Pearson BTEC Level 3 Nationals Extended Certificate, Foundation Diploma, Diploma, Extended Diploma

June 2024

Paper reference **20208K**

Travel and Tourism

UNIT 2: Global Destinations

Part A

You do not need any other materials.

Instructions

- **Part A** contains material for the completion of the research for the Set Task.
- **Part A** is given to learners two weeks before **Part B** is scheduled. Learners are expected to spend no more than six hours on **Part A**.
- **Part A** must be given to learners on the specified date so that learners can prepare in the specified way.
- **Part A** is specific to each series and this material must only be issued to learners who have been entered to undertake the task in the relevant series.
- **Part B** materials must be issued to learners for the specified session on the specified date.

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Instructions to Teachers/Tutors

Centres should refer to the *Instructions for Conducting External Assessments* (ICEA) document for full information on the correct conduct of monitored preparation and formal supervision.

This set task has a preparatory period. **Part A** sets out how learners should prepare for the completion of the set task.

Part A is given to learners two weeks before **Part B** is scheduled by Pearson.

Part A must be given to learners on the specified date so that learners can carry out monitored independent research in response to the information given in **Part A**.

Part B contains unseen material and is issued to learners at the start of the specified formal supervised assessment session as timetabled by Pearson.

Learners should be monitored in **six** scheduled hours provided by the centre for learners to read **Part A**, carry out their research and compile their notes for the **Part B** assessment. During this time, they may have access to the internet, books, magazines, brochures, journals, case studies, class notes and notes from visiting subject experts or guest speakers. Learners must work independently and must not be given guidance or feedback on the completion of the preparatory work. Learners must not prepare potential responses.

Only notes produced in the monitored preparation sessions may be used during the formal supervised assessment.

Learners' notes are the outcome of independent preparation and support learners in responding to the additional information and activities presented in **Part B**.

Learners' notes are restricted to:
- up to four sides of A4
- bullet points and quotes from the research only
- references to specific sources (where applicable).

They must not include:
- continuous prose
- essay plans
- pre-prepared answers.

The notes must be hard copies and can be handwritten or word processed. If word processed, the font size must be 12 points minimum.

Part B is completed under formal supervision. The supervised assessment uses the **Part B** booklet. This is a task booklet. The supervised assessment will take place in a **three-hour** session timetabled by Pearson. A supervised rest break is permitted.

Teachers/tutors should note that:

- learners should not be given any direct guidance or prepared materials
- learners should not be given any support in writing or editing notes
- all work must be completed independently by the learner
- learner notes produced under monitored conditions must be checked to ensure that they comply with the limitations
- learner notes should be retained by the centre between the monitored sessions and the formal supervised assessment
- learner notes should be retained by the centre after the completion of assessment and may be requested by Pearson.

Instructions for Learners

Read the set task information carefully.

Part A contains the information you need to prepare for the **Part B** set task.

You will be given **six hours** of monitored preparation. Your teacher/tutor will tell you when you will have the planned sessions for this work.

During the preparation sessions, you will prepare summary notes to help you respond to the activities in the **Part B** formal supervised assessment.

Your notes must be:
- up to four sides of A4
- bullet points and quotes from the research only
- references to specific sources (where applicable).

They must not include:
- continuous prose
- essay plans
- pre-prepared answers.

Your notes must be hard copies and can be handwritten or word processed. If your notes are word processed, you must use font size 12 or more.

Your centre will check your notes and your notes will be kept after you have completed the formal supervised assessment.

You must work independently and must not share your work with other learners.

Your teacher cannot give you feedback during the preparation time.

In **Part B** you will be asked to carry out specific (written) activities using the information in this **Part A** booklet and your own research on this topic.

You will complete **Part B** under formal supervision.

Set Task information

In the set task, the context is that you are working for a UK travel agency. There will be **three** activities relating to this context in the **Part B** formal assessment.

