



**THE STUDENT HANDBOOK FOR**

**Foundation Degree in Travel Operations Management**

**Validated by the Open University**

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## **1. WELCOME AND INTRODUCTION**

### **Award title**

FD in Travel Operations Management

### **COURSE code**

TSFH0001 (year 1) & TSFH0002 (year 2) **(Full-time)**

TSPH0011 (year 1), TSPH0012 (year 2) & TSPH0013 (year 3) **(Part-Time)**

Welcome to Craven College. In particular, welcome to the FD in Travel Operations Management.

This handbook provides you with information about your course, your responsibilities as a student, in addition to information about assessment and other regulatory issues.

More Information for Students is available on the HE VLE - MOODLE. To access this click on Student Support and then Higher Education and then choose the appropriate section. There is information in the following sections: Support for HE Students; Academic Regulations and Policies; Assessment Information and Useful Forms; Higher Level Qualifications explained and Who Are Your Learning Partners. It is useful for you to have a quick look at each of these sections so you can find your way around the forms etc when you need them.

The course team is looking forward to meeting you and hopes that your time at Craven is both enjoyable and successful.

## **2. COURSE STAFF**

Course Tutors Caroline Jolliffe & Jill Frik

Module Tutors Supervisors:

Sandy Brook

Sarah Burgess

Best wishes to you in your future studies.

### 3. THE ACADEMIC CALENDAR

Please see course Moodle BETH 4 (level 4 students) & BETH 5 (Level 5 students for the course Calendar and assessment schedules.

It is your responsibility as a student to comply with the Course and Module requirements for attendance and completion of assessments.

### 4. IT INFORMATION

All students are provided with a username and password.

Your Initial Username will be your enrolment number preceded with an 'st' e.g. st99999999, and your initial password will be letmein17 and the year you enrol e.g. letmein17. The first time you log into a College PC you will be required to change this password to a different one. Passwords must be at least 8 characters, use a combination of lowercase, uppercase and numbers, and cannot be the same as the last 5 passwords you have used.

Use this to log onto the College network on any College PC.

#### Changing passwords

To maintain security, your password will expire every 60 days. You will be prompted to change this in advance of the expiration date. **Please ensure you log onto the network on a regular basis to prevent your password from expiring.**

If your password has expired, you will be forced to change this the next time you log into a College machine. Access to the intranet and Moodle from home will be prevented until this password has changed.

If you forget your password or cannot get to College to change your password when it expires, then please call the IT Helpdesk on 01756 693839, where the IT team can reset your password, after answering the following security questions:

Name:

Student reference no:

D.O.B:

1st Line of address:

#### Accessing College systems

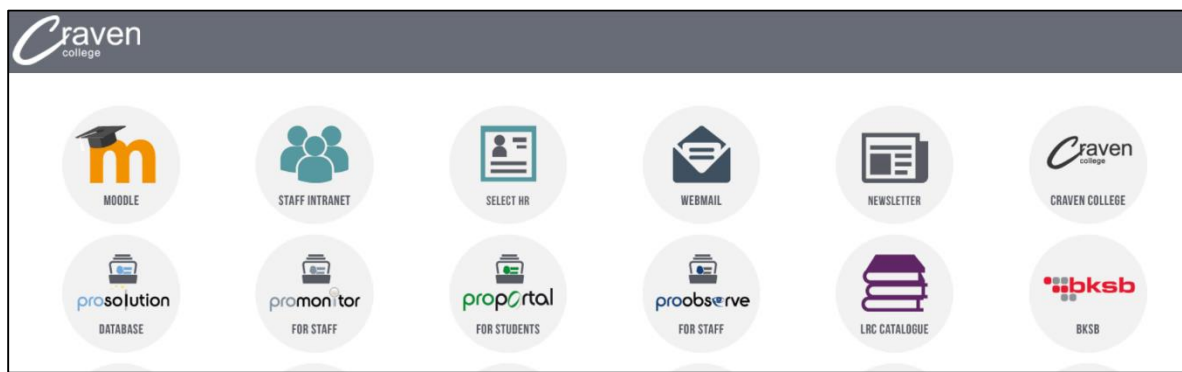
To access the College systems, use the Craven College Web Portal

From a College PC:

- Click on the Internet icon to display the Web Portal

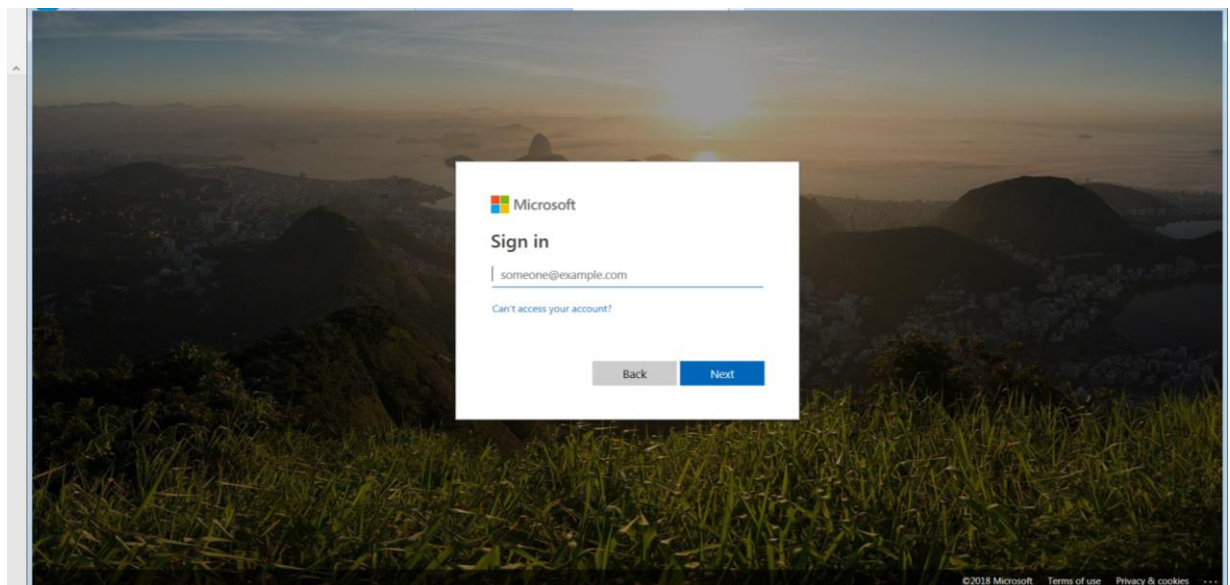
Remotely

- Enter the web address into a browser: [intranet.craven-college.ac.uk](http://intranet.craven-college.ac.uk)
- Or search for 'Craven College Web Portal'



## Accessing Webmail

- Access the Web Portal and click on Webmail



Screen images may differ depending upon the device used.

- Enter your email address
- Enter your password
- Click Sign in

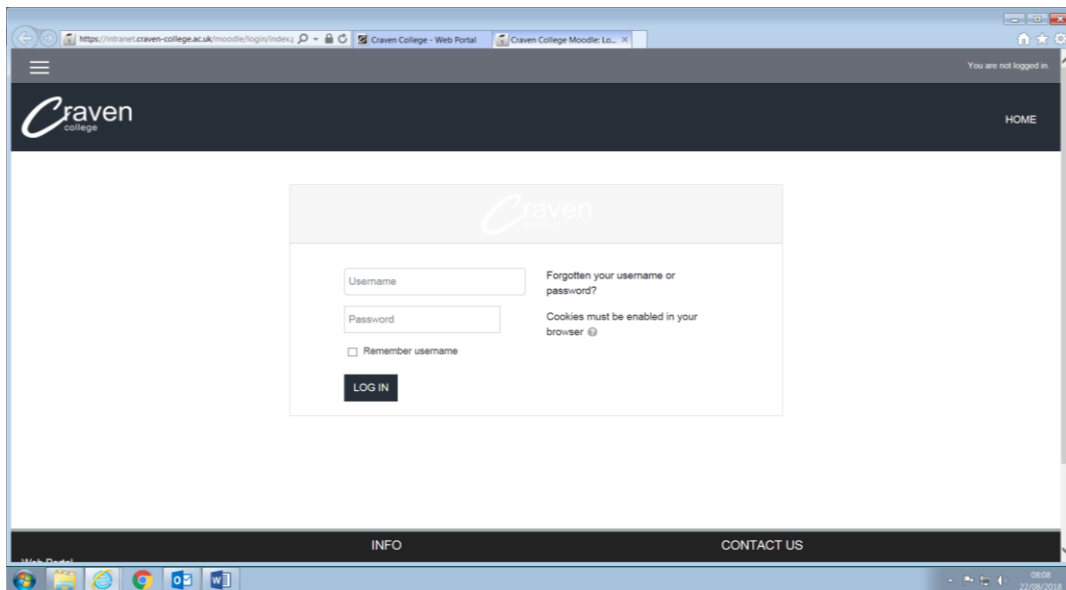
## Accessing Moodle

Moodle is a virtual learning environment where your course tutor will upload information and resources for you to access throughout your course.

