



A full copy of the Arrangements document for the National Certificates in Travel and Tourism can be accessed at www.sqa.org.uk.

For further information please contact our Customer Contact Centre on:

Tel: 0845 279 1000

Fax: 0845 213 5000

E-mail enquiries: customer@sqa.org.uk

National Certificate in Travel and Tourism
SCQF level 5

National Certificate in Travel and Tourism
SCQF level 6



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What are National Certificates in Travel and Tourism?

The National Certificates in Travel and Tourism are new qualifications available at SCQF levels 5 and 6.*

They are made up of 12 Units at each level (480 notional learning hours).

The mandatory Units in each of the qualifications cover areas that are important in all sectors of the industry such as customer service, employability skills, selling skills and knowledge of the industry itself. Optional Units provide the scope to specialise in, for example, retail and business travel, cabin crew, airport ground operations, guiding, resort work or languages.

Travel and tourism is a major employer and revenue earner and is of increasing importance to the Scottish economy. The provision of qualifications in travel and tourism directly responds to the needs of the industry for a well-trained workforce that can identify and meet the needs of visitors.

There have been substantial changes in the industry over the past few years. Careers in travel and tourism are changing in line with the industry. More professional skills, attitudes, and expertise are needed in an increasingly sophisticated and competitive marketplace.

* SCQF credit points are used to allocate credit to qualifications in the Scottish Credit and Qualifications Framework (SCQF). Each qualification in the Framework is allocated a number of SCQF credit points at an SCQF level. There are 12 SCQF levels, ranging from Access 1 to Doctorates.



Who are the awards aimed at?

The National Certificates in Travel and Tourism are aimed at school leavers, adult returners, or those in employment in the travel and tourism industry. They can be used as a basis for building on good practice, for continuing professional development, or for progression to further study such as an HNC in Tourism or Travel.

What employment opportunities are there?

Employment destinations may include: airports, airlines, shipping, ferry and cruise companies, car rental firms, call centres, conference centres and organisers, coach companies, tourist boards or their equivalent, tourist information centres, visitor attractions, accommodation providers, travel agencies and tour operating firms (domestic, inbound and outbound).

For candidates who wish to use these National Certificates as an entry to employment in either the travel or tourism related sectors, there is ample opportunity to develop skills which will increase their 'employability'. These skills include:

- an understanding of the workplace and the employee's responsibilities
- self-evaluation skills
- positive attitude to learning
- flexible approaches to solving problems
- adaptability and positive attitude to change
- confidence to set goals, reflect and learn from experience





Candidates completing the National Certificate in Travel and Tourism at SCQF level 5 will:

- enhance/develop appropriate employability skills for the travel and tourism sectors
- address the needs of the customer in a sales environment
- complete sales transactions while recognising the need for after-sales service
- develop an understanding of the importance of promotion, customer service, and relevant information and communication technology (ICT) in travel and tourism
- develop a knowledge of a selection of popular tourist destinations
- gain an understanding of concepts and terms used in the industry
- gain an awareness of the main historical developments and recent changes in travel and tourism
- develop a knowledge of the positive and negative effects of travel and tourism
- appreciate a local perspective on providers and users of travel and tourism services and facilities

In addition, at SCQF level 6 candidates will:

- demonstrate the interpersonal and self-management skills required by an employee in the travel and tourism industry
- gain skills in establishing sources of information, selecting information, and presenting information
- provide a detailed knowledge of the travel and tourism industry in terms of the structures and functions of the different sectors and co-ordinating organisations, and the interrelationships which exist between them
- develop an understanding of the role of marketing and its application in travel and tourism
- gain an awareness of the role of sound customer service in marketing travel and tourism



How are the awards structured?

At SCQF level 5 there are 6 mandatory Units. Candidates must choose a further 6 credits from the available options. At this level the National Certificate is designed to introduce candidates to basic skills, and knowledge and understanding relating to a range of occupations in travel and tourism. It provides a sound broad-based foundation in travel and tourism by examining the development and growth of various sectors of the industry as well as the impact that the industry has on people and places. Facilities and services provided by the local travel and tourism industry are investigated with a strong emphasis on the key functions of promotions, customer service, and technology.

At SCQF level 6 there are 7 mandatory Units. Candidates must choose a further 5 credits from the available options. Areas covered at SCQF level 5 are further developed. The SCQF level 6 award provides a starting point for the study of the travel and tourism industry at a more sophisticated level, while covering the key concepts on which development of knowledge and skills will be based.

There are a number of themes common to the National Certificates in Travel and Tourism at all levels, and this facilitates articulation/progression. At SCQF level 6 the focus is firmly on the vocational context of these themes.



In summary

The National Certificates in Travel and Tourism are aimed at school leavers, adult returners, or those in employment in the travel and tourism sectors. They offer an opportunity for candidates to progress to higher education and/or further training, and to improve employability skills. This is achieved through the development of relevant skills and a knowledge and understanding of travel and tourism issues.

The awards are designed for flexibility by offering an optional structure to meet the specific needs of employers, colleges, and training providers. They support various progression routes while offering opportunities for developing skills in problem solving, working as part of a team, communication, numeracy and IT. Candidates will also be required to develop practical skills related to the industry through investigation, demonstration, external visits and observation of good practice from industry providers.