

apprenticeship FRAMEWORK

Travel Services - non-statutory (Wales)

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Issue date: 19 April 2011

Published by
People 1st

apprenticeship
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www.afo.sscalliance.org

Travel Services - non-statutory (Wales)

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Framework summary

Travel Services - non-statutory

Foundation Apprenticeship in Travel Services

Pathways for this framework at level 2 include:

Pathway 1: Travel Services (Leisure and Business)

Competence qualifications available to this pathway:

C1 - Level 2 NVQ Diploma in Travel Services

Knowledge qualifications available to this pathway:

K1 - Level 2 Certificate in Travel Services

Combined qualifications available to this pathway:

N/A

This pathway also contains information on:

- Employee rights and responsibilities
- Essential skills

Pathway 2: Travel Services (Tour Operators - Head Office)

Competence qualifications available to this pathway:

C1 - Level 2 NVQ Diploma in Travel Services

Knowledge qualifications available to this pathway:

K1 - Level 2 Certificate in Travel Services

Combined qualifications available to this pathway:

N/A

This pathway also contains information on:

- Employee rights and responsibilities
- Essential skills

Pathway 3: Travel Services (Tour Operators – Field Staff)

Competence qualifications available to this pathway:

C1 - Level 2 Diploma in Travel Services

Knowledge qualifications available to this pathway:

K1 - Level 2 Certificate in Travel Services

Combined qualifications available to this pathway:

N/A

This pathway also contains information on:

- Employee rights and responsibilities
- Essential skills

Travel Services - non-statutory

Apprenticeship in Travel Services

Pathways for this framework at level 3 include:

Pathway 1: Travel Services (Leisure and Business)

Competence qualifications available to this pathway:

C1 - Level 3 Diploma in Travel Services

Knowledge qualifications available to this pathway:

K1 - Level 3 Certificate in Travel Services

Combined qualifications available to this pathway:

N/A

This pathway also contains information on:

- Employee rights and responsibilities
- Essential skills

Pathway 2: Travel Services (Tour Operators – Head Office)

Competence qualifications available to this pathway:

C1 - Level 3 Diploma in Travel Services

Knowledge qualifications available to this pathway:

K1 - Level 3 Certificate in Travel Services

Combined qualifications available to this pathway:

N/A

This pathway also contains information on:

- Employee rights and responsibilities
- Essential skills

Pathway 3: Travel Services (Tour Operators – Field Staff)

Competence qualifications available to this pathway:

C1 - Level 3 NVQ Diploma in Travel Services

Knowledge qualifications available to this pathway:

K1 - Level 3 Certificate in Travel Services

Combined qualifications available to this pathway:

N/A

This pathway also contains information on:

- Employee rights and responsibilities
- Essential skills

Framework information

Information on the Publishing Authority for this framework:

People 1st

Apprenticeship sector for occupations in hospitality, catering, retail, leisure, travel, tourism and passenger transport.

Issue number: 1	This framework includes:
Framework ID: FR00295	Level 2 Level 3
Date this framework is to be reviewed by: 31/07/2013	This framework is for use in: Wales

Short description

This framework has been designed by employers to attract new people into the sector at Levels 2 and 3, to upskill the existing workforce and to create career routes to higher level jobs to retain staff and professionalise the travel services industry. Foundation Apprentices will work as leisure or business travel consultants, travel advisers, bookings/reservations administrators, customer services advisers (in travel) or overseas resort representatives. Apprentices will work in senior leisure or business consultant roles, senior customer service/travel adviser roles, as team leaders or senior resort representatives.

Contact information

Proposer of this framework

This framework is published by People 1st on a non-statutory basis prior to the designation of Issuing Authorities in Wales. This framework is being proposed by employers in the Travel Services sector who operate in Wales and have worked closely with People 1st on its development. The need for an apprenticeship framework at levels 2 and 3 has been identified through the sector qualifications strategy. This framework has been proposed to develop a standardised, formalised, nationally recognised training programme, a nationally recognised career pathway and to address some of the recruitment and retention issues in the sector. The level 3 apprenticeship also enables progression from the level 2 foundation apprenticeship.

Developer of this framework

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Purpose of this framework

Summary of the purpose of the framework

The travel services industry covers travel agencies, outbound tour operators, travel ticketing agencies and bureaux de change. Travel agencies are outlets at which holidays and other travel products are purchased.

They include high street retailers and direct selling companies, many of which now operate online. Travel agencies tend to specialise in either leisure or business travel although some cater for both. Tour operators can be defined as companies who purchase separate elements of transport, accommodation and other services, and combine them into a package, which they then sell directly or indirectly to the consumer.

Many of the large tour operators have teams of overseas staff who are usually based in the resorts and handle the day-to-day running of the holidays, including providing information, support and entertainment to holidaymakers.

According to People 1st's analysis of the Annual Business Inquiry, the Gross Value Added contribution of the travel services sector (which does not include tourist services) accounts for approximately £4,326 million in Great Britain. In Wales the travel services industry employs 3,500 people.

