



<p>In order to achieve the BTEC Level 1 Introductory Certificate in Hospitality & Tourism, students will study the units outlined below. Because of the nature of this BTEC qualification, students will study most units over the 2 years, with teaching being paused at appropriate moments. Students are able to achieve a Pass/Merit/Distinction grade within the Level 1 qualification. The qualification includes visits to local and national tourist attractions.</p>		
Unit Number	Unit Content	Assessment
<p>Unit HT7: Exploring Local Visitor Attractions</p>	<ul style="list-style-type: none"> • Students will study the different types of visitor attractions and products and services that they offer • Students will study different types of visitor and their associated need • Students will visit local visitor attractions • Students will carry out detailed research into UK visitor attractions 	<p>Students will provide information on a chosen local visitor attraction that meets the needs of a given group of people</p>
<p>Unit HT10: Delivering Customer Service in Hospitality and Tourism</p>	<ul style="list-style-type: none"> • Students will understand the importance of good customer service skills • The importance of using effective communication skills in customer service • Students will carry out a role play responding to customer services, complaints and problems • Students will study the impact of good customer service skills 	<p>Students will complete an assessment on customers and their needs and the with a given scenario complete a customer service role play activity</p>

<p>Unit A2: Developing a Personal Progression Plan</p>	<ul style="list-style-type: none"> • Students will research and find out information about job opportunities linked to the travel and tourism sector • Students will find out about other progression opportunities available to them • Students will complete a skills audit and identify strengths and areas for development • Students will learn about appropriate attitudes and behaviours needed for progression for their future and how to develop these • Students will set achievable goals for progression <p>This unit compliments similar units in Vocational Studies and Health and Social Care</p>	<p>Assessment will take place in the form of a progression interview, using research and independent preparations. Students will produce a detailed progression plan identifying the goal and the skills needed to achieve the end goal.</p>
<p>Unit HT11: Using Websites to Make Holiday Choices</p>	<ul style="list-style-type: none"> • Students will understand the role of a travel agent • Students will learn how to obtain information to make a holiday booking • Students will use the Internet and other forms of information to make choices for elements of a holiday • Students will learn about all the elements of a package holiday 	<p>Students will use their learning to complete an assessment, where they will be given a scenario and will consider the needs of a given customer in order for a holiday to be booked.</p>
<p>Unit A1: Being Organised</p>	<ul style="list-style-type: none"> • Students will learn how to prioritise tasks • Students will learn how to plan their time effectively • Students will use a variety of devices to help their organisation • Students will meet deadlines for assessments 	<p>Students will be asked to complete a task over a set period of time. In order to complete the task students will be called upon to use their learning from the unit.</p>