

Travel Services & Tourism



Qualification and Level

Intermediate Apprenticeship or Advanced Apprenticeship in Travel Services and Tourism. There are several routes through the Apprenticeship: Leisure & Business; Tour Operators (Head Office); Tour Operators (Field Staff - formerly known as Tour Operations: Resort Operations).

Why Travel Services & Tourism?

North Yorkshire has a strong travel, tourism and leisure industry and qualified operators are in demand. You will be entering a dynamic, fast moving and exciting career in the service sector and will acquire the knowledge and skills to embark on your chosen career in Travel & Tourism.

Why York College?

York College offers a vibrant young adult environment with over 13,000 full and part-time learners, a friendly atmosphere, and support from specialist staff. We offer a wide range of academic and vocational qualifications at all levels, and work both with individuals and alongside local educational providers and businesses.

Our award-winning £60 million campus offers modern state-of-the-art teaching, learning and social facilities including: realistic training environments; Learning Centre; hair and beauty spa; day nursery; cafés and food court; restaurant; sports development centre; theatre.

What will I study?

The Travel Services & Tourism Apprenticeship framework consists of:

- NVQ Level 2 in **one of**: Leisure & Business; Tour Operators (Head Office); Tour Operators (Field Staff)
- Technical Certificate in Travel Services Principles in **one of the 3 distinct pathways**: Leisure & Business; Tour Operators (Head Office); Tour Operators (Field Staff)
- Functional Skills Level 1 in Application of Number
- Functional Skills Level 1 in Communication
- Employment Responsibilities and Rights (ERR)

The Travel Services & Tourism Advanced Apprenticeship framework consists of:

- NVQ Level 3 in **one of**: Leisure & Business; Tour Operators (Head Office); Tour Operators (Field Staff)
- Technical Diploma in Travel Services Principles in **one of the 3 distinct pathways**: Leisure & Business; Tour Operators (Head Office); Tour Operators (Field Staff)
- Functional Skills Level 2 in Application of Number
- Functional Skills Level 2 in Communication
- Employment Responsibilities and Rights (ERR)

The Advanced Apprenticeship is designed to give more experienced workers the opportunity to develop their supervisory and management skills and gain recognition of competent performance. The NVQ Level 3 further develops your existing skills in processing travel services bookings, developing and maintaining supportive relationships with telephone callers, complete foreign exchange transactions and much more. You will learn how to handle business clients' travel arrangements in an effective and efficient manner, or work in local travel agencies. You will gain the skills to deal with business travel arrangements for large companies and communicate complex information to those booking travel with you in a clear manner.

You must do all the qualifications in the framework, although you may be partly or fully exempt from some of them depending on your previous qualifications. You will receive a certificate for each qualification as you achieve it, and after you have achieved them all you will receive an Apprenticeship or Advanced Apprenticeship certificate.

Are there any entry criteria?

To start the course you must be employed in a relevant environment for a minimum of 30 hours per week. In addition for an Intermediate Apprenticeship you will have a minimum of 3 GCSE's at

Grade D or above to include English and for the Advanced Apprenticeship you will have a minimum of 3 GCSE's at Grade C or above to include English.

How will I be assessed?

During this programme you will undertake a mixture of technical knowledge and practical training. Your qualifications will include a mixture of modules that develop knowledge and skills relating to many aspects of your chosen career.

The NVQ programme is based on continuous assessment, which consists of practical tasks, observations of your work, oral questioning, written questions and projects. Assessment and training can take place either in your workplace or at College.

The Functional Skills are assessed through written tests.

What can I do next?

Many learners complete the Apprenticeship and then progress to the Advanced Apprenticeship. After completing your apprenticeship you will find that you have improved your full-time employment prospects and will be in an ideal situation to progress to such positions as travel agent, travel consultant, sales representative, tour operator, resort representative, supervisor or junior manager in a quality establishment.

What alternatives are there?

- Customer Service

How do I apply?

Fill in the Work Based Learning Application Form and send it to the Admissions Team at York College at the address below. We'll write to invite you to an interview and guidance session. Our programmes are popular and fill up quickly, so we advise you to apply as early as you can, even if you don't yet have a job.

Who can give me further information and advice?

Admissions Team

Your first point of contact about the application process.
York College, Sim Balk Lane, York YO23 2BB
01904 770449, admissions.team@yorkcollege.ac.uk

Employer Engagement Support Officers

Advice about Apprenticeships for students and employers.
York College, Sim Balk Lane, York YO23 2BB
01904 770445, apprenticeships@yorkcollege.ac.uk

Future Prospects

Advice about careers, Apprenticeships and other courses in the York area.
24 Swinegate, York YO1 8AZ
01904 634748, admin@futureprospects.org.uk, www.futureprospects.org.uk

Student Services

Confidential information, advice and signposting on a wide range of matters including accommodation, travel, childcare, welfare, benefits and financial assistance.
York College, Sim Balk Lane, York YO23 2BB
01904 770397, studentservices@yorkcollege.ac.uk

Apprenticeships Helpline and website

Information about Apprenticeships from the National Apprenticeship Service for students, employers and parents.
08000 150 600, www.apprenticeships.org.uk

York College is committed to creating an environment where there is mutual respect and equality of opportunity.