

Examiners' Report/ Lead Examiner Feedback

January 2017

NQF BTEC Level 1/Level 2 Firsts in **Hospitality**

Unit 1: Introducing the Hospitality Industry (21541E)

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Grade Boundaries

What is a grade boundary?

A grade boundary is where we set the level of achievement required to obtain a certain grade for the externally assessed unit. We set grade boundaries for each grade (Distinction, Merit, Pass and Level 1 fall back).

Setting grade boundaries

When we set grade boundaries, we look at the performance of every learner who took the assessment. When we can see the full picture of performance, our experts are then able to decide where best to place the grade boundaries – this means that they decide what the lowest possible mark should be for a particular grade.

When our experts set the grade boundaries, they make sure that learners receive grades which reflect their ability. Awarding grade boundaries is conducted to ensure learners achieve the grade they deserve to achieve, irrespective of variation in the external assessment.

Variations in external assessments

Each test we set asks different questions and may assess different parts of the unit content outlined in the specification. It would be unfair to learners if we set the same grade boundaries for each test, because then it wouldn't take into account that a test might be slightly easier or more difficult than any other.

Grade boundaries for this, and all other papers, can be found on the website on this link:

<http://www.edexcel.com/iwantto/Pages/grade-boundaries.aspx>

Unit 1: Introducing the Hospitality Industry

January 2017

Grade	Unclassified	Level 1 Pass	Level 2		
			Pass	Merit	Distinction
Boundary Mark	0	14	22	30	38

Introduction

This report for January 2017 has been written to help you understand how learners have performed in the external assessment. For each question there is a brief analysis of learner responses. You will also find examples of learner responses to the questions that were awarded different marks. These should provide additional guidance.

We hope this will help you prepare your learners for future external assessments.

Summary

This is the sixth external assessment taken by learners for this unit. Pleasingly, we have seen an improvement in the performance of learners in this January 2017 series. Teachers have become more used to the types of questions that are used and are, on the whole, preparing learners well for this externally tested unit. This is evident in a number of previously tested areas of the specification that have shown an improvement in the way learners have responded.

Across a range of scripts, there are still elements of the specification that have not been taught thoroughly and/or not retained by some learners. Teachers are reminded that the entire specification is in the range for this external assessment so all learning aims have to be taught. Learners need to have studied each aspect of the unit before taking this assessment.

There was an improvement in performance where learners were able to respond to the higher demand questions well, by providing correct points and successfully linking their responses to the context of the questions. This could be seen with the responses given at the start of the paper with many learners expanding on their responses. This is particularly important for learners to be able to do when questions ask learners to "explain" something where two marks are possible for each part of the answer and learners only listed points. Across a range of scripts, there was a mixed level of performance seen at merit and distinction. Teachers should encourage learners to give two different responses if required in a question and expand on both responses to gain full marks.

For example, it was noted that some learners did not comprehend key words in some questions. The language, terms and phrases used in the specification and tested in the questions were not understood by all learners. Their answers were a repeat of the question or prior questions and this could not be awarded.

The extended answer question at the end of the paper was not answered well by a number of learners. Many responses seen were not relevant to the question asked. Very few learners expanded on points made in this question which would have given extra marks. Teachers should encourage learners to look at the level based grid in the mark scheme in preparation for these extension questions.

Q01 Targeted Specification Area: Learning Aim A1 Hotels

This item was a multiple choice question that required the learners to identify one symbol used by hotels to show their ratings. This required the same level of demand as previous multiple choice items (requiring the learners to simply recall a part of the specification). This was answered as well as expected with most learners gaining one mark. This part of the specification has been tested before as a short written response.

This response was awarded 1 mark.

1 Identify the symbol used by hotels to show their rating?

- A Pennants
- B Roses
- C Stars
- D Flags

Q02 Targeted Specification Area: Learning Aim A3 Support personal services

This item was answered well by learners. Learners had to give an example of a personal service hotels can offer guests. Learners understood the context of the question for the first time since this term has been tested. Most learners gained one mark. Answers given were, spa treatment and massage with no risqué responses seen.

