



Haydock High School Travel and Tourism Department – Learning Overview

Year 10 Learning Overview	Term 1a	Term 1b	Term 2a	Term 2b	Term 3a	Term 3b
Content	Types of tourism Types of travel	Industries in the travel and tourism sector	Key organisations in the travel and tourism sector	Types of organisation in the travel and tourism sector	Understand the role of consumer technology in the travel and tourism sector	Investigate how climate, and worldwide time, can affect the appeal of worldwide destinations
Assessment Focus	Week beginning: 11 th November		Week beginning: 10 th February		Week beginning: 22 nd June	
Assessment Revision guidance	Domestic tourism Outbound tourism: Inbound tourism. Leisure travel, Business travel, Specialist travel Tour operators, Travel agents, Passenger transport, Accommodation, Visitor attractions, Arts and entertainment		Ancillary organisations, private, public and voluntary. Inspectorates.		Visitor attractions (multi-media, interpretation, online bookings). Mobile applications (communication of information, booking, comparison) Electronic and mobile ticketing (e-tickets, m-tickets).	



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Year 11 Learning Overview	Term 1a	Term 1b	Term 2a	Term 2b	Term 3a	Term 3b
Content	Know UK travel and tourism destinations and gateways	Investigate the appeal of UK tourism destinations for different types of visitors.	Plan UK Holidays to meet the needs of different visitors	Investigate travel and tourism customer service Explore the needs and expectations of different types of customer in the travel and tourism sector	Understand the importance of customer service to travel and tourism organisations	
Assessment Focus	Week beginning: 30 September		Week beginning: 25 th November		Week beginning: 9 th March	
Assessment Revision guidance	UK travel and tourism categories, UK gateway airports and UK seaports, Road and rail travel, Examples of UK travel. Learners to start work on Assignment 1 and complete in their own time as required.		Appeal of UK destinations, Types of visitors, Increasing appeal, Sources of information, holiday planning Learners to start work on Assignments 2 and 3 and complete in their own time as required. What is 'customer service'? Different organisations in the travel and tourism industry. Learners to start work on Assignment 1 and complete in their own time as required.		Customer types. Needs of different types of customer. Responding to customer needs. Exploring expectations of different types of customer in the travel and tourism sector. Learners to start work on Assignment 2 and complete in their own time as required. Impact of excellent and poor customer service on travel and tourism organisations. Learners to start work on Assignment 3 and complete in their own time as required.	