Legislation and law
Assignment brief

UK COLLEGE
OF BUSINESS AND COMPUTING

UKCBC

Module Booklet

Qualification	**Pearson BTEC HND in Travel and Tourism management**
Unit	**8**
Unit	**Legislation and Ethics in Travel and Tourism Sector**
Level	**5**
Unit code	**H/601/1747**

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Introduction

This unit gives learners an insight into the legal and moral issues that permeate the travel and tourism sector. It is further intended to provide an introduction to the legal and regulatory framework that is necessary for effective operation within a number of industries within the travel and tourism sector.

Learners will interpret and apply a range of regulations and legislation within the appropriate vocational context. They will explore the legal and regulatory framework utilising real cases and consider the impact of important precedents.

Learners will also have the opportunity to explore the place of business ethics in the travel and tourism sector. They will consider a range of current ethical dilemmas and the role of business ethics in the mitigation of these. Learners will conclude by applying the principles of business ethics in producing a corporate social responsibility policy for a travel and tourism business.

Aim:

This unit enables learners to gain understanding of the legal and regulatory framework, health, safety, security and consumer protection laws and business ethics in travel and tourism.

Learning Outcomes and assessment criteria:
LO1 Understand the legal and regulatory framework in the travel and tourism sector
1.1 explain the legal and regulatory framework of the travel and tourism sector 1.2 discuss surface, sea and air transport law in relation to the carriage of passengers within the legal and regulatory framework

LO2 Understand legislation and regulations relating to health, safety and

security in the travel and tourism sector

2.1 evaluate the impacts of the principles of health, safety and security legislation on the travel and tourism sector

2.2 analyse legislation that relates to equality

LO3 Understand consumer protection legislation in relation to the travel and tourism sector
3.1 explain contract legislation in relation to travel and tourism customers

3.2 explain consumer protection legislation in relation to travel and tourism customers
Understand the role of business ethics in the travel and tourism sector. 4.1 analyse ethical dilemmas faced by the travel and tourism sector

4.2 analyse the Corporate Social Responsibility (CSR) policy of a specified travel and tourism business

Unit content:

LO1 Understand the legal and regulatory framework in the travel and tourism sector

Legal framework: applicable laws and regulations

Regulatory framework: bodies e.g. Strategic Rail Authority (SRA), Health and Safety Executive (HSE), Health and Safety Commission (HSC), Maritime Authorities, International Air Transport Association (IATA), Air Travel Operators' Licensing (ATOL), Civil Aviation Authority (CAA), Association of British Travel Agents (ABTA); role and regulatory powers e.g. arbitration service and codes of conduct

Processes: types e.g. legal/regulatory, criminal/civil, contract/tort/legislation, industrial tribunal, ombudsman e.g. rail, Advisory, Conciliation and Arbitration Service (ACAS), courts or organisations involved in determining outcomes

Structures: types e.g. Magistrates Court, County Court, Crown Court, High Court, Court of Appeal (Civil and Criminal), Supreme Courts, Constitutional Courts; roles of those involved e.g. solicitors, barristers

Transport law: surface and sea transport e.g. Carriage of Passenger by Road Act 1974, Athens, Geneva and London Conventions (limits of liability), passenger charters of UK rail/coach companies; air transport conventions and protocols e.g. Warsaw (1929), Hague (1955) Tokyo (1963) and Montreal (1975), Denied Boarding Compensation Schemes, European Union (1997)

LO2 Understand legislation and regulations relating to health, safety and security in the travel and tourism sector

Health, safety and security: current relevant domestic and European legislation e.g. Health and Safety at Work Act 1974, Occupiers Liability Act 1984, data protection, duty of care and vicarious liability

Equality law: current relevant legislation e.g. Sex Discrimination Act 1975, Race Discrimination Act 1976, Employment Protection (Consolidation) Act 1978, Disability Discrimination Act 1995 and Employment Act 2002, Human Rights Act 1998

Impacts of legislation and regulations: purpose of key legislation and regulations; EU Directives; health and safety; fair trading; equality and diversity legislation; data protection; employment law; national and local level

LO3 Understand consumer protection legislation in relation to the travel and tourism sector

Contract law: legislation relating to eg contracts for supply of goods, contracts for provision of services, contracts related to package holidays, valid contracts, unfair contracts, laws of agency

Consumer protection: legislation relating to eg Trades Description Act 1968, Consumer Protection Act 1987, the Package Travel, Package Holidays and Package Tours Regulations 1992, torts of negligence and nuisance, duty of care, vicarious liability and 'Uberrimae Fidei'

Accommodation services: types e.g. definition of a hotel/inn, rights of refusal (e.g. Hotel Proprietors Act 1956), principles of food hygiene regulations (e.g. Food Act 1984)

LO4 Understand the role of business ethics in the travel and tourism sector.