The sector faces some key challenges in the areas of retention, management and leadership and customer service. The travel services industry has also identified sales and product knowledge as key workforce development needs and this must improve in order for businesses to increase productivity and profitability. The sector is fairly diverse employing a fairly young workforce, with travel agency managers often significantly older than their staff. However, in the travel industry females dominate at both the management and consultant level and therefore there is a need to attract people from a wide range of groups.

Apprenticeships in Travel and Tourism are crucial to the sector and have been meeting the skills needs of employers for many years. Data indicates that in 2008/09 there were approximately 80 Travel and Tourism Services starts in Wales and this is predicted to increase over the coming years. The new Apprenticeship for Travel Services has been extended to accommodate the diverse and specific needs of the travel and tourism sector and now includes three formal routes for leisure and business, tour operations head office, and tour operations field staff. The travel insurance unit – previously a barrier to employers – will no longer be compulsory. Apprentices will also now be able to concentrate on their own UK destination with no requirement to complete all four UK destination units (England, Northern Ireland, Scotland and Wales). All these factors will help to increase take up. People 1st estimate that this will be by approximately 5-10% each year.

This new Apprenticeship at levels 2 and 3 builds on the success of its predecessor by updating qualifications which will provide employers with staff who can develop the skills and knowledge they need and to meet the requirements of the new SASW.

It has been designed at levels 2 and 3 for those working in the Travel Services sector:

Level 2 Foundation Apprentices will work as leisure or business travel consultants (either in a retail agency or call centre), travel advisers, bookings / reservations administrators, customer services advisers (in travel services) or overseas resort representatives.

Level 3 Apprentices will work as senior leisure or business travel consultants (either in a retail agency or call centre), senior travel advisers, senior customer service advisers (in travel services), team leaders or senior resort representatives.

The new Travel Services apprenticeship at levels 2 and 3 help realise a number of aspirations outlined in the Welsh Assembly Government's 'Skills That Work for Wales' strategy document (2008):

- The apprenticeships are often used by employers as a means to address poor literacy and numeracy levels of their workforce, which has been identified through initial skills scans.
- These apprenticeships are part of strong progression routes across the industry and they provide sustainable progression routes for those not currently in employment. The apprenticeship framework has been led by and developed with employers. They contain the qualifications employers have endorsed as being valuable in developing the skilled staff industry needs. All apprentices have employed status and so are beginning a development journey in partnership with their employer which will ensure they acquire the knowledge and practical skills required to fulfil their roles and begin building their future careers.
- The apprenticeship leads from level 2 to level 3 and then to foundation degree and ultimately degree level. People 1st is beginning to see increasing demand for foundation degrees in Wales. At present, the level 3 apprenticeship is a key stepping point to foundation degrees and higher education.
- People 1st research has continually highlighted severe skills shortages in craft and technical skills across our sector footprint. The apprenticeship programme has been led by and developed in partnership with employers and are therefore directly targeting the key areas employers want to address when developing new and existing staff. This will play a key part in the future economic development of the travel industry and yield a direct return on both employer and public-sector investment.
- Their availability helps increase the opportunities for employees in the travel industry to gain an apprenticeship at level 2 and it promotes progression and aspirations to complete the level 3 framework.

Aims and objectives of this framework (Wales)

The aim of this apprenticeship framework is to attract new people into the sector at Levels 2 and 3, to upskill the existing workforce and to create career routes to higher level jobs to retain staff and professionalise the travel services industry.

The objectives are:

1. To provide a flexible entry route to attract and retain people into the travel industry from underrepresented groups to ensure that the industry represents its customer base;
2. To upskill staff to levels 2 and 3 to ensure that they develop the customer service, sales skills and product knowledge the industry requires to remain competitive
3. To provide a career pathway to jobs at level 4 and higher, to aid retention and to fill the management and leadership skills gaps in the sector;
4. To replace those who leave or retire

Go to the following link to access the Sector Skills Assessment:
<http://www.people1st.co.uk/research/sector-skills-assessments>

Go to following link to access the Sector Qualifications Strategy:
<http://www.people1st.co.uk/qualification-reform/sector-qualifications-strategy-sqs>

Please click here to download the Skills that work for Wales strategy:
<http://wales.gov.uk/docs/dcells/publications/081217stfwstrategyandactionen.pdf>

Please note that inclusion of Essential Skills Wales in Application of Number and Communication only at level 1 within this framework reflects the needs of the sector.

