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**ADAM SMITH COLLEGE**  
INSPIRING LEARNING

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# Course Handbook

**NQ Skills for Holiday  
Representatives and Cabin Crew**

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## Welcome to Adam Smith College

This is the Course Handbook for the NQ Skills for Holiday Representatives and Cabin Crew. On behalf of the Course Team I would like to warmly welcome you to Adam Smith College. We feel sure that you will enjoy your time spent here.

To help you make the most of your time at College and to familiarise you with your course we have produced this course handbook. In here you will find information about the structure of your course, the teaching and learning styles used and the ways in which your work will be assessed and graded.

There is a considerable amount of information contained in this handbook, some of which will be of greater relevance to you as you work through the course than it is at the start of your studies in the College. However, we recommend that you read this Course Handbook through carefully **now**, then keep it safely - you will need to use it through your course.

We hope you will find the handbook a useful guide to your course and wish you every success in your studies.

Duncan Campbell

Curriculum Head: NQ Skills for Holiday Representatives and Cabin Crew

## Information about your course

Your course is:	NQ Skills for Holiday Representatives and Cabin Crew
Your Curriculum Head is:	Duncan Campbell
His/Her office is:	BG17, St Brycedale Campus
His/Her telephone number is:	01592 223436
His/Her email address is:	<a href="mailto:duncancampbell@adamsmith.ac.uk">duncancampbell@adamsmith.ac.uk</a>
Scheduled guidance time:	As per timetable

## **Your Curriculum Head**

Each course in the Adam Smith College is assigned a Curriculum Head, whose role is to provide you with advice and support through your course of study. This falls roughly into two categories – guidance related to your studies and pastoral care to help you deal with any difficulties you might encounter of, for example, a personal, financial or health-related nature.

At the beginning of your course you will agree your learning targets with your Curriculum Head. These will be recorded on your Learner Agreement which both of you will sign. Throughout your course, your Curriculum Head will monitor your progress and meet with you regularly during the year to discuss how you are getting on.

Your Curriculum Head will also be available at a set time each week when you can meet if there's something you need to discuss. However, if something comes up which has to be dealt with urgently, you can ask to speak to your Curriculum Head at any time. He/she might not be able to meet you immediately – Curriculum Heads have classes to teach and other students to look after – but he/she will offer you an appointment as soon as possible or refer you to another appropriate member of staff.

Your Curriculum Head may not always be able to personally provide you with the sort of help or support you need, in which case he/she might recommend that you are referred to a member of the College's Guidance or Learning Support staff.

So, if at any time throughout your course, you experience difficulties which are affecting your progress as a student, your Curriculum Head should be your first contact. Please remember that unresolved problems rarely just go away. On the contrary, they tend to get worse the longer they're not dealt with. So, speak to your Curriculum Head sooner rather than later.

## **Your attendance at college and part-time employment**

Your success as a student depends on full and regular attendance at **all** classes. You should inform your Curriculum Head as soon as possible if you have problems with attendance. Our records show that students who do not attend all their classes have a very high risk of failure.<sup>1</sup>

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<sup>1</sup> For full details of regulations about attendance, see the College Attendance Policy and Procedure.

We recognise that you may need to undertake part-time work, but we strongly advise you not to take employment of more than 15 hours a week if you are a full time student. Should you need to take employment of more than 15 hours per week we recommend you register as a part time student. A full time student is expected to follow their timetable and negotiate work times around it.

## Your learning

Your College course will provide you with constant opportunities to learn new skills and acquire knowledge in your chosen subject areas. In order to make the most of all opportunities available, you need to organise and plan your learning and also to manage your time effectively.

You must attend **all** your timetabled classes. You also need to study in your own time and you should plan to spend several hours a week to fulfil this commitment. You need to allocate time for this in your diary.

Prepare for lectures and tutorials by doing any reading of exercises in advance. Always make some notes – there is usually a handout provided. Review these after the class and ask your lecturer if there is anything you do not understand.

Note assignment deadlines and exam dates in your diary and remember to begin assignments early. You will enjoy researching and planning your work if you allow yourself plenty of time. Make sure you understand what you need to do and plan how you are going to tackle it. Seek advice from your lecturer or Curriculum Head if there is anything that needs clarification.

In summary:

- ❖ plan your learning strategy
- ❖ allocate enough time
- ❖ attend **all** of your classes
- ❖ start assignments well in advance
- ❖ seek advice and help
- ❖ use the learning resources offered
- ❖ enjoy the learning experience!

## **Credit for previous learning**

Some students have previous experience or qualifications for which they may receive credit on their present course of study. If you have any qualification that may exempt you from part of your course, for example from school or another college, you may apply for Accreditation of Prior Learning (APL). Similarly, if you have undertaken work, paid or voluntary, that has resulted in learning skills or knowledge that is equivalent to units you will be studying here, you may apply for Accreditation of Prior Experiential Learning (APEL). Together these are known as AP(E)L and it means you do not have to duplicate study you have done previously. It does not necessarily have to be in your chosen subject, but it must be at the same level as your course of studies here.<sup>2</sup>

If you wish to claim for APL/AP(E)L please speak to your Curriculum Head.

