

Practitioner Guides to support the Diploma in Travel and Tourism

For the training module that supports this guide go to: <http://www.onlinetraveltraining.co.uk/ott-travel-training/module/introduction-to-travel.aspx>

The Travel Industry – and Introduction

Click on – Introduction to Travel

Module headings	Contents	Diploma support
Travel Industry introduction	Brief introduction to the industry, its development and range of job opportunities	Provides a brief introduction to the industry for Level 1 and 2 learners. Can be supplemented by information available on People 1 st and GoSkills websites and www.uksp.co.uk and www.careersinpassengertransport.org
Retail Travel Agents	Outline of the job role and examples of employers Live examples of jobs, including pay-scales and job descriptions	Provides information for Level 1 and Level 2 units – Working in travel and tourism. Provides useful background information about the travel industry working environment and the topic – The business environment. Each job role emphasises the importance of – Looking after customers and The customer experience. At Level 3 supports – People in travel and tourism
Specialist Travel Companies	Outline of the job role and examples of employers Live examples of jobs, including pay-scales and job descriptions	It's important that learners appreciate the specialist nature of some travel businesses and the customer offer they provide. Gives an overview of the different and diverse roles needed across the business and some of the technology and business systems used. Diploma topics: Working in T&T; the Business Environment; People in T&T
Business Travel	Outline of the job role and examples of employers Live examples of jobs, including pay-scales and job descriptions Names and links to key organisations	A crucial part of the travel industry. Despite recent changes and trends to fly with budget carriers, business travel (provided by Travel Management companies) is a major income generator for the

		<p>industry with some important players and industry organisations such as GTMC which provides specialist qualifications. See examples of business travel jobs.</p> <p>Diploma topics: Working in T&T; the Business Environment; People in T&T; Technology in T&T; Changes and trends; planning journeys</p>
Home Working	<p>Outline of the job role and examples of employers</p> <p>Live examples of jobs, including pay-scales and job descriptions</p>	<p>A growing part of the industry with many product specialists eg cruise holidays. Diploma topics: working in T&T; people in T&T</p>
Airline and Check-in jobs	<p>Outline of the job roles and examples of employers</p> <p>Live examples of jobs, including pay-scales and job descriptions</p>	<p>Aviation is a key area of business with employment opportunities in the air and on the ground.</p> <p>Diploma topics: working in T&T; people in T&T; destinations and journey planning; the customer experience</p>
Overseas Resort Representative	<p>Job description, Qualifications, Attributes</p>	<p>An attractive job opportunity especially for younger workers – take note of the wide range of duties and employment expectations.</p> <p>Diploma topics: working in T&T; people in T&T; the customer experience</p>
Contracting jobs	<p>Job description, Qualifications, Attributes</p>	<p>Usually a job role that people take up after gaining experience within an organisation. Needs good negotiating skills and product knowledge.</p> <p>Diploma topics: working in T&T; the business environment; people in T&T</p>
Call centre jobs	<p>Job description, Qualifications, Attributes</p>	<p>No face to face contact, so excellent telephone and sales skills are essential.</p> <p>Diploma topics: working in T&T; the customer experience; destinations and journey planning; people in T&T; the business environment; changes and trends</p>
Careers information, advice and guidance	<p>Sources of IAG and the types of related qualifications available</p>	<p>An excellent summary of careers information available for travel and tourism courses, qualifications and employment opportunities.</p>
Travel industry jargon	<p>Common travel words</p> <p>The Phonetic Alphabet</p>	<p>Learners need to appreciate and understand some of the common words and phrases used in the industry – here's a sample. The phonetic alphabet – always useful to make yourself understood.</p> <p>Diploma topics: the customer experience; image and perception</p>

Air Travel	Charter services Scheduled services Airline codes Airport codes (including a test yourself quiz)	A really useful summary describing key elements: scheduled services, charter flights, airline and airport codes. Try the Facebook Airport Codes quiz!
Flight itineraries	Airline codes link Class of travel Fares and ticketing	A great way to help learners plan journeys and learn more about destinations in an industry-relevant scenario with real examples. Diploma topics: destinations; planning journeys; technology in T&T
The Travel Industry – and Introduction	Test yourself what you've learnt	Now test yourself and see what you've learned! Make it a learner challenge whilst using the training tools that industry professionals use.

Other sources of information:

Working in travel and tourism - www.uksp.co.uk

Working in passenger transport – www.careersinpassengertransport.org

The travel and tourism sector – www.people1st.co.uk

The passenger transport sector – www.goskills.org