

PROGRAMME SPECIFICATION

Course Record Information	
Name and level of final and intermediate Awards	Foundation Degree in Travel and Tourism Certificate of Higher Education in Travel and Tourism
Awarding Body	University of Westminster
Location of Delivery	Ealing, Hammersmith and West London College, Barons Court site
Mode of Study	Full time and part time
UW Course Code	FTTMHWL
JACS Code	N220
UCAS Code	N800
QAA Subject Benchmarking Group	Hospitality, leisure, sport and tourism (2008)
Professional Body Accreditation	Not applicable
Date of initial course approval/last review	September 2004/June 2010
Date of Programme Specification	June 2010

Admissions Requirements
<p>Students may either apply through the UCAS system or via the college web site where an application form is available for download. The college information centre (CIC) can provide advice with regard to finding the correct course for you.</p> <p>Applicants will need to be 18 years old by the 1st September 2010. You will also need to have a relevant level 3 qualification, such as:</p> <ul style="list-style-type: none">• Btec Diploma or Certificate• Advanced GNVQ• AVCE Double award• Access to HE qualification• 1 A level or 2 AS levels• Advanced Diploma <p>In addition, all students will be interviewed prior to being accepted on the course.</p> <p>Mature or International Students not meeting this criteria are encouraged to apply and will be considered on the basis of relevant work experience, successful interview, entry test and having gained (if appropriate) and IELTS score of 6.0 or above.</p> <p>We are keen to encourage students of all ages, abilities and background to enter Higher Education, so give an equal weighting to academic and vocational qualifications.</p>

Aims of the course

The aims of the Foundation Degree programme are:

- To promote progression routes within a range of careers with an informed employment perspective.
- To integrate study between EHWLC and the University and extend the ethos of higher education learning to a wider community.

To promote the critical analysis of information, and to propose alternative solutions to problems.

- To provide specialist studies (knowledge and skills), which are directly relevant to the individual vocations and professions in which some students are currently working.
- To enable students' academic learning to be underpinned by rigorous and broad based academic learning.
- To provide flexibility, knowledge, skills and motivation as a basis for progression to graduate studies.
- To develop accredited key skills, covering communication, team working, problem solving, application of numbers, use of IT and improving own learning and performance.
- To provide student with a qualification and a range of transferable skills that will accurately match the needs of employers within the Travel and Tourism sector.

In addition the specific aims of the Foundation Degree in Travel and Tourism are:

- To provide a stimulating and challenging programme of study in travel and tourism that combines subject knowledge and industry experience and is responsive to the interests and needs of individual students.
- To provide an educational foundation for a range of careers in travel and tourism.
- To provide specialised studies directly relevant to the travel and tourism industry and relevant to the role in which students are working or intend to seek employment.
- To enable students to make an immediate contribution in employment, with the travel and tourism industry.

Employment and Further Study Opportunities

Today's organisations need graduates with both good degrees and skills relevant to the workplace, i.e. employability skills. EHWLC and the University of Westminster are committed to developing employable graduates by ensuring that:

- Career development skills are embedded in all courses
- Opportunities for part-time work, placements and work-related learning activities are widely available to students
- Staff continue to widen and strengthen the University/EHWLC's links with employers in all sectors, involving them in curriculum design and encouraging their participation in other aspects of the University's career education and guidance provision
- Staff are provided with up-to-date data on labour market trends and employers' requirements which will inform the service delivered to students.

The Foundation Degree in Travel and Tourism has clear progression routes: Students can go on to complete their BA (Hons) Degree at the University of Westminster or they may choose to enter employment within the Travel and Tourism sector, for example past students have gone on to work within UK airports, numerous airlines, travel agency management and tour operations management.

Learning Outcomes

Learning outcomes are statements on what successful students have achieved as the result of learning. The threshold statements of achievement are linked to the knowledge, understanding and skills that a student will have gained on successfully completing a course.

Knowledge and Understanding

On completion of this programme the successful student will have knowledge and understanding of:

- Fundamentals of management within a Travel and Tourism context.
- The environment within which Travel and Tourism managers operate.
- The fundamental role that conferencing and events play within the Travel and Tourism Sector.
- The different distribution channels of the travel industry, and their respective advantages and disadvantages.
- Potential markets, customers, finance, employees, information systems, contemporary and future issues.
- The theory, concepts, tools and general principles of marketing and how they can be applied within the Travel and Tourism Industry.
- The nature of Travel and Tourism operations, organisational structures and complexities within organisations.
- Human Resource issues.