## **The aims of your course**

The aims of your course are:

- ❖ to develop your knowledge of the facts, theories, concepts, applications, development and importance of the holiday industry;
- ❖ to enhance your practical skills as a Holiday Representative or member of Cabin Crew;
- ❖ to provide a sound basis for those of you who may decide to go on to a more advanced course of study;
- ❖ to give you an experience of the equipment, materials, processes and practices currently used in the holiday and travel industry;
- ❖ to encourage your development of effective learning strategies.

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<sup>2</sup> For full details of the scheme for crediting previous learning, see the College Credit Transfer and APL/APEL Procedure.

## The structure of your course

The course consists of 17 units, with a total value of 19 credits. The course consists of 18 hours of formal classes each week along with individual study and coursework.

Semester 1		
Unit Code	Unit Title	Credit
ZS4005	Personal Development Planning (PDP)	1.0
DM4G 10	Holiday Issues	1.0
DM4E 10	Holiday Planning	1.0
DM4G10	Holiday Destinations	1.0
F3GB 10	Communication	1.0
F3GC 10	Information Technology	1.0
F3PM 11	Working As Air Cabin Crew: An Introduction	1.0
F3PH 11	Resort Representation: An Introduction	1.0
D0SF 10	Selling Skills	1.0
ZS4027	Organising, Team Work and Citizenship	2.0
ZS3665	Learn to Book	1.0

Semester 2		
Unit Code	Unit Title	Credit
F3PK 11	Tour Guiding: An introduction	1.0
ZS4170	Working as a Holiday Representative	2.0
ZS4005	Personal Development Planning (PDP)	1.0
DM4G 10	Holiday Issues	1.0
DM4E 10	Holiday Planning	1.0
DM4J 10	Holiday Destinations	1.0
ZS4027	Organising, Team Work and Citizenship	2.0
X217 10	Travel and Tourism External Exam	1.0
F19K 10	Hospitality: Introduction to Events	1.0
F3GF 10	Numeracy	1.0
F3PD 11	Airport Ground Operations: An Introduction	1.0

## Content of your course

Here are brief descriptions of the units which make up your course:

### **ZS4170 - Working as a Holiday Representative**

This unit giving provides you with a comprehensive understanding of the industry and the roles entailed in being a holiday representative,

### **F3PM 11 - Working as Air Cabin Crew: An Introduction**

This unit giving provides you with a comprehensive understanding of the industry and the roles entailed in being a member of cabin crew.

### **F3GB10 - Communication**

This core skill unit seeks to develop your ability to respond to and produce written and oral communication. This unit is designed to develop communication skills at a functional level. It should help you to establish and maintain social and working relations and to use language skills in a vocational situation.

### **DM4E10 - Holiday Planning**

This unit is designed to enable you to demonstrate knowledge of different holidays, holiday destinations and methods of travel. It will also allow you to demonstrate the skills required to obtain holiday information from a variety of sources.

### **F3GF10 - Numeracy**

This unit seeks to develop skills of interpretation and communication regarding graphical information and to develop your basic numerical skills within everyday contexts.

### **F3PK11 - Tour Guiding: An Introduction**

This unit is designed to introduce candidates to the knowledge and skills involved in tour guiding.

### **F3GC10 - Information Technology**

This unit develops skills in using a computer system to carry out some straightforward processing tasks.

### **F19K10 - Introduction to Events**

An introduction to the planning/organising and evaluation of the components that make up the running of a successful event.

### **DM4J10 - Holiday Destinations**

This unit is designed to develop knowledge of contrasting holiday opportunities and relevant tourist information for destination both within and outside the British Isles.

### **DM4G10 - Holiday Issues**

This unit is designed to develop candidate's awareness of a variety of holiday issues that affect the tourist and the tourist areas.

### **F3PH11 - Resort Representation: An Introduction**

This unit is designed to introduce candidates to the knowledge and skills required by resort representatives.

## **Short course provision**

REHIS Elementary Food Hygiene Certificate

B11 Licensing Qualification

First Aid

Personal Presentation

Tailor made programmes

## **Progression routes**

Once you have completed your course you will be faced with different options as to what to do next.

You may chose to continue your study, if so you can apply for the following courses:

### **NQ Travel and Tourism**

If you prefer to find work, below are some possible options:

- Trainee Cabin Crew
- Holiday Representative
- Trainee Ground Crew

You can discuss any of these options with your tutor or a member of guidance staff.

## Assessment of your work

Throughout your course, your work will be assessed in a number of different ways, depending on the different criteria in individual units.<sup>3</sup>

The majority of courses delivered in the College are assessed partly or wholly on a continuous basis – in other words, you will be assessed on parts of your work as you go along rather than all of it at the end of the unit. This assessment is carried out by the lecturer teaching the unit.