This response was awarded 1 mark.

2 Hotels can offer personal services for guests. One example of this is hairdressing.

Give **one** other personal service a hotel can offer guests.

Nail Salon, for customer's to get their nail's done.

This response was awarded 0 marks.

2 Hotels can offer personal services for guests. One example of this is hairdressing.

Give **one** other personal service a hotel can offer guests.

They can offer a bar within the hotel for customer's to get alcoholic beverages.

Q03

Targeted Specification Area: Learning Aim B1 Documents used in the purchasing cycle

This item was a multiple choice question that required learners to identify two documents used in a purchasing cycle. Most learners understood the terminology and gained two marks. This shows that learners have been taught this part of the specification by centres.

This response was awarded 2 marks.

3 Identify **two** documents used in the purchasing cycle.

- A Invoice
- B Stock list
- C Waste book
- D Credit note
- E Risk assessment

This response was awarded 1 mark.

3 Identify **two** documents used in the purchasing cycle.

- A Invoice
- B Stock list
- C Waste book
- D Credit note
- E Risk assessment

Q4

Targeted Specification Area: Learning Aim C1 Factors determining business success

This item required learners to give one factor that can help business success in the hospitality industry. Most learners gained one mark. Some learners gave a detailed explanation of their responses. Staff treating customers badly, being rude, taking too long to take orders were common responses and accredited under customer service.

This response was awarded 1 mark.

4 One factor that helps business success in the hospitality industry is pricing.

Give **one** other factor that can help business success in the hospitality industry.

the way the business advertises there product/service

This response was awarded 0 marks.

4 One factor that helps business success in the hospitality industry is pricing.

Give **one** other factor that can help business success in the hospitality industry.

Another factor is ~~the amount of stock that is~~
the type of products that they are selling

Q05 Targeted Specification Area: Learning Aim A3 Utilities

Learners were asked to identify two types of utilities. While technically this requires the same level of demand as previous multiple choice items (requiring the learners to recall a part of the specification), this item was not answered as well as the first multiple choice question with most learners gaining 1 mark. This showed a limited understanding of the term "utility".

This response was awarded 2 marks.

5 Utility companies support the hospitality industry.

Identify **two** types of utility.

- A Water
- B Coal
- C Laundry
- D Electricity
- E Computers

This response was awarded 1 mark.

5 Utility companies support the hospitality industry.

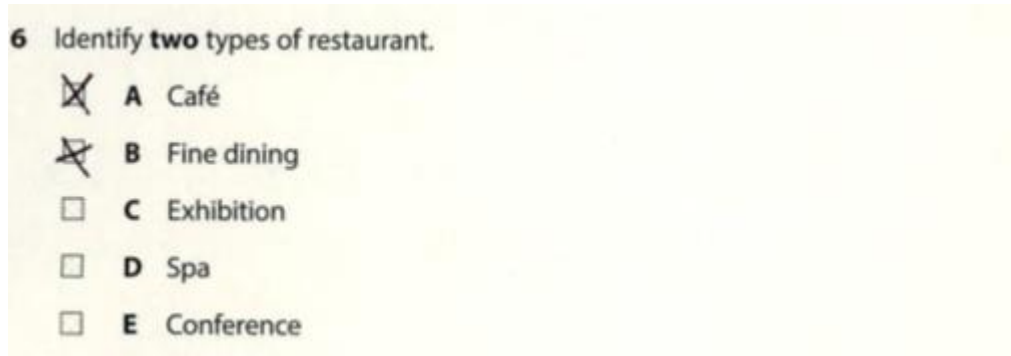
Identify **two** types of utility.

- A Water
- B Coal
- C Laundry
- D Electricity
- E Computers

Q06 Targeted Specification Area: Learning Aim A1 Restaurants

This item was a multiple choice question that required the learners to identify two types of restaurants. Learners responded well to this item gaining two marks. This item required the learners to simply recall part of the specification. A few learners gave no correct response showing no understanding of the question.