- Access the Web Portal and click on



Moodle



- Enter your username and password
- Click Sign In

### **Use of the Internet on College systems**

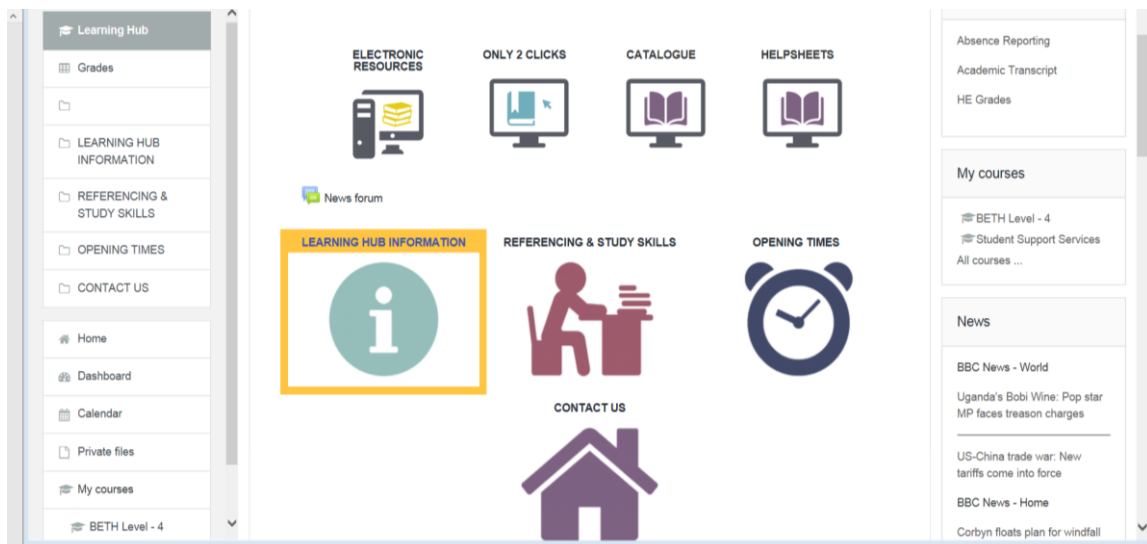
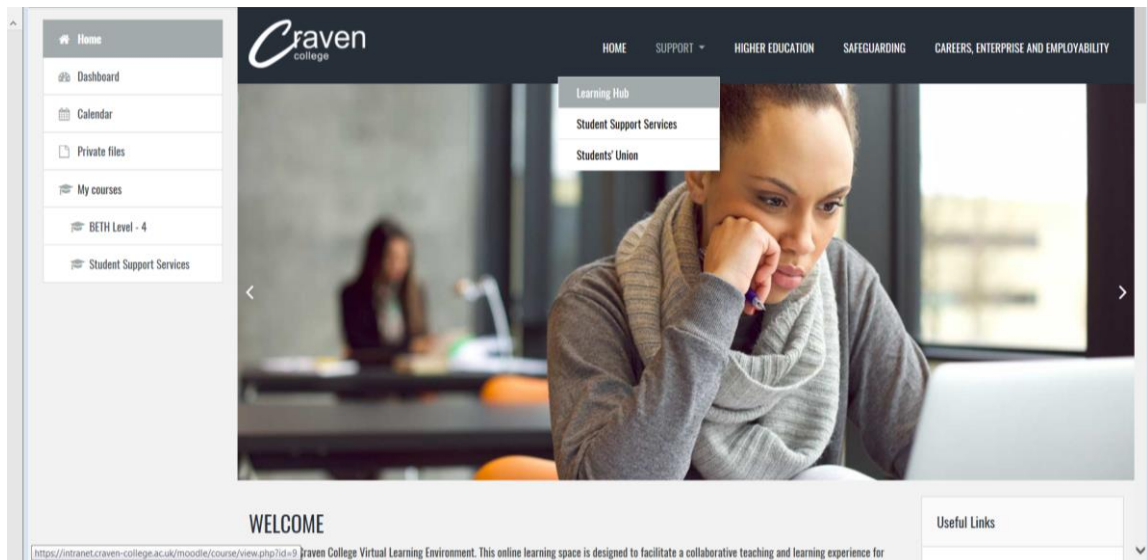
Some websites are blocked within College in order to safeguard and protect students from potential radicalisation and exposure to inappropriate content that could cause distress. The College search engine will allow a search using the input terms and a range of potential sites will pop up, but the College firewall will block access to the website if the content is considered potentially harmful. This is programmed. However, unblocking/bypass of the programme can occur. Unblocking will not occur for social or pleasure purposes

Process for making a request for unblocking

- Make a verbal request to your Tutor
- Your Tutor will assist you to find alternative websites
- If alternative websites cannot be found offering similar content, your Tutor will make a formal request for the site to be unblocked. Please allow one working week for the process to be completed

### **Accessing Learning Hub Electronic Resources**

- Access Moodle
- Click the Support Menu at the top of the page and select the Learning Hub



The Learning Hub page contains links to electronic resources such as journals and databases, help sheets, etc including a link to their online catalogue where you can search for resources.

### Turn-it-in

Turn-it-in is a software programme used to submit assignments.

- On your course Moodle there will be a Course Assessment/upload area
- Click on the Course Assessment Upload Area

- Select the appropriate assignment from the upload area:

**Assessment Upload Area**  
 Work Related learning 3 (WRL3)

Home > BETH Level - 5 > Assessment Upload Area > Work Related learning 3 (WRL3)

My Submissions

Task 1 - WRL 3 Presentation

Task 2 - Report

Title	Start Date	Due Date	Post Date	Marks Available
<div style="display: flex; align-items: center;"> <div style="width: 1em; height: 1em; background-color: red; border-radius: 50%; margin-right: 5px;"></div>           Work Related learning 3 (WRL3) (Task 1 - WRL 3 Presentation)         </div> <div style="margin-top: 5px;">           Summary:            Upload your assessments for WRL3 here, your presentation will have to be saved as a PDF to be able to upload it to Turnitin. <b><u>Please remember to print a copy of your slides with notes to be handed to the tutor prior to presentation.</u></b>            Presentation Date: 07.12.16            Submission date for Report Monday 07.12.16 by 23:59         </div>	7 Sep 2016 - 05:12	7 Dec 2016 - 23:59	10 Dec 2016 - 23:59	100

Refresh Submissions

Submission Title	Turnitin Paper ID	Submitted	Similarity	Grade	Overall Grade	
---	---	---	---	---	---	<div style="border: 1px solid black; border-radius: 50%; padding: 5px; display: inline-block;">           Submit Paper  </div>

- From the displayed screen, click the Submit Paper button to upload your assignment
- The following screen will appear, use this to upload the assignment.