So that assessments can be fair to all students, and whoever teaches them, internal assessments are checked by other lecturers teaching the same, or similar, units. This is a process called 'internal moderation'.

Over and above the internal moderation of assessments of student work, awarding bodies check that colleges are assessing work appropriately by a process called 'external verification'. This process involves the awarding body carrying out checks on College staff's assessments of student work. This is done by sending 'external moderators' to the College, where they check assessments against national standards.

Only after these three stages have been completed can you be sure of your results, the certificates for which will be sent to you directly by the awarding body, not the College.

Internal assessment is not just about judging whether you have passed or failed. It also provides both you and your lecturers with important information about what you're doing well and where you have shortcomings in your knowledge, understanding or skills. Assessment is closely linked to the learning process in the sense that the feedback you will receive from your lecturers will help you improve your work in the future.

Finally, a range of courses delivered in the College are assessed by means of an externally-set and externally-assessed examination. The examining body will inform you directly whether or not you have completed your course successfully. College lecturers are not in a position to tell you whether you have passed or failed, until they have been informed by the examining body (usually at the same time as you will know directly from the examining body). If in doubt, please ask your lecturer about the procedures used.

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<sup>3</sup> For full details of the College's regulations about assessment, see the College's Assessment Procedure.

## **Re-assessment of your work**

If you are unsuccessful in an internal assessment, you will be offered the opportunity to be re-assessed. Depending on the arrangements for re-assessment laid down for a particular unit, this may involve retaking either the whole assessment or just part of it.

You will normally only be allowed one (or, in exceptional circumstances, two) re-assessment opportunities.

## **Submission of your coursework**

You should hand all coursework in to the subject lecturer.

All coursework for assessment will have a specified deadline for submission. It is essential that you meet the submission deadline to ensure fairness amongst all students and to enable staff to mark efficiently.

Your subject lecturer may allow you an extension to a submission date if there are valid circumstances affecting your ability to meet the deadline.

Any coursework (for which there are no mitigating circumstances or an agreed extension) handed in after the submission deadline will normally receive a mark of 0.

If you are unwell when completing assessed coursework or sitting examinations, or have any other specific difficulties that may affect your performance in assessed coursework or examinations, you should notify your Curriculum Head in writing of the circumstances as soon as possible, and make immediate arrangements for medical certificates or other letters of support to be submitted.

## **Cheating and plagiarism**

There are various forms of academic dishonesty but in the student's context it means cheating in examinations or presenting work for assessment which is not your own.

Plagiarism as a form of cheating takes place when the student 'borrows' or copies information, data or results from an unacknowledged source, without quotation marks or any indication that the presenter is not the original author or researcher.

If carried out knowingly, cheating and plagiarism have the objective of deceiving examiners and this threatens the integrity of the assessment procedures and the value of your award.

Work produced by someone else may be summarised or repeated providing it is referenced to the original author. As well as text, work such as diagrams, maps and charts must also be acknowledged. In addition to the use of quotation marks when quoting from original sources and secondary material, full reference for both quotes and paraphrases or summaries of published material must be given. All references should then be included in a bibliography at the end of the piece of work. Appropriate references for web-based material must also be given, including the relevant URL.

Any student found to have used unfair means in any examination or assessment procedure will be penalised.<sup>4</sup>

## **Support for your learning**

The College has a positive policy of supporting students with learning difficulties or disabilities and their interests are represented by the Diversity Committee which reports directly to the Principals Group. The College has a Learning Support team, which can provide help and advice on all aspects of learning support and coping with learning difficulties.

The College offers support in making alternative arrangements for exams and assessment, support with study skills and advice with applications for the Disabled Students Allowance. Support and advice can also be provided in the specification and purchase of specialist equipment and the use of Information Technology.

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<sup>4</sup> For full details of the College's regulations on cheating and plagiarism, see the College Academic Deceit Procedure.

In order to ensure that you are provided with the appropriate advice and support from the start of your studies it is important that you discuss any difficulties and special requirements with the Learning Support Manager, or with your Curriculum Head, as early as possible.

## **Your feedback**

The College requires all courses to have a formal system through which students are invited to comment routinely, in confidence, upon the teaching they have received. This helps us to check that students have a clear idea of our aims in teaching particular units, and of what we expect them to do; that our classroom teaching is effective and stimulating; that our advice and feedback to students on individual work is helpful; and that our resources are adequate.

Questionnaires are the primary mechanism for this formal 'feedback'. You will be asked to complete a questionnaire for each unit you are taught. We appreciate that they can be tiresome to complete in large numbers, but hope that you will take the time to give a full and detailed response. Both negative and positive feedback is important. In order to be able to assess the feedback and to attempt to take appropriate action it is important that when making comments you indicate **why** you feel that something is good or bad, not just that you think it is.

Each lecturer responsible for a unit will prepare a short report analysing the questionnaire returns, highlighting any criticisms or suggestions. The report and the questionnaires for each unit will then be passed on to the Curriculum Head, who will present the reports at meetings of the Course Committee. The reports will also be discussed at appropriate meetings of staff within the department so that appropriate action can be taken. A summary of the student feedback and the action taken will be included in the Institute's Annual Report which is presented to the College Academic Board.