Entry conditions for this framework

Employers are looking to attract applicants who:

- enjoy dealing with people
- are keen on working in customer service roles in the travel industry
- demonstrate a positive and approachable attitude
- have basic literacy, numeracy and communications skills on which the apprenticeship will build

Applicants will be a variety of ages, and come with a range of experience and/or qualifications. Examples will include:

- Work / work experience
- Portfolio of evidence of experience and / or achievement including non accredited qualifications
- Wider key skills / Key Skills
- GCSE (A-E) grades, for example in English, Maths and Leisure and Tourism / A levels
- Welsh Baccalaureate Qualification in any subject
- A vocationally related qualification (VRQ)
- Principal Learning qualification

Please note, that more specific entry conditions for the Apprenticeship can be found within each pathway. This is because apprentices may come in directly at level 3, but usually they will have completed the foundation apprenticeship first.

RULES TO AVOID REPEATING QUALIFICATIONS

Processes exist to make sure that applicants with prior knowledge, qualifications and experience are not disadvantaged by having to repeat learning. Training providers and awarding organisations will be able to advise on the current rules for accrediting prior learning and recognising prior experience. Refer to the on and off the job training section for guidance about prior attainment and achievement. In the meantime, this is a short summary:

There are no relaxations or proxies for any qualifications specified in a framework in SASW, however, providers are encouraged to identify additional on-the-job training programmes that customise the learning to the new workplace.

1. Essential Skills Wales.

- If applicants already have GCSEs in English, Maths and/or Information and Communications Technology (ICT) they still have to do the Essential Skills Wales at the relevant level as these are new qualifications and proxies do not exist.
- Up to the 31 August 2011, if applicants already have achieved Key Skills at the relevant level, they will not have to do the relevant Essential Skills Wales (ESW), however, apprentices

can be encouraged to complete ESW at a higher level if appropriate.

2. Knowledge qualifications. If applicants already have one of the Level 2 KNOWLEDGE qualifications before they started their Apprenticeship, (see knowledge qualifications page in this framework) they can count this and do not have to redo the qualification, providing that they have achieved this qualification within 3 years of applying for the apprenticeship certificate.. For example they may have already achieved the KNOWLEDGE element as part of the Welsh Baccalaureate. The hours they spent gaining this qualification will also count towards the minimum hours required for this framework.

3. Competence qualifications. If applicants already have the Level 2 COMPETENCE qualification for the Apprenticeship they do not have to repeat this qualification, however, this qualification must have been achieved within 3 years of applying for the apprenticeship certificate and they will still have to demonstrate competence in the workplace.

4. Prior experience. Applicants already working in the sector will be able to have their prior experience recognised by the Awarding Organisation and this will count towards the competence and the knowledge qualifications in this framework.

Initial Assessment

Training providers and employers will use initial assessment to ensure that applicants have a fair opportunity to demonstrate their ability and to tailor programmes to meet individual needs, recognising prior qualifications and experience.

Level 2

Title for this framework at level 2

Foundation Apprenticeship in Travel Services

Pathways for this framework at level 2

- | | |
|------------|--|
| Pathway 1: | Travel Services (Leisure and Business) |
| Pathway 2: | Travel Services (Tour Operators - Head Office) |
| Pathway 3: | Travel Services (Tour Operators - Field Staff) |

Level 2, Pathway 1: Travel Services (Leisure and Business)

Description of this pathway

Travel Services (Leisure and Business)

The total credit value for this pathway is 66 credits.

Entry requirements for this pathway in addition to the framework entry requirements

None

Job title(s)	Job role(s)
Leisure Travel Consultant - either in retail agency or call centre	This will involve providing customers with advice and information about individual travel related products and trying to find the product which most accurately meets their needs. They help people to interpret the travel brochures and having provided advice and guidance they need to sell the product.
Business Travel Consultant - either in retail agency or call centre	Business travel consultants tend to work predominately over the telephone in a call centre environment, however they may also be found in branches. They are responsible for assisting and booking travel and accommodation for business clients.

Qualifications

Competence qualifications available to this pathway

C1 - Level 2 NVQ Diploma in Travel Services					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
C1a	500/9722/2	City & Guilds	37	258-326	N/A
C1b	500/9726/X	Edexcel	37	258-326	N/A
C1c	501/2401/8	NCFE	37	258-326	N/A

Knowledge qualifications available to this pathway

K1 - Level 2 Certificate in Travel Services					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K1a	500/9724/6	City & Guilds	17	122-123	N/A
K1b	500/9725/8	Edexcel	17	122-123	N/A
K1c	500/9846/9	NCFE	17	122-123	N/A

Combined qualifications available to this pathway

N/A

Relationship between competence and knowledge qualifications

The Level 2 Certificate in Travel Services (K1a-c) provides the underpinning knowledge and understanding for the Level 2 NVQ Diploma in Travel Services (C1a-c). The knowledge qualification supports key areas of knowledge development needed for apprentices in this role including:

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

with additional units selected from the following:

- Travel and Tourism Support Services
- Business Travel Planning
- Travel Planning
- UK Travel and Tourism Destinations
- Air Fares and Ticketing (IATA Level 1)

The route and combination of units taken within both qualifications must lead to achievement of the Travel Services (Leisure and Business) route. This route links with the job roles of Leisure Travel Consultant and Business Travel Consultant for this pathway.

