



Travel & Tourism



Both the National 4 and National 5 Travel and Tourism course provides a strong foundation for careers in the industry. It focuses on essential workplace skills, such as customer service, personal presentation, and communication. Learners develop job-seeking abilities, gain product knowledge for handling customer inquiries, and build awareness of workplace expectations. The course also encourages planning for career progression, making it a great stepping stone for further study or employment.

Topics Covered

- ☐ Scotland
- ☐ UK & Worldwide
- ☐ Customer Service
- ☐ Employability

Skills Gained

- ☐ Customer Service Skills
- ☐ Communication Skills
- ☐ Research Skills
- ☐ Presenting Skills
- ☐ Time Management Skills
- ☐ Organisational Skills
- ☐ Planning Skills
- ☐ Active Listening Skills
- ☐ Technological Proficiency – ICT Skills

Assessment Breakdown

- ☐ Four mandatory units are equally weighted the same – 6 SCQF credit points.

Usually a portfolio approach is best to present work. The units are internally assessed by centres and externally verified by SQA.

Progression & Possible Career Paths

Progression:

- ☐ Potentially move to an Admin & IT Class as some skills will be transferable
- ☐ A relevant college course

Possible Career Paths:

- ☐ Customer Service Agent
- ☐ Travel Agent
- ☐ Hospitality Industry
- ☐ Tour Guide
- ☐ Hotel Manager
- ☐ Theme Park Manager
- ☐ Holiday Representative

Entry Requirements and advice

The Travel & Tourism coursework relies heavily on ICT and research. It is advisable students are proficient in ICT and have strong research and presentation skills. The course is very assessment heavy and pupils are required to commit effort to complete all assessments.

Pupils would benefit from having Administration at National 4 or 5, however, this is only advisable and not a requirement.

