

Circular S/IF/26/24

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To: The Principals of Post-primary Schools and Directors of Further and Higher Education

For circulation to: Head of Leisure, Travel and Tourism Department and teachers delivering GCSE Leisure, Travel and Tourism

GCSE Leisure, Travel and Tourism

NEW Unit 3 Fact Files and Student Guide

We would like to announce the completion of three new and updated **Fact Files** to support the delivery of Unit 3 in our GCSE Leisure, Travel and Tourism specification. These are:

- Customer Service in the Leisure Travel and Tourism Industry: Provision and Dealing with Complaints;
- Customer Service in the Leisure Travel and Tourism Industry: Skills and Qualifications; and
- Customer Service in the Leisure Travel and Tourism Industry: What is Customer Service and how does it meet Customer Needs.

Each Fact File covers Unit 3 learning outcomes related to Customer Service and includes:

- Up-to-date content;
- Illustrations in the form of photographs and diagrams in full colour;
- Links to relevant resources such as web sites; and
- Teaching and learning activities.

We have also produced a **Student Guide** with an overview of required assessment and some helpful tips on sitting the examination, controlled assessment tasks and presentation of work for assessment.

The Fact Files and Student Guide are available to download from [GCSE Leisure Travel and Tourism Support](#)

We hope you find these useful and welcome your feedback and suggestions for further support.

If you have any queries regarding the content of this circular please contact:

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