## **Your representation**

Each course in the College is required to have a Course Team. This meets at least twice a year to review the course and consists of the Curriculum Head, all member of staff who teach units on the course and two representatives from the students on the course.

Prior to each meeting, your course representatives will be given a copy of the agenda and will be asked to consult their fellow students about the items listed and be prepared to report to the meeting on any issues raised.

Following the meeting, the class representatives will receive a copy of the Course Review report to share with their fellow students on the course.

The existence of the formal system of student representation doesn't mean that you should feel this is the only channel open to you. You may of course raise issues directly with a lecturer or your Curriculum Head. Individual problems are often likely to be more easily and quickly resolved in this way.

### **Your comments, complaints or compliments**

Naturally, we hope that your experience at the Adam Smith College will be an enjoyable and rewarding one. However, we do recognise that sometimes things can go wrong and encourage you to make your comments or complaints known to us so that we have the opportunity to resolve the problem and improve our services to you.

Problems are often most quickly and easily sorted by being dealt with informally. So we would ask that, in the first instance, you raise the matter with the appropriate member of staff. If you're not satisfied with the outcome, you can discuss the matter with your Curriculum Head.

Comments or complaints can also be put forward through your course representatives.

Where informal methods have failed to resolve the problem, you can make a formal complaint through the College's Complaint Form, which is available at Reception on all College campuses and in outreach centres or through the Students' Association.

It's always good to hear about what you think we do well and we encourage you to use the Compliments Form available at Reception. Every compliment received will be passed on to the person or department it's about.

## College charter

### OUR CHARTER

Everyone who has come together at Adam Smith College, staff and students, share in the set or personal rights and mutual responsibilities which are explained in this Charter. It's important that we respect and follow the Charter so we can all make the College an even more enjoyable and inspiring place for students to learn and for staff to work.

### BEFORE YOU START AT COLLEGE

#### We'll

- Tell you all you need to know to make an informed choice of course.
- Be open and clear about how and when we may accept you for your chosen course.
- Let you know about funding, accommodation and any other support you might need.
- Tell you all about the facilities and services we offer.

#### You should

- Gather all the facts you can to make your choice of course.
- Follow any instructions about how to prepare for your course.
- Arrange funding, accommodation and any other support you might need as soon as possible.

### THROUGHOUT YOUR COURSE

#### We'll tell you

- Your course objectives, the units you can take, their aims and how they will be assessed.
- The IT, library and other services available, and how useful they could be.
- The teaching methods that will be used and what skills will be developed.
- The help available to you from the Careers Scotland Service.
- The roles of the staff who work with you and how to contact them.

#### We'll also

- Do everything we can to create an inspiring learning environment.
- Try to minimise travel between campuses and to fit in as much as possible with the external demands on your time.
- Make sure all teaching sessions start on time and minimise the disruption that room changes and staff absences might cause.
- Give you regular feedback about your progress.

## **OUR CHARTER**

### **We'd like you to**

- Keep all the information you are given, read relevant notice boards and ask if there's anything you don't understand.
- Attend and arrive in good time for all teaching sessions unless you have permission not to.
- Hand in homework and coursework on time, and attend all exams.
- Try different kinds of learning and take responsibility to develop as an independent learner.
- Strike a balance between the time you give to part-time employment and to working on your course.

## **HOW WE'LL SUPPORT YOU AS A STUDENT**

### **We'll give you**

- Tutorial support and guidance.
- Welfare and access to personal and financial advice.
- Learning support.
- Childcare support.
- Social facilities.
- Information about any more specialised external services you might need.

### **As a student you should**

- Take the responsibility to secure the support that you need.
- Accept the advice and guidance you are given and give it your full consideration.

## **HOW WE INVOLVE YOU IN THE DECISIONS AFFECTING YOU**

### **We'll**

- Seek your opinion of college surveys, focus groups and chance to sit on committee's.
- Feed back on issues raised and state what action the College plans to take.
- Give advice and training for student representatives.

### **We'd like you to**

- Give opinions, encouragement and support to student representatives.
- Consider standing for election as a student representative.
- Let us know what you think of your course and College life through surveys and focus groups.

## **OUR CHARTER**

### **IF THINGS GO WRONG**

#### **The college will**

- Try to resolve any situations within the relevant department. If this fails, then we will provide a clear and fair complaints procedure.
- Advise about the possible effects of changing courses, suspending your studies or leaving.
- Explain our policies about students who make unsatisfactory progress, and explain the part the student plays in the procedure.
- Run a clear and fair procedure for academic appeals and student disciplinary cases.

#### **You should**

- Follow the College Complaints Procedure if you want to make a complaint.
- Seek advice if you are unhappy with your progress or the staff who teach you.
- Tell us immediately if you want to change course, suspend studies or leave.