Activity 1: an article on Abu Dhabi, United Arab Emirates as a tourist destination
Activity 2: an email relating to travel itineraries
Activity 3: a report on the trends affecting the popularity and appeal of global destinations.

Set Task

There will be **three** activities in the **Part B** formal assessment.

In order to answer **Activity 1** and **Activity 3** of the **Part B** formal assessment, you must carry out **six** hours of research under monitored conditions.

You must produce summary research notes to take into the **Part B** formal assessment to support your responses to **Activity 1** and **Activity 3**. These notes are restricted to:

- up to four sides of A4, two sides for **Activity 1** and two sides for **Activity 3**
- bullet points and quotes from the research only
- references to specific sources (where applicable).

They must not include:
- continuous prose
- essay plans
- pre-prepared answers.

Your notes must be hard copies and can be handwritten or word processed. If word processed, the font size must be 12 points minimum.

For **Activity 1**, you must read the information on Abu Dhabi, United Arab Emirates as a global tourist destination.

Activity 1

Abu Dhabi, United Arab Emirates as a global tourist destination

Abu Dhabi is the capital of the United Arab Emirates (UAE). The UAE became a country in 1971. It has land borders with Saudi Arabia and Oman.

Abu Dhabi is one of the world's richest cities. The city has a modern skyline of tall buildings, hotels, conference centres and the latest theme parks. It has traditional features such as beautiful mosques and a rustic old town. There are areas for relaxation, which include Saadiyat Beach and beach-side cafes.

Abu Dhabi

(Source: © Burachet/Shutterstock)

For **Activity 1**, you must research Abu Dhabi including:

- geographical scale and location
- tourist facilities and amenities
- natural and built attractions.

For **Activity 2**, you do **not** need to carry out any research in **Part A**.

For **Activity 3**, you must research the following factors for Croatia that may influence its popularity and appeal:

- geographical scale and location
- demographic trend of increasingly active ageing society
- publicity about Croatia
- destination management in Croatia.

Pearson BTEC Level 3 Nationals Extended Certificate,
Foundation Diploma, Diploma, Extended Diploma

Tuesday 7 May 2024

Supervised time 3 hours

Paper reference **20208K**

Travel and Tourism

UNIT 2: Global Destinations

Part B

Information Booklet

Do not return this Information Booklet with the task and answer booklet.

Instructions

- You will need the information in this booklet to complete the set tasks.
- Read the information carefully.
- You must **not** write your answers in this information booklet.
- Only your answers given in the task and answer booklet will be marked.

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Activity 1: Appeal of global tourist destinations

