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YEAR 10



Term 1 Exam 2017-2018

O B J E C T I V E S

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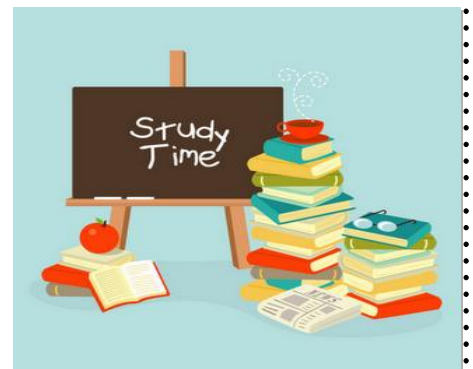
11) Mathematics

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13) Business

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15) Travel & Tourism



Teacher's name : Asmaa Khalid + Hebatollah Subject: Arabic
group: 10

Year

No.	Term 1 objectives:
1	أن تكتب الطالبة نصًا وصفيًا متكامل العناصر في 350-500 كلمة .
2	أن توظف أدوات الربط وعلامات الترقيم توظيفًا صحيحًا في النص المكتوب.
3	أن تجيب أسئلة المقال إجابات كاملة وصحيحة.
4	أن تلخص المقال تلخيصًا صحيحًا مستوفيًا الشروط، في عدد الكلمات المطلوب.
5	

Max. Number of objectives :

No of assessments during the term (excluding the end of term exam)	Assessment 1 Assessment 2
Total mark for each assessment (every assessment is out of what)	Total (50) Assessment 1 (25) Assessment 2 (25)
No of assessments needs to be included in end of term 1 exam timetable	1
Duration of end of term exam/exams	120 minutes

Topics and units covered/ Studying material/Any other information

- 1- كتابة النص الوصفي: اعدم الخلط بين النص السردي والوصفي – التنوع في الأساليب اللغوية – توظيف البلاغة (تشبيه واستعارة وكناية وغيرها) – استخدام نظام التفكير – التنوع في أدوات الربط-تغطية عناصر السؤال في عدد الكلمات المطلوب (لا يقل النص عن 350 كلمة).
- 2- تحليل المقال (فهم واستيعاب النص – عدم نسخ عبارات الكاتب – الإجابات الكاملة)
- 3- مهارة التلخيص (قراءة النص قراءة واعية – تحديد الأفكار وتدوينها – صياغة التلخيص صياغة لغوية قوية – استخدام علامات الترقيم – التنوع في استخدام أدوات الربط)
- 4- الأساليب اللغوية (خبري وإنشائي) – البلاغة (ماسبقت دراسته) – القواعد (الانتباه لدروس المثني – جمع المذكر السالم – الأسماء الخمسة- الأفعال الخمسة) بالإضافة إلى المنصوبات .

Teacher's name : نسرين القضاة :
العاشر

Subject: التربية الإسلامية Year group:

No.	Term 1 objectives:
1	أن تتعرف الحدود الشرعية المحصنة لحياة المسلم.
2	أن توضح شعب الإيمان مبينة أهميتها مدللة عليها بما يلزم من القرآن الكريم والسنة المشرفة.
3	أن تبين مفهوم الإيمان وما يتعلق به من أركان وواجبات ، موضحة ما يؤثر به زيادة ونقصانا.
4	أن تدلل على بعض الأحكام الشرعية المؤثرة في حياة المسلم، موضحة ما يتعلق بها كالعارية والقرض.
5	أن توضح المقصود بعالمية الدعوة الإسلامية مستعينة بالتعليل والدليل.
6	أن تسرد قصة نبيا الله تعالى زكريا ويحيى عليهما السلام مبينة ما يتعلق بهما من مولف وأحكام.
7	أن تعلق أهمية تعظيم حرمات الله تعالى مبينة ماهية الحرمات وأدلة أهميتها
8	أن تستخرج آداب الاستئذان و غص البصر من النص القرآني.

Max. number of objectives is 8 objectives.