### **AT ALL TIMES**

#### **We will**

- Act quickly, effectively and respectfully treating everyone equally.
- Support those with special needs, applying the same criteria followed by all students.
- Aim to create a safe, secure and healthy environment, free from harassment and discrimination.
- Comply with the Data Protection Act to safeguard your personal information.

#### **We expect you to**

- Show respect to all staff and students.
- Contribute to a positive atmosphere for learning.
- Let the college know if you need extra support to continue your development.
- Seize all opportunities for self-development.
- Respect the College's facilities and resources and share in the responsibility for creating a safe, secure, healthy and green environment.
- Follow the College code of conduct.

Ensure that the personal information we hold about you is always correct.

## What does the job entail?

Holiday representatives and cabin crew are responsible for ensuring that guests holidaying with their tour operator or travelling with them are looked after to an acceptable standard.

Service of food and drink.

### **EMPLOYEES:**

Carry out airport duties including collecting guests at the airport and transferring them to their accommodation and the reverse when the guest's holiday is over.

Liaise with hotel guests and staff.

Assist in public relations between providers and the company you are working for.

Handle complaints and deal with problems as they arise.

Sell excursions and other related products such as car hire, sun cream, phone cards, cosmetics etc.

Organise and take part in entertainment for guests – anything from talent shows to quiz nights.

Complete required administration, attend briefings and planning meetings, refine product offerings.

### **On the job training received**

Individual tour operators provide their own training which normally takes 2-3 weeks and will be in over and above this course. After training there is usually a period of on-the-job assessment.

### **Expected knowledge/attributes**

Proven communication, numeracy, it, problem solving and working with others abilities

- ❖ Knowledge of countries / capitals of the world / currencies / resorts
- ❖ Airport codes / names of airlines
- ❖ Soft skills – interpersonal skills for example
- ❖ Selling skills

## **Entry requirements**

### **Age**

Usually from 21 years old, though some opportunities exist for those aged 18 or above

### **Education**

To standard grade

Higher national certificate / diploma in tourism is beneficial

Academic certificates are required at interviews

### **Work experience**

Employment in customer facing, sales jobs is an advantage – more so if the job involves handling money

Therefore if you have worked in a shop; café; travel agency; bar this will be beneficial

12 months experience in any of these fields is recommended.

### **Personal qualities**

These requirements are common to all tour operators:

- ❖ Enthusiasm / flexibility / creativity / dedication
- ❖ A genuine interest in people / Pride and passion
- ❖ Friendly / polite / caring
- ❖ Common-sense / tact / calmness
- ❖ Neat / fresh / smart appearance
- ❖ Ability to work in a team
- ❖ Clear speaking voice and good communication skills
- ❖ Energy and stamina
- ❖ Willing to work unsociable hours and spend long periods of time away from home.

## **Responsibility for success**

Is yours

## **Responsibility for Learning**

If you ask for assistance and help in your studies and in attending college you will get it in spades.

If you do not attend, you do not submit your work, you do not ask for help or show commitment and dedication to your studies you have made your choice as an adult – that choice is to leave.

## **A REALITY CHECK**

Holiday representatives or cabin crew face many advantages and disadvantages found in few other careers.

### **Advantages**

- ❖ Working and visiting foreign countries
- ❖ Experiencing different cultures
- ❖ Working with guests who are out to enjoy themselves

### **Disadvantages**

- ❖ Working away from home – possibly, if you are a holiday rep, for eight months at a time with no opportunity to return home – unless under exceptional circumstances
- ❖ Hours of work are extremely long
- ❖ Work is over the weekend and public holidays

### **It's all about attitude!**

This is a fun business to be in but you need to:

- ❖ Work hard
- ❖ Have that 'can-do' attitude
- ❖ Listen well and be willing to learn
- ❖ Be a communicator
- ❖ Be positive
- ❖ Be a team player
- ❖ Be determined, dedicated and committed
- ❖ Be flexible and creative
- ❖ Be enthusiastic
- ❖ Smile

..... and above all have that pride and passion!



**COURSE: NQ SKILLS FOR HOLIDAY REPRESENTATIVES AND CABIN CREW**

**ASSESSMENT SCHEDULE BLOCK: 1**

SUBJECT	WEEKS																
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17
Spanish	T	H	R	O	U	G	H		O	U	T		U	N	I	T	
Communication						X						X					X
Information Technology					X			X					X				x
Resort Representation: An Introduction				X					X					X			
Working as Air Cabin Crew																	
Holiday Issues									X								
Holiday Planning																	X
Personal Development Planning	T	H	R	O	U	G	H		O	U	T		U	N	I	T	
Organising, Team Work and Citizenship				X					X					X			
Selling Skills																	
Learn to Book	T	H	R	O	U	G	H		O	U	T		U	N	I	T	

