
Introduction to these Support Materials

The following support materials have been designed to assist centres with the delivery and assessment of the GCE in Travel and Tourism AS units. These materials can be used as a teacher resource for individual study or as a basis for departmental INSET.

The support materials include specific guidance on the AS units only. Information is provided on how to deliver key skills within this qualification. For each unit, there is an overview and specific guidance on teaching. Exemplar material related to Unit 2: *Customer Service in Travel and Tourism* includes snapshots of candidate work with an assessor's commentary and guidance on the mark scheme.

It is hoped that the materials provided will give centres useful additional material to that provided in the specification, which will over time improve and enhance the delivery and approach to the specification within a centre.

It is also hoped that centres will devise additional materials of their own when planning for and delivering the AS specifications. OCR would welcome the opportunity to review these support materials. If centres have produced assignments, resource sheets or any other form of support they are invited to submit a sample of this material to OCR. Informal feedback can then be given on whether the material is 'fit for purpose' and the material, with the centre's permission, can also be circulated for use by other centres in the planning for and delivery of the AS specifications. Centres wishing to submit any such materials should contact the OCR Customer Contact Centre who will pass them on to the relevant Qualifications Manager.

Centres can also contact OCR if they require consultation in relation to the submission of portfolios. For further information on OCR's coursework consultancy service please do not hesitate to contact the Customer Contact Centre by telephone on 01223 553998 or by email at helpdesk@ocr.org.uk.