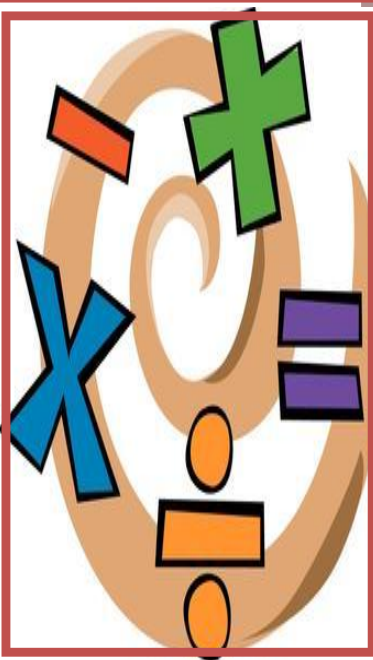
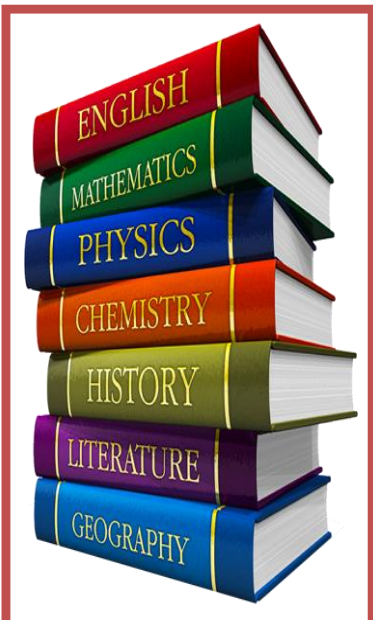
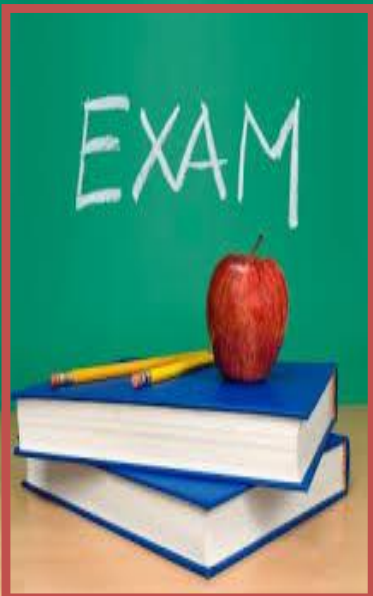


YEAR 10



Term 1 Exam
2019-2020

O
B
J
E
C
T
I
V
E
S



O B J E C T I V E S

CONTENTS

1) Arabic

2) Sharia

3) Hum Arabic

4) English 1st Lang

5) English 2nd Lang

6) P.E

7) Physics

8) Chemistry

9) Biology

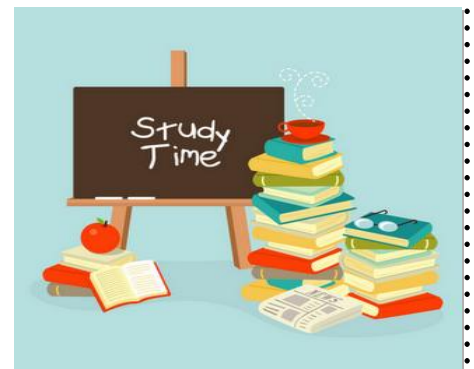
10) Mathematics

11) ICT

12) Business

13) Geography

14) Travel & Tourism



Teacher's name : Amal+ Abeer.

Subject: rabic

Year group: 10

No.	Term 1 objectives:
1	• أن تكتب نصاً وصفيًا متكامل العناصر في حدود 350-500 كلمة.
2	• أن تجيب عن أسئلة المقال إجابات تامة صحيحة بأسلوبها الخاص.
3	• أن تلخص النص ملتزمة شروط التلخيص، وفي عدد الكلمات المطلوب
4	• أن توظف قواعد النحو والإملاء توظيفاً سليماً.