**COURSE: NQ SKILLS FOR HOLIDAY REPRESENTATIVES AND CABIN CREW**

**ASSESSMENT SCHEDULE BLOCK: 2**

SUBJECT	WEEKS																
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17
Working as a Holiday Representative and Cabin Crew		X		X		X		X				X		X		X	
Holiday Destinations																	X
Numeracy			X		X				X								X
Travel and Tourism Exam				X										X			
Personal Development Planning	<b>T</b>	<b>H</b>	<b>R</b>	<b>O</b>	<b>U</b>	<b>G</b>	<b>H</b>		<b>O</b>	<b>U</b>	<b>T</b>		<b>U</b>	<b>N</b>	<b>I</b>	<b>T</b>	
Airport Ground Operations																	
Organising, Team Work and Citizenship								X									X
Introduction to Events	<b>T</b>	<b>H</b>	<b>R</b>	<b>O</b>	<b>U</b>	<b>G</b>	<b>H</b>		<b>O</b>	<b>U</b>	<b>T</b>		<b>U</b>	<b>N</b>	<b>I</b>	<b>T</b>	
Tour Guiding						X				X	X	X	X	X	X	X	X

## Individual assessment record

	SUBJECT	LO1	LO2	LO3	LO4	Over All Pass
1	Communications					
2	Holiday Planning					
3	Numeracy					
4	Information Technology					
5	Working as a Holiday Representative					
6	Working as Air Cabin Crew					
7	Organising, Team Work and Citizenship					
8	Tour Guiding					
9	Holiday Destinations					
10	Holiday Issues					
11	Travel and Tourism Exam					
12	Personal Development Planning					
13	Airport Ground Operations					
14	Introduction to Events					
15	Resort Representation					
16	Learn to Book					
17	Selling Skills					

Please use this table to monitor your progress throughout individual units.



## **Learner resource service**

The Learner Resource Service provides library facilities at Adam Smith College. Libraries are located at the Nairn, St Brycedale and Stenton campuses.

### **Opening Hours**

#### Nairn:

Monday	0840 – 1700
Tuesday – Thursday	0840 – 2100
Friday	0840 – 1620
Saturday	0845 – 1145

#### St Brycedale:

Monday – Thursday	0840 – 2100
Friday	0840 – 1620
Saturday	0900 – 1200

#### Stenton:

Monday – Wednesday	0830 – 2100
Thursday	0830 – 1700
Friday	0830 – 1620

During holidays these hours may vary. Notices will be posted at the appropriate sites.

### **Your Membership**

Your student ID card is also your library card. You must have this card with you whenever you wish to use or borrow library resources.

### **Data Protection**

Your data is stored and used in accordance with the Data Protection Act 1998. We do not disclose any personal information to third parties.

## **LEARNER RESOURCES**

### **The Catalogue**

Our computerised “Heritage” catalogue provides information about our stock. You can access this at the catalogue enquiry PC’s or through the Learning Services Portal on the College network. You may be introduced to the catalogue during an induction session. Instruction sheets are available or ask a member of staff if you need help.

### **Resources**

Adam Smith College stocks approximately 28,000 books, chosen to support your studies, including small fiction collections.

### **Study Reference Collection**

This is a collection of key support textbooks available for reference use only within the college libraries.

### **Main Reference Collection**

The reference collections include a wide range of resources, from dictionaries and encyclopaedias to more specialised sources, i.e. statistical information, bibliographic information and OS maps. These collections are available for reference use only within the college libraries.

### **Magazines and Newspapers**

Collections of magazines and newspapers are on display. Back issues are available.

### **Online Resources**

We offer a range of online resources, which include newspaper and journal services, InfoTrac and Emerald; SCRAM for multimedia resources from museums and galleries, and a collection of Gale Reference Library e-books.

### **Study Area**

General study places are situated within the library areas.

### **PC Use**

The PC's in the library IT areas have access to a range of software, including MS Office, Text Help, etc and the Internet. They are available for students to use for study and research. Please use the booking system at the library desks. You use your personal login and password on all PC's. Printers are available in each of the library IT areas.

### **Photocopiers**

Card-operated photocopiers are available for student use. Cards can be bought from Library desks. Detailed instructions for use of the photocopiers are on display beside each machine.

### **Copyright**

Most published works are protected by the *Copyright, Designs and Patents Act 1988*. If you make copies, which are not allowed under the Act, you are liable to be held personally responsible. The Act does allow for limited copying. Further details are available on request.

### **Borrowing Resources**

Students can borrow up to six items at any one time. This can be made up of items from:

Main Lending Collection  
Short Loan Collection (max of 2 items)  
Audio Collection (max of 2 items)

Standard Loan books and audio items are issued for a three-week period. Short loan items are issued for one week.

### **Renewing Resources**

You may renew items providing another borrower has not reserved them. This is limited to two renewals. Books may be renewed in person or by phone. Please note overdue items cannot be renewed by phone. (See contact phone numbers).

### **Returning Resources**

Remember to return your loans on time. If you forget you will be fined at a rate of **5p** per item per day from Standard Loan and **20p** per item per day from Short Loan. Overdue reminders are sent out. Long overdue items are subject to invoice plus £10 administration charge.

