.
3 Understand preparation required for the interview process.	3.1 Conduct further personal research into courses at relevant institutions in preparation for an interview. 3.2 Prepare provisional answers to anticipated questions, making excellent use of previous experience and recent study.
4 Understand the need to prepare for the transition to Higher Education.	4.1 Analyse the personal and academic qualities needed for successful study in Higher Education.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
	<p>4.2 Explain likely practical problems and barriers in moving to higher education and seek strategies for overcoming these.</p> <p>4.3 Analyse the nature of study in Higher Education.</p>

Access to HE Diploma Unit

Unit Code:	QU018630		
Title:	Problem Solving in the Workplace		
Unit Level:	Level 3	Unit Credit:	3
Grading type:	Ungraded		
Academic subject content/other:	Other		
Suggested assessment details:	Refer to Assessment Grid		

This unit has 3 learning outcomes.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1 Understand factors that may influence problem solving in the workplace.	1.1 Analyse factors which influence the choice of solution for problems.
2 Know how to solve problems in the workplace.	2.1 Analyse the nature of specific workplace problems. 2.2 Explain the actions that need to be taken to solve the workplace problems. 2.3 Analyse the potential consequences and impact of proposed actions.
3 Be able to apply solutions to workplace problems.	3.1 Select preferred solution to workplace problems. 3.2 Justify the choice of solution.

Access to HE Diploma Unit

Unit Code:	QU025796		
Title:	Professional Interpersonal Skills		
Unit Level:	Level 3	Unit Credit:	3
Grading type:	Ungraded		
Academic subject content/other:	Other		
Suggested assessment details:	Refer to Assessment Grid		

This unit has 3 learning outcomes.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1. Understand how verbal and non-verbal communication is used in a professional interpersonal interaction.	1.1 Analyse the verbal and non-verbal skills used in a range of contexts within a given profession.
2. Understand the importance of an awareness of cultural diversity for a given profession.	2.1 Evaluate the importance of an awareness of cultural diversity across a range of contexts for a given profession.
3. Be able to evaluate own interpersonal skills, analysing strengths and areas to develop.	3.1 Evaluate own interpersonal skills, analysing strengths and areas to develop. 3.2 Evaluate ways of addressing areas to develop.

Access to HE Diploma Unit

Unit Code:	QU028487		
Title:	Promoting Wellbeing and Building Resilience		
Unit Level:	Level 3	Unit Credit:	3
Grading type:	Ungraded		
Academic subject content/other:	Other		
Suggested assessment details:	Refer to assessment grid.		

This unit has 4 learning outcomes.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1. Understand the physical and psychological impact of pressure and stress on mental wellbeing.	1.1 Explain the physical and psychological impact of pressure and stress on mental wellbeing.
2. Understand the connection between mental wellbeing and resilience.	2.1 Analyse the connection between mental wellbeing and resilience.
3. Understand the factors that can improve wellbeing and build resilience.	3.1 Explain factors that can improve wellbeing. 3.2 Explain factors that can negatively affect wellbeing and how to avoid them. 3.3 Explain the behaviours associated with resilience. 3.4 Explain ways to build resilience.
4. Understand how to manage an individual's mental wellbeing and the support available to them.	4.1 Evaluate the methods for managing and maintaining mental wellbeing and building resilience. To include practical and theoretical methods such as breathing exercises to reduce stress, mindfulness techniques. 4.2 Analyse the types of support available from different sources.

Access to HE Diploma Unit

Unit Code:	QU011467		
Title:	Spreadsheets		
Unit Level:	Level 3	Unit Credit:	3
Grading type:	Ungraded		
Academic subject content/other:	Other		
Suggested assessment details:	Refer to assessment grid.		

This unit has 7 learning outcomes.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1 Know how to design and store a spreadsheet.	1.1 Design a spreadsheet appropriate to a user's requirements. 1.2 Create and store the spreadsheet. 1.3 Evaluate the spreadsheet in terms of meeting the user's needs.
2 Be able to retrieve and modify an existing spreadsheet.	2.1 Modify the spreadsheet design/content in response to user feedback.
3 Know how to print a spreadsheet.	3.1 Print or display whole or part spreadsheets/formulae with a variety of print layout options.
4 Be able to enhance user readability.	4.1 Use suitable formatting options for displaying text and numeric values. 4.2 Define and use conditional formatting to limit input error and give suitable messages to users.
5 Understand spreadsheet functions.	5.1 Develop a spreadsheet solution using a range of mathematical functions.
6 Understand graphical facilities.	6.1 Use an appropriate graph type.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
	6.2 Draw pie, bar, line graphs with appropriate labels attached.
7 Know how to use additional features within the spreadsheet environment.	7.1 Use advanced sorting, protecting and filtering facilities on a spreadsheet. 7.2 Analyse data using pivot tables.

Access to HE Diploma Unit

Unit Code:	QU018318		
Title:	Study Skills		
Unit Level:	Level 3	Unit Credit:	3
Grading type:	Ungraded		
Academic subject content/other:	Other		
Suggested assessment details:	Refer to assessment grid.		

This unit has 5 learning outcomes.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1 Know how to manage and organise study time.	1.1 Produce, revise and evaluate a personal schedule of study that accommodates own time constraints. 1.2 Where necessary, prioritise and reschedule study plan explaining changes. 1.3 Prioritise and meet assignment deadlines, negotiating new deadlines if needed. 1.4 Devise a strategy for organising coursework.
2 Know how to participate in learning activities.	2.1 Prepare efficiently for tutorials and classroom activities. 2.2 Participate appropriately in classroom activities.
3 Understand assignment requirements.	3.1 Analyse assignment effectively identifying aims and objectives. 3.2 Determine suitable format for assignment, effectively explaining decisions made.
4 Understand learning preferences.	4.1 Analyse different methods of learning. 4.2 Analyse methods of identifying own learning preferences.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
5 Be able to retrieve information from texts.	5.1 Retrieve information from a range of written texts using a range of reading skills.

7. What to do next

For existing Centres please contact your named Development Manager or Development Officer.

For organisations, not yet registered as a Gateway Qualifications Centre please contact:

Gateway Qualifications
Gateway House
3 Tollgate Business Park
Colchester
CO3 8AB

Tel: 01206 911211

Email: enquiries@gatewayqualifications.org.uk

8. Gateway Qualifications

Gateway Qualifications, a not for profit registered charity, is an Awarding Organisation and authorised Access Validating Agency based in Colchester.

We work with learning providers and industry experts to design and develop qualifications that benefit the learner and the employer.

We support flexible, responsive and quality assured learning opportunities whether it's in the classroom, at work, in the community or through distance learning.

We are recognised by Ofqual, to design, develop and submit qualifications to the Regulated Qualifications Framework (RQF) and by the Quality Assurance Agency for the development and approval of Access to Higher Education Diplomas.