No of assessments during the term (without including the end of term exam) عدد الاختبارات خلال الفصل ما عدا نهاية الفصل	اختباران
Total mark for each assessment (every assessment is out of what) درجات الاختبارات	20+20
Duration of end of term exam/exams الدرجة الخاصة باختبار نهاية الفصل	50

Topics and units covered/ Studying material/Any other information

المواضيع الداخلة باختبار نهاية الفصل

- 1- تحصين المجتمع المسلم (تفسير)
 - 2- من شعب الإيمان (حديث حفظ وشرح)
 - 3- الإيمان حقيقته ودرجاته.
 - 4- أحكام العارية
 - 5- أحكام القرض.
 - 6- عالمية الدعوة الإسلامية.
 - 7- نبيا الله زكريا ويحيى عليهما السلام.
 - 8- تعظيم حرمات الله تعالى.
 - 9- وجوب الاستئذان و غص البصر.
- مع مراعاة حفظ الأدلة الشرعية المقررة.
مع العلم أن الطالبة مطالبة بحفظ سورة الصف غيبا مراعية لأحام التجويد.
ومراعاة أحكام الوقف والنون الساكنة والميم الساكنة والمدود قراءة في سورة لأنفال.

وسيتك الاختبار الشفوي قبل الاختبار النهائي في موعد يقرر مع الطالبات

Teacher's name : نبيلة لطفي
10

Subject: اجتماعيات عربي

Year group:

No.	Term 1 objectives:
1	أن تتعرف الطالبات على مفهوم علم التاريخ و أهمية دراسته
2	أن تميز الطالبات بين عصور ما قبل التاريخ والعصور التاريخية من حيث مميزات كل عصر
3	أن توضح الطالبات العصور التي أثرت في قطر وتأثرت بها عبر التاريخ
4	أن تبيّن الطالبات الفرق بين الغلاف الصخري والغلاف الحيوي ومكونات كل منهم

Max. number of objectives is 5 objectives.

No of assessments during the term(without including the end of term exam) عدد الاختبارات خلال الفصل ما عدا نهاية الفصل	2
Total mark for each assessment (every assessment is out of what) درجات الاختبارات	10- 20
Duration of end of term exam/exams الدرجة الخاصة باختبار نهاية الفصل	50

Topics and units covered/ Studying material/Any other information

المواضيع الداخلة باختبار نهاية الفصل

1-مدخل إلى علم التاريخ من ص 9 إلى ص 21

2- الحضارات القديمة في شبه الجزيرة العربية (حضارة قطر) من ص 23 إلى ص 27

3- الغلاف الصخري والحيوي من ص 130 إلى ص 140

4- الأقاليم الطبيعية من ص 140 إلى ص 147

Please use your class practical experience and knowledge for the topics covered.

Teacher's name: Ms Romina Subject: First Language English Year group: 10

No.	Term 1 exam objectives:
1.	Demonstrate understanding of explicit and implicit meanings and select information for specific purposes (summary writing).
2.	Analyse how the writer uses language for effect and be able to refer to specific examples and examine.
3.	Write effective and stylistically fluent texts for directed writing purposes. Focusing specifically on letter writing, diary writing and script writing.
No of assessments during the term (without including the end of term exam)	2
Total mark for each assessment (every assessment is out of what)	25 – Writing Assessment 1 30 – Writing Assessment 2
No. of exam papers to be included in end of term 1 exam timetable	1
Duration of end of term exam/exams	2 hours

Topics and units covered/ Studying material/Practical skills & any other information

Topics covered:

- Novel study for the purpose of enhancing general language skills.
- Paper 2 - Summary writing
- Paper 2 - writers effect
- Paper 2 - directed writing

Studying material:

- Students have been completing practice tasks in class and for homework. They can also ask for additional practice questions as needed.

Teachers: ANA, HEND
10

Subject: ENGLISH SECOND LANG

Year:

No.	Term 1 exam objectives:
1	READING Demonstrate understanding of explicit meanings Demonstrate understanding of implicit meanings and attitudes Select information for specific purposes.
2	WRITING Articulate experience and express what is thought, felt and imagined Sequence facts, ideas and opinions Use a range of appropriate vocabulary Use register appropriate to audience and context Make accurate use of spelling, punctuation and grammar

No of assessments during the term (excluding the end of term exam)	Assessment 1: Reading Comprehension Assessment 2: Letter Writing
Total mark for each assessment (every assessment is out of what)	Total (49) Assessment 1 (30) Assessment 2 (19)
No of assessments needs to be included in end of term 1 exam timetable	1
Duration of end of term exam/exams	90 minutes

Topics and units covered/ Studying material/Any other information

Topics covered:

- A number of vocabulary exercises to enhance vocabulary level
- Reading A Monster Calls for the purpose of discussion, comprehension and vocabulary extension
- Punctuation and grammar worksheets.
- Writing to inform and persuade
- Oral presentations about a natural disaster.
- Units 1 – 4 from Coursebook 1

Exam Preparation:

- Practise readings from IGCSE past papers.
- Read through vocabulary lists and familiarize yourself with as many words as possible.
- Be aware of basic punctuation rules and concentrate while writing.

