

Programme specification

1. Overview/ factual information

Programme/award title(s)	FD Travel Operations Management Certificate of Higher Education in Travel Operations Management
Teaching Institution	Craven College
Awarding Institution	The Open University (OU)
Date of latest OU validation	2016
Next revalidation	2020-21
Credit points for the award	240
UCAS Code	N812
Programme start date	September 2016
Underpinning QAA subject benchmark(s)	Hospitality, Leisure, Sport and Tourism Subject Benchmark 2008 Business and Management Subject Benchmark 2015
Other external and internal reference points used to inform programme outcomes	
Professional/statutory recognition	
Duration of the programme for each mode of study (P/T, FT,DL)	FT 2 years, PT 3 years
Dual accreditation (if applicable)	
Date of production/revision of this specification	March 2016 The information contained here is believed correct at the time of distribution. The college reserves the right to make changes (with the approval of The Open University) that result from on-going monitoring and evaluation

Please note: This specification provides a concise summary of the main features of the programme and the learning outcomes that a typical student might reasonably be expected to achieve and demonstrate if s/he takes full advantage of the learning opportunities that are provided.

More detailed information on the learning outcomes, content, and teaching, learning and assessment methods of each module can be found in student module guide(s) and the students handbook.

The accuracy of the information contained in this document is reviewed by the University and may be verified by the Quality Assurance Agency for Higher Education.

2.1 Educational aims and objectives

- Provide in depth study of the processes of travel operations and management with a professional and vocational focus which will develop student skills, knowledge and understanding and confidence for employment and wider life.
- Widen participation in the travel operations sector and access to higher education from under-represented groups in the College and locale.
- Contribute to the skill base of the region and other local economies in the context of the rapid developments taking place in the travel operations sector.
- Produce capable and well-rounded graduates who will make a contribution to the labour force needs of the regional and national economies and have appropriate knowledge and skills to do so.
- Develop a range of skills and techniques, personal qualities and attitudes essential for successful performance in working life.

2.2 Relationship to other programmes and awards

(Where the award is part of a hierarchy of awards/programmes, this section describes the articulation between them, opportunities for progression upon completion of the programme, and arrangements for bridging modules or induction)

Successful completion of this course gives students the opportunity to enrol on the BA (Hons) Service Sector Management (top-up). This bachelor's degree incorporates a range of foundation degree pathways from within the sector.

3. Programme outcomes

Intended learning outcomes are listed below.

3A. Knowledge and understanding	
Learning outcomes:	Learning and teaching strategy/ assessment methods
1. Describe the nature and functions of employment and organisations within the travel operations sector in terms of customer needs and employment objectives 2. Demonstrate specialist subject knowledge and knowledge of operational practices relevant to travel operations management in both straightforward and non-routine tasks 3. Demonstrate relevant knowledge and understanding of the external environment and how this impacts on organisations	<p>The teaching is delivered across the programme through a series of lectures, case studies, seminars and tutorials. Students' learning is further enhanced by individual, group tasks and presentations. Work Related Learning modules which take place in industry allow reflection on workplace practice. Learning journals enable students to develop knowledge and understanding.</p> <p>Assessments will include a range of tasks including; reports, case studies, learning journals, e-portfolios, examinations, Presentations are a fundamental part of the course; they are a favoured mode of assessment to prepare for work in industry.</p>

3B. Cognitive skills	
Learning outcomes:	Learning and teaching strategy/ assessment methods
4. Explain, analyse and evaluate processes and systems to improve effectiveness and efficiency within the travel sector 5. Apply different approaches to the resolution of specific	<p>Through lectures and a range of formative activities, students will develop knowledge of relevant theoretical models. Students are provided with opportunities to apply analysis and evaluation through discussion and written tasks.</p>

3B. Cognitive skills	
<p>concerns and problems in travel operations management</p> <p>6. Demonstrate knowledge of theories underpinning tourism planning and development</p>	<p>A variety of assessment methods are used including; business reports, presentations, case studies, feasibility studies, e-portfolios, examinations, tutorials, workshops, use of exemplars and case studies, visiting speakers, independent student reading and research, practical sessions, presentations, directed reading, problem-solving, use of VLEs, workshops.</p>

