



Level 3 Travel Consultant Apprenticeship (9056-12)

July 2018 Version 1.0

End-point Assessment Handbook

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Introduction

About this document

This document sets out the content that needs to be taught to prepare the apprentice for the Knowledge Test component of the Travel Consultant End-point Assessment.

300 Travel Consultant - Leisure

This content is divided into eight areas of learning:

1. Geography
2. Travel information
3. Legal and Compliance
4. Travel options
5. Customer
6. Industry practice
7. Business
8. Sustainability

1 Geography

Topics

- 1.1 Know world- wide geography
- 1.2 Know popular travel destinations

Topic 1.1

Know world-wide geography

- Names and locations of worldwide destinations
 - All continents
 - All countries,
 - Major capital cities (key European and Warsaw, Sofia, Bucharest, Zagreb, Moscow, Hong Kong, Canberra, Washington DC, Ottawa, Johannesburg, Cairo, Dubai, Singapore, Kuala Lumpur, Bangkok, New Delhi, Sao Paolo, Nairobi, Abuja)
 - Oceans
- How to read maps to identify the location of the major airports, destinations, major cities and country groups
 - Top 10 ABTA destinations
- The names and locations of continents, countries, capitals, resorts, gateway airports and seaports (major cruising ports), major towns, cities, tourist attractions, oceans and seas, main physical features
- The names and locations of UK towns, cities, gateway airports and seaports
- The names and locations of UK regions and resorts, national parks
- 3-letter airport codes and how to encode them

Topic 1.2

Know popular travel destinations

- The location of major tourist attractions and special events in the UK, Europe and throughout the world

2 Travel information

Topics

- 2.1 Travel information
- 2.2 Passport and visa requirements information
- 2.3 Diversity information
- 2.4 Time zones and climate information
- 2.5 Medical safety information
- 2.6 Foreign office advice and information
- 2.7 Foreign exchange information

Topic 2.1

Travel information

- How to maintain awareness of current and emerging trends and developments within the industry and why this is important
 - Trade press,
 - FCO
 - news
 - organisational updates
 - industry publications
 - CPD activities

Topic 2.2

Passport and visa requirements information

- Visa types and where to find information on visa and passport entry requirements
 - Transit
 - Tourist
 - Business
 - single entry
 - multiple entry
 - pay on arrival
 - electronic
- Questions to ask customers concerning passports and visas

Topic 2.3

Diversity information

- Different languages spoken across the world
 - South America
 - Tunisia
 - all European countries
 - Norway
 - Finland
 - Canada
 - China
 - India

Topic 2.4

Time zones and climate information

- How to calculate timezones

Topic 2.5

Medical safety information

- What information to give customers to enable them to find out current, mandatory and recommended health precautions

Topic 2.6

Foreign office advice and information

- The role and responsibility of the Foreign Office

Topic 2.7

Foreign exchange information

- Currency codes
- Types of exchange rate and when and how to use them.

3. Legal and Compliance

Topics

- 3.1 Know how to keep customers' details safely
- 3.2 Lawfully process business transactions
- 3.3 Travel industry regulations
- 3.4 Business compliance
- 3.5 Relevant legislation

Topic 3.1

Know how to keep customers' details safely

- The need for confidentiality and the implications of data protection legislation

Topic 3.2

Lawfully process business transactions

- Potential consequences of incorrect calculations

Topic 3.3

Travel industry regulations

- The contractual responsibilities of the lead passenger

Topic 3.4

Business compliance

- The main and current trade codes of practice when selling leisure or business travel
- Current industry codes of practice and legislation regarding leisure or business travel ticket-issuing responsibilities
- The consequences of misrepresenting products and services to customers

Topic 3.5

Relevant legislation

- The relevant parts of the disability discrimination legislation and its implications when giving advice and information to customers
- The main requirements of legislation when dealing with customers
 - Retail-related requirements

- booking conditions and insurance requirements, including current, applicable
- regulatory guidelines for insurance selling, disability discrimination act, (e.g. general requirements of air travel legislation)
- ATOL financial protection arrangements (if appropriate)
- Passenger liability restrictions (if appropriate)
- booking conditions
- passport
- visa
- health and insurance requirements, including current, applicable regulatory guidelines for insurance selling
- The importance of ensuring that information provided to customers is accurate and up to date
- The consequences of booking errors or incorrect issue or process of documents
- Legislative requirements relating to processing payments
- Responsibilities and legal duties for health and safety in the workplace
- What ATOL stands for and what protection ATOL offers
- What the CAA, EASA and IATA stands for and what their roles are
- The main requirements of current regulations affecting foreign exchange services and money laundering
- Current rules and regulations governing the sale of separate travel components, and what constitutes a package

