

## SKILLS FOR WORK: TRAVEL AND TOURISM

The National 5 Travel and Tourism course is part of the SQA's Skills for Work qualifications. This Course is designed to provide an introductory qualification in travel and tourism and will build the initial skills required for employment in the travel and tourism industry.

<b>Travel and Tourism N5</b>	
<b>REQUIREMENTS</b>	Coverage of relevant Outcomes in S1 – S3 will provide an appropriate basis for undertaking this course. Other Senior Phase qualifications at National 4 or 5 could also demonstrate suitability for this course.
<b>COURSE CONTENT</b>	<p>Throughout the course pupils will use a wide variety of resources and have could have the opportunity to visit local businesses or visiting speakers to enhance their learning. There will also be the opportunity to include some element of work experience within the course. Pupils will work on units of work which include;</p> <ul style="list-style-type: none"> <li>• <u>Scotland</u> Learners gain detailed knowledge of Domestic and Inbound tourism and Excursions within Scotland and develop skills to deal effectively with customer enquiries in relation to this.</li> <li>• <u>UK and Worldwide</u> Learners gain detailed knowledge of Outbound Tourism Destinations from Scotland to the rest of the UK, Europe and the World and develop skills to deal effectively with customer enquiries in relation to this.</li> <li>• <u>Customer Service</u> Learners develop detailed skills to deal effectively with all aspects of Customer Care and Customer Service in Travel and Tourism.</li> <li>• <u>Employability.</u> Learners develop more advanced skills to become effective jobseekers and employees in the Travel and Tourism Industry</li> </ul>
<b>ASSESSMENT</b>	To achieve the Course award the candidate must successfully achieve all the Units which make up the Course. All Units are internally assessed and are judged on a pass / fail basis. There is no external examination.
<b>PROGRESSION / NEXT STEPS</b>	Learners can progress onto further education courses or units in Travel and Tourism (for example Scottish Vocational Qualifications - SVQs). This course could also lead to employment in a variety of travel and tourism related occupations, including working for hotels and restaurants, airports / airlines, travel agents, tour operators, visitor attractions or in travel journalism.