Business ethics: benefits of, responsibility and business, employment ethics, finance and investment ethics, ethics of advertising, green issues in business, international business/global ethics and the ethical consumer

Ethical theory: reason for ethics, overlap between law and ethics, law as reflecting society's minimum norms and standards of business conduct, ethical and unethical e.g. Kant, Utilitarian and natural law, ethical dilemmas in travel and tourism e.g. marketing tourism responsibly, supporting local economies and political regimes, using resources economically etc, reconciling business life with moral values eg whistle blowing etc

How to be ethical: responding to ethical consumerism, environmental and social auditing, developing codes of practice, the role of Corporate Social Responsibility (CSR) e.g. sustainability, accountability, business conduct, community involvement, corporate governance, environment, human rights, marketplace/consumers and workplace/employees

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Scheme of work
Accrediting Body: Pearson BTEC
Course: Pearson BTEC HND IN TRAVEL AND TOURISM MANAGEMENT Unit 8: Legislation and Ethics in Travel and Tourism Sector

Wk	Lecture Schedule	Outcome of session	Activity/seminar and formative assessment	Resources
1	Introduction to Legislation and Ethics in Travel and Tourism Sector – Overview of the entire syllabus *Processes:* types e.g. legal/regulatory, criminal/civil, contract/tort/legislation, industrial tribunal, ombudsman e.g. rail, Advisory, Conciliation and Arbitration Service (ACAS), courts or organisations	Introduction to the module, mode of assessment, awareness of the awarding body, assessment criteria and the mode of assessment **LO1** Explain the legal process in United Kingdom	Background of the expectations for the awarding body Question and answer,	Module handbook.

	involved in determining outcomes			
	Structures: types e.g. Magistrates Court, County Court, Crown Court, High Court, Court of Appeal (Civil and Criminal), Supreme Courts, Constitutional Courts; roles of those involved e.g. solicitors, barristers	Explain the court system in England and Wales Explain the roles of those involved in the legal profession in England and Wales e.g. solicitors, barristers	Question and answer, case study and addressing the learning outcome 1.1	Power point slides and lecture notes.
2	*Legal framework: applicable laws and regulations* *Regulatory framework:* bodies e.g. Strategic Rail Authority (SRA), Health and Safety Executive (HSE), Health and Safety Commission (HSC), Maritime Authorities, International Air Transport Association (IATA), Air Travel Operators' Licensing (ATOL), Civil Aviation Authority (CAA), Association of British Travel Agents (ABTA); role and regulatory powers e.g. arbitration service and codes of conduct	Explain the legal framework of the travel and tourism sector Explain the regulatory framework of the travel and tourism sector Be able to explore the legal and regulatory framework utilising real cases and consider the impact of important precedents.	Use of real cases and addressing the learning outcome 1.1	Power point slides and lecture notes.
	Transport law: surface and sea transport e.g. Carriage of Passenger by Road Act 1974, Athens, Geneva and London Conventions (limits of liability), passenger charters of UK rail/coach companies; air transport conventions and protocols e.g. Warsaw	Discuss the transport law relating to the carriage of passenger and their luggage	Case study and addressing the learning outcome 1.2	Power point slides and lecture notes.

	(1929), Hague (1955) Tokyo (1963) and Montreal (1975), Denied Boarding Compensation Schemes, European Union (1997)

Review of task 1 | within the legal and regulatory framework | | |
| 3 | *Health, safety and security:* current relevant domestic and European legislation e.g. Health and Safety at Work Act 1974, Occupiers Liability Act 1984, data protection, duty of care and vicarious liability

Assignment discussed and revised. | **LO2**

Identify the principles of health safety and security legislations relating to the travel and tourism sector.