Specific Skills

Key Transferable skills

On completion of this programme the successful student will have gained the following transferable skills, the ability to:

- Analyse and provide solutions to problems associated with Travel and Tourism management
- Write and apply objectives
- Demonstrate research skills
- Relate quantitative skills to management problems
- Manage time, prioritise tasks and work to deadlines
- Prepare and give presentations commensurate with a travel and tourism manager's role
- Take notes effectively
- Work effectively as an individual and as part of a team or group
- Work in groups
- Self evaluate and reflect
- Manage information
- Plan and manage learning
- Communicate in writing
- Communicate orally
- Problem solve
- Apply numeracy skills
- Apply career skills
- Apply ICT skills

These skills will be introduced during the induction programme and in Tourism Study Skills and Personal Development modules in Level 4 and further developed and assessed within the modules delivered at Level 5.

Teaching, Learning and Assessment Methods

The Teaching, Learning and Assessment Strategy used will allow you to develop intellectual abilities, knowledge, powers of creativity, analysis, synthesis, evaluation, and transferable employability skills. The strategy reflects an appropriate balance between broadening and deepening the student's academic knowledge and developing practical employability skills.

Level 4 (Year 1) modules are used as the foundation for the understanding of the environment in which the Travel and Tourism industry operates and for the acquisition of appropriate business skills. Support classes will be available to enable students to develop language and numeracy skills. The modules will be delivered using lectures to present concepts, theories, techniques and relevant contextual information supported by seminars and tutorials. Some learning will be on-line, using the Managed Learning Environment (Student Portal) developed by the college.

At Level 5 (Year 2) students are expected to take an increasing amount of responsibility for their own learning. The lessons focus on the principal functions of the Travel and Tourism manager and will introduce more detailed knowledge of specific aspects of the business. Students will work on business models and apply their knowledge to practical situations using case studies, business simulations, project work etc. The strategy reflects an appropriate

balance between broadening and deepening academic knowledge and developing practical business skills.

Assessment

Assessment is an integral part of the overall learning process and our student centred approach to teaching and learning aims to promote initiative, creativity, critical thinking, evaluation, decision making, personal reflection and effective communication skills. In addition to this students will be demonstrating the ability to manage time effectively, meet deadlines and the ability to work under pressure; these are all highly valued and essential skills that are required in the work environment.

The assessment strategy at EHWLC has been developed to support the course philosophy to develop effective, reflective and thinking business practitioners of the future. The aim is to provide students with the opportunity to demonstrate their capabilities in an accessible, structured manner.

Formative Assessment

This is undertaken during each learning encounter. Student's formative assessment will take many forms: informal presentations, role plays, directed questioning, student focused seminar activities which can be monitored as a basis for feedback (e.g. informal presentations and summaries by students or directed Q&A, with the answers providing a basis for informal feedback during the session and more formal feedback at student review days). Student review days provide an excellent forum for students to reflect upon their own learning and to create, in collaboration with their tutors, a set of action points to be addressed during the next teaching period. Students are also asked to reflect during each teaching and learning encounter and to assess their level of understanding with regard to the topics being covered during that session and to reflect upon and share their previous vocational experiences with the rest of the group.

In relation to assessments undertaken in the work place employers will be involved in the assessment process in terms of signing off work based tasks, logbooks, journals etc to provide evidence that specific roles and responsibilities have been fulfilled. However, it is the Module Leader's overall responsibility to mark and provide feedback on all assessments for the module.

Summative Assessment

Where appropriate, examinations are used to test individual knowledge and understanding, this also allows students to gain exam skills which will aid their transition should they progress to the Top Up year at the University of Westminster. Students are also required to undertake one essay answer in the first year and one essay answer in the second year; this once again allows students to gain transferable skills that will prepare them for the top up year. In many modules summative assessment is through oral presentations, group and individual projects, reports and presentations; these assessment methods reflect the vocational nature of the course and allow students to gain valuable skills that will be of value to them in the workplace.

