

Edexcel BTEC Level 2 Certificate in Travel Services (QCF):

Assessment details for Unit 2

Unit 2: Principles of Customer Service in Hospitality, Leisure, Travel and Tourism which features in all three pathways within this qualification has the option of being assessed through a portfolio of evidence or onscreen multiple choice testing.

All assessment criteria need to be successfully completed in order for the learner to achieve the qualification.

If the learner is to be assessed by onscreen multiple choice testing, all of the content in *Unit 2: Principles of Customer Service in Hospitality, Leisure, Travel and Tourism*, is mandatory. Therefore tutors must ensure that learners have covered all the content before sitting any external test so they are fully prepared for any questions that may arise.

The onscreen multiple choice test for *Unit 2: Principles of Customer Service in Hospitality, Leisure, Travel and Tourism* is available on demand. The onscreen testing webpage can be found here: <http://www.edexcel.com/iwantto/Pages/onscreen-qcf.aspx>

The overall grading in this qualification is a pass.