Pearson BTEC

Delivering BTEC
during Coronavirus (COVID-19)

September 2020 to August 2021

Travel and Tourism

Guidance for BTEC Nationals, Tech Award Firsts and QCF Entry 3/Level 1

Teaching and learning guidance

Last updated 15 December 2020

Introduction

It is expected that COVID-19 will continue to impact upon teaching, learning and assessment through the academic year, impacting those learners who are part-way through their qualifications and those who are commencing this academic year. We are committed to ensuring that learners continue to benefit from the breadth of content of BTEC qualifications through adaptations in teaching and learning.

This document is intended to provide you with guidance for how you **might adapt delivery** for the sector's BTEC qualifications in the academic year of 2020-2021.

We continue to work with our regulators and relevant sector bodies on any possible adaptations or accommodations in line with the OFQUAL and DfE consultations.

Key aspects such as social distancing, safety, lost teaching time, subject content and practical activities have been considered from a sector perspective for your reference. However, it should be noted that all of the guidance provided here must only be followed within the context of the guidance issued by your own centre, relevant governing and industry bodies, local and national government.

For further advice and guidance, please refer to the Teaching, Learning and Assessment pages on Pearson's website or contact us via the Customer Support portal.

We look forward to continuing to support you and your learners throughout this challenging time and wish you well for the coming year.

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Last updated 15 December 2020

Overview: Travel and Tourism

Adaptations to Assessments in 2021

Please refer to the assessment section on the **2020/2021 Teaching and Assessment page,** for adaptations to assessments and qualifications for the 2021 Academic Year. Here you will find:

- External Assessment Adaptations
- Tech Award Assessment Evidence Adaptations
- Work Experience and Employer Engagement
- Exam timetables
- FAQs

Please note that not all qualifications will be adapted, and it is important that you refer to the relevant adaptation guidance for 2021.

Some qualifications will not be adapted for one of the following reasons:

- An adaptation would impact the reliability and validity of the qualification
- The qualification is a licence to practice or primary purpose is progression to the workplace

Please note all adaptations apply to assessments completed by 31 July 2021.

Social Distance/Safety

Fortunately, many units within the sector are able to be delivered remotely. The delivery and assessment of these programmes particularly mandatory units does not usually require a huge amount of group work or close proximity between learners, although learners will frequently work in small groups/pairs for practical based tasks such as customer service role plays and event management. Some optional units requiring application of practical skills and may be assessed later in the programme, although this is subject to Government/local authority guidelines on social distancing measures.

Theoretical content can be delivered by distance/blended learning methods.

Lost time teaching

Many learners will have lost significant teaching time between March and September 2020 which may impact delivery in 2021 particularly in programmes where units are long and thin and lead directly into the second year of the programme or are needed for synoptic assessment later in the programme. Centres must focus on ensuring that the learners have an adequate foundation for the units that will be delivered in 2020-21. Some units may have been part completed but not claimed due to the rules surrounding Centre Assessed Grade (CAG) - this is likely on the Tech Award internally assessed Components and within the BTEC First Award.

All of this will require careful planning, particularly on programmes in which the learners were in other settings during 2019-20 and are likely to have had varied experiences (e.g. those who start BTEC Level 3 in FE or sixth form colleges in September 2020).

Flexibility of delivery and assessment

There is considerable flexibility for the use of diverse delivery models and assessment methods within the sector. Most assessments can employ written reports, presentations, posters, video or audio recordings and other suitable methods, many learners are also very familiar with technology and all of these can be used in remote delivery. Visits, while valuable are not mandatory and Assessors should explore other options such as virtual tours and remote guest speaker talks. Work experience is not mandatory in any of the qualifications.

What is important to retain the validity of the sector's qualifications?

