

National 5 SfW Travel and Tourism (Course Code: C776 75)

SCQF Level 5 (24 Credit Points)

Why study SfW Travel and Tourism?

Travel and tourism is an important part of the Scottish and UK economy, Hospitality, leisure, travel and tourism accounts for over 209,000 jobs in Scotland, around 10% of the jobs in this sector in the UK. It includes a wide range of jobs from tour guide and travel consultant to tourist information assistant and conference managers. And, of course, there are the staff who work overseas with Scottish and UK tourists travelling abroad for holidays and business trips.

This course is designed to give you a more in-depth introductory qualification in travel and tourism which will cover the skills needed to work in the sector. You will also develop broad employability skills.

Travel and tourism offers good opportunities if you enjoy meeting new people, communicating with others, problem-solving, providing information and advice and planning and organising events and activities.

What will I study?

The course is made up of four compulsory units:

- **Employability**
- **Customer Service**
- **Scotland**
- **UK and Worldwide**

You will learn about:

- careers in the travel and tourism industry and the skills you would need to work in them
- job seeking skills relevant to the industry
- problem-solving and dealing with customer issues
- developing travel itineraries (planned routes or journeys)
- providing information on accommodation, activities, events and attractions
- communication skills, customer service and promoting products and services
- travel and tourism in Scotland, and meeting customer holiday needs
- travel and tourism in the in the UK and the rest of the world.

How will I be assessed?

Assessment will be based on a range of practical activities. Teachers will observe and keep records of your work.