

WJEC LEVEL 1/2 VOCATIONAL AWARD IN TOURISM

Why choose Level 1/2 Tourism?

WJEC Level 1/2 Vocational Award in Tourism offers a learning experience that focuses learning for 14-16 year olds through applied learning, i.e. acquiring and applying knowledge, skills and understanding through purposeful tasks set in sector or subject contexts that have many of the characteristics of real work.

What will I study?

The WJEC Level 1/2 Tourism qualification will develop knowledge, understanding and skills of customer service and quality customer experiences. Learners will research different types of tourism destination and identify key features and appeal. Learners will acquire the knowledge and understanding in order to be able to review the business of tourism, its importance in the UK and the issues faced by tourism organisations.

What skills will I develop?

During this course you will develop skills such as:

- skills required for independent learning and development;
- a range of generic and transferable skills; the ability to solve problems;
- the skills of project based research, development and presentation;
- the fundamental ability to work alongside other professionals, in a professional environment;
- the ability to apply learning in vocational contexts

By studying Level 1/2 Tourism you will know and understand:

- customer service standards of tourism organisations
- how tourism organisations meet the expectations of customers
- how to investigate the quality of customer experience in tourism organisations
- tourism organisations' objectives
- the business environment in which tourism organisations operate
- how to review options for solutions to issues
- the appeal of destination features to tourists
- factors affecting appeal of destinations
- the role of organisations in tourism development
- how to recommend how destinations increase appeal to different types of tourists



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How will I be assessed?

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| Unit Number | Unit Title | Assessment | GLH (Guided Learning Hours) |
|-------------|-----------------------------------|------------|-----------------------------|
| 9801 | Customer Experience | Internal | 30 |
| 9802 | The Business of Tourism | External | 30 |
| 9803 | Developing UK Tourist Destination | Internal | 60 |

Internal Assessment. The following units are internally assessed:

- Unit 1: Customer Experience
- Unit 3: Developing UK Tourist Destinations

For internal assessment please consult 'WJEC's Instructions for conducting controlled assessment'. This document can be accessed through the WJEC website (www.wjec.co.uk). Each centre must ensure that internal assessment is conducted in accordance with these controls.

Each unit is assessed through one assignment.

The following principles apply to the assessment of each internally assessed unit:

- Units are assessed through summative controlled assessment;
- Controls for assessment of each internally assessed unit are provided in a model assignment;
- Performance bands are provided for Level 1 Pass, Level 2 Pass, Level 2 Merit and Level 2 Distinction. Evidence must clearly show how the learner has met the standard for the higher grades.

External assessment. Unit 2 The Business of Tourism will be externally assessed.

- 75 minute examination;
- Total of 60 marks;
- Three questions on each paper;
- Short and extended answer questions, based on stimulus material and applied contexts;
- Each question will have an applied problem-solving scenario;
- Each paper will assess all learning outcomes. Assessment criteria will be sampled in each series;
- Available in June of each year;

- Learners are allowed one re-sit opportunity. The highest grade will contribute towards the overall grade for the qualification;
- WJEC will produce a mark scheme which will be used as the basis for marking the examination papers;
- Graded Level 1 Pass, Level 2 Pass, Level 2 Merit and Level 2 Distinction.

Careers with Level 1/2 Vocational Tourism

The successful completion of this qualification, together with other equivalent qualifications, could provide the learner with opportunities to access a range of Level 3 qualifications including GCE, apprenticeships and vocationally related qualifications. These include:

- GCE in Travel and Tourism;
- Level 3 Vocational qualifications in travel/tourism;
- Apprenticeships in travel services, cabin crew or aviation operations on the ground.