

TRAVEL AND TOURISM (SKILLS FOR WORK)

What are the aims of this course?

This 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. It involves researching and learning about various tourist destinations and attractions within Scotland, the UK and Worldwide. As this course is specifically aimed at developing skills for work, there will be a focus on employability within the industry as well as developing customer service skills to help you deal with customer enquiries.

What are the recommended entry levels for this course?

This course is suitable for anyone who has successfully completed a National 4 in any Social Subject or Hospitality or who has interest in a career in any Travel or Tourism related industry.

What content is included in this course?

There are four units in Travel and Tourism:

- The **Employability** unit develops skills to become effective job seekers and employees in the travel and tourism industry.
- The **Customer Service** unit develops the skills and knowledge to enable you to meet the needs of customers. Learners will be able to develop communication skills and learn about promoting products and services and how to deal with customer issues.
- The **Scotland** unit develops knowledge in relation to travel and tourism in within Scotland by studying holiday destinations and planning a holiday to meet customer needs.
- **The UK and the rest of the World.** Learners will carry out an investigation of Travel and Tourism in UK and the rest of the world to meet the customers holiday needs.

What skills will I develop?

Many skills will be enhanced such as communication skills, teamworking, independent thinking, self-evaluation, problem solving and being able to show a positive and responsible attitude to work.

In addition to these skills specific to the Travel and Tourism industry will be developed such as an understanding of the workplace, the employee's responsibilities, health and safety and customer care. The course will also develop skills in relation to promoting products and services.

What learning and teaching approaches will I experience?

This is a practical course where you will complete research, give presentations and participate in role plays. There will also be visits to outside agencies, places of employment such as travel agents, tourist attractions and venues. Visitors and speakers will be invited to the school to discuss various aspects of Travel and Tourism.

How will I be assessed?

Each unit must be passed in order to gain the qualification and will be internally assessed on a pass/fail basis.

What are the homework requirements?

Homework plays an important part in regular revision of key words and ideas, completing research and extending work completed in class. Students are expected to carry out individual research on relevant topics and present their findings to the class.

What are the possible progression routes?

This course can lead to other SQA Travel and Tourism courses or another related course in further education. Due to the skills developed this may lead to employment in travel and tourism industries.

Jobs where Scottish Studies is essential or useful

The travel and tourism industry is one of the largest employers of people in Scotland. There are a variety of jobs available such as hoteliers, visitor guides, travel agents and air stewards as well as people working within bars and restaurants.