Transferable skills (Wales)

Essential skills (Wales)

	Minimum level	Credit value
Communication	Level 1	6
Application of numbers	Level 1	6
IT	N/A	

Progression routes into and from this pathway

Progression routes into this foundation apprenticeship pathway

Progression routes into the framework are many and varied. Examples will include:

- Work / work experience
- Portfolio of evidence of experience and / or achievement including non accredited qualifications
- GCSE (A-E) grades, for example in English, Maths and Leisure and Tourism / A levels
- Welsh Baccalaureate Qualification in any subject
- A vocationally related qualification (VRQ)
- Principal Learning qualification

Progression into this foundation apprenticeship is not restricted to these routes.

Please note that where there may be a link between the Foundation Apprenticeship and the Welsh Baccalaureate Qualification in terms of the qualifications studied, the 'On and off the job training' section provides information on recognising and documenting prior learning.

Progression routes from this foundation apprenticeship pathway

- **Transferring between the foundation apprenticeship pathways:** Although the routes through the foundation apprenticeship frameworks are designed so that the foundation apprentice can gain the skills that are relevant to their employer, the NVQs do allow for progression. There is definite transferability between (for example) Leisure and Business into an Apprenticeship route for Tour Operators (Head Office or Field Staff routes), should that be the ambition of the candidate.
- **Apprenticeship:** Progression in terms of learning programmes is primarily on to the next level of framework, typically through the competence and knowledge qualifications in the level 3 apprenticeship on the same route. There may be opportunities to progress onto

other areas such as team leading and management, customer service or business administration frameworks if those frameworks allow this.

- **Qualifications:** The frameworks themselves allow progression to some Professional Qualifications, e.g. IATA qualifications within Leisure and Business. In addition, the Accredited Travel Professional (ATP) scheme from ABTA is a programme designed to recognise the qualifications and experience of those working within the travel industry. In addition, our Sector Qualifications Strategy (SQS) clearly maps out how the Apprenticeship articulates with other qualifications and what an Apprentice can progress from or to within a particular role. Profiles for positions from entry through to management have been identified showing qualification pathways across specific industries and sub-industries to assist potential employees and employers to identify the relevant qualifications to assist in progression. Further details can be found on the People 1st website (www.people1st.co.uk).
- **Industry roles:** Upon completion of this foundation apprenticeship, progression in terms of industry roles could be to senior travel consultant, travel agency manager, and eventually into general management roles. Additionally, there is often some lateral movement into other parts of the organisation, such as airline or overseas positions. UKSP (www.uksp.co.uk) contains a careers map which shows the wide range of pathways throughout the travel services sector.

Employee rights and responsibilities

The ERR unit (T/601/7214 - Employment Rights and Responsibilities in the Hospitality, Leisure, Travel and Tourism Sector) is included in (and therefore delivered and demonstrated through) the competence based qualification: Level 2 NVQ Diploma in Travel Services. Although this unit is an optional unit in the competence qualification, ERR is a mandatory part of the Apprenticeship and therefore this unit must be taken if the qualification is taken as part of this foundation apprenticeship. The relevant competence qualifications that contain the ERR unit are:

- City & Guilds Level 2 NVQ Diploma in Travel Services - Qualification Number 500/9722/2
- Edexcel Level 2 NVQ Diploma in Travel Services (QCF) - Qualification Number 500/9726/X
- NCFE Level 2 NVQ Diploma in Travel Services (QCF) - Qualification Number 501/2401/8

Completion of this unit ensures that the foundation apprentice:

- knows and understands the range of employer and employee statutory rights and responsibilities under Employment Law and that employment rights can be affected by other legislation as well. This should cover the apprentice's rights and responsibilities under the Disability Discrimination Act, other relevant equalities legislation and Health & Safety, together with the responsibilities and duties of employers;
- knows and understands the procedures and documentation in their organisation which recognise and protect their relationship with their employer. Health & Safety and Equality & Diversity training must be an integral part of the apprentice's learning programme;
- knows and understands the range of sources of information and advice available to them on their employment rights and responsibilities. Details of Access to Work and Additional Learning Support must be included in the programme;
- understands the role played by their occupation within their organisation and industry;
- has an informed view of the types of career pathways that are open to them;
- knows the types of representative bodies and understand their relevance to their industry and organisation, and their main roles and responsibilities;
- knows where and how to get information and advice on their industry, occupation, training and career;
- can describe and work within their organisation's principles and codes of practice;
- recognises and can form a view on issues of public concern that affect their organisation and industry.

The apprentice's induction is an important way of meeting some of the ERR requirements. Foundation apprentices will use an awarding organisation portfolio of evidence to record the ERR.

Evidence of ERR achievement:

Evidence of achievement of ERR will be through the submission of the Level 2 NVQ Diploma in Travel Services qualification (as detailed above) certificate to People 1st when claiming the apprenticeship completion certificate. This should show the ERR unit listed on the certificate as having been completed.

