



TRAVEL AND TOURISM

**BTEC LEVEL 1/2 FIRST AWARD
LEARNERS HANDBOOK**

2015 - 2016



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1. Introduction

The BTEC First Award is equivalent to one GCSE at grade A to C. It is 75% coursework (portfolio) based and 25% examination.

It is important that you keep organised with regards to the volume of work and it is vital that you get work handed in for assessment by the given deadline.

During the course your progress will be monitored and updated on Go4Schools as well as being reported at parent/carer evenings and in Records of Progress. Where necessary staff will liaise with parents/carers and you form tutors to help ensure any additional guidance or support is available.

At the end of this learner handbook you will find the appeals procedure and our centre's malpractice policy, it is a requirement that you sign to verify that you understand them.

We hope that you enjoy the course.

R Chambers (Head of Department and Lead Internal Verifier for BTEC T&T)

2. Course Overview and Unit Details

Qualification title - **Edexcel BTEC Level 1/Level 2 First Award in Travel and Tourism**
QN - 600/6512 /6

The course is taught over 120 guided hours and has 2 core and 2 optional specialist units which you have to complete.

EDEXCEL BTEC Level 1 / Level 2 First Award in Travel and Tourism			
<i>Unit</i>	<i>Core Units</i>	<i>Assessment Method</i>	<i>GLH</i>
Unit 1 (Yo/Bt)	The UK Travel and Tourism Sector	External	30
Unit 2 (Mb)	UK Travel and Tourism Destinations	Internal	30
Unit 3 (Yo/Bt)	The Development of Travel and Tourism in the UK	Internal	30
Unit 4 (Mb)	International Travel and Tourism Destinations	Internal	30

Unit 1: The UK Travel and Tourism Sector

Level: **1 and 2**

Unit type: **Core**

Guided Learning Hours: **30**

Assessment type: **External**

Unit Overview:

Travel and Tourism is one of the UK's largest sectors, currently employing over 2.5 million people.

Have you ever thought about how many different types of tourism there are, and how important the travel and tourism sector is to the UK economy? Or about the industries within the sector, their varied roles, and how they work together? Have you considered how technology is changing the way tourists and travellers engage with the sector and its organisations?

Many people travel regularly for work and leisure, and the world of travel and tourism is of interest to the majority of people in the UK. Whether travelling into the UK from abroad, going on holiday or a business trip overseas, or visiting friends and relatives or taking a short break domestically, many industries work together to provide tourists and travellers with the products and services they need.

Whatever the industry, technology is now shaping how tourists and travellers engage with the sector. From mobile phone applications, to e-tickets, to self-service check-in, technology is changing the way organisations interact and engage with their consumers.

In this unit, you will gain an understanding of the range of organisations involved with different types of tourism in the UK, including their roles, how they work together and how they use technology to meet changing customer needs. This understanding is useful for a wide range of travel and tourism jobs, including travel services, tourism services, conferences and events, visitor attractions and passenger transport.

Unit 1 Learning Aims:

In this unit you will..

- A - understand the UK travel and tourism sector and its importance to the UK economy
- B - know about the industries, and key organisations, within the travel and tourism sector, their roles and interrelationships
- C - understand the role of consumer technology in the travel and tourism sector

Unit 2: UK Travel and Tourism Destinations

Level: **1 and 2**

Unit Type: **Core**

Guided Learning Hours: **30**

Assessment type: **Internal**

Unit Overview:

The travel and tourism sector is one of the largest and fastest growing in the world. An understanding of this sector is essential for anybody looking to pursue a career in travel and tourism, and knowledge of travel geography has been identified by employers as being a very important asset for working in the industry.

Do you know the major tourist destinations in the UK? And how they appeal to different types of visitors? Can you locate major UK airports? Do you know where other gateways, such as UK seaports, are located?