Assess the impact of the principles of health safety and security legislations on the travel and tourism sector. | Question and answer, personal reflections, Use of real cases and

addressing learning outcome 2.1

the | Power point slides and lecture notes, New . |
| 4 | *Equality law:* current relevant legislation e.g. Sex Discrimination Act 1975, Race Discrimination Act 1976, Employment Protection (Consolidation) Act 1978, Disability Discrimination Act 1995 and Employment Act 2002, Human Rights Act 1998

Impacts of legislation and regulations: purpose of key legislation and regulations; EU Directives; health and safety; fair trading; equality and diversity legislation; data protection; employment law; national and local level

Assignment discussed and revised. | Critically analyse legislation that relates to equality

Addressing the LO and case study | Question and answer, personal reflections

Case study and addressing the learning outcome 2.2 | Power point slides and lecture notes. |
| 5 | *Contract law:* legislation relating to eg contracts for supply of goods, contracts for provision of services, contracts related to package holidays, valid contracts, | **LO3**

Explain contract legislation relating to travel | Question and answer, personal reflections

Case study and addressing the | Power point slides and lecture notes. |

	unfair contracts, laws of agency **Consumer protection**: legislation relating to e.g. Trades Description Act 1968, Consumer Protection Act 1987, the Package Travel, Package Holidays and Package Tours Regulations 1992, torts of negligence and nuisance, duty of care, vicarious liability and	and tourism Explain the consumer protection legislation relating to travel and tourism	learning outcome 3.1	
	'Uberrimae Fidei' *Accommodation services:* types e.g. definition of a hotel/inn, rights of refusal (e.g. Hotel Proprietors Act 1956), principles of food hygiene regulations (e.g. Food Act 1984)			
6	Assignment Draft Task 1 and 2	Recap and Formative feedback on LO1 and LO2		Assignment brief
7	**Business ethics:** benefits of, responsibility and business, employment ethics, finance and investment ethics, ethics of advertising, green issues in business, international business/global ethics and the ethical consumer **Ethical theory:** reason for ethics, overlap between law and ethics, law as reflecting society's minimum norms and standards of business conduct, ethical and	**LO4** Explain the benefits of, responsibility and business, employment ethics, finance and investment ethics, ethics of advertising, green issues in business, international business/global ethics and the ethical consumer	Question and answer, personal reflections Case study and addressing the learning outcome 4.1	Power point slides and lecture notes.

	unethical e.g. Kant, Utilitarian and natural law, **Ethical dilemmas in travel and tourism** e.g. marketing tourism responsibly, supporting local economies and political regimes, using resources			
	economically etc, reconciling business life with moral values e.g. whistle blowing etc.	Define ethics and unethical behaviour.Define ethics and unethical behaviour Analyse the reason for ethics. Explain the overlap between law and ethics. Assess ethical dilemmas faced by the travel and tourism sector.		
8	*How to be ethical***:** responding to ethical consumerism, environmental and social auditing, developing codes of practice, the role of Corporate Social Responsibility (CSR) e.g. sustainability, accountability, business conduct, community involvement, corporate governance, environment, human rights, marketplace/consumers and workplace/employees Summarising all the tasks	Explain how an organisation can respond to ethical issues Assess the role of Corporate Social Responsibility in travel and tourism sector Analyse Corporate Social Responsibility policy of a specific travel and tourism	Question and answer, personal reflections Case study and addressing the learning outcome 4.2 Group activity	Power point slides and lecture notes.

		business.			
9	Assignment Draft Task 3 and 4	Recap and Formative feedback on LO1 and LO4			Assignme nt brief
10	**Assignment support and submission**	Address all learning outcomes			Assignme nt brief

Recommended text and links:
Resources
Learners need to use a variety of vocational based texts that include a number of relevant cases. Learners need to study the legal and regulatory framework by using real examples and should demonstrate the effect of the landmark cases on the travel and tourism industry.

Key text books
Learners should use the latest edition if available.

- ▪ Downes J and Paton, T., (2010) Travel and tourism law in the UK., 5th ed. Huntingdon, Elm Pub, ISBN - 9781854504524
- ▪ Grant and Mason (2012) Holiday Law: The Law Relating to Travel and Tourism, 5th Ed., London, Sweet and Maxwell, ISBN 978-0-414-

    04612-2

- ▪ Horner, P. (1996), The Travel agency practice, Harlow, Longman,ISBN 0582-28856-8
- ▪ Saggerson A. (2008) Travel law and litigation, 4th rev. ed, St Albans : Tarquin Publications, ISBN 978-1-858-11399-9

▪ Crane, A. and Matten, D. (2010) Business ethics: managing corporate citizenship and sustainability in the age of globalization, 3rd edition, Oxford : Oxford University Press.