Climate in Abu Dhabi, United Arab Emirates

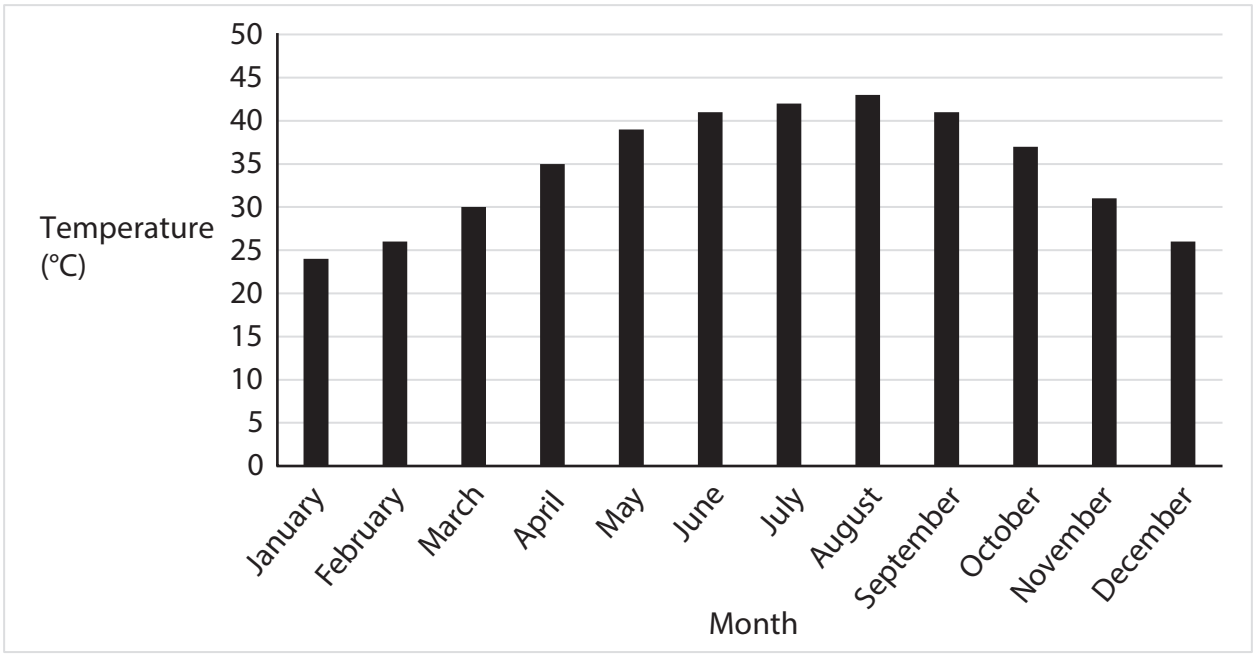

Figure 1: Average daily maximum temperatures (°C) in Abu Dhabi

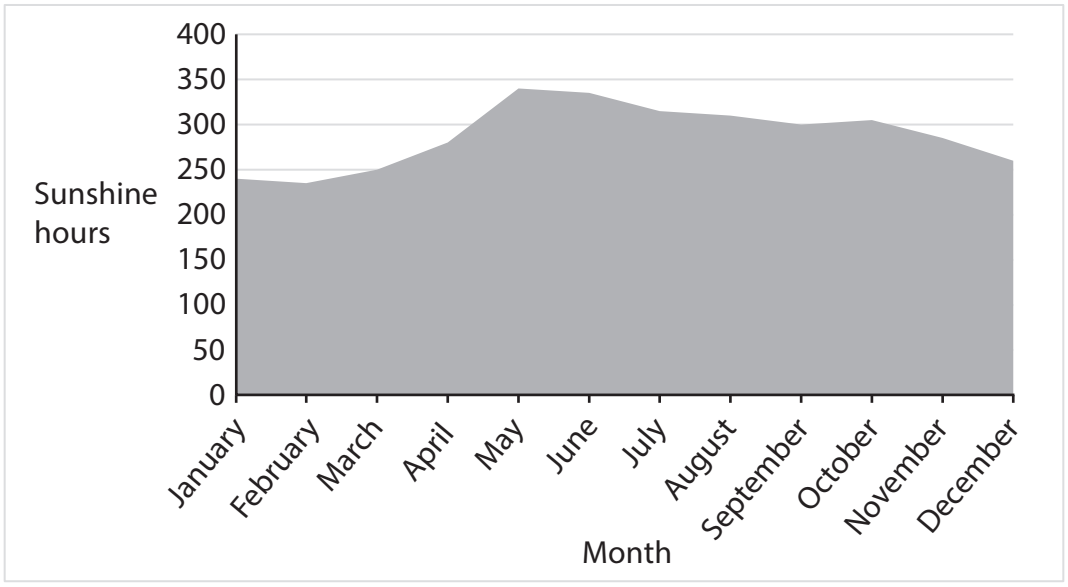

Figure 2: Average monthly hours of sunshine in Abu Dhabi

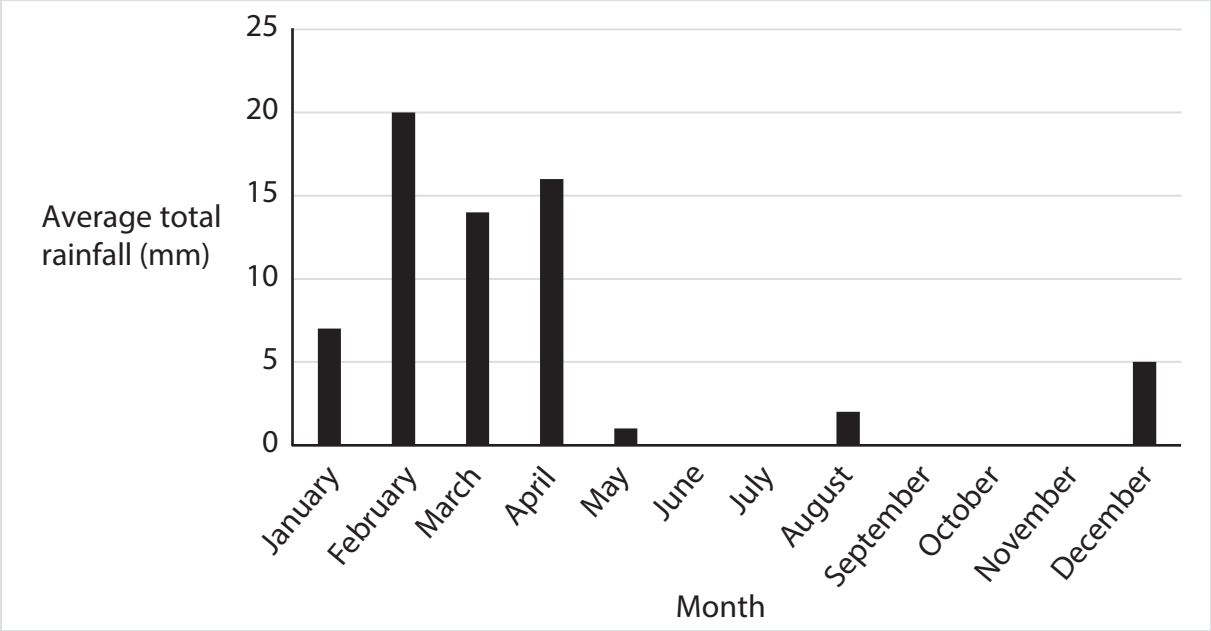

Figure 3: Average monthly precipitation (rainfall mm) in Abu Dhabi

Activity 2: Travel itinerary for a tour of India's famous sites and attractions

Option 1: Delhi, Agra and Rajasthan – 15 days/14 nights

Highlights: Travel around Rajasthan, India's largest state. Taj Mahal and other famous temples and forts. Sunset picnic and jeep safari. Air-conditioned private car.

Itinerary:

Days 1–2 Delhi, India.
Fly to Delhi. Visit your family at their home in Delhi.

Day 3 Agra, India.
Private car journey, 4 hours. Visit the famous UNESCO Red Fort of Agra, guided tour of fort and gardens.

Day 4 Agra, India.
Visit the UNESCO Taj Mahal, the famous ivory-white marble mausoleum. Evening of traditional food and a dance show at your hotel.

Days 5–6 Jaipur, Rajasthan, India.
Private car to Jaipur, 5 hours. Explore the Amber Fort, one of India's most visited forts. Jeep ride up the hill. Evening sound and light show. Next day visit Jaipur City Palace including the Palace of the Winds and Jantar Mantar Observatory.

Day 7 Barli, Rajasthan, India.
Private car to Barli village, 4 hours. Explore the rural village by cart pulled by oxen. Stay at 16th Century Fort Barli Heritage Hotel. Guided tour of the Fort. Chance for a refreshing swim.

Day 8 Jodhpur, Rajasthan, India.
Short drive by private car to the Blue City. Walking tour of busy streets, blue houses and bazaars. Evening rooftop terrace dinner to enjoy views of the city.