For Travel and Tourism, the difficulty focuses on delivering and assessing interpersonal skills, customer service skills and planning and running events/visits, all units which learners enjoy and can build on. These units provide key skills that are a requirement in many roles within the industry. It is important that, where possible, delivery and assessment fully incorporates the practical skills/activities for these types of units. Classroom time, which may be limited, should be used mainly for this rather than theoretical delivery. Centres may also decide to deliver optional units which do not require practical work in assessment. Centres may wish to review their assessment plans and move practical based units later on in the academic year and allow learners the opportunity to work in very small groups in gaining the skills needed for assessment, should social distancing measures allow this.

Are there other methodologies that can be used to support the purpose of the qualification?

The use of communications software and online networking is one way to support assessment, particularly where group planning/delivery and working together is a requirement. The requirements for practical assessment and skills demonstration however are vital when working within the sector and therefore the use of platforms such as Zoom/Teams is encouraged. Learners will benefit from using such technology to communicate and this provides them with a realistic experience of how T&T organisations are communicating with each other and their customers increasingly.

Teaching and learning guidance

Unit title	Remote delivery possible (✔X)	Socially distanced possible (✔X)	Comments
BTEC First Award in Travel and Tourism (2018)			
Unit 1: The UK Travel and Tourism Sector	✔	✔	Assessed by externally assessed written exam, no practical in assessment. A largely theoretical unit which underpins the fundamental knowledge and understanding that are essential to the sector at this level.
Unit 2: UK Travel and Tourism Destinations	✔	✔	Can be delivered remotely. Research based assessment can be submitted electronically.
Unit 3: The Travel and Tourism Customer Experience	✔	✔	Ideally would include industry input through visits or guest speakers which might not be possible but can be delivered remotely. Research based assessment can be submitted electronically.
Unit 4: International Travel and Tourism Destinations	✔	✔	Can be delivered remotely. Research based assessment can be submitted electronically.
Unit 5: Factors Affecting Worldwide Travel and Tourism	✔	✔	Can be delivered remotely. Research based assessment can be submitted electronically.

Unit title	Remote delivery possible (✔X)	Socially distanced possible (✔X)	Comments
BTEC First in Travel and Tourism larger sizes			
Unit 1: The UK Travel and Tourism Sector	✔	✔	as per Award
Unit 2: UK Travel and Tourism Destinations	✔	✔	as per Award
Unit 3: The Development of Travel and Tourism	✔	✔	Can be delivered remotely. Research based assessment can be submitted electronically.
Unit 4: International Travel and Tourism Destinations	✔	✔	as per Award
Unit 5: Factors Affecting Worldwide Travel and Tourism	✔	✔	as per Award
Units 6: The Travel and Tourism Customer Experience	✔	✔	as per Award Unit 3. **NB: Centres cannot offer both units 6 and 11. See specification for further information.**

Unit 8: Promotion and Sales in Travel and Tourism	✔	✔	Can be delivered remotely. Part research-based assessment. Part producing promotional material. Can be submitted electronically.
Unit 9: Travel and Tourism Employment Opportunities	✔	✔	Can be delivered remotely. Research based assessment can be submitted electronically.
Unit 10: Organising a Travel and Tourism Study Visit	X	✔	May be difficult to plan for this unit in 2020/21. Requires participation in a one-day group study visit, simulation is not appropriate. Knowledge application and skills developed over time.
Unit 11: Delivering the Travel and Tourism Customer Experience	✔	✔	Can be delivered remotely. Part research-based assessment; can be submitted electronically. Part application of customer service skills. Skills may be assessed remotely via Zoom/Teams for role plays. **NB: Centres cannot offer both units 6 and 11. See specification for further information.** Knowledge application and skills developed over time.
Unit 12: Marketing in Travel and Tourism	✔	✔	Can be delivered remotely. Part research-based assessment. Expectation to carry out market research – this could be done via online questionnaires/calls. Assessment can be submitted electronically.
Unit 13: Airports and Airlines	✔	✔	Can be delivered remotely. Visits to airports are beneficial but may not be accessible, alternatives may include guest speakers via online conferencing or virtual tours. Research based assessment can be submitted electronically.
Unit 14: Travel and Tourism Research Project	✔	✔	Can be delivered remotely. Research based assessment can be submitted electronically.
Unit 15: Work-related Experience in Travel Tourism	X	✔	Difficult to plan to do this unit in 2020/21 due to number of hours required in a work placement. Work placement must be linked to Travel and Tourism sector. Knowledge application and skills developed over time.