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Others texts

▪ Holloway et al (2009), The Business of Tourism, 5th ed. Harlow, Financial Times/Prentice Hall
▪ Syratt G and Archer J., (2003), Manual of Travel Agency Practice, 3rd ed., Oxford, Butterworth-Heineman, ISBN 0 7506-5689-1

▪ Timothy, D.J. (2011), Cultural Heritage and Tourism, An Introduction, Channel View Publication **Magazines, journals and newspapers**

▪ The Financial Times and other daily newspapers *Websites*

- **www.books.google.com/books** ▪ **www.ft.com**
- **http://www.legislation.gov.uk**

Other useful websites

- ACAS
- Association of British Travel Agents (ABTA) http://www.abta.com/

Google books
The Financial Times business sections UK legislations

http://www.acas.org.uk/

- Civil Aviation Authority (CAA)
- Department for Culture, Media and Sport:
- Equality and Human Rights Commission
- European Tour Operators Association (ETOA): ▪ Health and Safety Executive
- Lonely Planet Online:
- Office of Rail and Roads (ORR)
- Tourism Concern:
- Tourism Management Institute:
- The Tourism Society:
- VisitBritain:
- World Tourism Organisation:
- World Travel and Tourism Council:
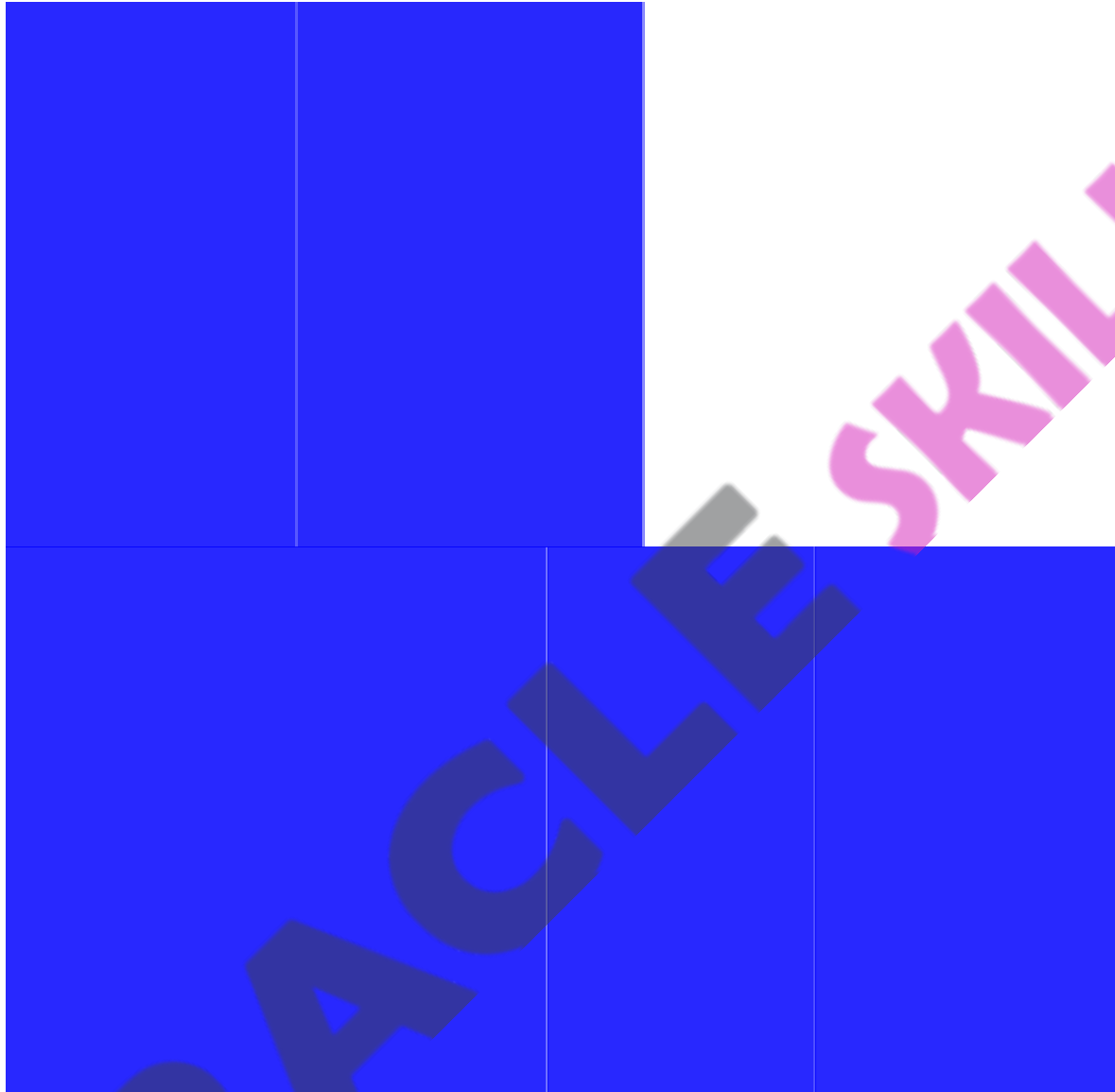- World Travel Guide:

https://www.caa.co.uk http://www.culture.gov.uk/
https://www.equalityhumanrights.com/en http://www.etoa.org/ http://www.hse.gov.uk/
http://www.lonelyplanet.com/

http://orr.gov.uk/ http://www.tourismconcern.org.uk/

http://www.tmi.org.uk/ http://www.tourismsociety.org/
http://www.visitbritain.com/en/EN/ http://www.unwto.org

http://www.wttc.org http://www.worldtravelguide.net/
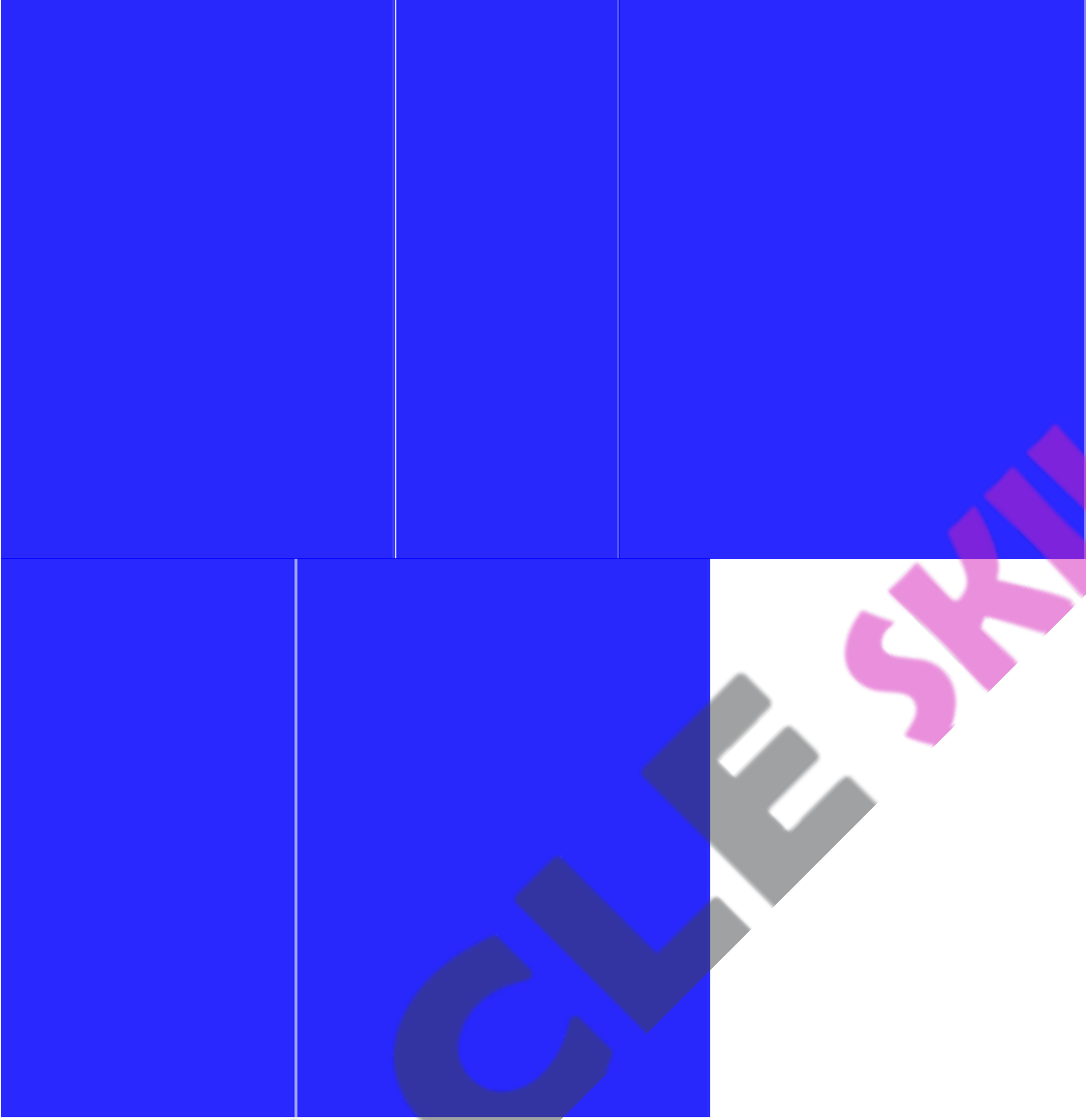
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Teaching and Learning Activities

The module tutor(s) will aim to combine lectures with tutorial activities. This environment will provide opportunities for the student to understand the course material through case study and text and to apply it in a practical way. The intent is

to facilitate interactive class activities, and discussion about the significant role of research in a global and local business environment.

