

# **Unit 13: Evaluate the Provision of Business Travel or Accommodation**

**Unit reference number: J/506/1918**

**QCF level: 3**

**Credit value: 5**

**Guided learning hours: 30**

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## **Unit summary**

Organising travel is a key part of a Business Administrator's role and being organised and planning for every eventuality takes time and patience. There may be some research to be carried out before the proposed trip in terms of timings and any onward travel at the destination. Ensuring that the traveller(s) have all the relevant information before the trip, in terms of tickets, itinerary etc., is vital so that they know exactly where they are going and that they are fully aware of the arrangements that have been made on their behalf. Just as important as organising travel is the evaluation of providers of the proposed travel to ensure that they are giving the level of service required and that they are providing value for money. A Business Administrator can make key decisions and recommend particular travel arrangements only if they are working with providers who are able to provide this service. A Business Administrator must have the ability to identify when providers are not providing the level of service required and be able to recommend changes that suit the organisation.

In this unit you will gain understanding of the different needs, factors and arrangements that must be considered to ensure that every part of the proposed trip is covered in terms of documentation required to travel, arrangements for the actual travel itself using appropriate forms of transport and any other arrangements necessary in terms of onward travel to the final destination.

You will evaluate the performance and limitations of existing arrangements and providers against agreed criteria and will identify alternatives where appropriate. You will make recommendations and shortlists of potential providers, supported by detailed, costed plans that you have prepared.

You will work within budget constraints to ensure that value for money is maintained while working to organisational procedures.

## Learning outcomes and assessment criteria

To pass this unit, the learner needs to demonstrate that they can meet all the learning outcomes for the unit. The assessment criteria outline the requirements the learner is expected to meet to achieve the unit.

Learning outcomes	Assessment criteria
<p>1 Understand the provision of business travel or accommodation arrangements</p>	<p>1.1 Explain the factors to be taken into account in setting evaluation criteria for the provision of business travel or accommodation</p> <p>1.2 Explain different travel or accommodation-related needs and services</p> <p>1.3 Explain different arrangements that could be made for the provision of business travel or accommodation</p> <p>1.4 Explain the scope of legal and organisational security and confidentiality requirements relating to business travel or accommodation</p>
<p>2 Be able to evaluate the quality of organisational business travel or accommodation arrangements</p>	<p>2.1 Assess the performance of providers of travel or accommodation against agreed criteria</p> <p>2.2 Identify instances of exceptional and inadequate performance</p> <p>2.3 Evaluate the benefits and limitations of existing arrangements for organising business travel or accommodation and their implications</p> <p>2.4 Identify alternative potential providers and ways of providing travel or accommodation</p>

Learning outcomes	Assessment criteria
<p>3 Be able to recommend improvements to organisational business travel or accommodation arrangements</p>	<p>3.1 Produce costed plans that set out different options, their benefits, limitations and implications</p> <p>3.2 Shortlist alternative potential providers of business travel or accommodation against agreed criteria</p> <p>3.3 Adhere to organisational policies and procedures, and legal and ethical requirements when recommending improvements to arrangements for business travel or accommodation</p>

## Unit amplification

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### **AC1.1: Explain the factors to be taken into account in setting evaluation criteria for the provision of business travel or accommodation**

- *Factors:* level of the traveller(s) in the organisation determining the type of travel or accommodation to be chosen/ booked; travel within the UK/abroad; language issues; dates and times of proposed travel; timings required for key documents required, e.g. passport, visas, tickets; number of people travelling; budget for the trip; whether overnight accommodation is required before an early morning flight; transfer time to airport/station; transit timings at airports; train connections; baggage allowances on flights; length of trip; number of destinations to be visited
- *Evaluation criteria:* speed of service; ability to obtain the best price-travel tickets; ability to book/make amendments/cancel online; access to travel networks and databases; ability to provide a one-stop service for all aspects of the travel arrangements

### **AC1.2: Explain different travel or accommodation-related needs and services**

- *Needs:* documentation, e.g. passports, visas, tickets on departure; payment of tickets, e.g. use of company credit card, payment on account; medical requirements; petty cash, local currency, traveller's cheques, company credit card; subsistence arrangements for trip
- *Services:* airport/station parking; airport transfers; use of an interpreter at final destination; preparation of an itinerary; early check out; business centre access; travel agent services

### **AC1.3: Explain different arrangements that could be made for the provision of business travel or accommodation**

- *Types of travel:* train; aeroplane; car
- *Class of travel/type of car:* depending on level of the traveller in the organisation
- *Types of accommodation:* hotel location and grading depending on level of traveller in the organisation; cost of accommodation, e.g. budget hotel; meal arrangements in accommodation, e.g. including/excluding breakfast, half board
- *Other arrangements:* meet and greet at the destination airport or station for onward transfer to hotel; car parking at airport or station; provision of cash before the trip; provision of an itinerary for the traveller; delivery of tickets to office or collection on departure

**AC1.4: Explain the scope of legal and organisational security and confidentiality requirements relating to business travel or accommodation**