Days 9–10 Chanoud, Rajasthan, India.
Private car to Chanoud, 3 hours. Jeep safari to see the saltwater lake. Sunset picnic by the lake. Stay the night in the 300-year-old Royal Palace. Next day Chanoud village, tour around with the local headteacher as your guide.

Day 11 Udaipur, Rajasthan, India.
Private car to Udaipur, 3 hours. Lunch in Udaipur. 3-hour car journey to the beautiful Temple at Ranakpur. Boat trip on Lake Pichola.

Days 12–14 Delhi, India.
Short flight from Udaipur to Delhi, 1 hour 25 minutes. Visit again with your family.

Day 15 Depart Delhi for the UK.

Option 2: The Konkan coast, Mumbai, Goa and Delhi – 19 days/18 nights

Highlights: Explore the amazing Konkan coast from Mumbai to Goa. Famous beaches of Goa and Dharavi Slum Tour as featured in a famous film. Spice plantation and UNESCO ancient ruined city.

Itinerary:

Day 1 Mumbai, India.
Fly to Mumbai. Check into hotel. Dinner enjoying views across the city.

Day 2 Mumbai, India.
Tour of city by minibus, making stops at the flower and fruit market. Lunch and swim in hotel pool.

Day 3 Mumbai, India.
Guided tour of Dharavi, Mumbai's largest slum, a recent famous movie location. See many small businesses and the leather market.

Day 4 Goa, India.
1 hour 15 minutes flight to Goa. Check into hotel, first chance to see the famous Goan beaches. Evening beach barbeque.

Day 5 Goa, India.
Visit the Dudhsagar Waterfalls. Minibus drive and then jeep to Bhagwan Mahavir Wildlife Sanctuary. Short hike up to the falls over uneven rocks. Chance to swim in the falls.

Day 6 Goa, India.
Tour of Ponda, a spice plantation. See spices grown including saffron, cinnamon sticks and nutmeg. Enjoy a traditional Goan meal and glass of Feni, the local spirit made from cashew nuts.

Days 7–8 Goa, India.
Enjoy two beach days with activities. Walk around Old Goa city, a trip on a traditional houseboat, visit a night market.

Days 9–10 Hospet, India.
7-hour train ride to Hospet. Check into your hotel. Two day guided tour of Hampi UNESCO World Heritage Site. See the remains of this 14th century city and its many monuments. Sunset experience over the ancient city.

Days 11–12 Delhi, India.
Take a 33-hour overnight train to Delhi.

Days 13–18 Delhi, India.
Visit with family in Delhi, including chance to take part in family wedding celebration.

Day 19 Depart Delhi for the UK.

Option 3: Delhi, Dharamshala and Amritsar – 17 days/16 nights

Highlights: See the famous Himalayan mountains and Dharamshala city, home of the Dalai Lama. Ride the Toy Train to Shimla. Golden Temple and lakeside cinema experience.

Itinerary:

Days 1–7 Delhi, India.
Fly to Delhi. Visit with family in Delhi.

Day 8 Damdama Lake, India.
Short drive by taxi. Camp overnight by the lake and take part in boating and a lakeside open-air cinema.

Day 9 Shimla, India.
Taxi back to Delhi. 11-hour train journey, including famous Toy Train, to Shimla. First day shopping and leisurely walk around the city of Shimla.

Days 10–11 Shimla, India.
Enjoy a guided street food tasting tour. Climb 200 steps to see Jakhu Temple and one of the tallest statues in the world. Next day, afternoon tea and woodland hill walk at Wildflower Hall.

Day 12 Pragpur, India.
Taxi journey 5-6 hours. Visit India's first heritage village. Walk the cobblestone streets and see mud-plastered buildings. Overnight stay in the 300-year-old Judge's Court Country Hotel. Refreshing swim in the pool.