Teaching Ethos

The College's approach towards teaching and learning is simple and effective. The main aim of UKCBC is to assist learners in maximising their potential by ensuring that they are taught clearly and effectively. This will enable students to engage in the learning environment and promote success in both their academic studies and subsequent career.

Methods of Delivery:

LECTURES:

These will be developed around the key concepts as mentioned in the indicative course content and will use a range of live examples and cases from business practice to demonstrate the application of theoretical concepts. This method is primarily used to identify and explain key aspects of the subject so that learners can utilise their private study time more effectively.

SEMINARS:

These are in addition to the lectures. The seminars are designed to give learners the opportunity to test their understanding of the material covered in the lectures and private study with the help of reference books. This methodology usually carries a set of questions identified in advance. Seminars are interactive sessions led by the learners. This method of study gives the learner an excellent opportunity to clarify any points of difficulty with the tutor and simultaneously develop their oral communication skills.

CASE STUDIES:

An important learning methodology is the extensive use of case studies. They enable learners to apply the concepts that they learn in their subjects. The learners have to study the case, analyse the facts presented and arrive at conclusions and recommendations. This assists in the assessment of the learner's ability to apply to the real world the tools and techniques of analysis which they have learnt. The case study serves as a supplement to the theoretical knowledge imparted through the course work.

'Academic Misconduct' Statement:

'Academic Misconduct' is a term used to describe a deliberate attempt by a student to take unfair advantage over other students to undermine the quality, standards and credibility of the programmes and qualifications offer by UKCBC. Academic Misconduct includes: plagiarism; collusion; falsification; replication; cheating; bribery; and impersonation. A student suspected of Academic Misconduct will be investigated by the College and appropriate action will be taken.

'Contract Cheating' Statement:

'Contract Cheating' is defined by the Quality Assurance Agency (QAA) as occurring when, "a third party completes work for a student who then submits it to an education provider as their own, where such input is not permitted." Such third party companies have become known as 'essay mills', and it is the responsibility of students to avoid contact and association with such third party companies throughout their entire period of study. A student suspected of Contract Cheating will be investigated by the College and appropriate action will be taken.

Assessment:
The module will be assessed meeting all the LO as specified by the awarding body, Pearson BTEC.
Please read the instructions carefully while addressing the tasks specified.
Contribution: 100% of the module.
Details enclosed in the assignment brief

ASSIGNMENT BRIEF

Unit number and title	Unit 8: Legislation and Ethics in the Travel and Tourism Sector
Qualification	Pearson BTEC HND Travel and Tourism Management

The purpose of the assignment:

This unit enables learners to gain understanding of the legal and regulatory framework, health, safety, security and consumer protection laws and business ethics in travel and tourism.

TASK 1 to TASK 4: You are required to follow the instructions as specified towards each task. Your arguments should be supported by using suitable cases, legislation and regulations and all examples MUST be relevant to the travel and tourism sector of United Kingdom.

Task 1 (LO1, AC1.1, 1.2, M1, M2, M3, D1, D2, D3)

You are working as a Travel law consultant based in London. You have been asked to organise a training event for Retail Travel consultants on the legal and regulatory framework in the travel and tourism sector in the United Kingdom. You will give an information pack to participants made up of **leaflets** addressing 1.1 and 1.2 below:

1.1 – Explain the legal and regulatory framework of the travel and tourism sector with reference to England and Wales

1.2 – Discuss surface, sea and air transport law in relation to the carriage of passengers within the legal and regulatory framework of United Kingdom.

Task 2 (LO2, AC2.1, 2.2, M1, M2, M3, D1, D2, D3)

You are working as a manager for a UK based tour operator with retail travel centres across the country. Your company has embarked on the process of preparing training materials for its staff on legislation and regulations relating to health, safety and security, and equality in the travel and tourism sector in the United Kingdom. You should choose a UK tour operator with retail travel centres and create **management report** addressing the following:

2.1 Evaluate the impacts of the principles of health, safety and security legislation on the travel and tourism sector with reference to a UK tour operator and travel agency

2.2 Analyse legislation that relates to equality with reference to a UK tour operator and travel agency.

TASK 3 (LO3, AC3.1, 3.2, M1, M2, M3, D1, D2, D3)

You work as a travel consultant for a UK based travel agency selling holiday packages from different tour operators. A travel assistant sold a tour package to a customer recently to Spain and has come back to your travel agency as he was not happy with the service offered at the resort and is questioning the accuracy of information given to him at the time of booking. The travel assistant is not sure how to deal with this situation. Your line manager has recognised the need to train travel assistants on consumer protection legislation in relation to the travel and tourism sector. You are required to create **leaflets** to be given to the travel assistants explaining contract legislation and consumer protection legislation in relation to travel and tourism customers.

