National 4 SfW Travel and Tourism (Course Code: C776 74)

SCQF Level 4 (24 Credit Points)

Why study SfW Travel and Tourism?

Travel and tourism is an important part of the Scottish and UK economy. It includes a wide range of jobs from tour guide and travel consultant to tourist information assistant and conference managers. And, of course, there are the staff who work overseas with Scottish and UK tourists travelling abroad for holidays and business trips.

This course is designed to give you a more in-depth introductory qualification in travel and tourism which will cover the skills needed to work in the sector. You will also develop broad employability skills.

Travel and tourism offers good opportunities if you enjoy:

- meeting new people
- communicating with others
- problem-solving
- providing information and advice
- planning and organising events and activities.

Career Pathways

To see what career areas this subject could lead to and the routes to get there, download and view these career pathways:

Hospitality, Leisure and Tourism

Transport and Distribution

What do I need to get in?

Entry to this course is at the discretion of the school or college.

What will I study?

The course is made up of four compulsory units, each one taking 40 hours of study.

- Travel and Tourism: Employability (6 SCQF credit points)
- Travel and Tourism: Customer Service (6 SCQF credit points)
- Travel and Tourism: Scotland (6 SCQF credit points)
- Travel and Tourism: UK and Worldwide (6 SCQF credit points)

You will learn about:

- careers in the travel and tourism industry and the skills you would need to work in them

- job seeking skills relevant to the industry
- problem-solving and dealing with customer issues
- developing travel itineraries (planned routes or journeys)
- providing information on accommodation, activities, events and attractions
- communication skills, customer service and promoting products and services
- travel and tourism in Scotland, and meeting customer holiday needs
- travel and tourism in the in the UK and the rest of the world.

Where will I take the course?

- You will usually train at a local college. Training sessions will take place for a set number of hours and weeks during term time.

Work experience/placements

- You may be able to arrange a related work experience placement by speaking to your pastoral care or guidance teacher in school.
- You may be able to visit individual companies or hear about the industry from visiting speakers.

How will I be assessed?

Assessment will be based on a range of practical activities in real or simulated workplace settings. Tutors will observe and keep records of your work.

Study Materials

What can I go on to next?

Employment/Training

- A Modern Apprenticeship leading to Customer Service, Retail and Travel at SCQF Level 5 or Hospitality Team Member at SCQF Level 5.

Further/Higher Education

- A one year full time NC or NQ in Tourism at a local college of further education.

You may be able to progress to:

- **National 5 SfW Travel and Tourism**

Further study, training or employment in:

- Hospitality, Leisure and Tourism
- Transport and Distribution