

BTEC NQF Level 1/2 Award in Travel and Tourism

Curriculum content

Half term	Year 10	Year 11
Summer 2 (roll over)	Unit 3 The Travel and Tourism Customer Experience LA A Investigating the customer experience (both teachers)	Unit 3 The Travel and Tourism Customer Experience LA A Investigating the customer experience (both teachers)
Autumn 1	Unit 3 The Travel and Tourism Customer Experience LA B Explore the needs and expectations of different types of customer in the travel and tourism sector (teacher 1) Unit 3 The Travel and Tourism Customer Experience LA C Understand the importance of customer service to travel and tourism organisations (teacher 2)	Unit 3 The Travel and Tourism Customer Experience LA B Explore the needs and expectations of different types of customer in the travel and tourism sector (teacher 1) Unit 3 The Travel and Tourism Customer Experience LA C Understand the importance of customer service to travel and tourism organisations (teacher 2)
Autumn 2	Continuing with Unit 3 The Travel and Tourism Customer Experience LA B Explore the needs and expectations of different types of customer in the travel and tourism sector (teacher 1) Continuing with Unit 3 The Travel and Tourism Customer Experience LA C Understand the importance of customer service to travel and tourism organisations (teacher 2)	Continuing with Unit 3 The Travel and Tourism Customer Experience LA B Explore the needs and expectations of different types of customer in the travel and tourism sector (teacher 1) Continuing with Unit 3 The Travel and Tourism Customer Experience LA C Understand the importance of customer service to travel and tourism organisations (teacher 2)
Spring 1	Unit 1 The UK Travel and Tourism Sector LA A Understand the UK travel and tourism sector and its importance to the UK economy (teacher 1) Unit 1 The UK Travel and Tourism Sector LA B Know about the industries, and key organisations, within the travel and tourism sector, their roles and interrelationships (teacher 2)	Unit 2 UK Travel and Tourism Destinations LA A Know UK travel and tourism destinations and gateways (teacher 1) Unit 2 UK Travel and Tourism Destinations LA B Investigate the appeal of UK tourism destinations for different types of visitors (teacher 2)
Spring 2	Unit 1 The UK Travel and Tourism Sector LA C Understand the role of consumer technology in the travel and tourism sector (teacher 1) Continuing with Unit 1 The UK Travel and Tourism Sector LA B Know about the industries, and key organisations, within the travel and tourism sector, their roles and interrelationships (teacher 2)	Unit 2 UK Travel and Tourism Destinations LA C Plan UK holidays to meet the needs of different visitors (teacher 1) Continuing with Unit 2 UK Travel and Tourism Destinations LA B Investigate the appeal of UK tourism destinations for different types of visitors (teacher 2)

Summer 1	Unit 1 The UK Travel and Tourism Sector (both teachers) Revision and exam preparation Exam in May	Finalising any outstanding work for Unit 2 Preparation for re-sit Unit 1 (if required)
Summer 2		Study Leave

Skills

The skills developed throughout the course include:

- Recalling detailed information accurately
- Applying knowledge to case studies
- Analysing and evaluating given scenarios using research to support conclusions
- Making justified judgements with supported reasoning
- Ability to use online and paper based atlases to accurately locate destinations and routes on maps
- To be able to create logical and well-structured extended pieces of writing
- Independent research skills and the ability to use any findings to substantiate judgements made in the coursework
- Communication and customer awareness skills – the ability to effectively identify and meet differing customer needs

Assessment

There are 4 units, 3 of which are Mandatory (Unit 1: The UK Travel and Tourism Sector, Unit 2: UK Travel and Tourism Destinations, Unit 3: The Travel and Tourism Customer Experience) and 1 Optional (International Travel and Tourism Destinations). Units are either coursework based, assessed internally and moderated externally or exam based.

- Unit 1 – Externally assessed exam – 1 hour 15 minutes. The paper is made up of short answer questions based on small case studies and 2 longer essay style responses (both worth 8 marks each).
- Units 2, 3 and 4 – Internally assessed and externally moderated coursework.

Further details about the course can be found at <https://qualifications.pearson.com/en/qualifications/btec-firsts/travel-and-tourism-2013-nqf.html>