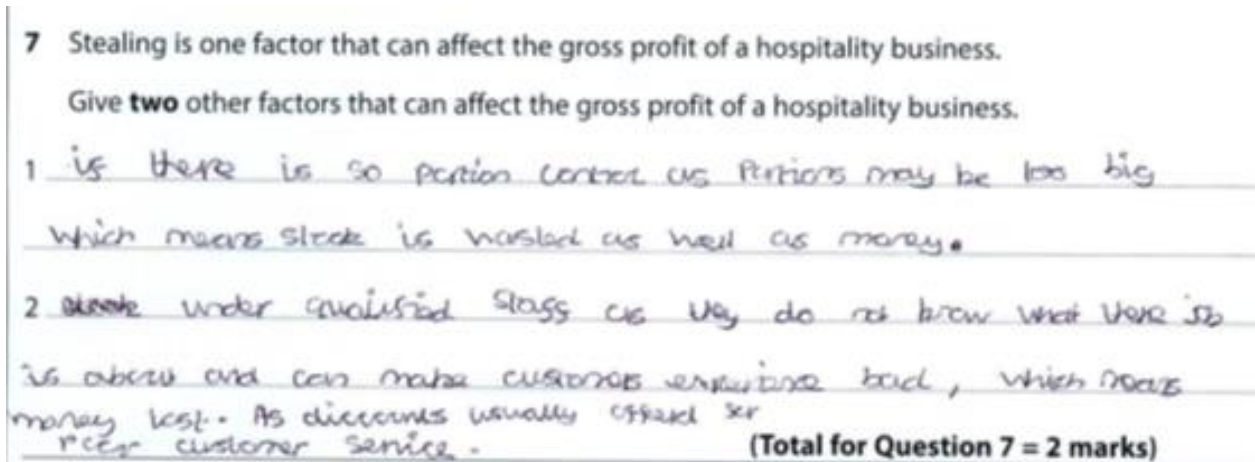
This response was awarded 2 marks.



Q07 Targeted Specification Area: Learning Aim Managing cost controlling gross profit

This item tested factors that can affect gross profit. Responses showed that most learners understood the question. The marks seen were split between one and two marks with few learners gaining no marks. Some responses seen by learners showed no understanding of the term "pilfering" as this was given as a response.

This response was awarded 2 marks.



This response was awarded 1 mark.

7 Stealing is one factor that can affect the gross profit of a hospitality business.

Give **two** other factors that can affect the gross profit of a hospitality business.

1 None high standards.

2 unprofessional staff.

Q08 Targeted Specification Area: Learning Aim A2 Business ownership franchises

This question was designed to test a particular term from the specification "franchise". A few learners responded to this question as expected.

Responses showed a split between learners who understood the term gaining two marks and those who did not, gaining no marks. Common incorrect responses seen by learners were, more money /profit would be made and someone else would run the business so you can take time off.

This response was awarded 2 marks.

8 Hannah is planning to invest in a burger bar franchise.

Give **two** advantages of having a franchise.

1 Franchise are often ^{large} and well known, this equals guaranteed income.

2 Many different people work within the franchise meaning more ideas.

This response was awarded 1 mark.

8 Hannah is planning to invest in a burger bar franchise.

Give **two** advantages of having a franchise.

- 1 That is business still she is not all to blame for it and is not responsible to pay debt as she only partially own it.
- 2 There is two people to more people to help to make decent decisions about business so they have more help to improve business.

This response was awarded 0 marks.

8 Hannah is planning to invest in a burger bar franchise.

Give **two** advantages of having a franchise.

- 1 Your business will be shared with another business
- 2

Q09 Targeted Specification Area: Learning Aim B1 Controlling staff induction

This question aimed to test learners' understanding of what should be included in an induction programme for new staff. This item performed well with most learners gaining two marks. Some learners provided detailed reasons behind their responses showing understanding. Common correct responses were uniform/dress code, health and safety rules and customer service requirements.

