

National 4/5 Travel and Tourism – 5 periods per week

Unit 1 – Customer Service

In this unit pupils will learn to understand the importance and principles of Customer Service and to develop the skills and qualities required to meet customer expectations in a travel and tourism environment. Pupils will learn practical skills to help them in the world of work. Pupils will also learn the importance of advertising/marketing in the travel and tourism industry.

Unit 2 – Employability

In this unit pupils will 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 prepare for employment in a particular sector of the travel and tourism industry and gain an understanding of skills and qualities identified as employers as being most important.

Unit 3 – Scotland

In this unit pupils will develop their knowledge of travel and tourism in Scotland. Pupils will learn about Scottish destinations and the importance of the industry for Scotland.

Unit 4 – UK and Worldwide

In this unit pupils will develop their knowledge of travel and tourism in the United Kingdom (out-with Scotland) and the rest of the world. Pupils will learn about destinations from across the world and the importance of the industry.

Assessment

There is no external assessment for this course. Learners must successfully complete each Unit to achieve a pass at the end of the year. Each unit will be assessed using a combination of written folio pieces and/or practical role play assessments. The Units are internally assessed by centres and externally verified by SQA.