Teacher's name: Hoda Saied Subject: P.E Year group: Year 10

No.	Term 1 objectives:
1	To demonstrate passing, dribbling and shooting skills in basketball.
2	To participate in full games
3	To demonstrate attacking and defensive set plays
4	To Practice using her hands in a correct way while running.
5	To practice the coordination between hand and leg movement while running.

Max. Number of objectives : ...5.....

No of assessments during the term (excluding the end of term exam)	Assessment 1 Fitness Assessment 2 Basketball
Total mark for each assessment (every assessment is out of what)	Total (30) Assessment 1 (15) Assessment 2 (15)
No of assessments needs to be included in end of term 1 exam timetable	0
Duration of end of term exam/exams	...0..... minutes

Topics and units covered/ Studying material/Any other information

Basketball

- Passing - chest, bounce
- Dribbling - strong hand, alternate
- Conditioned Mini-games, - 5 v 5
- Shooting - B.E.E.F
- Rules and concepts – attacking and defending set plays
- Full Games

Teacher's name: Ms Rania Subject: ART & DESIGN
10a,b,c

Year group:

No.	Term 1 objectives:
1	Square analysis of color wheel by using gouache color technique.
2	Drawing still life by using pencil shading.
3	Drawing still life by using acrylic color technique

No of assessments during the term (without including the end of term exam)	2
Total mark for the assessments	30 %
No of assessments in end of term 1 exam timetable	1= 50%
Duration of end of term exam/exams	6 hours

Topics and units covered/ Studying material/Any other information

- Square analysis Color Wheel
- Still life (painting and photography-famous Artist in still life).
- The Still Life drawing (using pencils degrees- pencil shading).
- Drawing still life observation using Acrylic colour technique.

Please use your sketch book, worksheets, past assessments and Resources for revision.

Teacher's name: Ms Amina/Ms Rihab Subject: IGCSE Physics Year group: 10 A/B/C /D

No.	Term 1 objectives:
1	Measurements and Units
2	Forces and Motion
3	Forces and Pressure

No of assessments during the term (without including the end of term exam)	2
Total mark for each assessment (every assessment is out of what?)	Test 1: 40 Test 2: 40
No of assessments needs to be included in end of term 2 exam timetable	1
Duration of end of term exam/exams	1 hour 30 minutes 70 marks

Topics and units covered/ Studying material/Any other information

- **Physical Quantities:** units and prefixes, unit conversions, scientific notation and SI units
- **Measuring Length and Time:** using and taking readings from Vernier Calipers, micrometer and pendulum. Stating the difference between analogue and digital
- **Measuring Volume and Density Mass:** density calculations, experiments to find density of regular solids; liquids and irregular solids.
- **Speed, Velocity and Acceleration:** scalar and vector quantities, calculating average speed and calculating acceleration
- **Motion Graphs:** distance-time graphs, using the gradient to find speed, speed-time graphs, finding the area under the graph to find distance, using the gradient to find acceleration and describing motion on both types of graph. Uniform and non-uniform acceleration.
- **Recording Motion:** performing ticker-tape experiments, describing motion from ticker-tape and calculations from ticker-tape
- **Free Fall:** The acceleration of free fall (g)
- **Forces in Balance:** Common forces, Newton's first law of motion, resultant forces, terminal velocity
- **Force, Mass and Acceleration:** FMA calculations, inertia and defining the Newton's 2nd Law.
- **Friction:** Static and dynamic friction, identifying where friction acts in a given scenario. Stopping distance.
- **Force, Weight and Gravity:** Gravitational force, calculating weight, the difference between mass and weight, the two meanings for 'g' and how weight can change, with mass remaining constant



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- **Vector Quantities:** resultant from two vectors, the parallelogram rule, displacement vectors and Pythagoras' theorem
- **Centripetal Force:** factors that affect the amount of centripetal force needed and changing velocity in circular motion
- **Forces and Turning Effects:** calculating moments, the principle of moments, conditions for equilibrium and testing the principle of moments
- **Centre of Mass:** Finding the centre of mass, solving problems related to the centre of mass and stability of objects
- **Stretching and Compressing:** Stretching a spring, Hooke's law, limit of proportionality and spring constant
- **Pressure:** Calculating pressure and explaining how pressure can be increased and decreased
- **Pressure in Liquids:** Characteristics of pressure in liquids and calculating pressure in a liquid
- **Pressure from the Air:** atmospheric pressure, vacuum pumps, using barometers to measure atmospheric pressure and using the manometer to measure pressure differences