Level 2, Pathway 2: Travel Services (Tour Operators - Head Office)

Description of this pathway

Travel Services (Tour Operators – Head Office)

The total credit value for this pathway is 66 credits.

Entry requirements for this pathway in addition to the framework entry requirements

None

Job title(s)	Job role(s)
Travel Adviser / Customer Service Adviser / Bookings or Reservations Administrator	These job roles are responsible for identifying holidays and/or travel options that best meet customer requirements. This includes tours that customers may want to arrange as part of their holiday.

Qualifications

Competence qualifications available to this pathway

C1 - Level 2 NVQ Diploma in Travel Services					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
C1a	500/9722/2	City & Guilds	37	258-326	N/A
C1b	500/9726/X	Edexcel	37	258-326	N/A
C1c	5012401/8	NCFE	37	258-326	N/A

Knowledge qualifications available to this pathway

K1 - Level 2 Certificate in Travel Services					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K1a	500/9724/6	City & Guilds	17	122-123	N/A
K1b	500/9725/8	Edexcel	17	122-123	N/A
K1c	500/9846/9	NFE	17	122-123	N/A

Combined qualifications available to this pathway

N/A

Relationship between competence and knowledge qualifications

The Level 2 Certificate in Travel Services (K1a-c) provides the underpinning knowledge and understanding for the Level 2 NVQ Diploma in Travel Services (C1a-c). The knowledge qualification supports key areas of knowledge development needed for apprentices in this role including:

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

with additional units selected from the following:

- Travel Planning
- UK Travel and Tourism Destinations
- Air Fares and Ticketing (IATA Level 1)

The route taken within both qualifications must lead to achievement of the Travel Services (Tour Operators - Head Office) route.

This route links with the Travel Adviser / Customer Service Adviser / Bookings or Reservations Administrator job roles within the sector for this pathway.

Transferable skills (Wales)

Essential skills (Wales)

	Minimum level	Credit value
Communication	Level 1	6
Application of numbers	Level 1	6
IT	N/A	

Progression routes into and from this pathway

Progression routes into this foundation apprenticeship pathway

Progression routes into the framework are many and varied. Examples will include:

- Work / work experience
- Portfolio of evidence of experience and / or achievement including non accredited qualifications
- GCSE (A-E) grades, for example in English, Maths and Leisure and Tourism / A levels
- Welsh Baccalaureate Qualification in any subject
- A vocationally related qualification (VRQ)
- Principal Learning qualification

Progression into this foundation apprenticeship is not restricted to these routes.

Please note that where there may be a link between the Foundation Apprenticeship and the Welsh Baccalaureate Qualification in terms of the qualifications studied, the 'On and off the job training' section provides information on recognising and documenting prior learning.

Progression routes from this foundation apprenticeship pathway

- **Transferring between the foundation apprenticeship pathways:** Although the routes through this foundation apprenticeship framework are designed so that the foundation apprentice can gain the skills that are relevant to their employer, the NVQs do allow for progression. Candidates who have completed their foundation apprenticeship in Tour Operations should also be able to transfer across to Leisure and Business, although this may be a less obvious route.
- **Apprenticeship:** Progression opportunities in terms of learning programmes are to the level 3 Apprenticeship typically through the competence and knowledge qualifications in this apprenticeship on the same route. There may be opportunities to progress onto

other areas such as team leading and management, customer service or business administration frameworks if those frameworks allow this.

- **Qualifications:** The frameworks themselves allow progression to some Professional Qualifications, e.g. IATA qualifications within the Head Office routes. In addition, the Accredited Travel Professional (ATP) scheme from ABTA is a programme designed to recognise the qualifications and experience of those working within the travel industry. In addition, our Sector Qualifications Strategy (SQS) clearly maps out how the Apprenticeship articulates with other qualifications and what an Apprentice can progress from or to within a particular role. Profiles for positions from entry through to management have been identified showing qualification pathways across specific industries and sub-industries to assist potential employees and employers to identify the relevant qualifications to assist in progression. Further details can be found on the People 1st website (www.people1st.co.uk).
- **Industry roles:** In terms of employment, upon completion of this foundation apprenticeship pathway they may progress to team leader, supervisory and managerial roles within the organisation. In larger organisations, there are also often opportunities to move out into the field, whether overseas (for example resort staff), airline (cabin crew), or other UK-based roles. UKSP (www.uksp.co.uk) contains a careers map which shows the wide range of pathways throughout the travel sector.