This response was awarded 2 marks awarded.

9 Davina is the new manager of Bar Red. She is writing an induction programme for new staff.

Give **two** examples of what she should include in this programme.

- 1 Any company protocols the new staff need to know and follow.
- 2 The hours the staff will work and the wage they'll receive.

This response was awarded 1 mark.

9 Davina is the new manager of Bar Red. She is writing an induction programme for new staff.

Give **two** examples of what she should include in this programme.

- 1 It should include a job descri~~ption~~ ^{description} information about the job so peopl~~e~~ know what ~~qualifications~~ ^{qualifications} are need~~ed~~.
- 2 It should include what the ~~employee~~ ^{employer} is looking for in staff to clearly show what ~~the~~ ^{they} expect in new staff.

Q10 Targeted Specification Area: Learning Aim A3 Support telecommunications

This item was expected to do well with learners being asked to give two examples of an internal communication system. Most learners only gained one mark for this question. Common incorrect responses seen were linked to hardware and verbal communication.

This response was awarded 2 marks.

10 Hotels need good internal communication systems so they can meet customer requests quickly.

Give **two** examples of an internal communication system.

- 1 email - If they have information they need to know they could just email them.
 - 2 text message - If they have their numbers the hotel could just text it them instead of calling them or making them come to the hotel.
- (Total for Question 10 = 2 marks)

This response was awarded 1 mark.

10 Hotels need good internal communication systems so they can meet customer requests quickly.

Give **two** examples of an internal communication system.

1 Phone

2 buzzer

This response was awarded 0 marks.

10 Hotels need good internal communication systems so they can meet customer requests quickly.

Give **two** examples of an internal communication system.

1 Team work

2 Leadership

Q11 Targeted Specification Area: Learning Aim A3 Technology computerised till systems

This item required learners to explain two ways a computerised till system could help the hotel increase profits from its bar. This item increases the demand level further and required learners to "explain" in their answer or to link their point to the context of the question. Some learners only explained one way. The responses seen showed little understanding of the benefits of a computerised till. Common wrong responses were linked to improving the appearance of the hotel.

This response was awarded 4 marks.

11 The Blue Baboon Hotel wants to increase the profits from its bar. The hotel is planning to use a computerised till system.

Explain **two** ways that using a computerised till system could help the hotel increase profits from its bar.

- 1 It automatically prices the products and adds VAT so you don't have to work it out and get the incorrect price.
- 2 It keeps a track of purchases so you can ~~keep track~~ compare the purchases to the drinks available. This means that any thefts or overselling can be accounted for.

This response was awarded 1 mark.

11 The Blue Baboon Hotel wants to increase the profits from its bar. The hotel is planning to use a computerised till system.

Explain **two** ways that using a computerised till system could help the hotel increase profits from its bar.

- 1 They won't have to waste time counting up their profits. This will mean that they will have more time to serve customers.
- 2 ~~They won't be~~ They won't have to make a note whether it was paid by cash or card, this could allow customers to get their service quicker.

This response was awarded 0 marks.

11 The Blue Baboon Hotel wants to increase the profits from its bar. The hotel is planning to use a computerised till system.

Explain **two** ways that using a computerised till system could help the hotel increase profits from its bar.

1 They wont need staff at the till, this save money because they wont need to employ staff for the till and that money would go profit

2 ~~It will have a right~~ It will attract customers because it will look fancy with technology

Q12 Targeted Specification Area: Learning Aim C1 Trends and issues population change

This item asked learners to explain two ways a business can change the way it operates to develop sales. This question also used a higher demand level and was answered well by most learners. Most learners gained three or four marks for this question. Common responses seen were change the opening times to meet the needs of the local business and delivering to the office complex.

This response was awarded 4 marks.

