

Travel and Tourism: Skills for Work - National 5

The National 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.

Aims of the Course

The general aims of this Course are to:

- Provide learners with a broad introduction to the travel and tourism industry.
- Allow learners to experience a range of work related activities in relation to Travel and Tourism industry.
- Encourage learners to develop skills for learning and life as well as work
- Build learners' confidence.
- Encourage learners to take greater responsibility for their own learning and development.
- Prepare learners for progression to further education, training or employment.

The specific aims of the Course are to:

- Prepare learners for work in the travel and tourism industry.
- Develop customer care skills.
- Understanding the importance of personal presentation.
- Develop Skills to become effective job-seekers and employees in the Travel and Tourism Industry.
- Develop a positive and responsible attitude to work and an understanding of the workplace.
- Develop communication skills.
- Develop detailed product knowledge and skills to deal effectively with customer enquiries.
- Develop skills in reviewing and evaluating and planning for the future.
- Prepare candidates for further learning, study and training opportunities in the Travel and Tourism industry.

Unit Assessment

There is **no external assessment** for this Course. Learners must successfully complete the following four units to achieve the Course. The units will be assessed on a pass/fail basis within school.

Travel and Tourism: Employability (National 5) 6 SCQF credit points

Travel and Tourism: Customer Service (National 5) 6 SCQF credit points

Travel and Tourism: Scotland (National 5) 6 SCQF credit points

Travel and Tourism: UK and Worldwide (National 5) 6 SCQF credit points

The general purposes of the four Units of the Course are outlined here:

- To enable learners to develop more advanced skills to become effective job-seekers and employees in the Travel and Tourism Industry.
- To enable learners to develop detailed skills to deal effectively with all aspects of *Customer Care and Customer Service* in Travel and Tourism.
- To enable learners to gain detailed product knowledge to develop skills to deal effectively with customer enquiries for Domestic and Inbound tourism and Excursions within Scotland.
- To enable learners to gain detailed product knowledge to develop skills to deal effectively with customer enquiries for Outbound Tourism Destinations from Scotland to the rest of the UK, Europe and the World.

Progression

Skills for Work in Travel and Tourism at SCQF level 5 may provide progression to:

- Other SQA Travel and Tourism Courses or to Scottish Vocational.
- Qualifications (SVQs) in Travel and Tourism further education.
- Employment in the travel and tourism industry.