Your leaflets should address the following:
3.1 Explain contract legislation in relation to travel and tourism customers

3.2 Explain consumer protection legislation in relation to travel and tourism customers.

TASK 4 (LO4, AC4.1, 4.2, M1, M2, M3, D1, D2, D3)

You work as a sustainability manager and your company aims to promote ethical behaviour in all its operations. Select one travel and tourism sector business from the following: International Airlines Group (IAG), Intercontinental Hotel group (IHG), Virgin Holidays, The British Museum, The Natural History Museum, Whitbread, Thomas Cook, TUI Group, or any other travel and tourism sector business of your choice. Carry out in- depth research by using supportive materials like books, annual reports, websites, etc., and write a **management report** on the role of business ethics in the travel and tourism sector addressing the following:

4.1 Analyse ethical dilemmas faced by the travel and tourism sector.

4.2 Analyse the Corporate Social Responsibility (CSR) policy of a specified travel and tourism business

Assignment Guidelines:

- ➢ Produce evidence as specified for each task. Use a standard report structure where requested, Word-process the report and use a Normal script of a proper font size 12. Complete the title page.
- ➢ It should be uploaded to Ulearn platform before the deadline. Assignments submitted after the deadline will not be accepted unless with mitigating circumstances supported by valid evidence.
- ➢ **Academic misconduct must be avoided**.
- ➢ Start each answer on a new page and pages should be numbered. Highlight each

  question clearly.

- ➢ Include a Bibliography at the end of the assignment and **use the Harvard**

  referencing system. All work should be comprehensively referenced and all

  sources must be fully acknowledged.

- ➢ Try to give the page numbers, publishers' details and the year of publication
- ➢ In order to **pass** you need to address all the LO
- ➢ In order to get a **merit** you need to first pass and then address the characteristics

  of M1, M2, M3

- ➢ In order to get a **Distinction** you need to first pass, address all the merit

  characteristics and then address the characteristics of D1, D2 and D3.

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Commonly used command words

Analyse	These tasks require you to explore the different aspects of an issue, considering the relative significance of each. You would normally need to explore causal relationships, examining how an action will lead to a particular reaction. This type of task would not normally require you to make judgements, but rather to drill down into an issue, exploring relationships in depth.
Assess	This requires you to weigh up the positive and negative aspects of something. Alternatively, it might require you to explore the important and unimportant aspects of an argument. You should build these strands into

	a balanced argument before reaching a final balanced conclusion.	
Critically analyse	This is when you have to explore the strengths and weaknesses of the ideas of a theorist or claims made by a professional body before reaching a final, balanced conclusion. You would normally begin by presenting the initial idea and arguments in favour of it, before introducing contradictory arguments. When you present the arguments, you should present their relative merits (e.g. their strengths and weaknesses) before summarising your arguments and reaching a final conclusion.	
Evaluate	This type of question will require you to give an opinion on an issue, which you should support with relevant evidence. You should ensure that your response provides a balanced view of the issue, exploring points for and against your argument. This should lead to an overall conclusion where you summarise your main arguments and explain how you have come to your final decision.	
Justify	This requires you to provide arguments in support of a particular interpretation of or perspective on something. This should be based on the use of theoretical justifications applied to normal business practice.	

Unit 8: Legislation and Ethics in Travel and Tourism Sector

Learning outcomes		Assessment criteria for a pass	Task
LO1 Understand the legal and regulatory framework in the travel and tourism sector	1.1	Explain the legal and regulatory framework of the travel and tourism sector	1
	1.2	Discuss surface, sea and air transport law in relation to the carriage of passengers within the legal and regulatory framework	1
LO2 Understand legislation and regulations relating to health, safety and security in the travel and tourism sector	2.1	Evaluate the impacts of the principles of health, safety and security legislation on the travel and tourism sector	2

	2.2	Analyse legislation that relates to equality	2
LO3 Understand consumer protection legislation in relation to the travel and tourism sector	3.1	explain contract legislation in relation to travel and tourism customers	3
	3.2	explain consumer protection legislation in relation to travel and tourism customers	3
LO4 Understand the role of business ethics in the travel and tourism sector	4.1	analyse ethical dilemmas faced by the travel and tourism sector	4
	4.2	analyse the Corporate Social Responsibility (CSR) policy of a specified travel and tourism business	4

A Pass grade is achieved by meeting all the requirements listed in the assessment criteria above. Additionally you have the opportunity to submit evidence in order to achieve the following Merit and Distinction grades.