This unit will give you an understanding of what the UK travel and tourism industry has to offer to tourists. It will enable you to identify and locate tourist destinations, major UK airports and seaports, as well as to discover sea routes and three-letter airport codes.

Meeting different types of customer needs is a fundamental part of travel and tourism provision, so you will investigate the appeal of different types of UK destinations to different customer types.

You will also be introduced to reference materials and various sources of information to enable you to draw together your knowledge of the tourist destinations in order to successfully plan UK holidays for different types of customers using a range of sources.

On embarking upon a career in the travel and tourism industry, you may find yourself working for an organisation that contributes to the success of a UK travel and tourism destination, for example in transport, visitor attractions or hospitality. This unit will increase the awareness of destinations of anyone aspiring to work in the travel and tourism industry in the UK.

Unit 2 Learning Aims:

In this unit you will..

- A - know travel and tourism destinations and gateways
- B - investigate the appeal of UK tourism destinations for different types of visitors
- C - plan UK holidays to meet the needs of different visitors.

Unit 3:

Level: **1 and 2**

Unit Type: **Optional Specialist**

Guided Learning Hours: **30**

Assessment type: **Internal**

Unit Overview:

Have you ever wondered why people travel? Or how people choose where to travel? What about what makes certain destinations more appealing? Or how and why holidays have changed?

These are all questions that reflect the development of the travel and tourism sector.

This unit gives you the opportunity to explore how the UK travel and tourism industry has changed as lifestyles, interests and technology have changed, giving an insight into why it is such a dynamic sector. You will explore key developments that have shaped the sector, such as the rise of package holidays, the regeneration of coastal resorts and developments in transport and technology.

There are issues which force important changes in the travel and tourism sector through economic and environmental change or through the influence of political or social factors. Understanding how these issues can impact on the travel and tourism sector and influence its development is an important part of this unit.

Unit 3 Learning Aims:

In this unit you will..

A - explore the developments that have helped shape the UK travel and tourism sector

B - understand how lifestyle changes and trends have influenced the development of the UK travel and tourism sector

C - investigate the issues that have impacted on the development of the UK travel and tourism sector

Unit 4: International Travel and Tourism Destinations

Level: **1 and 2**

Unit type: **Optional specialist**

Guided Learning Hours: **30**

Assessment type: **Internal**

Unit Overview

There are over 190 countries in the world. How many will you visit in your lifetime.

Working in the travel industry provides opportunities to explore some of these countries, so why not start dreaming now, and look at some of the fascinating destinations that exist?

Travelling beyond the UK opens up a world of different cultures, traditions, landscapes and experiences. There are exotic locations and bustling, vibrant cities to explore, while the wonders of the natural world entice the traveller and offer opportunities for adventure.

Advances in transport, technology and increasingly independent travellers mean that holidays to far-flung corners of the world are becoming more and more accessible. It is now possible for many thousands of UK travellers to enjoy the experience of visiting international destinations every year.

Throughout this unit you will be asked to locate numerous international holiday destinations and their gateways. You will also be asked to investigate natural features, local attractions, accommodation and transport options to suit a variety of customers in various holiday destinations.

This unit is particularly relevant for anyone who wishes to work in retail travel or tour operations and it will broaden your knowledge should you wish to work overseas, perhaps as a holiday representative or flying the world as cabin crew.

Unit 4 Learning Aims:

In this unit you will..

A - know the major international travel and tourism destinations and gateways

B - investigate the appeal of international travel and tourism destinations to different types of visitors

C - be able to plan international travel to meet the needs of visitors.

3. BTEC Assessment Information

Course Assessment:

The course includes an externally assessed unit in the core, "Unit 1 - The UK Travel and Tourism Sector". The remaining units are internally assessed. This will enable you to receive feedback on your progress throughout the course as you gather and provide evidence towards meeting the unit assessment criteria.