12 Jacob owns a sandwich bar that opens between 9am and 2pm Monday to Friday. A large office complex has recently opened nearby. Jacob needs to respond to the change in the area to maintain and develop sales.

Explain **two** ways in which Jacob can change the way he operates his business in order to develop sales.

1 Jacob could change opening hours to fit the lunchtimes of the workers of the large office complex. This will mean more people will visit the sandwich bar so sales will be increased.

2 Jacob could set up a phone delivery service so that the busy office workers can ~~leave~~ receive their lunch more ~~a~~ early and this will ^{develop} ~~increase~~ sales. This will also attract the workers as they ^{will} ~~can~~ not waste their lunch break. (Total for Question 12 = 4 marks)

This response was awarded 2 marks.

12 Jacob owns a sandwich bar that opens between 9am and 2pm Monday to Friday. A large office complex has recently opened nearby. Jacob needs to respond to the change in the area to maintain and develop sales.

Explain **two** ways in which Jacob can change the way he operates his business in order to develop sales.

1. He could include offers on ~~sp~~ different days to encourage customers to go into the sandwich shop to see what else the sandwich shop has to offer.
2. He could offer ~~deals~~ 'meal deals' everyday this will encourage people to buy more from the sandwich shop if the off 'meal deals' are cheaper there.

Q13 Targeted Specification Area: Learning Aim C1 Trends healthy eating

This item required learners to explain two ways a restaurant could adapt its menu to respond to current trends in healthy eating. A few learners understood what the question was asking. The learners who responded well linked their answers which were relevant to the question. Some learners misunderstood the meaning of the question.

This response was awarded 4 marks.

13 A fried chicken restaurant wants to attract new customers by responding to the current trends in healthy eating.

Explain **two** ways the restaurant could adapt its menu to respond to this current trend.

1. The restaurant could reduce the salt levels within the dishes as salt can cause heart problems. This is seen as more healthy and should be advertised on the menu.

2. Including low fat options will not only attract people concerned with healthy eating but it will attract people who are on diets. ^{these} ~~That~~ healthy alternatives will allow the restaurant to be seen as healthy and attract the ~~health conscious~~ health conscious.

(Total for Question 13 = 4 marks)

This response was awarded 2 marks.

13 A fried chicken restaurant wants to attract new customers by responding to the current trends in healthy eating.

Explain **two** ways the restaurant could adapt its menu to respond to this current trend.

1. He could add new things to the menu using the healthy eating scheme such as salads.
2. Furthermore, he could make sure he had a good working relationship with the supplier so he knows where

Q14 Targeted Specification Area: Learning Aim C1 Trends and licensing reforms

This question required learners to explain two ways children can be protected from harm in a public house under the licensing objectives. This question was not responded to well. It reinforces the requirement for learners to cover all aspects of the unit before attempting this assessment. Common responses seen were linked to health and safety issues and not licensing objectives.

This response was awarded 4 marks.

14 Raj runs a public house. He knows that he must meet the licensing objectives.

One of the licensing objectives is to protect children from harm.

Explain **two** ways Raj can show that he is protecting children from harm in his public house.

1. Install ~~the~~ CCTV in all areas of the public house to ensure children feel safe and activities can be monitored and then be prevented if something potentially dangerous occurs. ~~There are cameras in the pub if something bad happens.~~
 2. Have rules preventing children entering certain areas of the public house and to leave by 9pm to ensure they aren't put in danger if the pub gets ~~latter~~ loud or busy. Also a rule to make sure a parent stays with them all the time when in the pub.
- (Total for Question 14 = 4 marks)

This example was common (2 marks awarded)

14 Raj runs a public house. He knows that he must meet the licensing objectives.

One of the licensing objectives is to protect children from harm.

Explain **two** ways Raj can show that he is protecting children from harm in his public house.

