

### **Approval and Quality Assurance information for centres wishing to deliver one of the following qualifications:**

- Edexcel BTEC Level 2 Extended Award in the Principles of Customer Service in Hospitality, Leisure, Travel and Tourism (QCF)
- Edexcel BTEC Level 2 Award in Principles of Customer Service in Hospitality, Leisure, Travel and Tourism (QCF)
- Edexcel BTEC Level 2 Award in Cultural Awareness in Customer Service for Hospitality, Leisure, Travel and Tourism (QCF)
- Edexcel BTEC Level 2 Award in Meeting the Requirements of Customers with Specific Needs in Hospitality, Leisure, Travel and Tourism (QCF)
- Edexcel BTEC Level 2 Award in Welcoming Tourists and Visitors to their Destination in Hospitality, Leisure, Travel and Tourism (QCF)

### **OSCA or not?**

If you offer the **Edexcel BTEC Level 2 Award in Principles of Customer Service in Hospitality, Leisure, Travel and Tourism (QCF)** as a standalone qualification and choose to assess it by an onscreen multiple choice test (MCQ), you do not need to do the OSCA assessment – it is subject to standard BTEC approval procedures.

If your centre wishes to offer any other qualification pathway including the **Edexcel BTEC Level 2 Extended Award in Principles of Customer Service in HLTT**, or choose to assess any of the five qualifications listed above by portfolio, then your nominated staff member must complete (or have completed) an OSCA assessment in the subject area as part of your approval process.

### **Common issues that have delayed approval applications**

When completing your approval forms, you should stipulate the full qualification name rather than 'World Host'.

If you are doing the **Edexcel BTEC Level 2 Award in Principles of Customer Service in Hospitality, Leisure, Travel and Tourism (QCF)** as a standalone qualification, you should state if you will be assessing it via online MCQ or by portfolio to enable the approvals team to process your application more efficiently.

### **Use of People 1<sup>st</sup> World Host Workbooks**

The People 1<sup>st</sup> workbooks can be used in conjunction with all of the qualifications listed above to assist delivery and capture evidence against the assessment criteria. The workbooks can be submitted as portfolios of evidence.

The Workbooks for **Principles of Customer Service** and **Welcoming Tourists and Visitors to their Destination** have been updated and provide learners the opportunity to evidence all assessment criteria required to meet the qualification standard. They do not need to be used with the Edexcel additional worksheets.

The workbooks for **Cultural Awareness** and **Meeting the Requirements of Customers with Specific Needs** do not map 100% to the qualifications and should be used in conjunction with the worksheets in order to offer learners the opportunity to record evidence against all assessment criteria.

Please note, the completion of workbooks does not guarantee the qualification will be awarded. Workbooks will need to be assessed to ensure learners have met the required standard with their workbook entries.