

# Level 3 National Diploma in Travel and Tourism Centres' information



# Level 3 National Diploma in Travel and Tourism (4873)

## Centres' information

The travel industry is as diverse as the world it serves. No two destinations are the same, no two holiday-makers are the same, and no two travel companies are the same?

So, why not offer your learners a qualification that is as adaptable as they will need to be? Our new Diplomas in Travel and Tourism have been designed to offer both learners and employers maximum flexibility and enable them to pick and choose units that are relevant to them. These awards are compatible with the Government's 14-19 agenda and the new skills strategy, and are the result of extensive consultations with employers.

### Level 3 Advanced National Diploma in Travel and Tourism

Number	Title	Assessed	Hours
301	Worldwide travel and tourism destinations	O	90
302	Customer service in travel and tourism	A	90
303	Sales promotion in travel and tourism	A	60
304	Principles of marketing in travel and tourism	A	60
305	The UK travel and tourism industry	A	60
306	Travel insurance	O	10
307	Finance and economics in travel and tourism	A	60
308	Tour operations product development	A	60
309	Independent and special interest travel	A	60
310	Business travel practices	S	90
311	Applied business travel skills	A	30
312	Travel and tourism destinations - England	O	30
313	Travel and tourism destinations - Scotland	O	20
314	Travel and tourism destinations - Ireland	O	20
315	Travel and tourism destinations - Wales	O	20
316/816/916	Air fares and ticketing	S	90
317	Overseas representatives	A	30
318	Overseas resort representatives	A	30
319	Tour guiding	A	60
320	Holiday park hosts	A	60
321	Tourist information services	A	60
322	Ski chalet host	A	90
323	Conference and events operations	A	60

Number	Title	Assessed	Hours
324	Human resources in travel and tourism	A	60
325	Ancillary sales and services	A	10
326	Travel and tourism legislation	A	10
327	Cruising	O	10
328	Foreign exchange	A	10
329	Presentation and training skills	A	60
330	Independent and package holidays	A	10
331	Resolving emergencies and problems in tourism destinations	A	10
332	Conflict management	O	10
333	Explore travel and tourism business ideas	A	20
334	Requirements for setting up travel and tourism businesses	A	20
335	Preparing travel and tourism business plan	A	20
336	Leadership skills in travel and tourism	A	20
337	Global distribution system	A	60
399	UK travel and tourism destinations	O	90

**Key:** A - Assignments O - Online testing  
S - Short answer

In order to achieve the **Advanced National Diploma in Travel and Tourism**, learners need to take any combination of units adding up to 900 hours.

To achieve the **National Diploma in Travel and Tourism**, learners need to take any combination of units that adding up to 450 hours, or take these defined routes:

- **Business Travel:** 301, 302, 310, 311, and 316/816/916 plus either 307 or 337
- **Leisure Travel:** 301, 302, 305, 306, 309, (312 + 313 + 314 + 315 or 399) 325, 326, 327, 328 and 330
- **Tourism:** 301, 302, 304, 305, 319, 321, 326, 336
- **Tour and Resort Operations:** 302, 308, 317, 318, 319, 320, 326, 328, 329, 331, 332 and 336

To achieve the **National Award in Travel and Tourism** learners can take any combination of units adding up to 180 hours.

Learners can also receive a Certificate for each completed unit.

### Key points

- Extremely flexible awards
- Compatible with the Government's 14-19 agenda and the new skills strategy
- Designed in consultation with employers

---

### **Is this the only qualification?**

No, there are also Diplomas available at levels 1 and 2. Please see the separate guides for more information.

### **How are these qualifications assessed?**

Each unit is assessed by a combination of externally set assignments and online multiple choice tests (see table).

### **Are there any learning materials?**

A range of support materials on CD-Rom are available; produced in association with Columbus Travel Publishing. Please contact us for up-to-date information and prices.

### **Do the qualifications form part of a recognised framework?**

This qualification has been accredited by the Qualifications and Curriculum Authority at level 3.

### **Are there any specific resource or administration requirements?**

In order to deliver the online multiple choice assessments, you will need to be approved to use our GOLLA system. For more details visit [www.cityandguilds.com/gola](http://www.cityandguilds.com/gola)

### **What's the next step?**

If you are an existing approved centre, you will need to complete a scheme approval form (SAP). If you are not an approved centre and would like to become one, please contact your nearest City & Guilds office.

### **How can I find out more?**

You can find out more by contacting your nearest City & Guilds office. Log on to our website to find the location of your nearest one, or contact our Customer Relations team:

#### **City & Guilds**

**1 Giltspur Street**

**London**

**EC1A 9DD**

**T +44 (0)20 7294 2800**

**F +44 (0)20 7294 2405**

**centresupport@cityandguilds.com**

**www.cityandguilds.com**

If asked for a qualification number, please quote 4873

Every effort has been made to ensure that the information contained in this publication is true and correct at the time of going to press. However, City & Guilds' products and services are subject to continuous development and improvement and the right is reserved to change products and services from time to time. City & Guilds cannot accept liability for loss or damage arising from the use of information in this publication.

©2008 The City and Guilds of London Institute. All rights reserved.

City & Guilds is a trademark of the City and Guilds of London Institute. City & Guilds is a registered charity (number 312832) established to promote education and training.

1 Giltspur Street, London EC1A 9DD Telephone 020 7294 2468  
Facsimile 020 7294 2400 E-mail centresupport@cityandguilds.com  
Website <http://www.cityandguilds.com>  
June 2008