Unit 16: Holiday Representatives	✔	✔	Can be delivered remotely. Part research-based assessment and part application of skills for holiday reps. Skills can be assessed remotely via Zoom/Teams etc with role plays. Knowledge application and skills developed over time.
Unit 17: UK Travel Agency Operations	✔	✔	Can be delivered remotely. Specialist unit not recommended for delivery by non-specialist Assessors. Research based assessment can be submitted electronically.
Unit 18: The Cruise Industry	✔	✔	Can be delivered remotely. Research based assessment can be submitted electronically.
Unit 19: Hospitality Operations in the Travel and Tourism Sector	✔	✔	Can be delivered remotely. Research based assessment can be submitted electronically.
Unit 20: UK Visitor Attractions	✔	✔	Can be delivered remotely although visits to attractions are recommended. Research based assessment can be submitted electronically.
Unit 21: Overseas Holiday Operations	✔	✔	Can be delivered remotely. Specialist unit and not recommended to be delivered by non-specialist. Research based assessment can be submitted electronically.

Unit title	Remote delivery possible (✔X)	Socially distanced possible (✔X)	Comments
BTEC Level 3 Nationals in Travel and Tourism (2019)			
Unit 1: The World of Travel and Tourism	✔	✔	Assessed by externally assessed written exam, no practical in assessment. A largely theoretical unit which underpins the fundamental knowledge and understanding that are essential to the sector.
Unit 2: Global Destinations	✔	✔	Assessed by externally assessed task based exam, no practical in assessment.
Unit 3: Principles of Marketing in Travel and Tourism	✔	✔	Ideally would include industry input through visits or guest speakers which might not be possible unless done remotely. Part research-based assessment and production of a promotional plan. Must also carry out market research – could be done via online questionnaire/call. Assessment can be submitted electronically.
Unit 4: Managing the Customer Experience in Travel and Tourism	✔	✔	Ideally would include industry input through visits or guest speakers which might not be possible. Part research-based assessment; can be submitted electronically. Part application of customer service skills. Skills may be assessed remotely via Zoom/Teams etc role plays. Knowledge application and skills developed over time.

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Unit 5: Travel and Tourism Enterprises	✔	✔	The main challenges for this unit are carrying out primary market research for Learning Aim A and the choice of venue and risk assessment for the pitch for Learning Aim D. Learners will be able to access secondary sources electronically to help identify potential opportunities for a new travel and tourism enterprise idea. However it is appreciated that current restrictions will limit access to a wide audience to carry out primary research. Learners could carry out primary research with peers, centre staff, friends and family, using Google Forms, Survey Monkey or a similar online format to gauge potential interest in their initial ideas and/or proposal. Although industry would not rely on small scale research like this, it is an acceptable practical way of enabling learners to provide evidence of carrying out and analysing some primary market research. When evaluating the importance of carrying out thorough and appropriate market research before embarking on a new travel and tourism enterprise idea for A.D1, learners could also discuss some of the limitations of the primary research they have been able to carry out due to circumstances this year. Learning Aim D will require some flexibility in terms of a venue for the pitch and risk assessment. This is acknowledged in the Delivery Guide as it will not always be possible or practical for learners to deliver their pitch in a different setting. This is even less likely this year and it would be acceptable for risk assessments to be carried out for a location in your own centre if a visit to an alternative venue is not possible during the period of delivery. Pitches can be delivered in your centre or remotely via Teams/Zoom etc.
Unit 6: Specialist Tourism	✔	✔	Can be delivered remotely. Research based assessment can be submitted electronically.
Unit 7: Sustainable Tourism	✔	✔	Can be delivered remotely. Research based assessment can be submitted electronically.
Unit 8: The Airport Experience	✔	✔	Can be delivered remotely. Research based assessment can be submitted electronically. Application of skills can be assessed remotely via Zoom/Teams etc role plays. Knowledge application and skills developed over time.