4. Travel options

Topics

- 4.1 Transport options
- 4.2 Accommodation options
- 4.3 How to produce an itinerary that will meet the customers precise needs

Topic 4.1

Travel options

- Car rental terms
 - CDW, PAI, AGE, TP, DLR
- How to use and interpret reference sources to provide car hire information and costs on different groups and models
- Common air fare concepts and how these impact on the offer presented to the customer
 - including open- jaw itineraries
 - low-cost carriers
 - spilt ticketing
 - interline agreements
 - codeshares
 - airline alliances
 - net/consolfares
 - private fares
 - route deals
 - niche fares e.g. marine and offshore fares
- Features, advantages benefits and costs of VIP lounges
- Cruising operators, routes, ship types, capacity and tonnage
- Cruising terms and cabin types
- Differences between cruising and other travel products

- dress codes
- tipping
- methods of payment on board
- Train and rail operators, types of train, types of train journey
- Main train routes worldwide and in Europe
- Different classes of travel

Topic 4.2

Accommodation options

- Official grading and categorisations for accommodation
 - country grading
 - tour operator gradings
 - official
 - AA
 - reviews
- The different types of accommodation
 - Hotels
 - self- catering
 - private accommodation and holiday centres
 - room types
 - facilities and meal basis
 - villas
- The different methods of booking and paying for accommodation only, including the implications of guaranteed reservations

Topic 4.3

How to produce an itinerary that will meet the customers precise needs

- The elements that make up a package
 - Flights
 - Accommodation
 - mode of transport
- The advantages and disadvantages of unpackaging versus packaging
- The characteristics of a comprehensive travel itinerary
 - Step by step instruction
 - most economical sequence
 - Logical

5. Customer

Topics

- 5.1 Know different customer profiles
- 5.2 How to recognise and identify requirements and individual needs, their preferred methods of booking travel
- 5.3 The need for providing a flexible service
- 5.4 How to meet the increasing demand for an enhanced travel experience

Topic 5.1

Know different customer profiles

- Different buyer types

- sole travellers
- groups
- couples
- special requirements
- The importance of understanding that customers have different expectations
 - Age
 - Culture
 - purpose of visit
- The key features of a positive relationship with customers and the factors which affect it

Topic 5.2

How to recognise and identify requirements and individual needs, their preferred methods of booking travel

- What rapport is and what it looks, sounds and feels like
- Recognise customers' positive and negative reactions
 - body language
 - facial expressions and tone

Topic 5.3

The need for providing a flexible service

- Types of service action most customers will see as adding value to customer service
 - 24 hour helplines
 - duty office
 - webchat
 - high street
 - customer motivations for buying
- Reasons for providing a flexible service offer

Topic 5.4

How to meet the increasing demand for an enhanced travel experience

- Ways in which to enhance a customer's travel experience
- How to meet and exceed customer expectations
- Types of action that may make a customer problem worse and should be avoided
- How to deal with dissatisfied customers

6. Industry practice

Topics

- 6.1 Know the travel industry and systems that support it
- 6.2 Travel terminology abbreviated industry codes
- 6.3 Operators' current fare and ticketing rules

Topic 6.1

Know the travel industry and systems that support it

- A travel employees' main responsibilities under current industry codes of practice
- The main industry trade associations, and consortiums their main purposes and the benefits of membership to your organisation
 - ABTA
 - IATA
 - GTMC

- ATOC
- The implications of incorrectly booking products and services

Topic 6.2

Travel terminology abbreviated industry codes

- The terminology used when providing travel arrangements
- The phonetic alphabet
- Abbreviated codes
 - Airport
 - Ports
 - Business: TOD, ACM, ADM

Topic 6.3

Operators' current fare and ticketing rules

- Variations in fare types and rules
 - ITX
 - Net
 - published
 - low cost
 - refundable
 - non- refundable
 - advanced purchase
 - anytime

7. Business

Topics

7.1 The market it competes in

7.1 External factors that affect customer behaviour and business performance

Topic 7.1

The market it competes in

- Maintaining awareness of current and emerging trends and developments within the travel industry and why it is important.

Topic 7.2

External factors that affect customer behaviour and business performance

- Factors affecting customer decision-making within your industry

8. Sustainability

Topics

8.1 The impact that the business has on the environment

Topic 7.1

The impact that the business has on the environment

- The environmental impact of the travel industry

- Principles of sustainability and environmentally responsible travel
- Different actions that organisations take to improve sustainability in the workplace and industry

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Useful contacts

Centres

Exam entries, Certificates,
Registrations/enrolment, Invoices, Missing
or late exam materials, Nominal roll reports,
Results

E: centresupport@cityandguilds.com

Learners

General qualification information

E: learnersupport@cityandguilds.com

Other contacts

For other contacts visit the Contact Us page
of our website

W: www.cityandguilds.com/help/contact-us

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