Submit Paper

Submission Type File Upload

Submission Title\*

File to Submit

Maximum size for new files: 40MB, maximum attachments: 1

Files

You can drag and drop files here to add them.

☐ By checking this box, I confirm that this submission is my own work and I accept all responsibility for any copyright infringement that may occur as a result of this submission.

Add Submission

There are required fields in this form marked \*.

## Student Surveys

You will be asked to complete surveys during both your first and final years at Craven College. These are completed electronically. You will be prompted to complete the survey when you log into the College network.

We encourage you to complete these surveys when they arrive. The surveys are your opportunity to have your voice heard and help the College in making improvements to your course and the College as a whole.



## Office365

As a student of the college, you are entitled to free use of Microsoft Office for all platforms. This is available to you via <http://login.microsoft.com> using the same login method as you use for your College email address, which is also part of Office365.

Once logged in to this, a button under the banner for Craven College, on the right hand side, will enable you to download and install office on your machine. This works on both PCs and MACs, and is also available for iPads and Android Tablets, via the iTunes App Store and Android Play Store.

## Technology Services contact details

The Technology Services staff at Craven College provide the technical expertise to develop and maintain the infrastructure, hardware and software and generally ensure the availability and ease of use of the College computer network and all other technical teaching and learning resources for College staff and students.

Technology Services has a Manager and three Technology Services Engineers: Paul Mastrantuono, Conrad Taylor and Emily Richardson in addition to Karen Matthews helpdesk/ICT Support Assistant. Together the team staff the Helpdesk and maintain IT systems across all campuses, please direct your technical problems or difficulties to them.

The central email address for IT is [helpdesk@craven-college.ac.uk](mailto:helpdesk@craven-college.ac.uk) or they can be contacted by telephone on 01756 693839. There is usually a member of staff available between the hours of 8.30-5.00pm Monday to Thursday, with Friday hours 8.30-4.30pm.

## 5. HOW AND WHERE TO HAND IN AN ASSESSMENT

### Assessment Submission Procedure for Higher Education

- Details regarding assessment submission are found in each Module/unit Handbook
- Deadlines are non-negotiable, students experiencing problems outside their control must apply for an extension or mitigation
- The deadline time for electronic submission is 12 midnight on the deadline date
- All written work and other work that can be submitted electronically will be submitted via Turn-it-in, which enables proof of submission
- Other coursework must be submitted during College opening hours, at a time set by the module/unit tutor on the deadline date and must include a cover sheet signed by the student and tutor (or other relevant member of College staff) upon receipt
- Cover sheets are available on MOODLE (in the useful forms section), and have a tear-off slip which will act as a receipt for each assessment for students to retain
- The Regulations for The Open University validated awards (available on MOODLE and College website) explain the consequences of missing a deadline

### **Missing an Assessment Deadline**

If you fail to submit an assessment by the prescribed date without prior permission, you will incur the following penalty:

Submission within 6 working days: a 10% reduction for each day late down to the 40% pass mark and no further.

Submission that is late by 7 or more days: submission refused, mark of 0.

Any assessments which are handed in late, without formal approval through the HE Scheme may jeopardise your continuation on the course.

### **Application for Extension**

An application for extension of up to 5 days may be granted if, due to personal circumstances, you are unable to complete module/unit assessments by the submission date. The Application for Extension form can be found on the [College website](#). Following completion of the application, you must call the HE Office, Aireville Campus, on 01756 708051 to arrange an appointment to submit your application

**Extensions will not be granted for practical assessments, group assessments, examinations or presentations.**

THE APPLICATION MUST BE SUBMITTED PRIOR TO THE ASSESSMENT SUBMISSION DATE

### **Application for Mitigation**

In exceptional circumstances you may apply for mitigation. The Application for Mitigation form can be found on the [College website](#) and may be submitted when, due to personal mitigating circumstances, you are unable to complete module/unit assessments or where you consider that the quality of your performance on a module/unit has been adversely affected by a particular personal circumstance. Applications for mitigation must be substantiated by independent documentary evidence, such as a medical certificate, letter from an employer, statement from a member of academic staff, statement of attendance from a counsellor, etc.

YOU MUST SUBMIT YOUR APPLICATION FOR MITIGATION PRIOR TO THE ASSESSMENT SUBMISSION DATE. **In exceptional circumstances completed forms may be accepted up to 14 days after the submission date. Any information received outside of this time period will not be considered, unless you can provide evidence that you were prevented from meeting the deadline by circumstances outside your control.**

Following completion of the application you must call the HE Team, Aireville Campus on 01756 693863 / 708051 to discuss submission of your application and supporting documentation. Please note The HE Team are not normally available during the evening.

The College will endeavour to consider applications for mitigation within three working days of receipt. Both you and your Course Tutor will be made aware of

the decision. **It is your responsibility** to follow up the decision with the HE Team. Please keep a copy of your completed application form.

## **Plagiarism**

Plagiarism, in short, means taking another person's work and incorporating it into your own work without proper acknowledgement. For detailed explanation see the HE Student Academic Misconduct Policy which is available [on the College website](#). Use of others work must be referenced using Harvard Referencing.