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	25
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

<p>الكتابة :</p> <ul style="list-style-type: none"> - أن تكتب نصاً وصفيًا مستوفي الشروط والخصائص. - أن توظف فنون البلاغة (الصور الفنية، المؤثرات الصوتية، الأساليب اللغوية) أثناء الكتابة. - أن توظف مهارات النحو والإملاء توظيفاً سليماً أثناء الكتابة. <p>المقال:</p> <ul style="list-style-type: none"> - أن تستخرج الأفكار الرئيسية والفرعية. - أن تجيب عن أسئلة المقال إجابة كاملة صحيحة وبأسلوبها الخاص. <p>مهارة التلخيص:</p> <ul style="list-style-type: none"> - أن تلخص المقال مستوفية شروط التلخيص كاملة . - أن تلخص في عدد الكلمات المطلوب . - أن توظف أدوات الربط المناسبة.
--

Teacher's name : ولاء إبراهيم

Subject: الشرعية

Year group: العاشر

No.	Term 1 objectives:
1	أن تفسر الطالبة الآيات من (9- 17) من سورة الإسراء تفسيراً صحيحاً؛ متعرفة سنن الله تعالى في الكون.
2	أن تؤمن الطالبة بالله تعالى وتتعرف أسماءه وصفاته، مُستدلة على وجوده تعالى بمظاهر قدرته؛ مدركة حقيقة الإيمان ودرجاته
3	أن تتعرف الطالبة الأحاديث الإسلامية المبينة لحياة المسلم، بما يتضمن التكافل في أسمى صورته، وتميز الإسلام ورفيقه في التعامل مع الخادم والأجير.
4	أن تتعرف الطالبة حرمان الله تعالى وخطورة انتهاكها مدركة أهمية الاعتزاز بالإسلام.
5	أن تقدر وتحترم الطالبة الصحابة رضوان الله تعالى عليهم جميعاً؛ مبينة فضل عائشة أم المؤمنين رضي الله عنها.
6	أن تفهم الطالبة الأمور الفقهية المتعلقة بأحكام الزواج والكفر والمحرمات من النساء في الزواج وتستفيد من ذلك في حياتها العملية.

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

Topics and units covered/ Studying material/Any other information المواضيع الداخلة باختبار نهاية الفصل
<ol style="list-style-type: none"> 1. من سنن الله في الكون(سورة الإسراء) 2. التكافل في أسمى صورته 3. الإيمان بالله 4. أحكام الزواج 5. تعظيم الحرمات 6. عائشة رضي الله عنها 7. رقي الإسلام في التعامل 8. الكفر 9. المحرمات من النساء في الزواج 10. على الطالبة تسميع سورة الجمعة من (1-5) غيباً في الاختبار الشفوي النهائي 11. كما عليها أن تقرأ المقرر من سورة النور من (1-29) مراعية أحكام النون الساكنة والتنوين وأحكام الميم الساكنة وأحكام المدود وأحكام التثنية والترقيق في الاختبار النهائي والتطبيق اليومي أيضاً. <p>علماً بأن الاختبار الشفوي النهائي يرصد له 10 علامات من الاختبار النهائي.</p>

Teacher's name : نبيلة لطفي Subject: اجتماعيات Year group: العاشر

No.	Term 1 objectives:
1	1- ان تتعرف الطالبات على موقع دولة قطر أهم أشكال السطح بها
2	2- أن توضح الطالبات مفهوم المناخ و أهم عناصره من خلال التطبيق على قطر
3	3- أن تذكر الطالبات مفهوم الحياة الفطرية و أهم أقسامها
4	4- أن تعدد موارد المياه المتاحة بقطر
5	5- أن تقدر دور الشيخ جاسم بن محمد في تأسيس الإمارة والمحافطة عليها

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	اختباران
Total mark for each assessment (every assessment is out of what) درجات الاختبارات	20+10
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

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

- 1- الموقع و أشكال السطح من ص 10 إلى ص 24
- 2- المناخ والحياة الفطرية وموارد المياه من ص 32 إلى ص 46
- 3- الشيخ جاسم بن محمد آل ثاني من ص 68 إلى ص 76