Days 13–14 Dharamshala, India.
2-hour taxi journey. Enjoy stunning views of the famous Himalayan mountains. Tour the Namgyal monastery, one of India's largest monasteries and Tsuglagkhang Complex. Home to the Dalai Lama, the exiled Tibetan Buddhist religious leader. Next day shop for local handicrafts and enjoy the small cafés.

Day 15 Amritsar, India.
5-hour taxi journey. Explore the famous Golden Temple with your local guide. See pilgrims bathing in lake Amrit Sarovar. Drive 45 minutes to visit the border with Pakistan and see the famous daily border closing ceremony.

Day 16 Amritsar, India.
Shopping in the city. Evening trip with guide to the Golden Temple. See the famous Palki Sahib Holy Book ceremony.

Day 17 Depart Amritsar for the UK.

Summary of itinerary options and costs

Option	Option 1: Delhi, Agra and Rajasthan	Option 2: The Konkan coast, Mumbai, Goa and Delhi	Option 3: Delhi, Dharamshala and Amritsar
Itinerary duration	15 days/14 nights	19 days/18 nights	17 days/16 nights
Transport around India	Private car and flight	Train and flight	Taxis
Total cost	£12 400	£11 000	£11 600
Cost includes	• Flights to India • Room only accommodation • Driver and private car • Guided tours, jeep and boat trips	• Flights to India • Half board accommodation • Entrance fees • Boat trip	• Flights to India • Bed and breakfast accommodation • All entrance fees and taxis • Camping by lake
Additional costs not included	• All meals • Tips for the driver • Evening sound and light show	• Lunches • Domestic flights and train journeys • Minibus tours and plantation visit	• Lunch and dinners • Tips for drivers • Toy Train ride
Weather	• Rajasthan – monsoon season July to September • Hottest months – May and June	• Goa – monsoon season June to September • Hottest months – March to May	• Dharamshala and Amritsar – monsoon season June to September • Hottest months – April to June

Activity 3: The popularity and appeal of global destinations

Mainland Spain and the Balearic Islands, Europe

Geographical scale and location

Spain is located in the Southwest corner of Europe. It has coastlines on both the Atlantic Ocean and the Mediterranean Sea. Spain has a border to the south with Gibraltar, a border to the west with Portugal and a border to the north with France. The Balearic Islands are located off the eastern coast in the Mediterranean Sea.

Spain is 505 000 square kilometres and has varied landscapes. These include mountain ranges such as the Galician Massif and the Pyrenees, forests and desert areas. Spain has 17 coastal areas known as 'Costas', such as the Costa Brava and the Costa del Sol. Mallorca is the largest island of the Balearics. It has a scenic coastline and the Serra de Tramuntana mountains.

Increasingly active ageing society

Due to its sunshine and mild climate, Spain has been a popular destination for both one to two-week and extended holidays. Many UK tour operators offer package holidays targeted at tourists aged over 60 including options such as Spanish cookery lessons, yoga and wine tasting.

Outdoor activities across Spain include 'canyoning' in the Costa del Sol, a mixture of hiking, climbing, mountaineering, swimming and caving. Kitesurfing, windsurfing and paddleboarding are popular activities in Tarifa, on the coast of Andalucía.

The Route of Santiago de Compostela is a network of marked routes up to 835 kilometres across mainland Spain. The final destination is the tomb of the Apostle James the Greater. It is often called 'The Way' and was featured in a Hollywood film and a UK reality TV series. Many walk the routes as a pilgrimage for religious and other reasons. The routes can be walked over days or even weeks, staying in hostels along the way.

(Source: © gregorioa/Shutterstock)

Route of Santiago de Compostela marked with shell

Publicity

Spain has been a popular holiday destination since the 1960s. Sunshine, Flamenco dancing, Spanish food and bullfighting are images that are associated with Spain.

