

## **N5 Skills for Work: Travel & Tourism**

The National 5 Skills for Work: Travel and Tourism Course is an introductory qualification in travel and tourism. It develops the skills, knowledge and attitudes, needed for work in the travel and tourism industry.

### Learners will develop:

- skills to become effective job-seekers and employees
- skills to deal effectively with all aspects of customer care and customer service in travel and tourism
- the product knowledge and skills to deal effectively with customer enquiries in relation to travel and tourism in Scotland, the rest of the United Kingdom and worldwide

### The general aims of this course are to:

- φ provide learners with a broad introduction to the travel and tourism industry
- φ allow learners to experience a range of work related activities in relation to travel and tourism industry
- φ encourage learners to develop skills for learning and life as well as work  
build learners' confidence
- φ encourage learners to take greater responsibility for their own learning and development
- φ prepare learners for progression to further education, training or employment

## **Summary of Unit Content**

### **1. Travel and Tourism: Employability (National 5)**

The general aim of this unit is to enable learners to develop skills to become effective job seekers and employees in the travel and tourism industry. Learners will be introduced to the different functions of travel and tourism organisations and employment opportunities across the industry. Learners will gain an understanding of the skills and qualities identified by employers as being the most important in the travel and tourism industry. Learners who complete this unit will be able to investigate different careers from across the travel and tourism industry. They will also be able to demonstrate employability skills and plan for employment in a particular travel and tourism job.

### **2. Travel and Tourism: Customer Service (National 5)**

The general aim of this unit is to allow learners to develop the skills and knowledge to enable them to meet the needs of customers. Learners will be able to develop communication skills and learn about promoting products and services and how to deal with customer issues.

Learners who complete this unit will be able to establish and respond to customer needs and promote a range of products and/or services from the travel and tourism industry. Learners will also be able to deal with a customer issue in a travel and tourism environment.

### **3. Travel and Tourism: Scotland (National 5)**

The general aim of this unit is to enable learners to develop their knowledge, in relation to travel and tourism in Scotland, and the skills required to meet the needs of customers. Learners who complete this unit will be able to carry out an investigation of travel and tourism in Scotland and meet customer holiday needs.

### **4. Travel and Tourism: UK and Worldwide (National 5)**

The general aim of this unit is to enable learners to develop their knowledge, in relation to travel and tourism in the United Kingdom and the rest of the world, and the skills required to meet the needs of customers. Learners who complete this unit will be able to carry out an investigation of travel and tourism in UK and rest of the world to meet the customer holiday needs.

### **Assessment**

There is no external assessment for this Course. Learners must successfully complete each Unit to achieve the Course.

The Units are internally assessed by centres and externally verified by SQA.