Pearson BTEC Travel Services (L2)

Description
The course provides the learner with the knowledge and skills so to locate important tourist destinations worldwide as well as provide information needed for travel. It also will provide the introductory knowledge to customer service in the hospitality, leisure, travel and tourism sector as well as basic knowledge of both travel insurance and general travel advice.

Units
- Worldwide Travel and Tourism Destinations
- Principles of Customer Service in Hospitality, Leisure, Travel and Tourism
- Travel and Tourism Support Services

Learning outcomes
1. Understand tourism destinations to inform travellers
2. Know tourism destinations of the world
3. Understand the importance to the organisation in providing excellent customer service in the hospitality, leisure, travel and tourism industries
4. Understand the role of the individual in delivering customer service in the hospitality, leisure, travel and tourism industries
5. Understand the importance of customers’ needs and expectations in the hospitality, leisure, travel and tourism industries
6. Understand how to provide information on passport and visa requirements for overseas journeys
7. Understand how to provide health information for overseas tourist destinations
8. Understand how to provide Foreign and Commonwealth Office safety and security information
9. Understand how to provide information on travel insurance

Start Date:  Wednesday June 29 – September 7, 2016 at 9:00 pm – 1:00 pm;

Registration Fee:  J$1,000.00

Tuition:  J$62,000.00 plus £98.00 for Edexcel assessment and certification