

Please read the instructions printed at the end of this form. **One** of these sheets, suitably completed, should be attached to the assessed work of **each** candidate.

|                       |   |                  |             |                |            |                         |          |          |          |
|-----------------------|---|------------------|-------------|----------------|------------|-------------------------|----------|----------|----------|
| <b>Unit Title</b>     | <b>16 Human resources in travel and tourism</b> | <b>Unit Code</b> | <b>G735</b> | <b>Session</b> | Jan / June | <b>Year</b>             | <b>2</b> | <b>0</b> | <b>0</b> |
| <b>Centre Name</b>    |   |                  |             |                |            | <b>Centre Number</b>    |          |          |          |
| <b>Candidate Name</b> |   |                  |             |                |            | <b>Candidate Number</b> |          |          |          |

**Evidence:** You need to produce a report comparing and contrasting the management of human resources within **two** travel and tourism organisations. You also need to produce evidence showing how you have planned a successful recruitment and selection process for a travel and tourism related job role. Evidence of your participation as a candidate for a *different* interview is also necessary. To complement this process, you will give an evaluation of how **one** of your chosen organisations manages the performance and discipline of its staff.

| Criteria  |   |  | Teacher Comment    | Page No. |
|---|---|--|--------------------|----------|
| <p><b>AO1.1:</b> You provide a brief summary of the management and planning of human resources for <b>two</b> travel and tourism organisations which shows some understanding, but with little comparison made between them; there are omissions or inaccuracies in the interpretation of technical language or content, and little consideration of each organisation's values and attitudes in relation to human-resource management and planning;</p> <p>[0 1 2 3 4]</p> | <p><b>AO1.2:</b> you produce a report on the management and planning of human resources for <b>two</b> travel and tourism organisations, where some features may be covered in more detail than others, showing knowledge and understanding; you contrast and make some comparisons between the <b>two</b> organisations, and give some consideration to each organisation's values and attitudes in relation to human-resource management and planning;</p> <p>[5 6 7]</p>                                 | <p><b>AO1.3:</b> you produce a report on the management and planning of human resources for <b>two</b> travel and tourism organisations, showing full understanding of the issues, and you identify different approaches used by each organisation; you make a comprehensive comparison between the <b>two</b> organisations, with mature consideration of each organisation's values and attitudes, in relation to human-resource planning and management.</p> <p>[8 9 10]</p>  | <p><b>Mark</b></p> |          |
| <p><b>AO2.1:</b> You apply knowledge and understanding of the recruitment and selection process by producing an outline plan for a job role in <b>one</b> travel and tourism organisation, with outlines of a needs-analysis, a job advertisement, a job description and a person specification; your use of terminology is not always accurate and written communication lacks detail in accuracy and content;</p> <p>[0 1 2 3 4]</p>                                      | <p><b>AO2.2:</b> you provide a plan and implementation programmed of the recruitment and selection process for a job role in <b>one</b> travel and tourism organisation, with realistic needs analysis, job advertisement, job description and person specification, which match the job role and apply knowledge and understanding; you present materials suitably, with appropriate use of some terminology, and your understanding is conveyed through use of appropriate language;</p> <p>[5 6 7 8]</p> | <p><b>AO2.3:</b> you provide thorough evidence of the planning and implementing of the recruitment and selection process for a job role in <b>one</b> travel and tourism organisation, with a comprehensive needs-analysis, appropriate job advertisement, job description and person specification, which fully reflect the job role, showing full application of knowledge and understanding; there are no inaccuracies in content and the coverage of the skills required is complete; you present your work logically, showing use of appropriate terminology and your meaning is clear and accurately conveyed.</p> <p>[9 10 11 12]</p> |                    |          |

| Criteria  |  |  |            |          | Teacher Comment |          |  | Page No.    |
|---|--|--|------------|----------|-----------------|----------|--|-------------|
| <p><b>AO3.1:</b> You provide limited evidence of your participation in an interview, as a candidate, for a job role in the travel and tourism industry; there may be limited evidence of your research into the requirements or skills of the job concerned and no attempt at analysis of your own performance;</p> <p style="text-align: right;"><b>[0 1 2 3 4 5]</b></p>        | <p><b>AO3.2:</b> you provide clear evidence of your research into the requirements of the job for which you are being interviewed, as well as evidence of your participation in the interview, as a candidate, for a job role in the travel and tourism industry; you provide an analysis of your performance, with some attempt at making recommendations for improvement in your performance or further skills that you need;</p> <p style="text-align: right;"><b>[6 7 8 9]</b></p> | <p><b>AO3.3:</b> you provide comprehensive research into the requirements of the job for which you are being interviewed, and you give a mature performance in an interview situation for this job within the travel and tourism industry; you also produce a thorough analysis of your performance during this interview, with well-considered recommendations for improvement in your performance and the skills which you need to develop to improve this performance.</p> <p style="text-align: right;"><b>[10 11 12 13]</b></p> |            |          |                 |          |  |             |
|   |  |  |            |          |                 |          |  | <b>Mark</b> |
| <p><b>AO4.1:</b> You evaluate briefly how your chosen organisation manages the training, motivation, performance and discipline of its staff and your conclusions and references to relevant legislation are limited; there are omissions and/or inaccuracies in your interpretation of technical language or content;</p> <p style="text-align: right;"><b>[0 1 2 3 4 5]</b></p> | <p><b>AO4.2:</b> you provide an evaluation of how your chosen organisation manages the training, motivation, performance and discipline of its staff and you draw some supported conclusions, which may not be wholly realistic but meet the requirements of current legislation; there may be some inaccuracies and/or omissions in content and little reference to values and attitudes of stakeholders;</p> <p style="text-align: right;"><b>[6 7 8 9 10]</b></p>                   | <p><b>AO4.3:</b> you produce a critical and comprehensive evaluation of the way the chosen organisation manages the training, motivation, performance and discipline of its staff, which includes valid conclusions and recommendations for improvement reflecting the effects of legislation and the values and attitudes of stakeholders.</p> <p style="text-align: right;"><b>[11 12 13 14 15]</b></p>  |            |          |                 |          |  |             |
|   |  |  |            |          |                 |          |  | <b>Mark</b> |
| <b>Total/50</b>   |  |  |            |          |                 |          |  |             |
| If this work is a re-sit, please tick   |  | Session and Year of previous submission  | Jan / June | <b>2</b> | <b>0</b>        | <b>0</b> | Please tick to indicate this work has been standardised internally |             |

Please note: This form may be updated on an annual basis. The current version of this form will be available on the OCR website ([www.ocr.org.uk](http://www.ocr.org.uk)).

A completed Centre Authentication form CCS160 **must** accompany the MS1 when it is sent to the moderator.

### Guidance on Completion of this Form

- 1 **One** sheet should be used for each candidate.
- 2 Please ensure that the appropriate boxes at the top of the form are completed.
- 3 Please enter *specific* page numbers where evidence can be found in the portfolio, and where possible, indicate to which part of the text in the mark band the evidence relates.
- 4 Circle the mark awarded for each strand of the marking criteria in the appropriate box and also enter the circled mark in the final column.
- 5 Add the marks for the strands together to give a total out of 50. Enter this total in the relevant box.