

What will I study?

This is a skills for work course, made up of 4 units:-

Employability : learn about the different functions of travel and tourism organisations. Get to know about employment opportunities across the tourism industry. You will also gain an understanding of the skills and qualities which employers look for.

Customer Service : develop your communication skills and learn about promoting products and services, and how to deal with customer issues.

Travel & Tourism in Scotland : learn about travel and tourism in Scotland and the skills required to plan a customer holiday. Think about and weigh up the positive and negative impact of travel and tourism in Scotland.

Travel & Tourism UK & Worldwide : learn about current travel trends, learn about a variety of destinations and tourist attractions and use this knowledge to plan a customer holiday. Develop an understanding of the positive and negative impact of tourism.

What skills will I develop?

- prepare learners for work in the travel and tourism industry
- develop customer care skills
- understanding the importance of personal presentation
- develop skills to become effective job-seekers and employees in the travel and tourism industry.
- develop a positive and responsible attitude to work and an understanding of the workplace
- develop communication skills

How will I be assessed?

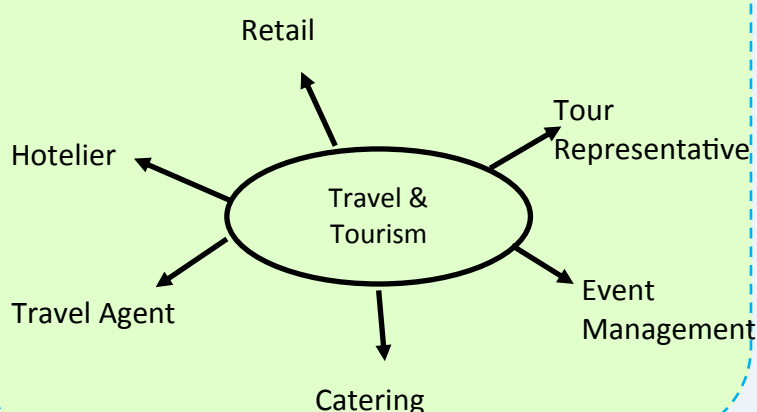
There is no exam. Pupils must successfully complete each Unit to achieve the Course. Pupils are tested in a variety of ways including:

- real or simulated workplace settings
- role play activities
- carrying out case study work
- planning and carrying out practical tasks and assignments

What might this lead to?

For those who simply wish to achieve a greater understanding of the travel and tourism industry, the course has equivalent points to National 5 level. For those who wish to progress to training or employment, it is designed to help pupils who have little or no experience of travel and tourism to gain the basic skills for work in the industry.

Possible Careers



Need more info? -
[Nationals in a Nutshell](#)