Course Structure

This section shows the core and option modules available as part of the course and their credit value. Full-time Undergraduate students study 120 credits per year.

Credit Level 4

Code s	Title	Status	Value
4TTF4 01	Introduction to Travel and Tourism	Core	15
4TTF4 02	Finance and Revenue Management	Core	15
4TTF4 03	Tourism Study Skills and Personal Career Development	Core	15
4TTF4 04	Global Issues in Tourism	Core	15
4TTF4 05	Industrial Experience Project	Core	15
4TTF4 06	Conference and Event Management	Core	15
4TTF4 09	Hospitality Industry	Core	15
ATTF4 11	Tourism Distribution Channels	Core	15

An award of 'Certificate of Higher Education' is available on completion of Level 4. This award is only for those choosing to leave the course at this juncture.

Credit Level 5

Code s	Title	Status	Value
4TTF5 01	Human Resource Management	Core	15
4TTF5 02	Principles of Management	Core	15
4TTF5 03	Principles of Tourism Planning	Core	15
4TTF5 04	Travel and Tourism Marketing	Core	15
4TRS5 99	Research Methods	Core	15
ATTF5 11	Special Interest Tourism	Core	15
4TTF5 08	European Tourism Studies	Core	15

Academic Regulations

The FD Travel and Tourism and its intermediate awards operate in accordance with the University's Academic Regulations and the *Framework for Higher Education Qualifications in England, Wales and Northern Ireland* published by the Quality Assurance Agency for Higher Education (QAA) in 2008.

All students should make sure that they access a copy of the current edition of the general University handbook called **Essential Westminster 2011/12** which is available at westminster.ac.uk/essential-westminster. The following regulations should be read in conjunction with the *Modular Framework for Undergraduate Courses* and relevant sections of the current *Handbook of Academic Regulations*.

A *Pass* in a module is achieved when the overall mark is greater than or equal to 40%; with at least 30% in the final assessment and any qualifying marks and/or sets achieved as detailed in the module handbook.

Condoned Credit

A student may be awarded condoned credit at Level 4 only, where he/she has achieved:

- a) an overall module mark of greater than or equal to 30% but less than 40%;
- b) an overall mark of 40% or greater but not reached the required qualifying mark(s) and/or qualifying set(s) as detailed in the module handbook; and
- c) attempted all referred assessment as offered by the Assessment Board.

Where a student, following a referral opportunity, is awarded condoned credit, the recorded module mark will be capped at 39%. Condoned credit will count towards any credit limits for specified awards. Where a student is awarded condoned credit in a module but subsequently achieves an overall pass within a retake module, credit may contribute only once to an award.

Progression

To progress from Level 3 to Level 4 and from Level 4 to Level 5 in full time study, a student must achieve an average of 40% across 120 credits.

Award

To qualify for the award of FDA in Travel and Tourism, a student must have:

- passed a minimum of 30 credits at Level 3 or higher and a minimum of 90 credits at Level 4 or higher; of which 75 credits must be passed with at least a condoned credit in each of the remaining modules worth 45 credits and
- passed a minimum of 120 Credits at Level 5 or higher; and attempted modules with a maximum value of 165 credits at Levels 5 or above

Support for Students

When studying on this course you will benefit from support from **Ealing, Hammersmith and West London College (EHWLC)** and the **University Of Westminster** .

At EHWLC you can get both academic and pastoral support. Academically, you are supported by the Learning Resource Centre (LRC), workshops and ongoing advice and support within the classroom environment. In addition there is the availability of English language workshops if required, Web and Intranet based materials for all modules, Blended Learning materials provided for the appropriate modules, module and programme handbooks, an induction and orientation period, college counsellors and support for those with specific needs, module tutor access either directly or via email, resource based learning facilities. You will also be allocated a tutor who will look after your tutor group and also meet with you at regular intervals on a one to one basis.

You will also visit the University of Westminster where you will receive an induction which will introduce you to the staff responsible for the course, the campus on which you can study, the Library and IT facilities and the School Registry. You will be provided with the Course Handbook, which provides detailed information about the course.