Unit 9: Visitor Attractions	X	✔	For centres selecting optional Unit 9 Visitor Attractions, the essential information within the unit currently states that learners are to select attractions from the different categories of built, natural and event attractions. Many built attractions have informative websites including virtual tours, reviews, statistics etc to support delivery and assessment across all learning aims. However we do accept that this is often not the case for natural attractions and events where visits and input from guest speakers have been identified as being particularly beneficial. Due to current restrictions, organising visits and guest speakers are unlikely to take place for the foreseeable future and the following will be acceptable to broaden the scope of attractions and cover the requirements of the associated assessment criteria: **For the academic year 2020-2021 only, learners must select and research two specific visitor attractions. The two visitor attractions can be drawn from any of the categories: built, natural and events. If two attractions are selected from the same category they should be sufficiently contrasting, for example a theme park and a museum.**
Unit 10: Passenger Transport	✔	✔	Can be delivered remotely. Research based assessment can be submitted electronically.
Unit 11: Events, Conferences and Exhibitions	✔	✔	Can be delivered remotely but will require specialist knowledge and/or input from guest speakers. Research based assessment can be submitted electronically.
Unit 12: Working Overseas	✔	✔	Can be delivered remotely. Part research-based assessment and part application of skills for holiday reps. Skills can be assessed remotely via Zoom/Teams etc role plays. Knowledge application and skills developed over time.
Unit 13: Work Experience in Travel and Tourism	X	✔	Difficult to plan to do this unit in 2020/21. Requires placement in a Travel and Tourism environment and may be difficult to plan for in the current situation. Knowledge application and skills developed over time.

Unit 14: The Cruise Industry	✔	✔	Can be delivered remotely. Research based assessment can be submitted electronically.
Unit 15: Recruitment and Selection in Travel and Tourism	✔	✔	Can be delivered remotely. Part research-based assessment can be submitted electronically. Application of interview skills can be assessed remotely via Zoom/Teams etc. Knowledge application and skills developed over time.
Unit 16: Researching Current Travel Trends and Key Issues in Travel and Tourism	✔	✔	Can be delivered remotely. Research based assessment can be submitted electronically.
Unit 17: Managing Accommodation Services	✔	✔	Can be delivered remotely but would benefit from visits/guest speakers. Research based assessment can be submitted electronically.
Unit 18: The UK as a Tourist Destination	✔	✔	Can be delivered remotely. Research based assessment can be submitted electronically.

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Unit title	Remote delivery possible (✔X)	Socially distanced possible (✔X)	Comments
BTEC Level 3 Nationals Travel and Tourism QCF (2010)			
Unit 1: Investigating the Travel and Tourism Sector	✔	✔	Ideally would include industry input through visits or guest speakers which might not be possible. Can be delivered remotely. Research based assessment can be submitted electronically.
Unit 2: The Business of Travel and Tourism	✔	✔	Ideally would include industry input through visits or guest speakers which might not be possible. Can be delivered remotely. Part research-based assessment; can be submitted electronically. Part producing/presenting a business case. May be assessed remotely via Zoom/Teams etc.
Unit 3: The UK as a Destination	✔	✔	Can be delivered remotely. Research based assessment can be submitted electronically. Mapwork assessment may need to be managed via Zoom session.
Unit 4: Customer Service in Travel and Tourism	✔	✔	Ideally would include industry input through visits or guest speakers which might not be possible. Part research-based assessment; can be submitted electronically. Part application of customer service skills. Skills may be assessed remotely via Zoom/Teams etc role plays. Knowledge application and skills developed over time.
Unit 5: Marketing Travel and Tourism Products and Services	✔	✔	Can be delivered remotely. Part research-based assessment. Carry out market research – could be done via online questionnaire. Producing/presenting a marketing plan - can be submitted electronically.

