



Humanities Faculty

National 4/5 Travel and Tourism



What will I be learning?

In S5/6, you will attend Travel and Tourism six periods per week and will study a range of topic areas:

- Customer Service

You will develop skills and knowledge to meet customer needs. You will also develop communication skills, learn about promoting products and services and how to deal with customer issues.

- Employability

You will become familiar with the different travel and tourism organisations and employment opportunities across the industry. You will gain an understanding of the skills and qualities identified by employers as being the most important in the travel and tourism industry.

- Scotland

You will develop knowledge, in relation to travel and tourism in Scotland, and the skills required to meet the needs of customers. You will complete this unit by carrying out an investigation of travel and tourism in Scotland and meet customer holiday needs.

- UK and Worldwide

You will develop knowledge in relation to travel and tourism in the United Kingdom and the rest of the world, and the skills required to meet the needs of customers. You will carry out an investigation of travel and tourism in UK and rest of the world to meet the customer holiday needs.

How will I be assessed?

The course will allow you to experience, develop and reflect on general and specific practical skills, knowledge and understanding, together with employability skills and attitudes needed to work in the travel and tourism industry.

There is no external exam for this course.

Throughout each unit, there will be open book assessments and practical activities leading to the overall qualification.

Assessment evidence will be drawn from a variety of activities and presented in a variety of formats, including, for example, presentations, posters, role play scenarios, and participation in group tasks.

What does homework look like?

You will receive regular homework. It is important that you keep up with the homework/ regular revision as this will help you keep on top of the course content.

Homework/ revision tasks are always posted on Satchel One for you to access. The homework is normally research tasks to help you achieve assessment outcomes.

Course notes will be available on the class Microsoft Teams Page.

Learners will be introduced to the different functions of travel and tourism organisations and employment opportunities across the industry. Learners will gain an understanding of the skills and qualities identified by employers as being the most important in the travel and tourism industry

You will develop knowledge in relation to travel and tourism in the United Kingdom and the rest of the world, and the skills required to meet the needs of customers. You will carry out an investigation of travel and tourism in UK and rest of the world to meet the customer holiday needs.