Each unit and learning aim has clear specified assessment criteria and we will be using these to assess the quality of the evidence you provide. This will determine the grade that you are awarded. This course is a level 2 qualification; the grades are Level 2 Pass, Level 2 Merit, Level 2 Distinction and Level 2 Distinction*. Learners who do not achieve at Level 2 may be awarded a Level 1 grade. Learners whose level of achievement is below a level 1 will receive an unclassified U result.

Internally Assessed Work.

For your internally assessed work (Units 2, 3 and 4) you will have to produce an evidence portfolio. You will be given a series of tasks for each unit of work as well as an assessment grid. This will identify exactly what is required for you to achieve a particular grade. The work you produce will be checked against the assessment grid by your teacher and they will give you comments about the quality of your work and make suggestions to help you achieve first the minimum pass standard and then, the merit and distinction grades. You will be given very

clear, regular deadlines for your work, these will also be published on Go4Schools. There is a clear referral procedure for students who fail to meet these.

Externally Assessed Work.

This is an externally set and marked written test which will be based on Unit 1 - The UK Travel and Tourism Sector.

How can you Progress:

The Edexcel BTEC Level 1 / Level 2 First Award in Travel and Tourism will provide you with the skills, knowledge and understanding to progress to:

- other Level 2 vocational qualifications
- level 3 vocational qualifications where offered, e.g. BTEC Nationals (e.g. BTEC Level 3 in T&T)
- related academic qualifications
- employment within the travel and tourism industry, for example posts in travel agencies, visitor attractions and the tourist information centre.

Those who achieve the qualification at Level 1 may progress to related level 2 vocational or academic qualifications such as BTECs or GCSEs.

4. Year Plan

Week	Week	Yo (4)/ Bt (2) 6 hrs per fortnight		Mb 5 hrs per fortnight
B	7th Sept		Unit 1: The Structure of the Travel and Tourism Industry. Externally Assessed Unit Exam (January)	Unit 2: United Kingdom Travel and Tourism Destinations. Internally Assessed Unit*
A	14th Sept			
B	21st Sept			
A	28th Sept			
B	5th Oct			
A	12th Oct			
B	19th Oct			
26TH – 30TH October HALF TERM				
A	2 nd Nov			
B	9 th Nov			
A	16 th Nov			
B	23 rd Nov			
A	30 th Nov			
B	7 th Dec			
A	14 th Dec			
21ST - 1ST Jan CHRISTMAS				
B	4 th Jan	Revision, Exam Prep and Mock exam		Prepare work for External Verification
A	11 th Jan	Exam - 11th January 2016		
B	18 th Jan		Unit 3: The Development of the United Kingdom Travel and Tourism Industry. Internally Assessed Unit*	Unit 4: International Travel and Tourism destinations. Internally Assessed Unit*
A	25 th Jan			
B	1 st Feb			
A	8 th Feb			
15th – 19th February Half term				
B	22 nd Feb			
A	29 th Feb			
B	7 th Mar			
A	14 th Mar			
B	21 st Mar			
28th – 8th April Easter				
A	11 th Apr			
B	18 th Apr			
A	25 th Apr			
B	2 nd May			
A	9 th May			
B	16 th May			
30th -3rd May Half term				
A	6 th Jun	Mop-up and resubmission tasks if required		
B	13 th Jun			
A	20 th Jun			
B	27 th Jun			
A	5 th Jul			
B	12 th Jul			
A	19 th Jul			
End				