Unit			Notes
Unit 6: Preparing for Employment in Travel and Tourism	✔	✔	Can be delivered remotely. Part research-based assessment; can be submitted electronically. Part application of interview skills. Interview skills can be assessed remotely via Zoom/Teams etc. Knowledge application and skills developed over time.
Unit 7: European Destinations	✔	✔	Can be delivered remotely. Research based assessment can be submitted electronically.
Unit 8: Long-haul Travel Destinations	✔	✔	Can be delivered remotely. Research based assessment can be submitted electronically.
Unit 9: Retail Travel Operations	✔	✔	Can be delivered remotely but visits to travel agents recommended. *If visit/guest speaker not possible, teacher should have vocational experience. Research based assessment can be submitted electronically.
Unit 10: Business Travel Operations	✔	✔	Can be delivered remotely but visits to business agents recommended. * If visit/guest speaker not possible, teacher should have vocational experience. Research based assessment can be submitted electronically.
Unit 11: Investigating the Cruise Industry	✔	✔	Can be delivered remotely. Research based assessment can be submitted electronically.
Unit 12: Responsible Tourism	✔	✔	Can be delivered remotely. Research based assessment can be submitted electronically.
Unit 13: Tour Operations	✔	✔	Can be delivered remotely. Research based assessment can be submitted electronically.
Unit 14: Specialist Tourism	✔	✔	Can be delivered remotely. Research based assessment can be submitted electronically.
Unit 15: Working as a Holiday Representative	✔	✔	Can be delivered remotely. Part research-based assessment and part application of skills for holiday reps. Skills may be assessed remotely via Zoom/Teams etc role plays. Knowledge application and skills developed over time.

Unit			Notes
Unit 16: Passenger Transport for Travel and Tourism	✔	✔	Can be delivered remotely. Research based assessment can be submitted electronically.
Unit 17: Events, Conferences and Exhibitions	✔	✔	Can be delivered remotely. Part research-based assessment. Producing/presenting proposals for an event can be submitted electronically.
Unit 18: Tourism in Rural Areas	✔	✔	Can be delivered remotely. Research based assessment can be submitted electronically.
Unit 19: UK Visitor Attractions	✔	✔	Can be delivered remotely although visits to attractions recommended. Research based assessment can be submitted electronically.
Unit 20: Hospitality Operations in Travel and Tourism	✔	✔	Can be delivered remotely. Research based assessment can be submitted electronically.
Unit 21: Entertainment for Holidaymakers	X	✔	Practical elements of the unit may be difficult to arrange i.e. planning and running a group entertainment activity. Knowledge application and skills developed over time.
Unit 22: Work Experience in the Travel and Tourism Sector	X	✔	Difficult to plan to do this unit in 2020/21. Requires placement in a Travel and Tourism environment and may be difficult to plan for in the current situation. Knowledge application and skills developed over time.
Unit 23: Residential Study Visit in Travel and Tourism	X	X	Difficult to plan to do this unit in 2020/21 until travel is more stable. Requires residential of at least two nights. Knowledge application and skills developed over time.
Unit 24: Airfares and Ticketing 1	✔	✔	Very specialist. Not recommended. No longer part of the structure for Level 3 QCF Aviation Operations.