Teacher's name: Miss Sarah Subject: First Language English Year group: 10EFL

Term 1 Exam Objectives:	
1	<u>Paper 1</u> <ul style="list-style-type: none"> • <u>Language Analysis and Writer's Effects</u>(15 marks) • <u>Extended Response and Format Writing</u> (25 marks) • <u>Summary Skills</u> (10 marks)
2	<u>Paper 2</u> <ul style="list-style-type: none"> • <u>Persuasive/Argumentative Writing</u> (Q1) • Prepare students by teaching them useful and developed persuasive techniques they can use in their own writing • Modelling - looking at model answers and exemplars, watching and listening to speeches, debates and informed arguments to expose students to ideas and for modeling and scaffolding of learning • Oracy in the classroom – giving students the chance to argue and persuade in the classroom and voice and justify opinions • <u>Descriptive/Narrative Writing</u> (Q2) • Prepare students by teaching them useful and developed descriptive and narrative techniques they can use in their own writing • Modelling - looking at model answers and exemplars, watching and listening to speeches to expose students to ideas and for modeling and scaffolding of learning
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 (Language Analysis) – 15 marks Assessment 2 (Extended Response) – 25 marks
No. of exam papers to be included in end of term 1 exam timetable	1
Duration of end of term exam/exams	Paper 2 – 2 hours

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



Topics covered:

- Comprehension
- Word definitions
- Connotations and denotations of language
- Analysis and PEE structure
- Looking at writers' craft
- Formats of writing: letter, speech, presentation, email, leaflet, article etc
- Spelling, punctuation and grammar
- Sentence structure and variation
- Summary writing
- Persuasive/Argumentative writing
- Descriptive structures and techniques
- Narrative structures and techniques
- Reading *Of Mice and Men* by John Steinbeck as stimulus and study material

Studying material:

- Class PowerPoints and exemplar materials uploaded to Edmodo at the end of the term
- Weekly homework assignments based on studied novel to consolidate learning of Literature through Language skills
- Weekly spelling tests to expand vocabulary
- Weekly sentence work to use new vocabulary accurately
- Students read independently a novel of their own choosing for the first 10 minutes of every lesson to develop a love and habit of reading, exposure to new vocabulary and accurate SPaG in writing and independent work skills

Teachers: Waheeda and Shabnam

Subject: ENGLISH SECOND LANG

Year: 10

No.	Term 1 exam objectives:
1	READING Demonstrate understanding of explicit and implicit meanings Understand and respond to information presented in a variety of forms Select and organize material relevant to specific purposes. Understand and distinguish between facts and opinions
2	WRITING Communicate clearly, accurately and appropriately Convey information and express opinions effectively Employ and control a variety of grammatical structures Use register appropriate to audience and purpose Make accurate use of spelling, punctuation and paragraphing Apply conventions related to structure, purpose and audience when writing an email and a summary.

No of assessments during the term (excluding the end of term exam)	Assessment 1: Speaking (natural disasters) Assessment 2: Email and Punctuation and Vocab.
Total mark for each assessment (every assessment is out of what)	Total (50) Assessment 1 (20) Assessment 2 (30)
No of assessments needs to be included in end of term 1 exam timetable	1 - P2 (writing) out of 65
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 an email, descriptive paragraph, diary entry
- Oral presentations on a natural disaster.
- Units 3 and 6 from Coursebook 1

Exam Preparation:

- Use IGCSE past papers as revision material
- Review vocabulary lists/ Synonyms. Revise basic punctuation rules.

Teacher's name : Hoda saied
group: 10

Subject: P.E

Year

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

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	Assessment 1 Basketball Assessment 2 Fitness:
Total mark for each assessment (every assessment is out of what) درجات الاختبارات	Total (20) Assessment 1 (10) Assessment 2 (10)
Duration of end of term exam/exams الدرجة الخاصة باختبار نهاية الفصل	(60)

Topics and units covered/ Studying material/Any other information

المواضيع الداخلة باختبار نهاية الفصل

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

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 : Ruchi Subject: Physics Year group: Grade 10

No.	Term 1 objectives:
1	Measurement and Units --Physical quantities & units, Measurements techniques, Density, Mass and Density, More to do with measurements
2	Forces and Motion --Speed, velocity and acceleration, Motion Graphs, Recording Motion, Free Fall, Forces in Balance, Force, mass & acceleration ,Weight and Gravity, Friction, More about Vectors, Moving in circles
3	Forces and Pressure -- Moments, Stretching & compressing, centre of mass, Pressure, Pressure in liquids, Pressure from the air, Gas pressure and volume

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)	1: Out of 40 2: Out of 40
No of assessments needs to be included in end of term 1 exam timetable	1
Duration of end of term exam/exams	70 marks and 1 and half hour

Topics and units covered/ Studying material/Any other information

Measurement and Units -To study different Physical quantities & units, To understand and use different types of Measurements techniques, Solve problems on types of measurements

To define Density, Solve problems on Density. Solve more problems on experimental type questions to calculate Mass & density.

