



Making Progress

Travel and Tourism

	Level 1 Pass	Level 2 Pass	Level 2 Merit	Level 2 Distinction
Unit 1: The UK Travel and Tourism Sector				
A. Understand the UK travel and tourism sector and its importance to the UK economy.	External Exam Topic A.1 Types of tourism Topic A.2 Types of travel Topic A.3 Principles of sustainable tourism Topic A.4 The importance of the travel and tourism sector to the UK economy			
B. Know about the industries, and key organisations, within the travel and tourism sector, their roles and interrelationships	External Exam Topic B.1 Industries in the travel and tourism sector Topic B.2 Key organisations in the travel and tourism sector Topic B.3 Types of organisation in the travel and tourism sector Topic B.4 The interrelationships between travel and tourism organisations			
C Understand the role of consumer technology in the travel and tourism sector.	External Exam Topic C.1 The role of consumer technology			
Unit 2: UK Travel and Tourism Destinations				
A. Know UK travel and tourism destinations and gateways.	1A. Locate four travel and tourism destinations, from each destination category, with support. 1A.2 Locate six UK gateway airports and four UK seaports, with support.	2A.P1 Accurately locate four travel and tourism destinations, from each destination category. 2A.P2 Identify and accurately locate six gateway airports and four seaports in the UK, including a typical passenger	2A.M1 Plan in detail one route of road travel, one route of rail travel and one route of air travel in and around the UK.	

	1A.3 Locate two motorways and two rail lines, identifying the destinations connected by them, with support.	route for each. 2A.P3 Accurately locate three motorways and three rail lines, identifying the destinations connected by them.		
B. Investigate the appeal of UK tourism destinations for different types of visitors.	1B.4 Outline how one UK town or city destination, one seaside resort and one countryside area can appeal to two different types of visitors.	2B.P4 Describe how one UK town or city destination, one seaside resort and one countryside area can appeal to two different types of visitors.	2B.M2 Recommend how one UK destination might be able to increase its appeal to different types of visitors.	2B.D1 Justify own recommendations as to how one UK destination might be able to increase its appeal to different types of visitors.
C. Plan UK holidays to meet the needs of different visitors.	1C.5 Use different types of sources of information to plan one UK holiday for a selected visitor, and produce an itinerary.	2C.P5 Using at least two different information sources, plan two UK holidays, for alternative types of visitors, producing an itinerary for each.	2C.M3 Plan two UK holidays, for different types of visitors, producing a detailed itinerary for each, and justifying choices made.	2C.D2 Analyse ways in which the two planned UK holidays could be adapted to meet the needs of different types of visitors.
Unit 3: The Travel and Tourism Customer Experience				
A. Investigate travel and tourism customer service.	1A.1 Outline the main aims of customer service for travel and tourism organisations.	2A.P1 Describe the main aims of customer service for three different travel and tourism organisations in relation to their role and functions.	2A.M1 Explain, using relevant examples, how the main aims of customer service for two different travel and tourism organisations help the organisations to carry out their role and functions.	2A. D1 Compare and contrast how the main customer service aims for two different travel and tourism organisations help the organisations to carry out their role and functions.
B. Explore the needs and expectations of different types of	1B.2 Identify the needs of one internal and one external customer type.	2B.P2 Explain the needs of three customer types and how they are met.	2B.M2 Compare, using relevant examples, how two travel and tourism	2B.D2 Evaluate the success of two different travel and tourism organisations in

customer in the travel and tourism sector.	1B.3 Outline how three travel and tourism organisations respond to external customer needs to meet and exceed customer expectations.	2B.P3 Explain how three travel and tourism organisations respond to external customer needs to meet and exceed customer expectations.	organisations respond to external customer needs to meet and exceed customer expectations.	recognising, meeting and exceeding external customer needs.
C. Understand the importance of customer service to travel and tourism organisations.	1C.4 Outline customer service skills relevant to two travel and tourism organisations. 1C.5 Describe the impacts of excellent and poor customer service on travel and tourism organisations.	2C.P4 Explain customer service skills relevant to two travel and tourism organisations. 2C.P5 Assess the impact of excellent and poor customer service on travel and tourism organisations.	2C.M3 Compare customer service skills relevant to two travel and tourism organisations. 2C.M4 Compare, using relevant examples, the impacts of excellent and poor customer service on two travel and tourism organisations.	2C.D3 Recommend and justify improvements to poor customer service for one travel and tourism organisation.
Unit 4: International Travel and Tourism Destinations				
A. Know the major international travel and tourism destinations and gateways.	1A.1 Locate three major gateways, from at least two different continents, with support. Locate one of each type of European and worldwide destination, with support.	2A.P1 Locate six major gateways, from at least two different continents. 2A.P2 Locate two of each type of European and worldwide destination.	2A.M1 Explain four typical routes of air travel in relation to European and worldwide tourism.	
B. Investigate the appeal of international travel and tourism destinations to different types of visitor.	1B.3 Outline three features that contribute to the appeal of one European and one worldwide destination, for one visitor type, with support.	2B.P3 Describe three features that contribute to the appeal of one European and one worldwide destination, for two different visitor types.	2B.M2 Explain how the features contribute to the appeal of one European and one worldwide destination, for two different visitor types.	2B.D1 Compare and contrast the contribution of different features to the appeal of one European and one worldwide destination, for two different customer types.

<p>C. Be able to plan international travel to meet the needs of visitors.</p>	<p>1C.4 Plan holidays to one European and one worldwide destination, producing an itinerary for each, with support.</p>	<p>2C.P4 Plan holidays to one European and one worldwide destination, for different visitor types, producing an itinerary for each.</p>	<p>2C.M3 Plan holidays to one European and one worldwide destination, for different visitor types, producing an itinerary for each and justifying choices made.</p>	<p>2C.D2 Analyse ways in which the two planned holidays could be adapted to meet the needs of different types of visitors.</p>
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