## **6. COLLEGE SUPPORT STAFF**

### **Gillian Thom - Higher Education Business & Development Leader**

Gillian oversees the HE provision at College, working closely with HE Tutors and support staff across College 01756 693876

### **Higher Education Team**

The HE Team can be found in room P0.14 in the Pen-y-Ghent building, Aireville Campus, the contact number is 01756 708051 / 693863 or the staff can be contacted by email [HE@craven-college.ac.uk](mailto:HE@craven-college.ac.uk). The staff may provide guidance about the regulations for the approval of marks and the decisions made by the Board of Examiners, applying for an extension or mitigation. The HE Team hold focus groups with HE student groups.

### **Diane Ward, Senior Academic Quality Officer (HE)**

### **Scott Boardman, Academic Quality Officer**

### **Student Support Services**

The Student Support Services Team provides non-academic assistance for you regarding finance, such as issues with Student Finance England and may also help with personal problems which may affect your success on your course. Student Support Services can also help you decide on your next step regarding your career.

More information about the support available can be found on the [College website](#)

### **Catherine Jackson – Student Support Services Manager**

Catherine can help with all matters relating to careers, welfare and financial support. Contact Catherine on 01756 707255 or 07921 214115

### **Applications and Finance:**

### **Beth Worswick – Information Officer / Admissions Assistant**

Beth processes Higher Education applications, arranges interviews where necessary and sends out offers of places. Contact Beth in Student Support Services in the Whenside building, or on 01756 693805 or [bworswick@craven-college.ac.uk](mailto:bworswick@craven-college.ac.uk)

**Specialist Support:****Amena Dakhil - Specific Learning Difficulties (SPLD) Co-ordinator**

Amena co-ordinates support for students across College and timetables study support sessions both at the Aireville Campus and The Aviation Academy. Amena can be contacted on 01756 707274 or [adakhil@craven-college.ac.uk](mailto:adakhil@craven-college.ac.uk)

**Disabled Students' Allowance:****Amanda Park - SEND Officer**

You can apply for the Disabled Students' Allowance if you are a full or substantial part time student on a Higher Education course. Advice can be found by following: <https://www.gov.uk/disabled-students-allowances-dsas/what-youll-get> or you may speak to a Amanda Park in Student Support Services. Amanda deals with issues relating to Disabled Students' Allowance and can be contacted on 01756 707273 or [apark@craven-college.ac.uk](mailto:apark@craven-college.ac.uk)

**Careers and Employability:****Kate Molloy - Admissions, Careers and Employability Team Leader**

Kate and the team support work experience and placements, careers advice and employability and can be contacted on 01756 707268 or [kmolloy@craven-college.ac.uk](mailto:kmolloy@craven-college.ac.uk)

**Student Voice:****Linda Sands - Student Mentor**

All students have the opportunity to take part in the Student Union and Higher Education focus groups as well as regular student surveys. Linda co-ordinates and liaises with the Student Reps on behalf of the College's Student Union. Linda can be contacted on 01756 707257 or [lsands@craven-college.ac.uk](mailto:lsands@craven-college.ac.uk)

**Counselling**

Craven College offer all students a free and confidential counselling service. All of the counsellors who work at College offer the highest possible level of confidentiality consistent with the law, and the codes of the British Association for Counselling and Psychotherapy (BACP). This is an important element of the counselling contract, since in order to create the necessary trust for any work to be undertaken Craven College aims to respect the privacy of all clients. Any questions about the Counselling Service can be made on a confidential basis by calling 07984 599 789.

**7. EXTERNAL EXAMINER FOR THE PROGRAMME**

External Examiners are appointed by the awarding organisation, The Open University to ensure that assessed work is to the correct standard for the level. External Examiners (EEs) visit the College during and at the end of the year and examine samples of students' work, and may also wish to meet with students.

The External Examiner for this course is Peter Wiltshire, Senior Lecturer and Programme Leader BA (Hons) International Tourism Management at the University of Derby. The annual External Examiners report for your course can be found on your course MOODLE.

## **8. INTRODUCTION TO THE PROGRAMME**

**The Foundation Degree in Business Management is a challenging vocational course which will provide you with an ideal preparation for pursuing a career in the business sector, and will support your development if you are already working in a business environment. The course will give you an understanding of a broad range of business concepts and techniques, giving the ability and confidence to effectively communicate and apply skills in any business environment.**

### **Your Responsibilities as a Student**

If you change your address and contact details, you should inform your Course Tutor immediately. This includes your email address as the College will often contact you in this way.

It is your responsibility as a student to comply with the Course and Module requirements for attendance and for completion of assessments on time. Please check the *Regulations for validated awards of The Open University* which can be found on the [College website](#).

As a student studying at Craven College you are expected to conduct yourself in an appropriate manner and exercise consideration to fellow students and staff. In addition you must take responsibility for ensuring that academic requirements are fulfilled any Course and/or College deadline is met.

### **If you are absent from the College**

You must notify your Course Tutor if you are absent. It is important for the success of your studies that absence from class is kept to a minimum.

If you are absent through illness immediately prior to an examination or assessment deadline you may wish to submit a case for mitigating circumstances to the Mitigation Panel by completing the Application for Mitigation form. You must complete an Application for Mitigation form and provide a medical certificate as soon as possible. It is your responsibility to apply and put a case for mitigating circumstances which will be assessed by an independent Mitigation Panel. It is worth noting that a case for mitigation is not always approved.

If you are absent through illness on the day of an examination or assessment deadline, you must provide the College with a medical certificate along with an application for Mitigation form as soon as possible.