*The knowledge to meet this AC depends on the particular organisational requirements and context. Learners need to apply the knowledge specific to their organisation to meet this AC*

- *Possible security and confidentiality requirements: carrying confidential documentation; electronically or hard copy; use of laptops/flash drives (USB) while travelling; holding the correct travel documentation; use of filters on laptop screens to ensure confidentiality*

## Information for tutors

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### Suggested resources

#### Books

Bevan J, Dransfield R, Goymer J and Richards C – *BTEC Level 3 National Business Student: Book 2 (Level 3 BTEC National Business)* (Pearson, 2010) ISBN 9781846906350

Carysforth C, Chadwick A and Rawlinson M – *NVQ Level 3 Business and Administration Student Handbook* (Heinemann, 2006) ISBN 9780435463342

Lapsley A – *Business and Administration Student Handbook: Level 3 (Skills CFA, 2011)* ISBN 9780956773821

Sutherland J and Sutherland D – *Business Administration NVQ Level 3* (Hodder Education, 2011) ISBN 9781444144222

#### Websites

[www.businessballs.com](http://www.businessballs.com) – Businessballs: general information about business

### Assessment

To pass this unit the evidence that the learner presents for assessment must demonstrate that they have met the required standard specified in the learning outcomes and assessment criteria and the requirements of the Assessment Strategy.

To ensure that the assessment tasks and activities enable learners to produce valid, sufficient, authentic and appropriate evidence that meet the assessment criteria, centres should apply the *Unit assessment guidance* provided and the requirements of the Assessment Strategy given below.

Wherever possible, centres should adopt a holistic approach to assessing the units in the qualification. This gives the assessment process greater rigour and minimises repetition, time and the burden of assessment on all parties involved in the process.

#### Unit assessment requirements

This unit must be assessed in the workplace in accordance with the Skills CFA Assessment Strategy for Business Administration, Customer Service and Management and Leadership in *Annexe A*. Simulation is not allowed for this unit. All evidence of occupational competence should be generated through performance under workplace conditions; this includes evidence of achievement for knowledge-based learning outcomes and associated assessment criteria.

## Unit assessment guidance

This guidance supports assessors in making decisions about how best to assess each unit and the evidence needed to meet the requirements. Centres can adapt the guidance as appropriate for learners and the particular assessment context.

For learning outcome 1, assessors should consider capturing evidence of knowledge and understanding through well-structured and professional discussions or question and answer (Q&A) sessions that could enable learners to demonstrate a full understanding of the factors, requirements and arrangements to be considered when providing business travel or accommodation. As far as possible, the professional discussion or questioning should be set in the context of the learner's work to give them the opportunity to link and apply their knowledge and understanding to their work activities.

For AC1.1, the learner will need to carry out research before ensuring that times and connections are suitable for the traveller(s), there could be several email conversations with the traveller(s) concerning the arrangements. The results of the research and any email or other documentation used to confirm arrangements before bookings are made could also be used as evidence.

For AC1.4, the learner should be in possession of the organisation's policies on travel, security and confidentiality. The learner could produce a reflective account that explains the key issues around application of the policies and procedures and why it is important for the organisation to ensure that confidentiality is maintained at all times by the staff who are representing it.

For AC2.1, AC2.3 and AC2.4, evidence could be provided through work products that demonstrate when the learner has evaluated arrangements and identified potential alternatives. For example, written evaluative reports on current arrangements or evidence of research of other providers of travel services and accommodation with associated supporting research materials. This work product evidence could be supplemented with professional discussion to demonstrate that the learner fully understands the processes and requirements for evaluating travel arrangements, the reasons why a provider should be changed and the importance of ensuring that all providers are able to give the service level required by the organisation.

AC2.2 could be assessed through professional discussion. The learner could draw on personal experience of the provider, having used them in previous bookings. They could also speak to other members of staff who may have used the provider. The evidence for AC2.2 can be incorporated into the report produced for AC2.1 and judgments made as to the strengths and weaknesses of key providers of travel and accommodation in the past.

For AC3.1 and AC3.2, assessment could be through work products in the form of costed plans, shortlists, recommendation reports, supporting spreadsheets and screenshots. These work products could be supported with professional discussion. For AC3.1, learners could produce a detailed spreadsheet showing the costs associated with the travel plans, the benefits of using a particular form of transport and details of any issues that could potentially come up as a result of the chosen options. For AC3.2, the learner could provide evidence in the form of annotated screenshots from internet searches that show clearly what providers have to offer and whether or not their offers fit with the budget constraints or other defined criteria.

For AC3.3, a direct observation of the learner carrying out duties associated with organising travel and accommodation could be carried out by the assessor. The observation should show clearly that the learner is adhering to organisational rules; alternatively the learner could present a reflective account, supported with witness testimony to cover this criterion.

Evidence of Recognition of Prior Learning (RPL) can be used in the unit to confirm competence. Wherever possible, the learning outcomes in this unit should be assessed holistically across the qualification.