

Travel and Tourism – National 4/5

Travel and Tourism has 4 units which are continually assessed and NO FINAL EXAM.

Tourism is a major employer and revenue earner to the economy.

This course allows you to gain knowledge of a variety of tourist destinations, in Scotland, the UK and the rest of the world.

You will also learn about a range of occupations in travel and tourism, which will prepare you for employment in the industry.

You will also learn how to deal with customer enquiries, complaints and gain understanding of marketing and promotion in travel and tourism.



There are 4 units to study:

- Scotland – you will gather information, describe a range of destinations and attractions, identify current trends and describe the impact of tourism in Scotland. You will be able to provide information to potential customers on selected destinations and travel itineraries for selected areas.
- UK and Worldwide – you will gather information, describe a range of destinations and attractions, identify current trends and describe impacts of tourism in the UK, a short haul destination and a long haul destination. You will be able to provide information to potential customers on selected destinations and travel itineraries for selected areas.
- Customer Service – this unit outlines the benefits of good customer service to the travel and tourism industry. It deals with customer issues and actions required to respond to customer needs and wants. You will learn how to reply to customers, which they have questions and how to resolve situations where there are complaints.
- Employability – this unit investigates job roles and careers across the travel and tourism industry. You will demonstrate your employability skills and attitudes in a work related practical activity. You will evaluate your own potential for a chosen job in the travel and tourism industry.