

TRAVEL

AIRPORT INFORMATION ASSISTANT

As an airport information assistant your job would be to help and support passengers in the airport terminal, dealing with requests for information and keeping passengers updated on changes to flights. Your duties would include directing passengers around the airport, for example to the right departure gate.

AIRPORT BAGGAGE HANDLER

In the airline industry, a baggage handler is a person who loads and unloads baggage (suitcases or luggage), and other cargo (airfreight, mail, counter-to-counter packages) for transport via aircraft.

AIR CABIN CREW

Air cabin crews are the teams of in-flight personnel responsible for ensuring that all the passengers travelling with their airline have a safe and enjoyable flight experience. They also demonstrate safety procedures and serve food and drinks during the flight.

CRUISE SHIP STEWARD

A cruise ship steward or cabin steward is a key part of the housekeeping staff on board a cruise ship, responsible for servicing the rooms of passengers on board the cruise ship and making sure they were cleaned to a good standard.

RESORT REPRESENTATIVE

A cruise ship steward, or cabin steward, is a key part of the housekeeping staff on board a cruise ship, responsible for servicing the rooms of passengers on board the cruise ship and making sure they were cleaned to a good standard.

TRAIN STATION STAFF

Train station staff deal with customers and carry out duties on station platforms.

TRAVEL AGENT

Travel Agent is a person whose job it is to arrange travel for end clients (individuals, groups, corporations) on behalf of suppliers (hotels, airlines, car rentals, cruise lines, railways, travel insurance, package tours).

CHEF

Chefs and cooks prepare food in restaurants and other dining establishments. They supervise other culinary workers and oversee the running of a kitchen and, often, an entire dining establishment. Larger restaurants may have an executive chef responsible for the management of the kitchen.

AIRLINE CUSTOMER SERVICE AGENT

An airline customer service agent deals with passenger enquiries about flight departures and arrivals. Their duties include checking in passengers and giving seat numbers, telling passengers about luggage restrictions and providing boarding passes and luggage labels.

MUSEUM ASSISTANT

Museum assistants or visitor services assistants give information and help to visitors. They may also help set up exhibitions, clean displays, take entrance money and sell items in the museum shop.

THEME PARK WORKER/MANAGER

An amusement park manager has the responsibility of overseeing all of the park's daily operations such as ride maintenance, customer revenue, and park cleanliness. These managers typically work both indoors and outdoors where they run administrative duties and engage with staff and customers.

TOURISM OFFICER

A tourism officer works to develop and enhance the visitor facilities of a region and to stimulate tourism growth in order to produce economic benefits for a particular region or site. They often work for local authorities but may also work within private companies or other public sector agencies.

OUTDOOR ACTIVITIES INSTRUCTOR

Outdoor Activities Instructors lead and supervise groups and individuals in the outdoors, ensuring their safety and teaching skills and techniques relevant to the particular activity being undertaken.

TOURIST GUIDE

Tour Guides are responsible for helping people to visit unfamiliar areas. They usually make special trips with groups of tourists in order to show them important places of cities. They may work in travel agencies or museums.

TOURIST INFORMATION CENTRE AGENT

Tourist information centre (TIC) assistants (sometimes known as visitor services assistants) help people visiting their area by providing information, making bookings, giving directions and answering queries. Their duties include selling tickets, for example for coaches, theatre performances, places to visit and sightseeing tours.

VISITOR ATTRACTION GENERAL MANAGER

Visitor attraction managers are responsible for managing all aspects of visitor attractions such as country estates, castles and other functioning attractions. Their job is to manage staff and resources and to make sure their visitors' trip is enjoyable while running the site at a profit.

RESTAURANT MANAGER

A restaurant manager is someone who is the 'face' of a restaurant and whose main responsibilities are to deal with customer service issues as well as to ensure that the food quality coming out of the kitchen is the best it can be.

HOTEL RESERVATIONS ASSISTANT

Hotel reservation agents are responsible for keeping accurate records about customer bookings, payments, and any additional information that hotel staff might need when interacting with a guest. They might also use records to follow up with previous customers to encourage them to book another stay at the hotel.

WAITING STAFF

Waiting staff work in restaurants, diners and bars or coffeehouses that serve food. They are responsible for ensuring that customers are completely satisfied with their visit from the moment they arrive until they pay and leave. Their duties vary with the type of establishment.

HOTEL RECEPTIONIST

Hotel receptionists greet incoming guests and welcome them to the hotel. They confirm reservations, explain hotel amenities, give directions to rooms, and produce room keys. They also arrange for luggage to be brought to rooms upon request. Handle Guest Inquiries and Complaints.

HOTEL ROOM ATTENDANT/HOUSEKEEPER

A Room Attendant is a Housekeeper at a hotel or motel. In this job, your primary task is to keep rooms clean and sanitized, while maintaining a friendly, professional attitude that is pleasing to the guests of the facility.

HOTEL PORTER/CONCIERGE

A hotel porter welcomes guests, carries their luggage to and from their room and arranges various services such as taxis and restaurant bookings. They are sometimes referred to as a concierge, usually when at a senior level.

HOTEL MANAGER

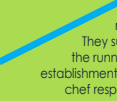
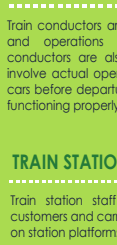
Hotel managers are responsible for managing employees and for planning, marketing, coordinating and administering hotel services such as catering and accommodation facilities.

EVENTS MANAGER

Event Managers perform tasks such as finding and booking venues, liaising with clients and suppliers, handling logistics, managing budgets and invoicing, organizing accreditation, managing risk, and presenting post-event reports.

TRAVEL & TOURISM CAREER PATHS

HOSPITALITY



Welcome to BTEC Level 3 National Extended Certificate in Travel and Tourism at Plymstock School

Do **YOU** have an interest in the world around you?

Has **YOUR** travel ever been affected by something out of your control?

Do **YOU** have an interest in learning about the largest industry in the world?

Do **YOU** want to improve skills to make you a valuable member of a team?

- Equivalent in size to **one A-Level**

What does this qualification cover?

- The Travel and tourism industry
You will develop the skills needed to examine, interpret and analyse a variety of statistics that measure the importance of tourism to the UK.
- Different types of destination and their importance
You will investigate the features and appeal of global destinations.
- Principles of marketing in travel and tourism
You will explore how to develop a successful marketing plan for use by travel and tourism organisations to attract and engage with customers using research data.
- Visitor Attractions
You develop analytical skills as they investigate the nature and role of both built and natural visitor attractions, their commercial success, appeal, response to diverse visitor needs and the importance of delivering a memorable visitor experience.



Pearson
BTEC Level 3 National
Extended Certificate in
Travel and Tourism



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Requirements

- At least 9-4 grades at GCSE, with a minimum average grade score of 4.5.
- If you have studied Travel and Tourism at Level 2 a minimum of 2M must be achieved.
- Recommended - English GCSE at grade 5 or above.
- **You do not need to have studied Travel and Tourism before to do this course.**

Skills developed

- Self-management
- Adaptability
- Resilience
- Communication
- Working collaboratively
- Self-presentation

It will also develop an interest in the Travel and Tourism industry. **You will need to be able to evaluate factors which can influence global travel and tourism and analyse information about the industry.**



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Unit	Detail	Year
1	<p>Exam</p> <p>The World of Travel and Tourism</p> <p>This unit provides the foundation for learners to study other units in travel and tourism. They will explore the key components and scale of the industry, using data to analyse key trends and their impact.</p>	12 & 13
2	<p>External Synoptic (Coursework)</p> <p>Global Destinations</p> <p>Learners investigate and analyse information regarding the features and appeal of global destinations, travel planning, and the factors and trends affecting the changing popularity of global destinations.</p>	13
3	<p>Internal (Coursework)</p> <p>Principles of Marketing in Travel and Tourism</p> <p>Learners investigate the use of marketing in travel and tourism organisations and how to meet customer expectations in order to inform a promotional campaign of their own design.</p>	12
9	<p>Internal (Coursework)</p> <p>Visitor Attractions</p> <p>Learners develop analytical skills as they investigate the nature and role of both built and natural visitor attractions, their commercial success, appeal, response to diverse visitor needs and the importance of delivering a memorable visitor experience.</p>	12

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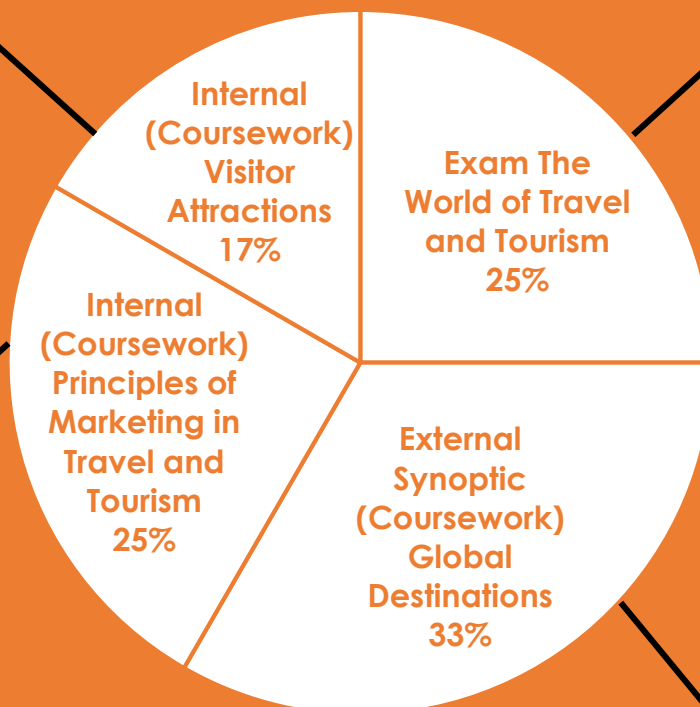
Content taught and assessed **internally** in Year 12.

Content is related to exam unit. Teaching in Year 12 also leaves opportunity to do field trips to visitor attractions and gain first-hand knowledge into this sector.

