

TRAVEL & TOURISM



COURSE DESCRIPTION

The National 4/5 Skills for Work: Travel and Tourism Course is an introductory qualification in travel and tourism. It develops the skills, knowledge and attitudes, needed for work in the travel and tourism industry.

Learners will develop:

- skills to become effective job-seekers and employees
- skills to deal effectively with all aspects of customer care and customer service in travel and tourism
- the product knowledge and skills to deal effectively with customer enquiries in relation to travel and tourism in Scotland, the rest of the United Kingdom and worldwide

AREAS OF STUDY/COURSE STRUCTURE

This is a skills for work course, made up of 4 units:-

- **Employability** : learn about the different functions of travel and tourism organisations. Get to know about employment opportunities across the tourism industry. You will also gain an understanding of the skills and qualities which employers look for.
- **Customer Service** : develop your communication skills and learn about promoting products and services, and how to deal with customer issues.
- **Travel & Tourism in Scotland** : learn about travel and tourism in Scotland and the skills required to plan a customer holiday. Think about and weigh up the positive and negative impact of travel and tourism in Scotland. T
- **Travel & Tourism UK & Worldwide** : learn about current travel trends, learn about a variety of destinations and tourist attractions and use this knowledge to plan a customer holiday. Develop an understanding of the positive and negative impact of tourism.

RECOMMENDED ENTRY

There are no formal entry requirements for this course.

ASSESSMENT

There is no exam. Pupils must successfully complete each Unit to achieve the Course. Pupils are tested in a variety of ways including:

- real or simulated workplace settings
- role play activities
- carrying out case study work
- planning and carrying out practical tasks and assignments

PROGRESSION

Further education courses in Travel & Tourism

FUTURE CAREERS

- Travel agent
- Tour operator
- Cabin crew
- Airport ground staff
- Visitor attraction posts
- Tour guide
- Holiday resort rep