Forces and Motion--To define Speed, and velocity, To understand the difference between the two types, and solve problems on them. To solve questions on Motion Graphs, Free Fall

To understand the concept of Force, Balanced force, Unbalanced force, Different Types of force in motion, relation between force and motion, Solve problems on Force.

To state Newton's laws. Give examples on them , Solve problems on relation between Force ,mass & acceleration, To study types of friction

To Explain Gravitational field, and weight. Solve problems on calculating weight.

To understand Motion in a circle-Circular motion, Velocity and acceleration in circular motion.

Factors on which circular motion depends.

Forces and Pressure--To Define Moment as a Turning effect of Force- formula, types, state condition for Equilibrium, Solve problems on Moment.

To study Stretching & compressing, relation between force and extension, Understand graphs. Solve problems on them.

To study the concept of Pressure, Define Pressure, solve problems on Pressure, To study the concept of Pressure in liquids and Pressure from the air, To study the relation between gas pressure and volume.

Solve past papers questions from IGCSE papers for practice.

Resources- Textbook and reference notes given in the class.

Teacher's name : Ms Uzma
10A/B/C/D

Subject: Chemistry

Year :

No.	Term 1 objectives:
1	States of matter
2	Separating substances
3	The atom
4	Chemical Bonding; balancing equations
5	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)	40,40		
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 and 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 , Describe different purification techniques.

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

Bonding: Explain the formation of ionic bonding, covalent bonds, macro molecules and 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 and 0), transition elements and explain the trends across the periodic table.

Solve past papers from link:

<http://papers.xtremepapers.com/CIE/Cambridge%20IGCSE/Chemistry%20%280620%29/>

CIE syllabus covered during Term 1:

<http://www.cambridgeinternational.org/programmes-and-qualifications/cambridge-igcse-chemistry-0620/>

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

Teacher's name : Ms. Hasna/Ms. Fauzia Subject: Biology Year group: 10A/B/C

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)	40; 40
No of assessments needs to be included in end of term 1 exam timetable	1
Duration of end of term exam/exams	Total 70 marks 1 hour and 30 minutes

Topics and units covered/ Studying material/Any other information

All the topics covered in term1 are 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/investigations.

Plant nutrition: Photosynthesis; equation; factors affecting the rate of photosynthesis; Photosynthesis experiments- Leaf structure;

Teachers' names: 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 and proportion , simple and compound interest, money, time
2	Algebra: Algebraic Indices, simplifying expressions, Factorization, difference of two squares, changing subject of a formula, factorizing and solving quadratic expressions, solving equations, simultaneous equations, constructing equations.

Max. number of objectives :

No of assessments during the term (without including the end of term exam)	Assessment 1 Assessment 2
Total mark for each assessment (every assessment is out of what)	Assessment 1(40 marks) Assessment 1(40 marks)
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



- Money
- Time

Algebra:

- Algebraic Indices
- Expanding and simplifying
- Factorisation
- Transformation of formulae
- Factorisation by grouping
- Difference of two squares
- Factorising Quadratic expressions
- Simplifying complex algebraic fractions
- Simple linear equations
- Further simultaneous equations
- Constructing equations
- Solving quadratic equations by factorizing

Learn well : Chapters 1 to 9
Chapters 11, 12
Chapter 13(Till page 139)

Teacher's name: **Sumeera Wajid** Subject: **ICT** Year group: **Year 10**

No.	Term 1 objectives:
1	Identify and discuss computer hardware, software and its types
2	Identify the main components of computer systems, operating systems and types of computer
3	Identify the impact of emerging technologies
4	Identify input devices, direct data entry, output devices and their uses
5	identify storage devices, their associated media and their uses,
6	Identify how to work with master slides in Presentation authoring
7	Identify networks and the effects of using them