**See assessment plan for detailed breakdown of assessment submission and resubmission deadlines.*

BTEC Assessment Plan

Programme Number & Title				BTEC LEVEL 1 and 2 TRAVEL AND TOURISM FIRST AWARD							
Unit No & Title	Assignment No & Title	Learning Aim	Assessment Criteria	Hand Out Date	Hand In Date	Assessment Date	IV Sampling Date	Resubmission Date*	Resubmission IV Sampling Date	Assessor Name	IV Name
Year 1											
Unit 1 T&T UK T&T Sector	External Assessment	ABC	n/a/	n/a	n/a	Jan-16	n/a	n/a	n/a	R Yorke	n/a
Unit 2 UK T&T Destinations	Know the UK travel & tourism destinations and gateways.	A	1A.1, 1A.2, 1A.3, 2A.P1, 2A.P2, 2A.P3, 2A.M1	10th Sept 2015	24th Sept 2015	1st Oct 2015	08/10/2015	16/10/2015	23/10/2015	B Morey	R Chambers
Unit 2 UK T&T Destinations.	Investigate the appeal of UK tourism destinations for different types of visitors.	B	1B.4, 2B.P4, 2B.M2, 2B.D1	24th Sept 2015	1st Dec 2015	8th Dec 2015	14/12/2015	15/12/2015	18/12/2015	B Morey	R Chambers
Unit 2 UK T&T Destinations.	Plan UK holidays to meet the needs of different visitors.	C	1C.5, 2C.P5, 2C.M3, 2C.D2	1st Dec 2015	18th Dec 2015	5th Jan 2016	11/01/2015	19/01/2016	26/01/2015	B Morey	R Chambers
Unit 3: Development of T&T in the UK	1: Key developments of the UK travel and tourism industry	A	1A.1, 1A.2, 1A.3, 2A.P1, 2A.P2, 2A.P3, 2A.M1, 2A.D1	25th Jan 2015	8th Feb 2016	19th Feb 2016	23rd Feb 2015	3rd March 2016	8th March 2016	R Yorke	R Chambers
Unit 3: Development of T&T in the UK	2: Lifestyle changes and trends	B	1B.4, 1B.5, 2B.P4, 2B.P5, 2B.M2, 2B.M3, 2B.D2	22nd Feb 2016	21st March 2016	28th March 2016	31st March 2016	10th April 2016	13th April 2016	R Yorke	R Chambers

Unit 3: Development of T&T in the UK	3: Issues and Impacts	C	1C.6, 2C.P6; 2C.M4, 2C.D3	11th April 2016	9th May 2016	13th May 2016	16th May 2016	27th May 2016	30th May 2016	R Yorke	R Chambers
Unit 4 International Travel & Tourism destinations	Know the major international travel & tourism destinations & gateways	A	1A.1, 1A.2, 2A.P1, 2A.P2, 2A.M1	20th Jan 2016	2nd Feb 2016	3rd Feb 2016	05/02/2016	15/02/2016	17/02/2016	B Morey	R Chambers
Unit 4 International Travel & Tourism destinations	Investgate the appeal of international travel & tourism destinations to different types of visitor.	B	1.B3 2B.P3, 2B.M2, 2B.D1	4th Feb 2016	14th Mar 2016	15th Mar 2016	17/03/2016	27/03/2016	29/03/2016	B Morey	R Chambers
Unit 4 International Travel & Tourism destinations	Be able to plan international travel to meet the needs of visitors.	C	1C.4, 2C.P4, 2C.M3, 2C.D2	16th Mar 2016	4th May 2016	5th May 2016	07/05/2016	27/05/2016	30/05/2016	B Morey	R Chambers
Lead Internal Verifier Signature					Name	Rob Chambers		Date	Sep-15		
* Lead Internal Verifier must authorise any resubmissions. The learner must have met the initial deadline (or an agreed extension deadline) and authenticated their work. The resubmission date must be within 10 working days of the learner receiving the results of assessment.											

6. Timetable

Week A	Monday	Tuesday	Wednesday	Thursday	Friday
Period 1		Mrs Morey		Mrs Morey	Mrs Morey
Period 2					
Period 3					
Period 4	Miss Yorke		Miss Yorke		
Period 5				Mrs Bartlett	
Week B	Monday	Tuesday	Wednesday	Thursday	Friday
Period 1		Miss Yorke		Mrs Morey	Mrs Morey
Period 2					
Period 3					
Period 4	Miss Yorke				
Period 5					

7. Staff Responsibilities - Who does what?

Subject Teachers (Assessors)

Miss Yorke , Mrs Morey and Mrs Bartlett will lead the teaching of your course with regards to planning lessons and delivering lessons and resources, assessing your work and making sure that you complete units on time.