1. Make sure he has no underage drinkers, so ask for I.D. when someone is trying to buy an alcoholic beverage
2. Have risk assessments taken place then try to prevent them as best as they can

Q15a Targeted Specification Area: Learning Aim B1 Advantages and disadvantages of suppliers

This question was responded to well with most learners giving two advantages of using a large wholesaler. This question is covered in the specification under advantages and disadvantages of suppliers. This area has been taught well by centres and understood by learners.

This response was awarded 2 marks.

15 The hotel is considering using a large wholesaler to supply its produce.

(a) Give **two** advantages of using a large wholesaler.

(2)

1. The hotel is able to buy in bulk and keep their hotel stocked
2. Can sometimes be cheaper when buying in bulk from large wholesalers

Q15b Targeted Specification Area: Learning Aim B1 Types of suppliers

This question performed very well on the paper with learners showing a clear understanding of suppliers a hotel could use. Most learners were able to give one reasons.

This response was awarded 1 mark.

(b) Give **one** other type of supplier the hotel could use.

(1)

Daily Market, where the chef can choose his own preference of ingredients for high quality standards.

This response was awarded 0 marks.

(b) Give **one** other type of supplier the hotel could use.

(1)

A company chosen provides.

Q16 Targeted Specification Area: Learning Aim C1 Environmental issues and renewable energy

This question performed as expected in this paper. In this item, learners were asked to give two renewable energy sources a hotel could use. Most learners were able answer this question well gaining two marks. The responses seen show that learners have an understanding of this part of the unit.

This response was awarded 2 marks.

16 The Sandycliffe Hotel Group is keen to use renewable energy sources.

Give **two** renewable energy sources the hotel can use.

1 Solar power

2 Wind power

This response was awarded 0 marks.

16 The Sandycliffe Hotel Group is keen to use renewable energy sources.

Give **two** renewable energy sources the hotel can use.

1 Energy efficient light bulbs

2 Energy saving ~~appliance~~ appliances
such as washing machines

Q17 Targeted Specification Area: Learning Aim C1
Environmental issues reduction of waste

In this item learners were asked to give two ways a hotel could minimise the amount of waste it produces. Most learners responded well to this and gained two marks. This question showed that learners have been taught this part of the specification in detail.

This response was awarded 2 marks.

17 Hotels can produce a lot of waste.

Give **two** ways in which The Sandycliffe Hotel Group could minimise the amount of waste it produces.

1 Use ~~leftovers~~ leftovers for new dishes

2 compost heap

Q18 Targeted Specification Area: Learning Aim C1 Ethical issues food miles

This item tested why locally produced food could be a disadvantage for a hotel. Most learner only gained one mark as they did not expand their answer or link it to the context of the question. Most common incorrect answers seen were, more expensive and the quality will not be a good.

This response was awarded 2 marks.

18 The Sandycliffe Hotel Group wants to use locally produced food to reduce food miles.

Explain **one** way this could be a disadvantage for the hotel.

The hotel may be unable to get certain products and food due to seasonality. Some foods are not always in ~~stocks~~^{season} and have to be bought from other countries. This could affect what the hotel is able to make and serve to customers.

This response was awarded 0 marks.

18 The Sandycliffe Hotel Group wants to use locally produced food to reduce food miles.

Explain **one** way this could be a disadvantage for the hotel.

It may become more expensive than if they used a wholesaler as the products are organic and so would reduce gross profit.

Q19 Targeted Specification Area: C1 Ethical concerns animal welfare

In this 8 mark question, learners were asked to discuss the issues that hospitality businesses should consider when purchasing products and services to ensure an ethical approach to animal welfare. Few learners gained marks in the top mark band with most learners gaining two to three marks. Most responses referred to only one issue which was not varied or detailed. Some learners' responses showed a complete misunderstanding of the question. The term fair trade was often given as a response as was animals being extinct.

This response was awarded between 7-8 marks.

19 The hospitality industry knows that many people are becoming increasingly concerned about animal welfare.

Discuss the issues that hospitality businesses should consider when purchasing products and services to ensure an ethical approach to animal welfare.