No of assessments during the term (excluding the end of term exam)	2
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	1
Duration of end of term exam/exams	90 minutes

Topics and units covered/ Studying material/Any other information

1. **Types and components of computer system.**
 - Hardware and software
 - Types of computers
 - operating systems
 - impact of emerging technologies
2. **Input and output devices**
 - Manual Input devices
 - Automatic Input devices
 - Output Devices
 - Storage devices
3. **Presentation Authoring**
 - Slide Master
 - Use of software tools
 - Printed and on-screen presentation layout
4. **Networks and the effects of using them**
 - Network Hardware
 - Intranet, internet and Extranet
 - Wi-Fi and Bluetooth

All the class slides are uploaded on Edmodo. Please use these and your IGCSE ICT book to study for the End of Term exam.

Teacher's name: Miss Anisah

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 : 5

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 – 30 marks (15%) Assessment 2 – 27 marks (15%)
No of assessments needs to be included in end of term 1 exam timetable	2
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.
- ✓ Government objectives and policies: Government spending and the effects of changes. How the governments can affect business activity – infrastructure provision, legislation (all those that have been covered) trade policies such as trade blocs and tariffs.



- ✓ External factors – external factors affecting business decision such as social, technological, environmental and political.
- ✓ Measuring success in business: revenue, market share, customer satisfaction, profit, growth, owner satisfaction and employee satisfaction.
- ✓ Reasons for business failure: cash flow problems/lack of finance, not competitive and failure to adapt to changes.

Teacher's name: Mrs 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 - 30 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: Miss 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

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: 30 A2: 22
No of assessments needs to be included in end of term 1 exam timetable	1
Duration of end of term exam/exams	1 hour 15 mins

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. 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. See below for further details:

Unit 1: The travel and tourism industry

1. Understand and explain the structure of the international travel and tourism industry

- (a) Definitions of the industry
 (b) Awareness of the roles of: • tourist boards • travel agents • tour operators • accommodation providers • transport providers • tourist attractions • catering outlets • entertainment venues • ancillary tourist services

2. Investigate the social, cultural, economic and environmental impact of travel and tourism

- (a) Types of tourism impact (economic, environmental and social issues related to the measurement of tourism impacts)
 (b) Economic impacts
 (c) Environmental impacts
 (d) Social and cultural impacts



AL- Arqam Academy For Girls

3. Identify the role of national governments in forming tourism policy and promotion

- (a) The role of national and regional tourist boards
- (b) Provision of travel and tourist information centres, in country and out of country

4. Investigate the patterns of demand for international travel and tourism

- (a) Patterns of demand for international tourism; historic trends of international tourism, volume and value.
- (b) Major tourism generators and receiving countries in the world, including current trends

All of 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.

Unit 3: Customer care and working procedures

3.1 Deal with customers and colleagues – “the moment of truth”

- (a) Importance of following customer care policies
- (b) Necessity of good teamwork and training
- (c) Importance of courtesy, tact and diplomacy recognised when dealing with customers and any specific needs
- (d) Procedures for handling complaints

3.2 Identify the essential personal skills required when working in the travel and tourism industry

- (a) Awareness of the need for essential personal and interpersonal skills in particular job roles
- (b) Importance of personal presentation, clear speech, numeracy and literacy skills
- (c) Awareness of applications of technology

3.3 Follow basic procedures when handling customer enquiries, making reservations and payments

- (a) Customer’s requirements correctly interpreted upon receipt of an enquiry (in person, in writing, by telephone/fax/email)
- (b) Simple reservation file prepared following set procedures, including use of diary for further action required
- (c) Simple receipt issued and payments recorded

3.4 Use reference sources to obtain information

- (a) Timetables, travel brochures and tariffs used to obtain accurate information
- (b) Itinerary drawn up to meet customer’s requirements
- (c) Use of computerised information systems and relevant technology to obtain



information (Worldspan, Sabre, Galileo, World Wide Web)
(d) Exchange rate lists devised and used

3.5 Explore the presentation and promotion of tourist facilities

(a) Range of promotional methods and their use identified (e.g. visual displays for shop window, advertisements, leaflets, brochures, Internet)

Students should use the travel and tourism text book, class notes and past papers to practice.