**TRAVEL AND TOURISM NATIONAL 4/5**

**BACKGROUND**

Although this course has a focus on the Travel and Tourism industry, it also allows learners to develop a range of skills which will benefit them in the world of work in general. There is an emphasis on an understanding of the workplace and enhancing positive skills and attitudes for employability. Learning takes place through simulated workplace settings, role play activities in a vocational context, case study work, practical tasks and assignments.

**COURSE STRUCTURE**

The course is divided into 4 mandatory units:

**Employability**

Learners will develop the necessary skills to become effective employees in the industry, identifying the qualities identified by employees. This Unit will introduce different functions of organisations and employment opportunities.

**Customer Service**

Learners will develop skills and knowledge to meet the needs of customers and develop their communication skills.

**Scotland**

This Unit focuses on tourist destinations in Scotland and investigates the positive and negative impact of tourism.

**UK and Worldwide**

This Unit investigates tourist destinations in the UK, the rest of Europe and long haul. You will learn about trends and different destinations. You will also learn the skills to effectively plan the transport, accommodation and activities for a holiday to cater for a variety of customer needs.

**ASSESSMENT**

There is no exam at the end of this course for National 4 or 5. You will be assessed throughout the year to gather evidence and work will be marked as a pass/fail. You must successfully complete each Unit to achieve the Course award.

**ENTRY REQUIREMENTS**

National 4/5 in a Humanities subject (History, Geography, Modern Studies or RMPS) or equivalent.