

NATIONAL 4/5 TRAVEL AND TOURISM SKILLS FOR WORK

AWARD RECEIVED

This Course is designed to provide an introductory qualification in travel and tourism which reflects the initial skills required for the travel and tourism industry. The Course will enable learners to experience, develop and reflect on general and specific practical skills, knowledge and understanding, together with employability skills and attitudes needed to work in the travel and tourism industry.

COURSE CONTENT: What will I Learn?

- **Scotland: Tourist areas**

Research a range of tourist areas in Scotland and understand the types of holidays, importance of the industry and the positive and negative effects of tourism



- **Customer Service**

Investigate how tourism is marketed

How to deal with customers and customer complaints

Why do companies need customer charters?

- **Employability**

Take part in work experience and evaluate performance

Investigate different careers in the Tourism industry and the skills needed for them

- **UK and Worldwide Tourist Areas**

Investigate worldwide tourist resorts from the Caribbean to Indonesia

The impact of mass tourism

How eco-tourism has developed

TEACHING METHODS: what will I do?

- Computer research
- Report writing
- Creating posters and wordles and leaflets
- Role plays and discussion
- Use of video clips
- Field trips



ASSESSMENT: How will I be assessed?

To achieve the Course award the candidate must successfully achieve all the Units which make up the Course.

They will be assessed on a pass/fail basis within centres. SQA will provide rigorous external quality assurance, including external verification, to ensure assessment judgments are consistent and meet national standards.

HOMEWORK

Homework is normally research tasks or surveys.

PROGRESSION IN THE SENIOR PHASE

Travel and Tourism can complement courses on hospitality and business management as well as geography.

There is no Higher course however many college courses are available.