Unit			Notes
Unit 25: Working as a Children's Representative in Travel and Tourism	X	✔	Practical elements of the unit may be difficult to arrange i.e. planning and running a children's group activity. Knowledge application and skills developed over time
Unit 26: Researching Current Issues in Travel and Tourism	✔	✔	Can be delivered remotely. Research based assessment can be submitted electronically. **Note: unit is Level 4 so not appropriate for some learners.**
Unit 27: Organising a Travel and Tourism Study Visit	X	✔	Alternative to unit 23. May be difficult to plan to do this unit in 2020/21. Requires participation in a one-day group study visit. Knowledge application and skills developed over time
Unit 28: Principles of Supervising Customer Service Performance in Hospitality, Leisure, Travel and Tourism	✔	✔	Can be delivered remotely. Research based assessment can be submitted electronically.
Unit 29: Airfares and Ticketing 2	✔	✔	Very specialist, not recommended for delivery by non-specialist. No longer part of the structure for Level 3 QCF Aviation Operations.

Unit title	Remote delivery possible (✔X)	Socially distanced possible (✔X)	Comments
BTEC Level 1/Level 2 Tech Award in Travel and Tourism			
Component 1: Travel and Tourism Organisations and Destinations	✔	✔	Can be delivered remotely. Research based assessment on a real organisation and a destination. Can complete assessment without visits and submit electronically. Learning aims are quite distinct. **Adaptations have been made to assessment evidence requirements for Learning Aim A.** Further detail can be found in the BTEC Tech Awards Assessment adaptation guidance linked here.
Component 2: Influences on Global Travel and Tourism	✔	✔	Externally assessed written exam. A largely theoretical unit which underpins the fundamental knowledge and understanding that are essential to the sector
Component 3: Customer Needs in Travel and Tourism	✔	✔	Can be delivered remotely. Learning Aim A requires some access to market research carried out by a T & T organisation. Visit/guest speaker/industry input recommended. May have to accept more hypothetical response to how an organisation uses market research. Can submit assessment electronically. **Adaptations have been made to assessment evidence requirements for Learning Aim B.** Further detail can be found in the BTEC Tech Awards Assessment adaptation guidance linked here.

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Unit / Thematic Guidance	Remote delivery (✔ X)	Socially distanced (✔ X)	Comments
BTEC QCF E3 and L1 in Travel and Tourism It should be noted that there are two L1 specifications for Travel and Tourism. Centres are reminded to check their learners are registered on the correct programme on EOL: • Pearson BTEC Level 1 Award/Cert/Diploma in Introduction to the Travel and Tourism Industry (600/1231/6) • Pearson BTEC Entry 3 Award/Level 1 Award/Cert/Diploma in Travel and Tourism (500/6538/5)			
Knowledge units **E3 Award/L1 Award/Cert/Diploma in Travel and Tourism (500/6538/5)** *Unit 2: Investigating Rights and Responsibilities at Work (E3)* *Unit 5: Researching a Tourist Destination (E3)* *Unit 11: UK Travel Destinations (L1)* *Unit 13: Schedule, Charter and Low-cost Airlines (L1)* *Unit 17: Carrying out an Individual Project (L1)* *Unit 20: Planning for a Job in Travel and Tourism (L1)* **L1 Award/Cert/Dip in Introduction to the Travel and Tourism Industry (600/1231/6)** *Unit 1: The UK Travel Industry (L1)* *Unit 2: The UK Tourism Industry (L1)* *Unit 4: Locational Geography (L1)* *Unit 5: Package Travel and Tourism Products and Services (L1)* *Unit 6: UK Travel and Tourism Destination (L1)* *Unit 8: Worldwide Travel and Tourism Destinations (L1)*	✔	✔	These units can be delivered remotely or via a blend of remote learning and delivery at the centre. Remote learning may however not be desirable, possible to resource or not meet learner needs. These units do not generally require access to specialist resources and can take place in ordinary classroom settings in line with centre and government guidelines, ensuring adequate provision for social distancing, cleaning and hygiene, including access to ICT facilities. It is unlikely that visits to attractions, organisations and destinations will be possible. Where socially distanced and/or remote learning is practicable, teaching may draw on sharing research, case studies and videos.