### Notification of infectious disease

If you have been diagnosed with or have had contact with an infectious disease, you must notify the College in writing within 24 hours of diagnosis. You must not return to College until a medical practitioner's certificate of clearance has been submitted.

## **9. WITHDRAWING FROM YOUR COURSE**

If you decide to withdraw from your course, you must notify the College in writing. This notification must be sent immediately to [withdrawals@craven-college.ac.uk](mailto:withdrawals@craven-college.ac.uk)

and should include details of the reason for withdrawal. Payments made to the College by the Student Loans Company cease when a student fails to attend their course. Tuition fees will be adjusted based on the date you inform us of your withdrawal. For further details please see the Fee and Refund Policy which can be found on [the College website](#).

### **Course Notice Boards/Communication**

You are advised to check MOODLE regularly.

## **10. HEALTH & SAFETY**

### Fire prevention

Fire prevention is everyone's responsibility. You can help to prevent fires by:

- Good housekeeping
- Safe use of electrical and gas appliances
- Observing the College smoking policy (designated areas only)

### Information

In each room and in many corridors there is a Fire Evacuation procedure that tells you what to do in the event of a fire and the appropriate assembly area for fire evacuation. All fire doors and escape routes are clearly marked. Please do not attempt to fight a fire and follow the instructions of the fire wardens and duty manager.

There are a number of fire refuges around the college buildings if you are unable to get out of the building go to the refuge and await rescue.

When activated the fire alarm is audible accompanied by a flashing white light.

### If you discover a fire

If you discover a fire, inform any available member of staff. If no-one is available you should operate the Fire Alarm and then evacuate the building.

### Fire evacuation

On hearing or seeing the Fire Alarm, everyone should proceed calmly to the nearest escape route as indicated by the green signs bearing a white running man symbol. Follow this route to get out of the building and continue on to the nearest assembly point so as not to impede the Emergency Services. Do not stop to collect belongings and do not try to leave by your usual entry route unless this is the way indicated by the escape signs. Do not attempt to use the lifts. Evacuation is practised through fire drills. However, you should regard any sounding of the alarm as a fire incident and act accordingly.

### Fire Safety for students with disabilities

You are expected to declare any disability that would affect your safety in the event of a fire, e.g. poor hearing may mean the alarm isn't heard, or use of a wheelchair will prevent use of stairs to evacuate. If you are referred to the Disability Support Co-ordinator, a personal Fire Evacuation Plan may need to be developed. This will then be used in any evacuation of the buildings.

## 11. PROGRAMME SPECIFICATION

### 1. Overview/ factual information

<b>Programme/award title(s)</b>	FD Travel Operations Management Certificate of Higher Education in Travel Operations Management
<b>Teaching Institution</b>	Craven College
<b>Awarding Institution</b>	The Open University (OU)
<b>Date of latest OU validation</b>	2016
<b>Next revalidation</b>	2020-21
<b>Credit points for the award</b>	240
<b>UCAS Code</b>	N810
<b>Programme start date</b>	September 2016
<b>Underpinning QAA subject benchmark(s)</b>	Hospitality, Leisure, Sport and Tourism Subject Benchmark 2008
<b>Other external and internal reference points used to inform programme outcomes</b>	Business and Management Subject Benchmark 2015
<b>Professional/statutory recognition</b>	
<b>Duration of the programme for each mode of study (P/T, FT,DL)</b>	FT 2 years, PT 3 years
<b>Dual accreditation (if applicable)</b>	March 2016
<b>Date of production/revision of this specification</b>	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) Business Management for the Service Sector Management (top-up). This bachelor's degree incorporates a range of foundation degree pathways from within the sector.



### 3. Programme outcomes

At level 4 the learning and teaching strategy will focus on developing students' knowledge of the subject area at a basic level and an introduction to academic study skills such as Harvard referencing, research techniques and written/oral communication techniques. At this level, the students are introduced to the subjects and themes, where the teaching strategy forms a supported learning environment for the students to structure their foundation for learning. The concepts and knowledge embedded at level 4 aims to allow students to demonstrate academic study skills and understand the rigours to continue their development to level 5.

At level 5 it is expected that students are more autonomous and will build the knowledge and understanding gained at level 4. Their learning focus will move more to analysis, evaluation and reflection on learning. The students will be able to demonstrate that they have mastered study skills, enabling them to confidently approach more complex and a wider range of tasks. The module learning outcomes at level 5 strive to enhance their independent learning whilst providing a framework for study. At this level it is important to encourage students to understand wider reaching issues, complex and specific knowledge of the events industry and to underpin this with a theory base.

Intended learning outcomes are listed below.

<b>3A. Knowledge and understanding</b>	
<b>Learning outcomes:</b>	<b>Learning and teaching strategy/ assessment methods</b>
1. Describe the nature and functions of employment and organisations within the travel operations sector in terms of customer needs and employment objectives	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.  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.
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	

<b>B. Cognitive skills</b>	
<b>Learning outcomes:</b>	<b>Learning and teaching strategy/ assessment methods</b>
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 concerns and problems in travel operations management 6. Demonstrate knowledge of theories underpinning tourism planning and development	<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> <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>

<b>3C. Practical and professional skills</b>	
<b>Learning outcomes:</b>	<b>Learning and teaching strategy/ assessment methods</b>
7. Describe and comment on tasks, functions, processes and products for travel sectors 8. Select and apply techniques and methods of practice associated with travel operations management 9. List and/or evaluate the factors which influence the development of organisations operating within the travel industry	<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 Event 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 Event Management / 240 credit points]**

**Part-Time Structure (3 Years)** – example – please note the module order might change, please see module timetable on an annual basis.