### **Reserving Resources**

If the item you need is already on loan, you can reserve it at the catalogue enquiry PC's. Instructions are available, or ask a member of our staff for help. Items can be transferred for use between campus libraries upon request.

### **What if the item I want is not in stock?**

Under certain circumstances it may be possible to borrow material from another library. Ask at the desk for details.

### **Short Loan Collection**

This material has shorter loan periods to ensure more students get access to key resources. Loan periods are clearly labelled on each item.

### **Information Pack Collection**

Stenton Campus also has a collection of information packs available for reference use. These contain leaflets, booklets, etc supplied by various organisations on a range of current interest topics. They are located within the Reference area.

### **Stationary Sales/Art Supplies Sales**

Current price lists for sales/services are available at the campus libraries

**Fax Service**

**Colour Print Service**

**Report Binder**

**Laminating**

**Scanner**

**CD Writer**

**Audio/Video/DVD playback facilities**

Staff at your campus library will be able to give you further details of services available.

Alternatively, you may phone

Stenton (Glenrothes) 01592 223038

Nairn (Kirkcaldy) 01592 223713

St Brycedale (Kirkcaldy) 01592 223410

or e-mail us at [library@adamsmith.ac.uk](mailto:library@adamsmith.ac.uk)





## DEPARTMENT SAFETY POLICY

**In addition to the duty of care, which is obligatory on all employees, clients, or other members of the public having certain legal access to the College premises, the college Safety Policy requires that certain specific responsibilities should be allocated to individual members of staff.**

The Principal is responsible to the College Board of Management for implementation of the College Safety Policy.

Fire precautions, fire drill and evaluation procedures are the responsibility of the College Safety Committee.

The Principal has delegated authority for ensuring the effective operation of the College Safety Policy within the Tourism and Hospitality Department, to the Department Manager – Bryan McCabe.

Bryan McCabe is responsible for implementing the Safety Policy within the department. These duties include:

- Reporting, investigating and recording accidents in the team.
- Passing the information to the Health and Safety Officer for recording.

### **FIRST AID**

First Aid boxes are located in the Staff Workroom G17 and in practical classrooms. In the event of an accident, students should inform their Curriculum Head / Lecturer, who will locate the First Aider.

First Aiders are:

Tom Pratt  
Mima Stevenson

**College First Aiders should be contacted by dialling 0.**

Safety Inspections will be carried out by Bryan McCabe on a monthly basis / or when a fault is reported.

A Training Programme has been put together to address Health and Safety issues in the Tourism and Hospitality Department. This has been authorised by the Team Leader and will be implemented by all staff. Teaching staff will complete training records for all students. These will be kept by Tom Pratt and will be available for inspection at any time.

**It is the responsibility of every member of staff and all students to ensure that legal requirements are met. All incidents and accidents should be**

recorded on the appropriate form and then passes to the Department Manager, who will inform the College Health and Safety Officer.

### **3A Monitoring policy**

Observations, both good and bad, are fed back to your Curriculum Head by all of your subject tutors. The 3 areas that are covered include:

#### **Attendance**

Are you punctual?

Do you regularly attend class?

#### **Attitude**

Are you applying yourself to your studies?

Do you assist others in learning?

Is your behaviour valued by your peers and staff?

#### **Achievement**

Are you progressing well in the subject and completing your assessments successfully?

Have you produced some work above and beyond the level of the course?