A popular UK TV series is set in the Spanish coastal resort of Benidorm. The programme features British people on holiday in a hotel where there is a focus on British entertainment.

In 2021, 'You Deserve Spain' was a marketing campaign launched by the government ministry responsible for tourism. It promotes Spain as the main holiday destination in Europe, highlighting its security, quality and diverse tourism features. In 2022 the Spanish Tourist Office launched a marketing campaign called #SlowTravelSpain. This encouraged tourism to less well-known parts of Spain and activities with lower impact on the environment such as hiking and cycling.

Catalonia, a region in northeast Spain, will be awarded the '2025 World Region of Gastronomy'. This region offers world-class food and wine experiences using local food and drink products.

Destination management

Spain has a well established tourism infrastructure. It has more than 50 airports and the fourth largest number of hotels in a European country.

There are 19 tourist boards in Spain. Each tourist board has its own website. There are also hundreds of local tourist offices in most main tourist areas, which provide local tourist information.

Spain has introduced new rules to manage tourism. In Valencia, there are restrictions on accommodation for tourist use in its historic city centre. Other cities have followed this policy. On the Balearic Islands there are bans on smoking on 28 beaches, limits on the number of free drinks per day in all-inclusive resorts, restaurant dress codes and deposits for bookings.

The government of Spain is developing a new strategy of sustainable tourism to 2030, which includes a focus on the preservation of natural and cultural features.

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Acknowledgements

https://turismo.gob.es/
https://travel.saga.co.uk/
https://caminoways.com/
https://spainguides.com/
https://www.tripadvisor.co.uk/
https://traveldailynews.com/
https://www.climatestotravel.com/climate/united-arab-emirates

Please check the examination details below before entering your candidate information

Candidate surname	Other names

Centre Number | Learner Registration Number

Pearson BTEC Level 3 Nationals Extended Certificate, Foundation Diploma, Diploma, Extended Diploma

Tuesday 7 May 2024

Supervised time 3 hours

Paper reference **20208K**

Travel and Tourism

UNIT 2: Global Destinations

Part B

You must have:
Information Booklet (enclosed)
Your research notes from **Part A** (maximum four sides of A4)

Total Marks

Instructions

- Use **black** ink or ball-point pen.
- **Fill in the boxes** at the top of this page with your name, centre number and learner registration number.
- Answer **all** activities in the spaces provided – *there may be more space than you need.*
- **Part A** will need to have been used in preparation for completion of **Part B**.
- **Part B** is specific to each series and this material must only be issued to learners who have been entered to take the task in that series.
- **Part B** should be taken in a single session of three hours on the timetabled date.
- Do not return research notes or **Part A** to Pearson.

Information

- The total mark for this paper is 60.
- The marks for **each** activity are shown in brackets – *use this as a guide as to how much time to spend on each activity.*
- A calculator may be used.

Advice

- Read each activity carefully before you start to answer it.
- Try to answer every activity.
- Check your answers if you have time at the end.

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Instructions to Teachers/Tutors/Invigilators

This **Part B** booklet should be kept securely until the start of the supervised assessment session.

Part B is completed under formal supervision in a single session of **three hours** on a date timetabled by Pearson. Centres may schedule a supervised rest break during the session.

Part B set task requires learners to apply understanding gained through research within the context. Learners should bring in notes as defined in **Part A**. The teacher/tutor/invigilator needs to ensure that notes comply with the requirements.

Learners must complete the set task using this task and answer booklet.

A calculator may be used.

The set task is a formal external assessment and must be conducted with reference to the instructions in this task booklet and the *Information for Conducting External Assessments (ICEA)* document to ensure that the supervised assessment is conducted correctly and that learners submit evidence that is their own work.

Learners must not bring anything into the supervised environment or take anything out without your approval.

Centres are responsible for putting in place appropriate checks to ensure that only permitted material is introduced into the supervised environment.