<b>Year 1: Level 4</b>		
<b>Module Title</b>	<b>Credits</b>	<b>Level</b>
The Travel and Tourism Environment	20	4
Personal & Professional Development	20	4
Work Related Learning 1	20	4
Hospitality Management Practices & Principles	20	4

<b>Year 2: Levels 4 &amp; 5</b>		
<b>Module Title</b>	<b>Credits</b>	<b>Level</b>
Aviation Management	20	4
Tour Operations Management	20	4
Work Related Learning 2	20	5
Human resource management	20	5

<b>Year 3: Level 5</b>		
<b>Module Title</b>	<b>Credits</b>	<b>Level</b>
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		✓	✓			✓	✓		✓	✓								

## Optional Modules (students will complete 1 of the following optional modules):

		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		✓			✓	✓		✓		✓	✓							
	Work Related Learning 2	✓	✓		✓			✓			✓		✓						

## **12. MODULE SPECIFICATIONS**

See module handbooks available on MOODLE

## **13. ASSESSMENT AND THE MARKING CRITERIA**

### Approval of Assessments

All assessments are presented at the Assessment Approvals Committee for approval prior to issue to students. External Examiners are required to comment on assessment briefs before they are presented to the Assessment Approvals Committee.

### External Examiner

The External Examiner is involved in the assessment of all work to confirm the standard of the marking of the internal examiners. External examiners review a sufficient sample of such work to satisfy him or herself that the standards being applied are appropriate.

### Closed and Open Book timed assessments

See Closed and Open Book Timed Assessments Procedure on the Higher Education section of MOODLE

### Assessed group work

Where working in pairs or in groups is a component/task of the assessment, there will be a system for awarding an individual's mark, which will be clear in the assessment brief and therefore approved at the Assessment Approvals Committee.

### Summative Assessments

Assessments are marked according to the marking criteria. Provisional summative assessment marks are issued to students with feedback within 4 working weeks of the assessment deadline. Assessment decisions are Second Considered and scrutinised by the External Examiner. Module marks are approved and student achievement and progression is decided at the Scheme Board of Examiners. The decisions are ratified/approved by the awarding organisation where relevant before they are issued to students. The Board of Examiners also decides if a reassessment opportunity is permitted and sets the reassessment deadlines each academic year.

### Second Consideration

Second consideration of assessments enables marked work and feedback to be critically appraised to ensure that the marking criteria have been correctly applied and that feedback to students is constructive.

Please see the folder called HE Assessment Marking Criteria which can be found on the Assessment information and useful forms sections of MOODLE.

## **14. STUDENT SUPPORT GUIDANCE AND ADVICE**

### **Course Tutor (CT)**

Your CT's key responsibility is to support you through your course, agreeing your Individual Learning Plan and guiding you to achieve your targets. In addition your CT may offer Careers Advice and guidance, deliver one-to-one tutorials; group tutorials and will respond to queries or issues.

Your CT and module tutors will be able to provide career and industry/sector advice, in addition to the Student Support Services Team.

### Induction arrangements

During induction your tutors will introduce you to the course and the College. For example you will cover:

- Students' Rights and Responsibilities
- Administration and Completion of Records/Standard Documents
- Programme of Study
- Academic and Pastoral Support

### **Personal Tutorial Entitlement**

Tutorial programmes for higher education students focus on one to one support. This will allow you to receive individual help and support specific to your needs. You will have an entitlement to one individual session each Semester.

### **Study Skills**

The modules allows opportunities for the development of study technique. Tutorial sessions may also include study skills reminders. In addition, you will notice that many other modules include learning outcomes which encourage you to work on your study skills in an on-going way.

The Learning Hub has books and journals, many of which are on-line, to help you improve your study technique. The Learning Hub staff based at Skipton are available to help you to find online resources too and can be contacted by email [learninghub@craven-college.ac.uk](mailto:learninghub@craven-college.ac.uk) or telephone 01756 693818. Help is also available from the Specialist Learning Support Centre, ask your Course Tutor about this.

If you think you may have a specific learning difficulty such as Dyslexia your Course Tutor may suggest that you are assessed for this.

## **15. OPPORTUNITIES FOR PERSONAL DEVELOPMENT PLANNING**

Your Personal and Professional Development module/unit will begin the process of personal development planning. As a higher education student you will be encouraged to be fully involved in mapping out your aspirations and analysing your skills.

Personal development planning however, is not restricted to one module and you will notice that each module has learning outcomes entitled Key Transferable Skills. The inclusion of these learning outcomes ensures that you retain a critical approach to your own development.

In addition, your Course Tutor will guide and support you through the personal tutorial process to help you to set personal goals and to challenge yourself to do your best.

## **16. OPPORTUNITIES AND SUPPORT FOR STUDY ABROAD**

- N/A

## **17. WORK PLACEMENT INFORMATION**

N/A

## **18. FACILITIES AND SERVICES**

### **Learning Hubs**

Craven College Learning Hubs offer quality learning resources to help students achieve their full potential. They offer a wide range of resource materials, books, magazines, electronic resources (including e-books) and DVDs. Students can access all electronic information both on and off campus through the Learning Hub section of Moodle. The staff are more than happy to deliver electronic inductions and research sessions to groups and students on an individual basis. These can be arranged through your tutor.