Materials

- Course book
- Class notes and handouts
- Past paper questions

Study Tips

- Read and revise the topics
- Make summaries of the key points
- Memorise the equations
- Practice past paper questions
- Watch YouTube videos about topics
- Use resources for revision on Edmodo

Teacher's name :Uzma Khalil/Christina Subject: Chemistry Year :
10A/B/C/D

No.	Term 1 objectives:
1	States of matter
2	The atom
3	Chemical Bonding; balancing equations
4	Periodic Table

No of assessments during the term (without including the end of term Exam)	2		
Total mark for each assessment (every assessment is out of what)	40,37		
No of assessments needs to be included in end of term 1 exam timetable	1		
Duration of end of term exam/exams	Paper 1 70 MARKS	1.5 hour	

Topics and units covered/ Studying material/Any other information

States of Matter: Describe the states of matter & their inter conversion in terms of kinetic particle theory. Describe diffusion in liquids & gases, describe evidence for particles in gases and liquids.

Purification techniques : Name appropriate apparatus for the measurement of time, temperature and volume, Describe paper chromatography, Interpret simple chromatogram, Identify substances and assess their purity from M.Pts & Boiling pts, Describe different purification techniques.

Atoms: Describe the structure of atoms and use of radioactive isotopes.

Bonding: Explain the formation of ionic bonding, covalent bonds, macro molecules & metallic bonding and link the properties of these compounds to their structure and bonding.

Chemical Equations: Balancing the given equations for chemical reactions

Periodic Table: Predict the periodic trends in the physical and chemical properties of the elements, group properties (1, 7 & 0) , transition elements & explain the trends across the periodic table, period 2 & 3.

For thorough preparation of the course material please read & understand each lesson from your text book, solve end of chapter exercises, solve unit review exercises and use lab activities, work sheets & class notes as extra resources

Teacher's name: Ms. Hasna/ Ms.Fausia
10A/B/C/D

Subject: Biology

Year group:

No.	Term 1 objectives:
1	Characteristics and classification of living organisms
2	Organization of the organism
3	Movement in and out of the cells
4	Biological molecules
5	Enzymes
6	Plant nutrition

No of assessments during the term (without including the end of term exam)	2
Total mark for each assessment (every assessment is out of what)	Assessment 1-47 marks Assessment 2-45 marks
No of assessments needs to be included in end of term 1 exam timetable	1
Duration of end of term exam/exams	1 hour and 30 minutes – 70 marks

Topics and units covered/ Studying material/Any other information

All the topics covered in term1 is included in the exam. Following is a rough outline of the topics covered. Please make sure that you follow the curriculum outline.

Characteristics and classification of living organisms: Characteristics of living organisms, concept and use of a classification system, features of organisms, Dichotomous key, Biological drawings.

Cell structure; adaptations and specialization: Structure and function of plant and animal cells; differences between them; specialized cells and their adaptations; levels of organization, calculation of magnification using the formula.

Movement in and out of the cells: Diffusion, osmosis, active transport and related experiments

Biological molecules: Details related to Carbohydrates, Lipids, Proteins, Nucleic acids, Water; tests to identify the starch, reducing sugars, proteins, fats and oils and vitamin C

Enzymes and their functioning: Enzymes function and structure; factors affecting the functioning of enzymes; enzyme experiments and scientific method.

Plant nutrition: Photosynthesis; equation; factors affecting the rate of photosynthesis; Photosynthesis experiments- limiting factors; photosynthesis and environment; Leaf structure; Plants and mineral requirements.



- **Please use your class practical experience and knowledge for the topics covered.**
- **Try to solve past exam papers (papers 2, 4 and 6) over the coming weeks.**
- **Mark the papers using the mark scheme and only allow the required time to solve the papers.**
- **Practice questions that require you to**
 - Follow carefully a series of instructions.
 - Use various techniques to record observations and make deductions from them.
 - Recall simple physiological experiments e.g:- tests for food substances.
 - Make a clear drawing of a specimen, indicate the modification of the drawing and label as required.
 - Perform simple arithmetical calculations.
 - Record reading from apparatus.
 - Describe, explain or comment on experimental arrangements and techniques.
 - Complete tables of data.
 - Draw conclusions from observations and/or from information given.
 - Interpret and evaluate observations and experimental data.
 - Plot graphs and/or interpret graphical information.
 - Identify sources of error and suggest possible improvements in procedures.
 - Plan an investigation, including suggesting suitable techniques and apparatus.