Unit 9: The Role of Overseas Resort Representatives (L1) *Unit 10: Travel and Tourism Itineraries (L1)* *Unit 11: Accessible Travel and Tourism (L1)* *Unit 15: Preparing for Employment in Travel and Tourism (L1)*			
Knowledge units with some practical assessment (role play allowed) **E3 Award/L1 Award/Cert/Diploma in Travel and Tourism (500/6538/5)** *Unit 8: Customer Service in Travel and Tourism (L1)* *Unit 12: Recommending a Package Holiday (L1)* **L1 Award/Cert/Dip in Introduction to the Travel and Tourism Industry** **(600/1231/6)** *Unit 3: Customer Service in Travel and Tourism (L1)* *Unit 14: Providing Information on a Tourist Destination (E3)*	✔	✔	Some of the assessment criteria in these units require the learner to demonstrate skills. It is important that learners practice these skills effectively e.g. Learners could take part in a role play for Unit 8 and Unit 12. The focus should remain on the learner's skills in completing the activity such as interpersonal, selling and communication skills. Witness testimonies and observation records will provide learners with feedback and they should be encouraged to self-reflect where possible. Should learners have access to school/colleges then the use of role plays would be effective subject to social distancing and COVID-19 restrictions.
Practical units **E3 Award/L1 Award/Cert/Diploma in Travel and Tourism (500/6538/5)** *Unit 7: Displaying Travel and Tourism Information (E3)* *Unit 9: Displaying Travel and Tourism Products and Services (L1)* *Unit 10: Planning a Trip to a Visitor Attraction (L1)* *Unit 18: Working in a Team (L1)*	Partially	✔	Some of the assessment criteria in these units require the learner to demonstrate practical skills, present information or take part in group activities for example. It is important that learners demonstrate skills effectively e.g. learners could take part in a role play for Unit 7 and Unit 9 when relaying information to a customer or presenting products and services. The focus should remain on the learner's skills in

L1 Award/Cert/Dip in Introduction to the Travel and Tourism Industry (600/1231/6) *Unit 7: Recommending Holidays to Suit Customers' Needs (L1)* *Unit 12: Promotional Materials for Travel and Tourism (L1)*			completing the activities such as organisation, presentation and communication skills. Witness testimonies and observation records will provide learners with feedback and they should be encouraged to self-reflect where possible.
Practical units where simulation is allowed **E3 Award/L1 Award/Cert/Diploma in Travel and Tourism (500/6538/5)** *Unit 1: Conduct at Work (E3)* *Unit 3: Speaking Confidently at Work (E3)* *Unit 4: Being Responsible for Other People's Money (E3)* *Unit 14: The Role of Air Cabin Crew (L1)* *Unit 15: The Role of the Overseas Resort Representative (L1)* *Unit 21: Building Working Relationships with Colleagues (L2)* *Unit 22: Building Working Relationships with Customers (L2)*	Partially	✔	These units make up a combination of knowledge and practical application of skills. Centres must consider how learners' evidence will be generated for the practical aspects of these units. All of these units allow evidence to be generated through simulation. Simulations allow for social distancing rules to be implemented throughout delivery and assessment.
Units which will be difficult to deliver in this academic year **E3 Award/L1 Award/Cert/Diploma in Travel and Tourism (500/6538/5)** *Unit 6: Planning for and Taking Part in a Visit (E3)* *Unit 16: Planning and Participating in an Event (L1)* *Unit 19: Work Experience in Travel and Tourism (L1)* **L1 Award/Cert/Dip in Introduction to the Travel and Tourism Industry (600/1231/6)** *Unit 13: Planning for and Taking Part in a Visit (E3)*	No	✔	These units require either a work placement, visit or some form of event management. However, the qualification can be achieved without completing these optional units.