Programme Manager / Internal Verifier (IV)

Mr Chambers, as Head of Department is in charge of the course and he will also check the assessment of your work by sampling work from all of you.

Quality Nominee

The school Quality Nominee (IV) oversees all of the vocational courses to make sure that standards are being met.

External Verifier

We will be allocated an external verifier who will come in to visit sample work from one of the units.

Exams Officer

The exams officer (**Ms Abraham**) will register you for the course and claim qualifications.

8. What is expected of you?

The BTEC Level 2 course will require you to:

- Be organised and meet deadlines that have been set
- Be independent in reading and researching to support your work
- Ensure that you record any sources of information you use and indicate this in your work
- Talk to your teachers about your work and seek advice and guidance
- Read through your work carefully and ensure that you check spelling and grammar
- Pay careful attention to assessment briefs and assessment criteria to help ensure that you have completed exactly what is required.

9. Appeals Procedure

If you disagree with your assessment, you need to have an informal discussion with Mr Chambers as the Lead Internal Verifier. If you then wish to make a formal appeal you need to ask Mr Chambers for a re-assessment in writing. This must be done within 10 working days of receiving the original assessment result.

Your request for a formal appeal will be considered and Mr Chambers will work alongside the schools Quality Nominee for BTEC to seek a solution negotiated between you and the relevant assessor (Yo/Mb). In the event that an agreement is not reached, an expert panel at Edexcel will be asked to re-assess the work.

The outcome of the appeal may be:

- confirmation of original decision
- a re-assessment by an independent assessor
- an opportunity to resubmit for assessment within a revised agreed timescale

10. Malpractice Policy

To ensure that you are able to achieve the BTEC qualification, you must produce your own work. You will be asked to sign to declare that work is your own. Edexcel (your exam board) have a very clear policy on dealing with cheating. Do not cheat, it can easily be spotted and if so, a malpractice investigation will be initiated.

What is malpractice?

This list is not exhaustive, but examples of what it might include are:

- **Plagiarism** of any nature.
- **Collusion** by working collaboratively with other learners to produce work that is submitted as individual learner work.
- **Copying** (including the use of ICT to aid copying).

- **Deliberate** destruction of another's work.
- **Fabrication** of results or evidence.
- **False declaration** of authenticity in relation to the contents of a portfolio or coursework.
- **Impersonation** by pretending to be someone else in order to produce the work for another or arranging for another to take one's place in an assessment/examination/test.

What happens if malpractice is suspected?

In the event that malpractice / plagiarism is suspected you will be informed of the concern and the possible consequences if it is proven and given a chance to respond to the allegation. An investigation will be then by undertaken through the following stages (as required) (i) investigation by your teacher and the HoD (LIV) (ii) investigation by the course leader and the schools Quality Nominee and (iii) Investigation by the Deputy /Head teacher. When a judgement is reached you will be informed how an appeal can be made against any judgement made.

Depending on the nature of the malpractice, where proven, this centre will apply the following penalties / sanctions:

1. Repeat work involved
2. Remark of previous units with regard to investigating previous malpractice
3. Repeat of all work/removal from course

What is Plagiarism?

Plagiarism involves using someone else's work or their original ideas and submitting them as your own. It is an act of fraud and is taken very seriously. This is a useful website to find out more..

<http://www.plagiarism.org/plagiarism-101/overview/>

So what would be considered as plagiarism?

Examples, amongst many others include..

- Copying someone else's work and handing it in as your own
- Not using quotation marks when using a quote in your work
- Using a source and simply changing the words but essentially using the same source and not crediting it.
- Not giving appropriate credit for ideas you have used in your work which are actually those of other people.

