



## Course Information – September 2011

**Course Title** BTEC First Extended Certificate in Travel and Tourism

**Level** 2

**Awarding Body** Edexcel

**What is the content of the course?**

**Year 10 Course content:**

Unit 1. **The UK Travel and Tourism Sector** – covering what travel and tourism is, its contribution to the economy and the roles of the different organisations that make up the industry

Unit 2. **Understanding Customer Service in Travel and Tourism** - understanding how different organisations approach customer service and how different customer needs can be met.

Unit 3. **Understanding the Nature and Effects of World Travel** – locating different types of destinations and understanding how climate affects holiday choices. Also understanding the effects of time zones on travellers.

**Year 11 Course content**

Unit 5 – **Developing Customer Service Skills in Travel and Tourism** - learning how to deal with complaints and developing good customer service skills.

Unit 6 – **UK Holiday destinations** – researching the UK’s major destinations and understanding what their appeal is.

Unit 8 – **Worldwide holiday destinations** – Locating worldwide holiday destinations and selecting the right destination to suit customer needs.

**How is the course assessed?**

	%	Details:
End of course exams	0	
Modular exams	0	
Controlled Assessment	0	
Portfolio	100	<b>6 units to complete with around 2 – 3 assignments per unit.</b>

**How is this course delivered?**

The course is delivered using a variety of different teaching styles including case studies, visits to travel and tourism companies, discussions, role plays, visiting speakers, group work, and independent research using brochures, textbooks, trade press and the internet.

**What are the entry requirements?**

Students will need to have good literacy and numeracy skills and some proficiency in using ICT.

**What skills are useful for success on this course?**

It is essential students have a keen interest in travel and tourism issues. The ability to research and summarise information will be useful. They also need to be able to work independently and in groups. They need to be able to use initiative to solve problems and be good at managing their time and workload.

**What opportunities will success on this course give me?**

This qualification lays an appropriate foundation for further study of Travel and tourism or related subjects at Advanced level and enables students to progress to work-based NVQ's. It is useful for careers including tour operator, travel agent, flight attendant, holiday rep, airport ground staff and in general any job involving providing customer service.