3C. Practical and professional skills	
Learning outcomes:	Learning and teaching strategy/ assessment methods
<p>7. Describe and comment on tasks, functions, processes and products for travel sectors</p> <p>8. Select and apply techniques and methods of practice associated with travel operations management</p> <p>9. List and/or evaluate the factors which influence the development of organisations operating within the travel industry</p>	<p>All students have the opportunity to undertake a range of industrial placements in order to develop practical and professional skills. The teaching and learning strategy further develops these skills with live briefs, to date from: BMI Baby; The Yorkshire Dales National Park; The Falconry Centre, Settle and The Intercontinental Hotel in Malta. This emphasis is maintained by the hospitality management module that is taught and assessed in Malta. Students undertake placements in 4 and 5 star hotels and complete a summative presentation which is assessed with reference to industry. Several modules include investigations based in the workplace and include the collection of data for research projects and presentations. The mode of assessment is designed to match the individual module learning outcomes. A variety of assessment methods are used including: business reports, presentations, case studies, feasibility studies; reflective journals; learning journals; e-portfolios and examinations.</p>

3D. Key/transferable skills	
Learning outcomes:	Learning and teaching strategy/ assessment methods
<p>10. Collect, interpret and use written and visual information</p> <p>11. Demonstrate a range of key skills including communication, application of number, ICT , reflection, self- criticism and team working in the context of solving travel operations sector related problems</p> <p>12. Present, interpret and evaluate simple quantitative and qualitative data</p>	<p>Development of study, academic reading and writing skills are developed throughout the programme. Teaching and learning strategies emphasise development of interpersonal skills through presentation work. Students participate in a public speaking at management level external examination. Entry to the sector is highly competitive; students with higher level knowledge and skills, and relevant work experience will have an advantage over other candidates. Techniques of reflection are taught and used by students to meet the requirements of modules. Assessment methods include; business reports, presentations, case studies, feasibility studies and examinations.</p>

4. Programme Structure

Programme Structure - LEVEL 4			
Compulsory modules	Credit points	Optional modules	Credit points
Personal and Professional Development	20		
Work Related Learning 1	20		
The Travel and Tourism Environment	20		
Aviation Management	20		
Tour Operations Management	20		
Hospitality Management Practices & Principles	20		

[Certificate of Higher Education in Travel Operations Management/120 credit points]

Programme Structure - LEVEL 5			
Compulsory modules	Credit points	Optional modules	Credit points
Work Related Learning 2	20		
Work Related Learning 3	20		
Human Resource Management	20		
Marketing	20		
Live Event Project	20		
Managing Tourism Development	20		

[Foundation Degree Travel Operations Management / 240 credit points]

II) Part-time structure (3 years)

YEAR 1		
Module Title	Credits	Level
The Travel and Tourism Environment	20	4
Personal & Professional Development	20	4
Work Related Learning 1	20	4
Hospitality Management Practices & Principles	20	4

YEAR 2		
Module Title	Credits	Level
Aviation Management	20	4
Tour Operations Management	20	4
Work Related Learning 2	20	5
Human resource management	20	5

YEAR 3		
Module Title	Credits	Level
Marketing	20	5
Managing Tourism Development	20	5
Live Event Project	20	5
Work Related Learning 3	20	5

5. Distinctive features of the programme structure

- Where applicable, this section provides details on distinctive features such as:
 - where in the structure above a professional/placement year fits in and how it may affect progression
 - any restrictions regarding the availability of elective modules
- where in the programme structure students must make a choice of pathway/route

The course is designed for those who aspire to a career in the travel industry. It provides students with the knowledge, understanding and skills required for success in both front line operational and strategic management roles in the sector. The travel sector requires employees with higher level skills and knowledge and the capacity to continue learning and developing, particularly those with life experiences as well as good qualifications. The programme has run with robust quality standards in the form of HND Travel and Tourism Management since its inception in 1999, more recently the programme was redesigned as a Foundation Degree in Travel Operations Management. Robust quality standards are maintained with good student success and sound consistent destinations.

The programme teaching and learning strategies emphasise development of interpersonal skills. The Scheme Core Module of Personal and Professional Development provides an audit and initial development of relevant skills. The Audit and development will feed into the Work Related Learning modules.

The three Work Related Learning modules underpin the students' industry knowledge by ensuring that specific aspects are addressed and contextualised to the sector. Previous live briefs have been from: BMI Baby; The Yorkshire Dales National Park; The Falconry Centre, Settle and The Intercontinental Hotel in Malta. In addition the Hospitality Management module is taught and assessed in Malta. Students undertake placements in 4 / 5 star hotels and complete a summative presentation which is assessed with reference to industry. Students who are unable to travel to Malta will undertake a placement in the UK. This skill development leads to strong destinations eg The Operations Manager of Jet2.holidays (the third largest tour operator in the UK) is a graduate from this programme. The course offers a board range of Industry speakers and visits with the aim to underpin the learning of all the modules with industry. Examples of these include: Visit and presentation by Hebridean Cruises, Tui Travel Resort Manager, HR Manager Hotel Inter- Continental Malta, Swissport, Jet2.Com, North Yorkshire National Parks, Visit Scotland Marketing co. Edinburgh, Visit to Belfast Airport, Manchester Airport and British Airways. Students have the opportunity to incorporate information gained from speakers and visits into their assessed work. Briefs are supported by industry partners and use case studies from them wherever possible to incorporate realistic assessment tasks.

