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3rd December 2010

Dear Sir/Madam

RE: Amendment notice - BTEC Firsts specification in Travel and Tourism (First teaching September 2010)

Please note that the following amendments have been made to the BTEC Firsts specification in Travel and Tourism:

- All of the optional units currently available within the Diploma structure are now also available within the Certificate and Extended Certificate structures. This change will offer additional flexibility for centres offering the Certificate and Extended Certificate in Travel and Tourism.
- A new unit, *Unit 25: Principles of Customer Service in Hospitality, Leisure, Travel and Tourism*, has been added as an optional unit to the Certificate, Extended Certificate and Diploma structures.
- We have also taken the opportunity to clarify the assessment guidance for *Unit 2: Understanding Customer Service in Travel and Tourism* and for *Unit 15: Interpersonal Skills for Holiday Representatives*.

All key changes have been marked with sidebars.

Issue 3 of the specification can be viewed at:

<http://www.edexcel.com/quals/firsts10/travel/Pages/default.aspx>

Yours faithfully

Roger Beard
Head of Qualification Development Department



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