Teachers' names :Ms. Mallika Raja, Ms Najma, Ms Hagar

Subject: Mathematics

Year

group: 10

No.	Term 1 objectives:
1	Number: Multiples, prime numbers, rational and irrational numbers, square roots and cube roots, rounding, integers, fraction, decimals and percentage, indices, standard form, ratio, variation, simple and compound interest, money, time
2	Algebra: Factorization, difference between two squares, factorizing and solving quadratic expressions, transformation of formulae, simultaneous equations, constructing equations, solving algebraic fractions

Max. Number of objectives is 2 objectives.

No of assessments during the term (without including the end of term exam)	2
Total mark for each assessment (every assessment is out of what)	40
No of exam papers to be included in end of term 1 exam timetable	1
Duration of end of term exam/exams	2 hrs

Topics and units covered/ Studying material/Practical skills & any other information

Number:

- Prime numbers, multiples, factors, LCM, HCF, square roots and cube roots
- Rational and irrational numbers
- Upper bound and lower bound
- Rounding to decimal places and significant figures
- Order of operations
- Express as fractions, decimals and percentage
- Addition, subtraction, multiplication and division of fractions
- Changing a recurring decimal to a fraction
- Simple percentages
- Percentage increase and decrease
- Simple interest and compound interest
- Ratio and proportion – direct and inverse proportion
- Increase and decrease by a given ratio
- Indices – positive and negative indices, exponential equations, fractional indices



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- **Money**
- **Time**

Algebra:

- Difference of two squares**
- Factorizing quadratic expressions**
- Transformation of complex formulae**
- Simple linear equations**
- Further simultaneous equations**
- Constructing equations**
- Solving quadratic equations by factorizing**
- Algebraic fractions**
- Addition and subtraction of fractions**
- Simplifying complex algebraic fractions**
- Solving algebraic equations**

Teacher's name: Esra Arafa Subject: ICT

Year group: 10

No.	Term 1 objectives:
1	Identify and Discuss different types and computer system (Computer Hardware and Software).
2	Identify and Discuss input , output devices and storage devices and media.
3	Create presentation slides and set suitable styles to meet the audience requirements.
4	Understand how a router works and its purpose.
5	Understand the difference between intranet and internet and discuss their characteristics.
6	Explain the use of WIFI and Bluetooth in networks.
7	Demonstrate how to set up and configure a small network.
8	Discuss the pros and cons of using different types of computer to access the internet

Max. Number of objectives: 8

No of assessments during the term (excluding the end of term exam)	Assessment 1 Assessment 2
Total mark for each assessment (every assessment is out of what)	Total () Assessment 1 (28) Assessment 2 (18)
No of assessments needs to be included in end of term 1 exam timetable	1
Duration of end of term exam/exams	1:30 minutes

Topics and units covered/ Studying material/Any other information

1.1 hardware and software
 1.2 the main components of computer systems
 1.3 operating systems
 1.4 types of computer
 1.5 impact of emerging technologies
 1.6 input devices and their uses
 2.2 direct data entry and associated devices
 2.3 output devices and their uses
 3.1 identify storage devices, their associated media and their uses
 19.1 use a master slide to appropriately place objects and set suitable styles to meet the needs of the audience
 19.2 use suitable software tools to create presentation slides to meet the needs of the audience
 19.3 use suitable software tools to display the presentation in a variety of formats, including: looped on-screen carousel, controlled presentation, presenter notes, audience notes taking into account the needs of the audience.
 4.1 networks: understand how a router works and its purpose.
 4.2 understand the characteristics and purpose of common network environments, such as intranets



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and the internet.

4.3 understand the use of WiFi and Bluetooth in networks.

4.4 understand how to set up and configure a small network, including: access to the internet, the use of a browser, the use of email, access to an ISP.

4.5 understand the advantages and disadvantages of using different types of computer to access the internet.