Employee rights and responsibilities

The ERR unit (T/601/7214 - Employment Rights and Responsibilities in the Hospitality, Leisure, Travel and Tourism Sector) is included in (and therefore delivered and demonstrated through) the competence based qualification: Level 2 NVQ Diploma in Travel Services. Although this unit is an optional unit in the competence qualification, ERR is a mandatory part of the foundation apprenticeship and therefore this unit must be taken if the qualification is taken as part of this foundation apprenticeship. The relevant competence qualifications that contain the ERR unit are:

- City & Guilds Level 2 NVQ Diploma in Travel Services - Qualification Number 500/9722/2
- Edexcel Level 2 NVQ Diploma in Travel Services (QCF) - Qualification Number 500/9726/X
- NCFE Level 2 NVQ Diploma in Travel Services (QCF) - Qualification Number 501/2401/8

Completion of this unit ensures that the foundation apprentice:

- knows and understands the range of employer and employee statutory rights and responsibilities under Employment Law and that employment rights can be affected by other legislation as well. This should cover the apprentice's rights and responsibilities under the Disability Discrimination Act, other relevant equalities legislation and Health & Safety, together with the responsibilities and duties of employers;
- knows and understands the procedures and documentation in their organisation which recognise and protect their relationship with their employer. Health & Safety and Equality & Diversity training must be an integral part of the apprentice's learning programme;
- knows and understands the range of sources of information and advice available to them on their employment rights and responsibilities. Details of Access to Work and Additional Learning Support must be included in the programme;
- understands the role played by their occupation within their organisation and industry;
- has an informed view of the types of career pathways that are open to them;
- knows the types of representative bodies and understand their relevance to their industry and organisation, and their main roles and responsibilities;
- knows where and how to get information and advice on their industry, occupation, training and career;
- can describe and work within their organisation's principles and codes of practice;
- recognises and can form a view on issues of public concern that affect their organisation and industry .

The apprentice's induction is an important way of meeting some of the ERR requirements. Foundation apprentices will use an awarding organisation portfolio of evidence to record the

ERR.

Evidence of ERR achievement:

Evidence of achievement of ERR will be through the submission of the Level 2 NVQ Diploma in Travel Services qualification (as detailed above) certificate to People 1st when claiming the apprenticeship completion certificate. This should show the ERR unit listed on the certificate as having been completed.

Level 2, Pathway 3: Travel Services (Tour Operators – Field Staff)

Description of this pathway

Travel Services (Tour Operators – Field Staff)

The total credit value for this pathway is 66 credits.

Entry requirements for this pathway in addition to the framework entry requirements

None

Job title(s)	Job role(s)
Overseas Resort Representative	This role involves handling the day to day running of holidays. This includes providing information, support and entertainment to holidaymakers. They will be the first point of contact for holidaymakers and they will be involved in any welcoming events and may sometimes act as a guide on excursions.

Qualifications

Competence qualifications available to this pathway

C1 - Level 2 Diploma in Travel Services					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
C1a	500/9722/2	City & Guilds	37	258-326	N/A
C1b	500/9726/X	Edexcel	37	258-326	N/A
C1c	501/2401/8	NCFE	37	258-326	N/A

Knowledge qualifications available to this pathway

K1 - Level 2 Certificate in Travel Services					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K1a	500/9724/6	City & Guilds	17	122-123	N/A
K1b	500/9725/8	Edexcel	17	122-123	N/A
K1c	500/9846/9	NCFE	17	122-123	N/A

Combined qualifications available to this pathway

N/A

Relationship between competence and knowledge qualifications

The Level 2 Certificate in Travel Services (K1a-c) provides the underpinning knowledge and understanding for the Level 2 NVQ Diploma in Travel Services (C1a-c). The knowledge qualification supports key areas of knowledge development needed for apprentices in this role including:

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

with additional units selected from the following:

- Travel and Tourism Support Services
- Travel Planning
- Planning and Delivering Guided Tours

The route taken within both qualifications must lead to achievement of the Travel Services (Tour Operators - Field Staff) route. This route links with the Overseas Resort Representative job role for this pathway.

Transferable skills (Wales)

Essential skills (Wales)

	Minimum level	Credit value
Communication	Level 1	6
Application of numbers	Level 1	6
IT	N/A	

Progression routes into and from this pathway

Progression routes into the foundation apprenticeship pathway

Progression routes into the framework are many and varied. Examples will include:

- Work / work experience
- Portfolio of evidence of experience and / or achievement including non accredited qualifications
- GCSE (A-E) grades, for example in English, Maths and Leisure and Tourism / A levels
- Welsh Baccalaureate Qualification in any subject
- A vocationally related qualification (VRQ)
- Principal Learning qualification

Progression into this foundation apprenticeship is not restricted to these routes.

Please note that where there may be a link between the Foundation Apprenticeship and the Welsh Baccalaureate Qualification in terms of the qualifications studied, the 'On and off the job training' section provides information on recognising and documenting prior learning.

