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## Overview

This standard is about organising business travel or accommodation. It includes researching, organising and agreeing arrangements for travel and accommodation, making sure they meet the brief and agreed budget. It is for administrators who have responsibility for organising business travel or accommodation.

**Performance  
criteria**

- You must be able to:*
- P1 confirm travel or accommodation and budget requirements
  - P2 check draft itinerary and schedule with the traveller
  - P3 research and book travel arrangements or accommodation as agreed, obtaining best value for money
  - P4 obtain foreign currency, relevant insurance and visas, if required
  - P5 obtain and collate documents and information for travel or accommodation
  - P6 maintain records of travel or accommodation and store any confidential information securely, including financial records
  - P7 arrange payment facilities for travel or accommodation
  - P8 follow the correct procedures when there are problems with travel or accommodation arrangements
  - P9 provide the traveller with an itinerary, documents and information in good time
  - P10 confirm with the traveller that itinerary, documents and information meet requirements
  - P11 evaluate and maintain a record of external services used

## Knowledge and understanding

*You need to know and understand:*

- K1 the purpose of confirming the brief and budget for travel or accommodation
- K2 how to organise business travel or accommodation to meet expectations
- K3 the main types of travel or accommodation arrangements that may need to be made and the procedures to follow
- K4 the sources of information and facilities that are used to make travel or accommodation arrangements
- K5 how to obtain best value for money when making travel or accommodation arrangements
- K6 how to obtain foreign currency, insurance and visas and when these are required
- K7 how to keep records of travel or accommodation arrangements, including financial records
- K8 the types of information that are confidential and how to store them in line with current legislation
- K9 the documents and information to provide to the person who is travelling and how to obtain these
- K10 the procedures to follow to make payment arrangements for travel or accommodation
- K11 the types of problems that may occur with travel or accommodation arrangements and the correct procedures to follow in order to deal with these problems
- K12 the purpose of evaluating the travel or accommodation used and recording the findings of the evaluation for future application

## **Additional Information**

### **Skills**

1. communicating
2. checking
3. decision making
4. evaluating
5. managing time
6. negotiating
7. planning
8. problem solving
9. researching
10. organising

**Links to other NOS** Events and Meetings; Communications

## CFABAA322 SQA Unit Code FE0W 04

### Organise business travel and accommodation

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**Relevant occupations** Business, Administration and Law; Administration; Administration and Secretarial Occupations

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**Key words** Business; administration; travel; accommodation