Maintaining security

- During supervised assessment sessions, the assessment areas must only be accessible to the individual learners and to named members of staff.
- Learners can only access their work under supervision.
- Any work learners produce under supervision must be kept secure.
- Only permitted materials for the set task can be brought into the supervised environment.
- During any permitted break and at the end of the session materials must be kept securely and no items removed from the supervised environment.
- Learners are not permitted to have access to the internet or other resources during the supervised assessment period.
- Learner notes related to **Part A** must be checked to ensure length and/or contents meet limitations.
- Learner notes will be retained securely by the centre after **Part B** and may be requested by Pearson if there is suspected malpractice.

After the session, the teacher/tutor or invigilator will confirm that all learner work has been completed independently as part of the authentication submitted to Pearson.

Outcomes for submission

This task and answer booklet should be submitted to Pearson.

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Instructions for Learners

Read the set task information carefully.

You have three hours to complete **Part B**. Your teacher/tutor/invigilator will tell you if there is a supervised break. Plan your time carefully.

You have prepared for the set task given in this **Part B** booklet. Use your notes prepared during **Part A** if relevant. Attempt all of **Part B**.

Your notes must be your own work and will be retained by your centre until results are issued.

You will complete this set task under supervision and your work will be kept securely during any breaks taken.

You must work independently throughout the supervised assessment session and should not share your work with other learners.

Outcomes for submission

You should complete the task in this task and answer booklet.

Set Task Brief

You must complete **ALL** activities in the task and answer booklet using the additional Information Booklet provided.

You are working for a UK travel agency.

You have been given **three** activities to complete.

You will need to use your research from **Part A** to complete **Activity 1** and **Activity 3** in this **Part B** formal assessment.

Part B: Set Task Information

You must complete ALL activities.

You will need to refer to the Information Booklet and your research notes from **Part A**.

Activity 1: Appeal of global tourist destinations

You work for a UK travel agency that specialises in booking business travel for its customers. The travel agency is considering whether to recommend Abu Dhabi as a destination for year-round business travel.

You have been asked to write an article explaining the key features of Abu Dhabi for year-round business travel.

Use your own research and the additional information on the weather in Abu Dhabi (given in the Information Booklet) to support your article.

Your article will need to make reference to the **key features** that make Abu Dhabi suitable for:

- business travel
- year-round visits for business tourists.

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(Total for Activity 1 = 20 marks)

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Activity 2: Travel itineraries for a tour of India's famous attractions

You have been asked to advise a family with two children aged 2 and 10 years old, on a suitable tour of India in July. They wish to include famous sites, attractions and visiting family in Delhi.

The customers' needs are:

- 17 days to travel
- a total budget of £12,000
- two-year-old child needs a stroller/pushchair
- spend a week visiting family in Delhi
- opportunities for visiting India's famous sites and attractions.

There are three possible travel itineraries shown in the Information Booklet that you need to consider.

Write an email to the customers. The email **must** include:

- an **evaluation** of each of the proposed travel itineraries, based on the consideration of the customers' needs
- a **justified recommendation** of the most suitable option.

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(Total for Activity 2 = 16 marks)

Activity 3: The popularity and appeal of global destinations

One current customer trend impacting travel and tourism is the changing demographic of an increasingly active ageing society.

The travel agency is planning to encourage staff to promote destinations that meet this customer trend.

Your manager has asked you to write a report on Croatia and mainland Spain and the Balearic Islands.

You should refer to your research notes and the information given in the Information Booklet.

Your report **must** include:

- an evaluation of how **both** destinations meet the **demographic trend of an increasingly active ageing society**
- a justified recommendation for **either** as the destination the travel agency should promote.

You should make reference to how the **popularity and appeal** of Croatia and mainland Spain and the Balearic Islands may be affected by:

- publicity about the destination
- destination management.

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(Total for Activity 3 = 24 marks)

TOTAL FOR TASK = 60 MARKS

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