Progression routes from the foundation apprenticeship pathway

- **Transferring between the foundation apprenticeship pathways:** Although the routes through the foundation apprenticeship frameworks are designed so that the foundation apprentice can gain the skills that are relevant to their employer, the NVQs do allow for progression. Candidates who have completed their foundation apprenticeship in Tour Operations should also be able to transfer across to Leisure and Business, although this may be a less obvious route.
- **Apprenticeship:** Opportunities for progression through learning programmes is primarily on the next level of framework, typically through the competence and knowledge qualifications in the level 3 apprenticeship within this route. There may be opportunities

to progress onto other areas such as team leading and management, customer service or business administration frameworks if those frameworks allow this.

- **Qualifications:** The frameworks themselves allow progression to some Professional Qualifications, e.g. Guiding qualifications. In addition, the Accredited Travel Professional (ATP) scheme from ABTA is a programme designed to recognise the qualifications and experience of those working within the travel industry. There are a range of other specialist qualifications, including language-based qualifications. Some transferability between this route and Hospitality qualifications may exist for those who work more closely with accommodation or catering areas. In addition, our Sector Qualifications Strategy (SQS) clearly maps out how the Apprenticeship articulates with other qualifications and what an Apprentice can progress from or to within a particular role. Profiles for positions from entry through to management have been identified showing qualification pathways across specific industries and sub-industries to assist potential employees and employers to identify the relevant qualifications to assist in progression. Further details can be found on the People 1st website (www.people1st.co.uk).
- **Industry roles:** Upon completion of this foundation apprenticeship, career routes open to these candidates include resort manager, tour guide, island/country manager (for operational areas with a large number of staff in one island or country). UKSP (www.uksp.co.uk) contains a careers map which shows the wide range of pathways throughout the travel services sector.

Employee rights and responsibilities

The ERR unit (T/601/7214 - Employment Rights and Responsibilities in the Hospitality, Leisure, Travel and Tourism Sector) is included in (and therefore delivered and demonstrated through) the competence based qualification: Level 2 NVQ Diploma in Travel Services. Although this unit is an optional unit in the competence qualification, ERR is a mandatory part of the foundation apprenticeship and therefore this unit must be taken if the qualification is taken as part of this foundation apprenticeship. The relevant competence qualifications that contain the ERR unit are:

- City & Guilds Level 2 NVQ Diploma in Travel Services - Qualification Number 500/9722/2
- Edexcel Level 2 NVQ Diploma in Travel Services (QCF) - Qualification Number 500/9726/X
- NCFE Level 2 NVQ Diploma in Travel Services (QCF) - Qualification Number 501/2401/8

Completion of this unit ensures that the foundation apprentice:

- knows and understands the range of employer and employee statutory rights and responsibilities under Employment Law and that employment rights can be affected by other legislation as well. This should cover the apprentice's rights and responsibilities under the Disability Discrimination Act, other relevant equalities legislation and Health & Safety, together with the responsibilities and duties of employers;
- knows and understands the procedures and documentation in their organisation which recognise and protect their relationship with their employer. Health & Safety and Equality & Diversity training must be an integral part of the apprentice's learning programme;
- knows and understands the range of sources of information and advice available to them on their employment rights and responsibilities. Details of Access to Work and Additional Learning Support must be included in the programme;
- understands the role played by their occupation within their organisation and industry;
- has an informed view of the types of career pathways that are open to them;
- knows the types of representative bodies and understand their relevance to their industry and organisation, and their main roles and responsibilities;
- knows where and how to get information and advice on their industry, occupation, training and career;
- can describe and work within their organisation's principles and codes of practice;
- recognises and can form a view on issues of public concern that affect their organisation and industry .

The apprentice's induction is an important way of meeting some of the ERR requirements. Foundation apprentices will use an awarding organisation portfolio of evidence to record the ERR.

Evidence of ERR achievement:

Evidence of achievement of ERR will be through the submission of the Level 2 NVQ Diploma in Travel Services qualification (as detailed above) certificate to People 1st when claiming the apprenticeship completion certificate. This should show the ERR unit listed on the certificate as having been completed.

Level 3

Title for this framework at level 3

Apprenticeship in Travel Services

Pathways for this framework at level 3

- | | |
|------------|--|
| Pathway 1: | Travel Services (Leisure and Business) |
| Pathway 2: | Travel Services (Tour Operators - Head Office) |
| Pathway 3: | Travel Services (Tour Operators - Field Staff) |

Level 3, Pathway 1: Travel Services (Leisure and Business)

Description of this pathway

Travel Services (Leisure and Business)

The total credit value for this pathway is 71 credits.

Entry requirements for this pathway in addition to the framework entry requirements

Applicants will come with a range of experience and/or qualifications.

Examples will include:

- Work / work experience (for example, people who have worked in the actual travel services area for at least nine months to a year prior to registering onto the Apprenticeship)
- Portfolio of evidence of experience and / or achievement including non accredited qualifications achieved in the workplace
- The Travel Services foundation apprenticeship
- Travel Services related level 2 NVQ (if completed on its own or through the Welsh Baccalaureate Qualification)

It is essential for employers and learning providers to ascertain new entrants' skills and knowledge level before registering them for a level 3 Apprenticeship especially. This information can be used to tailor the programme to meet individual learning and support needs and to recognise prior learning and experience.