Content taught and assessed **internally** in Year 12.

This will be taught at the start of Year 12. This links very well to Business Studies course and looks in-depth at marketing techniques T&T organisations use and what impact they have on customer decisions.

COURSE BREAKDOWN (TIME)



Content taught over the two years with an **exam** at the end of Year 12.

This allows for pupils to learn content sufficiently with enough exam practise before sitting the single 1½ hour exam.

Content taught and assessed **externally** in Year 13.

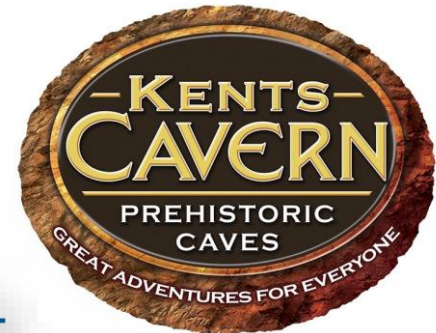
This is a set assignment which will be completed in a window given by the exam board. This is marked by the exam board.

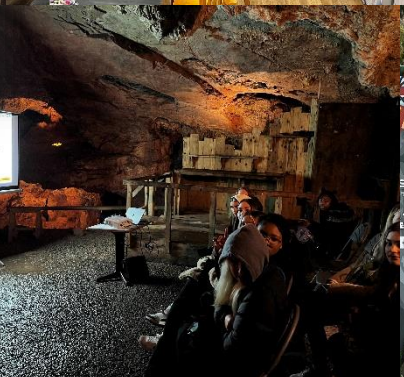
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As a part of the Visitor Attractions unit in Year 12, understanding what goes on behind the scenes is vital. We are lucky to be in an area with so much on offer.

Examples of trip opportunities (TBC):

- Paignton Zoo
- Bygones Museum
- Kent's Cavern
- Eden Project
- Dartmoor Zoo
- National Marine Aquarium





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University Courses linked to Travel and Tourism:

- **Travel, Aviation and Tourism Management BSc (Hons)**- University of Bedfordshire
 - **Heritage and Tourism BA (Hons)**- University of Stirling
 - **Sustainable Tourism Management BA (Hons)**- Falmouth University
 - **Sport & Exercise Science/Tourism Studies BA (Hons)/BSc (Hons)**- Canterbury Christ Church University
 - **Business Management (Tourism) with a Year in Industry BSc (Hons)**- Swansea University
 - **BSc (Hons) International Tourism Management with Foundation Year**- University of Plymouth
 - **BA (Hons) Hospitality, Tourism and Events Management**- University of Plymouth
 - **BSc (Hons) Events Management**- University of Plymouth
 - **BSc (Hons) International Relations**- University of Plymouth
 - **MSc Tourism and Hospitality Management**- University of Plymouth
- ... and much more!

Other courses:

[Event Assistant Apprenticeship | Event Management - Colchester Institute](#)

Colchester Institute is the largest college provider of apprenticeships in Greater Essex. We are experts at connecting the right people, to the right training, to the right business – and when it comes to Apprenticeships, our Apprenticeship Advisors can support your business every step of the way.

www.colchester.ac.uk

[Hospitality and Hotel Management | City College Plymouth](#)

Back to Courses Hospitality and Hotel Management. Course Code: UF6622, UX6623 Level: 5 Subject area: Hospitality & Catering Awarding body: University of Plymouth Qualification: Foundation Degree Course type: Full-time, Part-time Time of Day: Daytime Duration: Two years (full-time), three years (part-time) When you'll study: Year 1 -

www.cityplym.ac.uk

[Hospitality Supervisor | City College Plymouth](#)

Back to Courses Hospitality Supervisor. Course Code: A3/0138/00-P1 Level: 3 Subject area: Hospitality & Catering Awarding body: Edexcel Qualification: Apprenticeship Course type: Full-time Time of Day: Daytime Duration: One year When you'll study: Various days and times

www.cityplym.ac.uk



[TESOL courses at the University of Plymouth](#)

The University of Plymouth offers a range of courses in Teaching English to Speakers of Other Languages

www.plymouth.ac.uk

Air Cabin Crew

Course Code: DACC | Level: 2 | Qualification: Diploma | Course type: Full-time

Where else could it lead?

- Education- teacher/lecturer
- Government (DfCMS)
- Travel writer/blogger



Department for Digital, Culture, Media & Sport

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What do I need to know when considering this course?



BTEC is not an easy option- what you put into your work is what you get back. Pupils who choose this course are prepared to put in the dedication and hard work to be successful. Some coursework units are quite lengthy, even more so than essays!

BTEC Grade	A Level	UCAS Tariff
D*	A*	56
D	A	48
M	C	32
P	E	16



ATTENDANCE MATTERS

every student, every day



To do this course, you need to have good attendance. This could be the difference between a pass and a fail. Unlike exam-based courses, you are continually assessed throughout the two years. Missing out even one task from the component would result in a fail for the unit.

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If you have any further questions after this evening, please do get in contact.

Miss V Ellis- Head of Travel and Tourism

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