Students completing a course in Higher Education will benefit from the vast array of electronic resources available. The Learning Hub offers group and one to one training sessions on request for electronic databases, journals, e-books, study skills and bibliographies and referencing.

### **LOCATIONS**

#### **Aireville Campus**

Whernside 01756 693818

Aviation Academy Second Floor, 0113 3919815

Some stock is available at the High Street & The Auction Mart campuses

E-mail: [learninghub@craven-college.ac.uk](mailto:learninghub@craven-college.ac.uk)

### **OPENING TIMES**

Aireville Campus – Whernside

Monday 8.45am – 5.00pm

Tuesday 8.45am – 5.00pm

Wednesday 8.45am – 8.00pm

Thursday 8.45am – 7.00pm

Friday 8.45am – 4.30pm

Opening hours may be adjusted during the academic year. Check Moodle for details of the opening times

### **Catering Services**

Caterlink provides refectory services and hospitality services for all staff, students and visitors to the college. There are four catering outlets across the various sites of the college. Our aim is to provide a good selection of freshly prepared food, a balanced menu with healthy options and at a price that is affordable to everyone

## 19. ASSESSMENT AND PROGRESSION REGULATIONS

Please see the *Regulations for Validated Awards of The Open University* which can be found on the [College website](#)

## 20. DISSERTATIONS AND PROJECTS

N/A

## 21. DETERMINATION OF RESULTS

Module Title	Assessment & weighting	Assessment & weighting	Assessment & weighting
Personal & Professional Development	Presentation 50%	Research Project 50%	
Work Related Learning 1	Work Related Health & Safety Audit Report 100%		
Travel & Tourism Environment	Presentation 100%		
Hospitality Management Practices & Principles	Formal Presentation 100%		
Aviation Management	Report 100%		
Tour Operations Management	Feasibility Study 100%		
Marketing	Marketing Portfolio 100%		
Human Resource Management	Role Plays 50%	Open Book Exam 50%	
Managing Tourism Development	Essay incorporating a literature review 60%	Open Book Exam 40%	
Live Event Project	Feasibility study & 5-minute presentation of your event concept 25%	Live Event Project (Practical event & supporting professional event file) 50%	Reflective Report 25%
Work Related Learning 2	Research report 100%		
Work Related Learning 3	Presentation 50%	Research Project 50%	

For further information about the procedure for approval of marks, decisions for progression and award and how these are communicated, please see the *Regulations for validated awards of The Open University* which can be found on the [College website](#)

## 22. RELEVANT INSTIUTIONAL POLICIES AND STATEMENTS

### **Craven College Equality and Diversity Policy**

Promoting equality is not the same as treating people equally. Craven College places great emphasis on access to education as a means to remove barriers, eliminate discrimination, address disadvantage, and raise the aspirations of both present and potential students and staff. This is embedded within the College mission and vision statements.

College Commitment:

To promote equality of opportunity for all students and staff, and advance social inclusion by removing barriers to learning, progression and employment

The full document Craven College Equality and Diversity Policy can be found on the [College website](#)

### **Appeals procedure**

There is no right of appeal against academic judgements, however all students will have a right of appeal against the decision of the Board of Examiners. Grounds for appeal would include but are not limited to an administrative error or procedural irregularity or circumstances that the BoE was unaware of at the time the decision was taken.

The Higher Education Appeals Policy and procedure can be found on the [College website](#).

### **Complaints procedure**

Craven College values the views of all its customers and aims to manage complaints in a way that is sensitive to the needs of both individuals and groups. It is anticipated that most complaints will be dealt with through informal channels but if a student feels that it is necessary to pursue a complaint formally, they should access the Complaints Policy which can be found on the [College Website](#).

### **Data Protection Policy**

The *Data Protection Policy* can be found on the [College website](#)

## 23. STUDENT PARTICIPATION AND EVALUATION

The College and the Awarding Organisation welcome your views on the course and the College. You will be invited to express your opinion and put forward your views in a number of ways.

- Group and Individual Tutorials

The Course Tutor will schedule group and individual tutorials, and this is an opportunity to raise any aspect of the course or college you would like to discuss.

- Student Representatives

A representative from your group will be invited to participate in course or sector meetings, meetings of the College's Student Union and HE Operational Meetings.

Student representatives shall be given adequate notice of meetings so that they can consult with their fellow students, to ensure all students' views are shared.

- Student Union

Students are able to come together to discuss topics of interest across a range of courses and work with college managers to bring about changes to improve students' experiences.

- Cross-college Representation

There are a number of opportunities for students to be members of cross-college committees such as the Board of Governors, Academic Board, Equality and Diversity Committee, Joint Learner Services sub-committee, Environmental Sustainability Development Group and Quality Assurance sub-committee.

- Module or Unit Evaluations

During your course you will be asked your opinion regarding each module or unit.

- Feedback

You will be invited to evaluate your College experience through module, course and college questionnaires and possibly the NSS (National Student Survey).

- Focus Groups

The HE Team meets with each group of students for a Student Focus group. You will be invited to give your opinion about various aspects of studying higher education at Craven

## **24. GENERAL READING LIST**

Module reading lists are included in each Module Handbook.