The programme is taught by industry specialists with professional backgrounds from a broad range of specialisms and previous employment with a wide range of International Travel Brands. College partners include; Swissport, Jet2.com, Hebridean Cruise, and Air Malta. Excellent links with industry has enabled the

course team to consult industry experts with regard to the course design and assessment. Go-Skills the Sector Skills Council for this area has been used as a reference point as has the QAA Business and Management Subject Benchmark 2015. In addition, the QAA Hospitality, Leisure, Sport and Tourism Subject Benchmark 2008 in particular the guidance to 'apply theory to the solution of complex problems' (QAA).

6. Support for students and their learning

In order to provide a supportive learning environment, a wide range of academic and pastoral support will be made available to students. Students will have access to the college guidance, support and advice systems through the Student Support Services representatives. Email and telephone contacts are circulated through the student handbook and can be found on Virtual Learning Environment (MOODLE). When students begin the programme they will receive information on the following:

- Course documents and reading lists
- Advice on using the electronic resources
- Information on admission and induction arrangements
- Information regarding Disabled Students' Allowance (DSA)
- Pastoral and welfare support
- Careers information and guidance
- Academic guidance and tutorial support
- Study support through the Specialist Learning Support Centre
- Guidance on using MOODLE

All students will attend college at the beginning of their programme of study for Induction and to be familiarised with the course and its requirements. They will also experience a range of icebreaker and introduction techniques to forge group cohesion. Following this, students will normally attend the college according to the course timetable. Students will also have the opportunity to meet the staff in the Learning Resource Centre and the Specialist Learning Support Centre.

Staff associated with the programmes will negotiate and provide individual support through individual tutorials, meetings or other contact, which could also be carried out electronically.

7. Criteria for admission

- Level 3 qualification equivalent to 120 UCAS Tariff points
 - (from 2017 this will be 48 UCAS tariff points, i.e. 2 A Levels or a Subsidiary Diploma)
- English Language at GCSE grade C / 4 or equivalent
- Students with a relevant HNC may be able to transfer credit in certain modules onto the Degree
- Students without the necessary qualifications but with relevant work experience are encouraged to apply

8. Language of study

English

9. Information about assessment regulations

Please see the Regulations for validated awards of The Open University

10. Methods for evaluating and improving the quality and standards of teaching and learning.

Evaluation of teaching and learning is assessed through lesson observations, module evaluations, and students' responses to questionnaires, focus groups, and students' comments in HE Operational and course meetings.

All teaching staff of more than 60 hours per year are required to have achieved a recognised teaching qualification in addition to their subject/sector qualifications/experience. Improvements are facilitated through group and individual staff development. There is a HE Staff Development Programme in addition to the College Staff Development Programme, both of which focus on raising standards in teaching and learning as well as individual tutors' Continuing Professional Development. Improvements in teaching and learning are recorded in the College's annual monitoring report and any required improvements in an action plan. Monitoring plans are validated internally in addition to the scrutiny by the Open University and are reported to the Governors' Quality and Standards Committee. The action plan is monitored

during the year during performance reviews which involves updating any improvements identified in-year.

The Scheme Management Sub-committee has an overview of any quality issues and will report on academic standards to the Academic Board.

Annexe 1: Curriculum map

Annexe 2: Notes on completing the OU programme specification template

Annexe 1 - Curriculum map

This table indicates which study units assume responsibility for delivering (shaded) and assessing (✓) particular programme learning outcomes.

		Programme outcomes																		
Level	Study module/unit	1	2	3	4	5	6	7	8	9	10	11	12							
4	Personal and Professional Development								✓	✓	✓	✓								
	Travel and Tourism Environment			✓	✓		✓			✓	✓									
	Hospitality Management Practices and Principles	✓	✓		✓	✓	✓	✓			✓	✓								
	Work Related Learning 1		✓			✓				✓	✓									
	Tour Operations Management	✓	✓		✓	✓		✓		✓	✓		✓							
	Aviation Management		✓	✓			✓	✓		✓	✓									
		Programme outcomes																		
Level	Study module/unit	1	2	3	4	5	6	7	8	9	10	11	12							
5	Work Related Learning 2	✓	✓		✓			✓			✓		✓							
	Human resource Management	✓	✓	✓	✓					✓	✓									
	Work Related Learning 3	✓	✓		✓			✓			✓									
	Marketing Management	✓	✓				✓			✓	✓									
	Live Event Project		✓			✓	✓		✓		✓	✓								
	Managing Tourism Development		✓	✓	✓			✓	✓	✓	✓									