When buying their produce they should make sure that everything they have bought is free range and ~~is~~ that the animals were treated humanly. When presenting their food on the ~~menu~~ menu they should make sure that it is written somewhere that all their food is free range and produced naturally. The business could also go and find out where the meat comes from to ensure that the packaging isn't lying.

By choosing to go to a ~~local~~ local farm rather than a store could also be better because you can see where you are getting it from as well as being able to reduce food miles meaning that the food may last longer as it is fresh and natural. If it is from far away though then they should go and visit the place to advise that they do care about where their food comes and that they also care about what ways the animals are being treated.

The hospitality business should also consider the fact that some ~~free~~ animals are filled with bad chemicals.

This response was awarded between 4-6 marks.

- 19 The hospitality industry knows that many people are becoming increasingly concerned about animal welfare.

Discuss the issues that hospitality businesses should consider when purchasing products and services to ensure an ethical approach to animal welfare.

The hospitality businesses should consider whether the food they are purchasing is organic as if not then the food could have been exposed to pesticides or chemical fertilisers. Also, free range is a really important thing for animal welfare as knowing that your meat has come from well looked after animals and that no cruelty has come to them is really important when considering purchasing products. Another issue is not knowing where this produce has come from; buying from local markets may be better for your business as you will know from the local farmer exactly where your meat has come from and what its conditions were. Some products are actually tagged with labels to enable that the purchaser knows that this meat comes locally or hasn't been restricted to small areas like battery farming where animals are not treated properly. If you are considering animal welfare then you will get more happy customers. Fair trade products can also be considered as it will be considering those who

This response was awarded between 1-3 marks.

19 The hospitality industry knows that many people are becoming increasingly concerned about animal welfare.

Discuss the issues that hospitality businesses should consider when purchasing products and services to ensure an ethical approach to animal welfare.

halal to a menu could also attract more customers. because organic and free range suppliers are very few there is not always a certainty that they will have the products you need in stock this could cause an issue in the business. ~~you might~~ the hospitality business might not be ~~able~~ able to get all the products they need from one supplier, for example one free range supplier might only offer you eggs meaning you'd have to get you meat from else where this could cost a lot more money of transportation the organic and free range suppliers might not sell in bulk meaning you have to buy ~~the~~ products more regularly.

This response was awarded 0 marks.

19 The hospitality industry knows that many people are becoming increasingly concerned about animal welfare.

Discuss the issues that hospitality businesses should consider when purchasing products and services to ensure an ethical approach to animal welfare.

To prevent losing business because people are not tuning up just because you meat. You could have ~~two~~ two menu's one for people that eat meat and the other ~~for~~ for people that are vegetarians.

Posters around the pub that there is vegetarian options and people that ~~are~~ do eat meat to show that they think about the animal welfare. but still the people that aren't against it, there are still meals for them.

When purchasing products you the hospitality industry businesses ~~could~~ always ~~remember~~ remember the people that are against animal welfare e.g. vegetarians.

When approaching animal welfare they could use meat that has lots of eg beef, pork, meat like this instead of

Summary of performance on the paper

In preparing for this external assessment, the following should be noted.

Learners should:

- Be aware that the whole specification for this unit can be covered by this external assessment. All learning aims and unit content need to be taught.
- Understand the command verb and know by the marks allocated that the word "explain" and "discuss" means the answer has to be expanded in some detail.
- Read the question carefully and not repeat the question in the answer as marks cannot be given for this.
- Understand the focus of the question and answer according to the context i.e. should it be answered from staff point of view or customer, is it a negative response that is required or a positive response.
- Learners should be encouraged to respond to the extended answer questions and note down the information they know, even if they cannot construct an extended writing answer. This could be given in the form of a list if extended writing is not feasible.
- This paper is allocated 15 minutes' additional time for reading the questions, scenarios and contexts thoroughly before attempting to answer questions. Effective time management and the use of practice papers under controlled conditions may support learners improve exam technique.

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