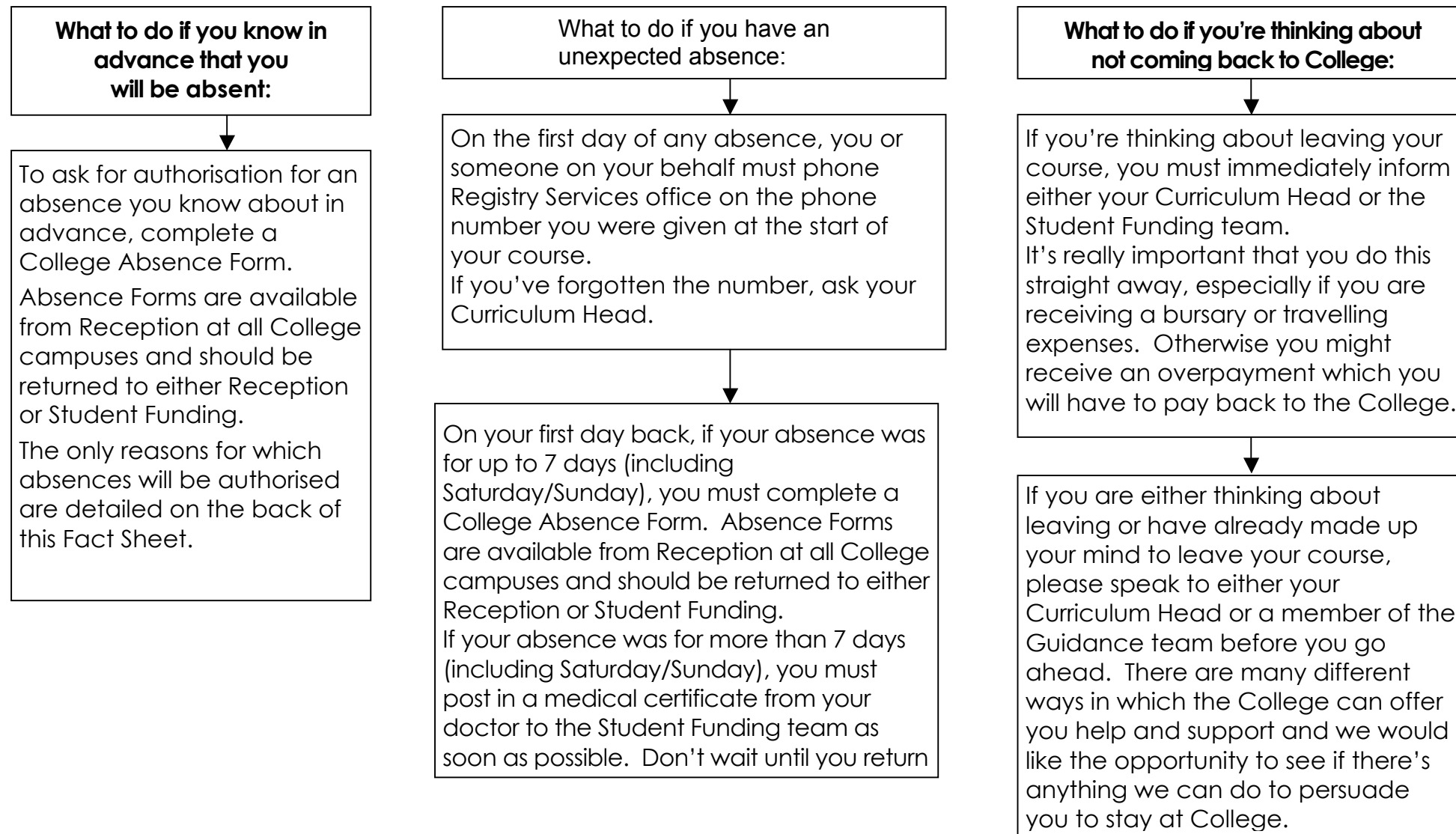
During your tutorial time your Curriculum Head will inform you of any 3A feedback forms obtained so you can record the feedback and are fully aware of any areas of concern, or indeed success, with regard to your performance at college.



## STUDENT ATTENDANCE PROCEDURE

Full-Time Students: Fact Sheet 1

### What to do if you're absent from College



## Fact Sheet 1 - continued

### Absence Forms

It is important that you complete an absence form on your first day back at college if you have been off at any time.

Absence forms count towards your record of attendance and it is important that you know that your funding or your place may be withdrawn if your absences are at an unacceptable level.

Absence forms should also be completed if you miss classes due to appointments. If you know you have an appointment, authorised absence must be requested **in advance** from the Student Funding Team.

Absences will only be authorised in the following circumstances:

- ❖ to attend the funeral of a close family member
- ❖ to attend a hospital appointment \*
- ❖ to attend a dental appointment \*
- ❖ to attend an emergency appointment with a GP \*
- ❖ to sit a driving test \*
- ❖ to attend a job interview \*
- ❖ for an attendance in court \*
- ❖ to attend your own marriage or civil partnership
- ❖ to look after your own children if they are ill
- ❖ to look after your own children during in-service days

For all of the reasons marked \* above, you must show Student Funding Team evidence – for example, an appointment card or letter. **Absences will not be authorised if you do not present proof.**

In other exceptional circumstances not covered by any of the above, authorised absence may be given at the discretion of Student Funding Team.

The following are **not** acceptable reasons for requesting an authorised absence:

- ❖ an appointment with your GP, when it is not an emergency
- ❖ waiting in for deliveries or repairs
- ❖ family problems
- ❖ personal problems
- ❖ driving lessons
- ❖ missing the bus

- ❖ sleeping in
- ❖ taking holidays

Non-attendance at College for any of these reasons will not be authorised but will be recorded as an absence.

**PLEASE NOTE:**

- There is a limit to how many times you can be absent from college. **Only five college days absence forms will be accepted in each Semester (August – mid January) (January – June)**
- **If you have been absent for ten days without letting the College know the reason why, you may not be allowed to continue on your course and you will receive a letter from your Curriculum Head informing you of this.**
- Your funding and your place on the course will be reviewed after 3 weeks of any continuous absence. It may be difficult for you to catch up due to time lost in class, and your Curriculum Head will advise you about your options. Funding may be suspended while this process takes place.
- If you take holidays during term time you will be marked absent and you will not receive bursary/travelling expenses/EMA payments.

## What happens if your attendance becomes unsatisfactory? Full-Time Students: Fact Sheet 2

### STUDENT CODE OF CONDUCT

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