Avoiding Plagiarism

Ensuring that you acknowledge ('cite') sources used will help ensure you are avoiding plagiarism. This means that you are recognising that the information you have used originates from elsewhere and that you giving the source of that information.

Advice for citing texts and other information sources:

11. Citing resources and writing a Bibliography

It is essential that for each of your assignments you keep a bibliography of sources that you have used. ***In your final portfolio this should be presented as a bibliography at the end of each assignment OR one bibliography at the end, but organised according to the resources used for each assignment.***

You can only reach the highest marks if you include a bibliography of sources with your work and start referencing sources where appropriate.

WHAT SOURCES OF INFORMATION CAN YOU USE?

An easy way of accessing the highest marks in your portfolio is to make sure that you use a variety of different types of sources - these should include:-

- **Books** (could be about a particular destination, tourism generally, textbooks or tourist guides about a particular destination - USE the resources centre and local library!)
- **Websites** - there is a rich source of information available on the web and this will form a major source of information for you. Make the most of a google search by refining your search with the use of a "+" sign between words - e.g. Tourist+statistics+Budapest will give you a much better result than Tourist statistics Budapest - as when you use the + sign, google will only give you a return of sites that include all the words you put in!
- **Newspapers** - these can include paper copies as well as online newspapers - and count as a different resource to just a website as they are online news articles (again can be found using search engines).
- **Travel Brochures** - when you start researching particular destinations - you should go into travel agencies and collect some travel brochures which you can use in your research - remember these are an easy way of finding out some of the most popular tourist features associated with a particular destination!
- **Leaflets** - you may have visited a particular destination or have friends / family that have and that lend you leaflets - these are valid sources of information that can be added to your bibliography!
- **Conversations with Travel Professionals** - as part of your research you might speak to travel agents, or email tourist organizations or other related tourist professions - you should indicate that you have done this in your bibliography!! (shows initiative and can help improve marks and variety of sources used).

HOW SHOULD YOU RECORD SOURCES IN A BIBLIOGRAPHY?

Remember – sources should be recorded as follows:

Citing Books:

Author, Title, Place of Publication, Publisher, Date

e.g. Austen, Jane Pride and Prejudice London: Penguin, 1985

Citing e-mails:

Author. Author's e-mail address. "Re: Text from the E-Mail's Subject Line." Date e-mail was sent. Personal e-mail. (Date read).

e.g. Expert, T, travelexpert@travel.co.uk "Re: Identifying characteristics of tourist destinations" May 15, 2002. Personal e-mail. (May 16, 2002, 2000).

Citing web-addresses

Author [if known]. "Title" [main title, in italics, if applicable]. Last date updated or revised [if known]. URL (web address) of page. (Date page was accessed).

e.g. Travel & Tourism Experts. "Types of destinations" April 22, 2002.
http://www.tourismexpert.co.uk/chapter11.html (May 31, 2002).

HOW DO YOU REFERENCE INFORMATION USED?

You can quote information, using quotation marks, and if you are using data or a particular idea from a source, even though you have written the sentence in your own words you should use a referencing system (using a footer - see below) to indicate the original source of the information used - **THIS WILL GUARANTEE YOU ACCESS TO HIGHER MARKS**. e.g. In Budapest, the average number of nights spent in the city by international tourists increased from 2.8 (in 2008) to 2.9 (in 2009)¹

PLAGARISM (please also see Malpractice policy)

Please note that The Joint Council for General Qualifications have clear guidelines on plagiarism. You will be required to sign a statement indicating the evidence submitted is authentic and is your own.

YOU MUST NOT COPY OUT SENTENCES OR PARAGRAPHS FROM SOURCES AND USE THEM IN YOUR WORK - YOU MUST WRITE IN YOUR OWN WORDS!

12. Student Declaration

I have read and understood this document:

Name of Student:

Signature:

Date:
