

Course Name

Cruise Line Certificate Program

Contact Hours: 150

Course Description

The **Cruise Line Certificate Program** consists of six individual courses (see course list below). Each course includes instruction, student-instructor interaction through email and message boards, assignments and a final exam. Courses require 20- 30 contact hours for completion and are self paced but individual courses must be completed within 90 days of your start date and all courses must be completed within one year of the start of the first course.

Upon successful completion of this course, you will be able to demonstrate proficiency in the following areas:

1. Sabre Computer Reservation System
2. Air Fares
3. Cruise Products
4. Faring and Ticketing

FAQ

How long will it take me to complete the course?

Each course will take you between 20 - 30 hours a piece to complete. All courses are completely internet delivered and allow you to study at your own pace but must be completed within one year of the date you begin. The average student takes three to four months to complete all of the training.

How quickly can I begin?

Upon registration you will receive your personal user name and password and directions on how to begin your course work within 24 hours of registration. You will have access to all course materials, student-instructor interaction, assignments and exams.

What is the Job Board and how do I gain access to it?

The Job Board gives you access to resume, cover letter and interview information with instruction specific to the travel and tourism industry. In addition, the Job Board provides access to comprehensive and frequently updated national databases of tourism jobs sponsored by industry leading organizations such as ASTA and ISTTE.

Benefits of **Cruise Line Certificate Program**:

- Take the course at your own pace - so long as the course is completed within 90 days of registration.
- Do the lessons at any hour of the day or night. Send or retrieve information 24/7.
- No need to purchase additional textbooks or materials
- As you approach completion, access the Job Board for assistance in finding career opportunities currently available in your area.
- Use entire program as a newcomer and upon completion be ready to work in the travel and tourism industry.

Outcome

As a result of taking the **Cruise Line Certificate Program** you will qualified to work in the following careers:

- Cruise Lines
- Upon successful completion of this course, you will be able to demonstrate proficiency in the following areas:
 1. Sabre Computer Reservation System
 2. Air Fares
 3. Cruise Products
 4. Faring and Ticketing

Assessment

Evaluation of student performance will be based on the following:

1. Completion of assignments.
2. Exam grades

Successful completion of each course requires passing the exam with an 80% average or greater. Each exam may only be accessed and submitted one time. Students not able to complete their exam after beginning will be required to repurchase and retake the complete course. Each course must be completed within 90 days of registration but may be completed sooner. Students are subject to dismissal for unsatisfactory conduct and will not receive a refund.

The principal classifications of unsatisfactory conduct are:

- Theft or destruction of property including but not excluded to intellectual or physical work or software, belonging to the school or other students.
 - Cheating on an exam or other material. The use of another student's or individual's work or material for a grade.
 - Personal behavior that is disruptive to the learning environment, including: abusive language, intimidation, flagrant lack of respect for the staff or the peaceful enjoyment of other students and staff.
 - The unlawful or unethical use of the course curriculum, programming or communication as determined by the staff. Students will be considered for readmittance upon signing an agreement to comply with all school policies. Upon registration the Instructional Support Course Administrator emails a welcome letter to the student to begin unrestricted email communication and support, then contacts the student on a regular basis regarding progress; corrects, annotates and grades Exercises and Reviews. Questions will be answered within 24 hours on regular business days.
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Outline

Cruise Line Certificate Program

The **Cruise Line Certificate Program** consists of six individual courses. Each course will teach you valuable concepts necessary to becoming a travel professional with real world applications and industry directed content. The courses are:

Travel Sales and Trends

Enjoy expected as well as surprising sales techniques and new approaches as you explore and practice them. Included you will find telephone business manners, listening skills, and tools for targeting the traveler. Discover successful sales steps for telephone reservations agents as well as for the travel professional working with clients one on one. Trends in the industry include the use of the Web for a variety of travel resources as well as current information on possible careers in the industry. This is an excellent introduction to the program.

Air Reservations - U.S. or Canadian Domestic

Gain the product knowledge and skills (with the exception of automated reservations) needed to research, plan and book air travel. You will learn the terminology, the policies and the procedures of airline travel and airline reservations. While the sale of air travel is no longer the major revenue producer for travel professionals, it is a vital part of the travel industry as the most used mode of transportation to business destinations and highly used mode to vacation/leisure destinations. Therefore, becoming an expert on the product, airline policies and procedures as well as reservations policies and procedures is essential to your success.

Air Fares - U.S. or Canadian Domestic

(Prerequisite course: Air Reservations U.S. or Canadian) Learn the air fare terms, codes, fare construction principles and fare application rules necessary to find, interpret and apply the lowest applicable fare to your clients' air itinerary. Practice the interpretation of the multiple air transportation taxes and fees applicable to air travel. Air fares are historically difficult to interpret and apply. This course presents the basics in a simple

format with many applications to allow you to become proficient.

ARC Documents

(Prerequisite courses: Air Reservations and Air Fares U.S. Domestic) Here is your ticketing course. Your air traveler will need a ticket and boarding pass to board the aircraft at departure time. The airline tickets used for air travel in the United States are issued, controlled and processed through an Area Settlement Plan administered by the Airline Reporting Corporation (ARC). Here you will cover the ticketing types, forms, policies and procedures per the ARC as well as forms of payment, refunds and exchanges.

The Cruise Market

Earn great commissions by booking cruises, one of the fastest growing segments of the travel industry. Learn the basics of the cruise product, cruise classifications, destinations, types of cruises, print resources and non-automated reservations procedures. Identify your clients' needs and preferences, learn the variables that are available in cruising and select and book the right cruise for any given client.
