

# ADVANCED TRAVEL & TOURISM TRAINING PROGRAMME

// INDIVIDUALS

DURATION: 198H

**Duration** 198 hours

**Qualifications** SC and above

- Certification**
- » MQA Approved
  - » Modular assessments
  - » Minimum grade required : 80%

## AUDIENCE

- Anyone wishing to acquire substantial knowledge of transport industry operations, to coordinate travel or tourism operations.
- A person willing to prepare for a career, or further studies, in a number of areas, such as Tourism Destination Development, Tourism Management, and Innovation and Entrepreneurship in Tourism.
- People who wish to start their own businesses.

## AIM

This course aims to provide current insight into the main aspects of travel and tourism. It covers Ticketing & Rating, Foreign Language, Geography, Customer Service, Communication Skills, Hotels & Tours,

There are a number of career opportunities, such as:

- Tour Operator
- Airline Service Agent
- Travel Consultant
- Reservation Agent
- Travel Agent / Ticketing Agent
- Visitor Information Counsellor
- Guest Relations Agent/Concierge
- Receptionist

## OBJECTIVES

Upon completion of this program, students will:

- Develop suitable competencies to enter employment in a range of organizations such as retail and business travel agencies, tour operators, airlines, hotels
- Be able to adopt an innovative and creative approach to their work and be able to respond quickly to challenges posed by changes in the travel and tourism sector
- Be able to investigate issues and problems relating to travel, tourism, and business in depth
- Develop communication and presentation skills
- Develop skills for independent, lifelong learning
- Acquire in depth knowledge about setting up their own business
- Loading / unloading aircraft
- Luggage area (arrival & departure)
- Assist aircraft services

LEVEL 1	
Grooming	8hrs
Customer Service	24hrs
Geography	24hrs
Hotels & Tours	16hrs
Communication Skills	24hrs

LEVEL 2	
Ticketing & Rating	40 hrs
Foreign Language	50 hrs
Business start-up	12 hrs
» Business Plan	
» Registration of company	
» Financial knowledge - Cash Flow, VAT, Revenue, Expenses, Breakeven, Gross Profit, Net profit, Bank Account & Financial Statements	