Learning support at the University includes the Library which, across its four sites, holds printed collections of 356,000 printed books, 29,000 print and e-journals, over 45,000 electronic resources (databases, e-journals, e-books). Access to all resources is facilitated through Library Search a new online portal

There are over 3,500 computers spread over the four University campuses available for students use. The University uses a Virtual Learning Environment called Blackboard where students can access course materials and communicate with staff and other students via message boards.

At University level, Services for Students provide advice and guidance on accommodation, financial and legal matters, personal counselling, health and disability issues, careers and the chaplaincy providing multi-faith guidance. The International Office provides particular support for international students. The University of Westminster Students' Union also provides a range of facilities to support all students during their time at the University.

Reference Points for the course

Internally

- Ealing Hammersmith and West London College (EHWLC) Mission Statement
- EHWLC Quality and Performance Monitoring Policy
- EHWLC HE Strategy
- University of Westminster Guidance and Benchmark Documentation

Externally

- QAA Framework for HE qualifications in England, Wales and Northern Ireland
- QAA Subject Benchmarking Statements for Hospitality
- QAA Foundation Degree Qualification Benchmarks
- The National Skills Strategy

Quality Management and Enhancement

Course Management

The course is managed by a course leader (Ronan Conway) within the division of Travel, Tourism and Sport. The division also offers Full-time and Evening Travel & Tourism Courses at Levels 2 and 3 including Airport Check-in and Airline Cabin Crew courses. The division contains a mixture of full and part time lecturers. During your studies you will also encounter several visiting speakers from the Travel and Tourism and associated industries.

Liaison Tutors

A University of Westminster Liaison Tutor and EHWLC Tutor are allocated to your programme of study. They are responsible to the University of Westminster for ensuring the maintenance of standards in the delivery of your programme and effective liaison between the University and the EHWLC. If you have any questions or concerns about your programme or any aspect of the partnership please contact your tutor immediately. Their details are in the Course Handbook. (See page 24)

Course approval, monitoring and review

The course was initially approved by a University Validation Panel in 2004 and revalidated in 2010. The Panel included internal peers from the University and external subject specialists from academia and industry to ensure the comparability of the course to those offered in other Universities and the relevance to employers. Periodic Course Review helps to ensure that the curriculum is up-to-date and that the skills gained on the course continue to be relevant to employers.

The course is monitored each year by the School to ensure it is running effectively and that issues which might affect the student experience have been appropriately addressed. Staff will consider evidence about the course, including the outcomes from each Course Committee, evidence of student progression and achievement and the reports from External Examiners, to evaluate the effectiveness of the course. The Annual Monitoring Sub-Committee considers the School action plans resulting from this process and the outcomes are reported to the Academic Council, which has overall responsibility for the maintenance of quality and standards in the University.

Student involvement in Quality Assurance and Enhancement

Student feedback is important to both the University and EHWLC. Student views are taken seriously. Student feedback is gathered in a variety of ways. The most formal mechanism for feedback on the course is the Course Committee. A formal course committee meeting will be undertaken at the end of each semester. Student representatives will be elected to sit on the committee to voice the views of their peer group in the discussions held at the committee. The University and the Students' Union work together to provide a full induction to the role of the Course Committee. Actions arising and comments from various college departments with regard to the minutes of the meeting will be fed back to the tutor group via their tutor and their class representative. Minutes of each meeting will be available via the student intranet.

Students are asked to complete a Module Feedback questionnaire at the end of each module. The feedback from this will inform the Module Leader on the effectiveness of the module and highlight areas that could be

For more information about this course: Please contact the Course information centre (**CIC**) located at Barons Court. **Freephone** : 0800 980 2185 - 9am-5pm (Monday to Friday) or **Email** cic@wlc.ac.uk. If you are calling from outside the UK, please ring +44 (0) 20 8741 1688. A prospectus request line is available when the telephone lines are closed. If you have a disability and need any extra help, please let us know and we will arrange what is necessary. All of our CICs are accessible to people with mobility problems.

Please note – This programme specification provides a concise summary of the main features of the course and the learning outcomes that a student might reasonably be expected to achieve and demonstrate if s/he takes full advantage of the learning opportunities that are provided. This specification should be read in conjunction with the Course Handbook provided to students and Module Handbooks which provide more detailed information on the specific learning outcomes, content, teaching, learning and assessment methods for each module.