Outcomes/criteria :	Indicative characteristics	Contextualisation In this assessment you will have the opportunity to present evidence that shows you are able to :
Merit Description:		
M1. Identify and apply strategies to find appropriate solutions.	An effective approach to study and research has been used . Effective judgement has been made	To achieve M1, an effective approach to study and research must have been used for example to (1.1) explain the legal and regulatory framework of the travel and tourism sector; (1.2) discuss surface, sea and air transport law in relation to the carriage of passengers within the legal and regulatory framework; (2.1) evaluate the impacts of the principles of health, safety and security legislation on the travel and tourism sector; (2.2) analyse legislation that relates to equality; (3.1) explain contract

		legislation in relation to travel and tourism customers; (3.2) explain consumer protection legislation in relation to travel and tourism customers; (4.1) analyse ethical dilemmas faced by the travel and tourism sector; (4.2) analyse the Corporate Social Responsibility (CSR) policy of a specified travel and tourism business. In addition, effective judgments must have been made for example in (4.1) analysing ethical dilemmas faced by the travel and tourism
		sector; (4.2) analysing the Corporate Social Responsibility (CSR) policy of a specified travel and tourism business.
M2. Select/ design and apply appropriate methods/ techniques.	. A range of sources of information used.	To achieve M2, you would have used a range of sources of information and should be correctly referenced for example in (1.1) explain the legal and regulatory framework of the travel and tourism sector; (1.2) discuss surface, sea and air transport law in relation to the carriage of passengers within the legal and regulatory framework; (2.1) evaluate the impacts of the principles of health, safety and security legislation on the travel and tourism sector; (2.2) analyse legislation that relates to equality; (3.1)

		explain contract legislation in relation to travel and tourism customers; (3.2) explain consumer protection legislation in relation to travel and tourism customers; (4.1) analyse ethical dilemmas faced by the travel and tourism sector; (4.2) analyse the Corporate Social Responsibility (CSR) policy of a specified travel and tourism business.
M3. Present and communicate appropriate findings.	. Logical and coherent arguments have been presented . A range of methods of presentation has been used	To achieve M3, you a range of methods of presentation should have been reflected in your work for example in (1.1) explain the legal and regulatory framework of the travel and tourism sector; (1.2) discuss surface, sea and air transport law in relation to the carriage of
		passengers within the legal and regulatory framework; (2.2) analyse legislation that relates to equality; (3.1) explain contract legislation in relation to travel and tourism customers and evidenced in leaflets and management report. In addition, logical and coherent arguments must have been presented in order to (2.1) evaluate the impacts of the principles of health, safety and security legislation on the travel and tourism sector; (2.2) analyse legislation that relates to equality; (4.1)

		analyse ethical dilemmas faced by the travel and tourism sector; (4.2) analyse the Corporate Social Responsibility (CSR) policy of a specified travel and tourism business.
Description:		
D1. Use critical reflection to evaluate own work and justify valid conclusion.	. Evaluation has taken place using defined criteria	To achieve D1, (2.1) you would need to address the set assessment criteria with valid conclusions and appropriate evaluation of the impacts of the principles of health, safety and security legislation on the travel and tourism sector. You could also propose realistic improvements through the evaluation and analysis carried out in the various sections of the assessment for example in 1.2, 2.1, 2.2, 4.1, and 4.2.
D2. Take responsibility for managing and organizing activities.	. Autonomy/independence demonstrated	To achieve D2, you would have demonstrated autonomy across your assignment, with effective independent research and met the deadlines to submit all the tasks and achieve the unit pass and merit assessment criteria.
D3. Demonstrate convergent, lateral and creative thinking	. Receptiveness to new ideas has demonstrated.	In order to achieve D3, your work needs to demonstrate convergent and creative thinking generating new ideas or suggestions with regards to Legislation and Ethics within the travel and tourism sector for example in 2.1, 2.2, 4.1, and 4.2.
Evidence	**Summary of evidence required by**	**Evidence presented**

checklist	student	
Task 1	Leaflets	
Task 2	Management report	
Task 3	Leaflets	
Task 4	Management report	