Teacher's name: Miss Mareem Subject: Business Studies Year group: 10

No.	Term 1 objectives:
1	Demonstrate understanding of Business aims and objectives
2	Identify the different types of organizations (Ownerships)
3	Demonstrate understanding of Classification of businesses
4	Decisions on Business Location
5	Business and the international economy

Max. Number of objectives :

No of assessments during the term (excluding the end of term exam)	Assessment 1 Assessment
Total mark for each assessment (every assessment is out of what)	Total (30%) Assessment 1 – 30 marks (15%) Assessment 2 – 100 marks (15%)
No of assessments needs to be included in end of term 1 exam timetable	1
Duration of end of term exam/exams	60 minutes

Topics and units covered/ Studying material/Any other information

- ✓ Businesses can have several objectives: • financial aims and • non-financial aims and objectives. Why business aims and objectives change as businesses evolve.
- ✓ Types of organizations: The main types of business ownership: • sole trader • partnerships • limited companies (private and public) • public corporations. Characteristics relating to size: • concepts of risk, ownership and limited liability • public corporations – reasons for and against public ownership • appropriateness of different forms of ownership. Different forms of business organisation: • franchises • social enterprises • multinationals.
- ✓ Classification of businesses: Primary, secondary and tertiary activities.
- ✓ Decisions on location: The main factors influencing location decisions and relocation of a business: proximity to market, labour, materials and competitors • nature of the business activity.
- ✓ Business and the international economy: Globalisation: • concept of globalization • opportunities and threats of globalization for businesses. The importance and growth of multinationals: • benefits of a business becoming a multinational • benefits to a country and/or economy where a multinational company is located
- ✓ Exchange rate calculation: The impact of exchange rate changes: • on international competitiveness • on importers and exporters.

Teacher's name: Miss Mareem Subject: Geography Year group: 10

No.	Term 1 objectives:
1	Explain in detail the physical processes give rise to characteristic coastal landforms.
2	Outline and describe distinctive ecosystems develop along particular stretches of coastline.
3	Understand that management of both physical processes and human activities is complex is needed to sustain coastal environments. Evaluate different management types.

Max. Number of objectives :

No of assessments during the term (excluding the end of term exam)	Assessment 1 Assessment 2
Total mark for each assessment (every assessment is out of what)	Total (30%) Assessment 1 - 38 marks (15%) Assessment 2 - 100 Marks (15%)
No of assessments needs to be included in end of term 1 exam timetable	1 (50%)
Duration of end of term exam/exams	1 hour 15 minutes

Topics and units covered/ Studying material/Any other information

- ✓ The coast as a natural system and its processes: marine (wave action, erosion, deposition, longshore drift); sub-aerial (weathering, mass movement).
- ✓ Landforms: erosional (headlands and bays; cliffs; wave-cut platforms; caves; arches, stacks and stumps); depositional (beaches, spits, bars).
- ✓ The impact of geology, vegetation, people and sea-level changes on coasts.
- ✓ Coastal ecosystems (coral reefs, mangroves, sand dunes, salt marshes) and their biodiversity. Physical factors affecting the distributions of coastal ecosystems.
- ✓ Coastal ecosystems are of value to people, but are threatened by tourism and other developments (industrialisation, agricultural practices, deforestation).
- ✓ Conflicts between different users of the coast and between development and conservation.
- ✓ Coastal retreat and its management. Coastal protection: soft and hard engineering; conflicting views.

Teacher's name: Anisah Subject: IGCSE Travel and Tourism Year
group: 10

No.	Term 1 objectives:
1	Students will be able to define tourism and the various forms of transport and accommodation types.
2	Students will be able to explain why certain tourists go to chosen locations. (i.e. what may attract them to those locations)
3	Students will be able to classify impacts (positive and negative) into socio cultural, economic, political and environmental factors.
4	Students will be able to analyse the importance of customer service in the T&T industry

Max. Number of objectives is objectives.

No of assessments during the term (without including the end of term exam)	2
Total mark for each assessment (every assessment is out of what?)	A1: 20 A2: 20 (TBC)
No of assessments needs to be included in end of term 1 exam timetable	1
Duration of end of term exam/exams	1 hours

Topics and units covered/ Studying material/Any other information

All of Unit 1 - Understand the key terms in travel and tourism and know of the various types of transport available to customers. To know and to identify the important key terms and able to distinguish between them and the different types:

- tourist boards
- travel agents
- accommodation providers
- transport providers
- tourist attractions
- catering outlets

Investigate the social, cultural, economic and environmental impact of travel and tourism. Be able to explain the role of the national governments in forming tourism policies and promotion.

Unit 3 - Understand what is meant by customer service, why it is necessary for the industry to apply good customer service, what could be the impacts of bad customer service. Operational and competence standards. How the employees work together to provide customer service, how it needs to be different depending on the customer. Also, should be able to explain the link between training and team work when providing customer service. Explain whether complaints are good or bad for a company and the reasons why. (where we have got up to in lesson)