Job title(s)	Job role(s)
Senior Leisure Travel Consultant - either in retail agency or call centre	This role requires keeping up-to-date with products, providing customers with advice and information about products and trying to find the one which best meets their needs. They help customers to interpret the travel brochures and having provided advice and guidance they need to sell the product.
Senior Business Travel Consultant - either in retail agency or call centre	Senior Business Travel Consultants will mainly be responsible for managing business travel accounts. They will need to be familiar with different travel policies as they will be assisting business travellers to keep in budget and achieve the best value for money.

Qualifications

Competence qualifications available to this pathway

C1 - Level 3 Diploma in Travel Services					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
C1a	500/9910/3	City & Guilds	37	282-347	N/A
C1b	500/9849/4	Edexcel	37	282-347	N/A
C1c	501/2402/X	NCFE	37	282-347	N/A

Knowledge qualifications available to this pathway

K1 - Level 3 Certificate in Travel Services					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K1a	500/9738/6	City and Guilds	22	191-197	N/A
K1b	500/9727/1	Edexcel	22	191-197	N/A
K1c	500/9791/X	NCFE	22	191-197	N/A

Combined qualifications available to this pathway

N/A

Relationship between competence and knowledge qualifications

The Level 3 Certificate in Travel Services (K1a-c) provides the underpinning knowledge and understanding for the Level 3 NVQ Diploma in Travel Services (C1a-c). The knowledge qualification supports key areas of knowledge development needed for apprentices in this role including:

- Worldwide Travel and Tourism Destinations
- Principles of Supervising Customer Service Performance in Hospitality, Leisure, Travel and Tourism

with additional units selected from the following:

- Travel Planning
- Travel and Tourism Destinations - England
- Travel and Tourism Destinations - Scotland
- Travel and Tourism Destinations - Ireland
- Travel and Tourism Destinations - Wales
- Air Fares and Ticketing
- Travel Insurance
- Arranging Business Travel

The route taken within both qualifications must lead to achievement of the Travel Services (Leisure and Business) route. This route links with the Senior Leisure Travel Consultant and Senior Business Travel Consultant job roles for this pathway.

Transferable skills (Wales)

Essential skills (Wales)

	Minimum level	Credit value
Communication	Level 2	6
Application of numbers	Level 2	6
IT	N/A	

Progression routes into and from this pathway

Progression routes into this foundation apprenticeship pathway

Progression routes into the framework are many and varied. These include:

- The Travel Services foundation apprenticeship
- A Travel Services related level 2 NVQ
- Work experience leading to level 2 vocational experience and skills, for example, people who have worked in the actual travel services area for at least nine months to a year prior to registering onto the Apprenticeship

Please note that where there may be a link between the Apprenticeship and the Welsh Baccalaureate Qualification in terms of the qualifications studied, the 'On and off the job training' section provides information on recognising and documenting prior learning.

Progression routes from this apprenticeship pathway

- **Qualifications:** The framework allows progression to some Professional Qualifications, e.g. IATA qualifications. In addition, the Accredited Travel Professional (ATP) scheme from ABTA is a programme designed to recognise the qualifications and experience of those working within the travel industry. Although there are not sector specific NVQs to form the basis of progression to Levels 4 and 5, there is some management and supervisory content at Level 3, which may enable progression to awards at Levels 4 and 5 of management NVQs, or NVQs with significant management content. Some travel employers have actively been promoting this progression route, mapped to accredited management qualifications, at the core of their management training programme. Our Sector Qualifications Strategy (SQS) clearly maps out how the apprenticeship articulates with other qualifications including foundation degrees and what an apprentice can progress from or to within a particular role. Profiles for positions from entry through to management have been identified showing qualification pathways across specific

industries and sub-industries to assist potential employees and employers to identify the relevant qualifications to assist in progression. Further details can be found on the People 1st website (www.people1st.co.uk).

- **Further/Higher Education:** In terms of progression to further and higher education, the apprenticeship is a recognised route into many Foundation Degrees, which is the most likely pathway an apprentice would take, and we have developed Foundation Degree frameworks for the sector. An example of a foundation degree is the Management of Travel and Tourism Foundation Degree at Coleg Llandrillo Cymru.
- **Industry roles:** The apprenticeship is a well-respected route for travel agents wishing to move onto the 'next level'. Major employers recognise it as part of their career progression routes towards management, and with several of the competence areas involving planning performance and dealing with team-wide issues, there is a clear shift towards the candidate taking a wider view of the impact of their performance upon their team. Upon completion of this apprenticeship the successful apprentice would have advanced skills within the travel agency / call centre they work in, and would be looking to progress quickly to supervisor or even assistant manager in smaller operations. UKSP (www.uksp.co.uk) contains a careers map which shows the wide range of pathways throughout the sector.

UCAS points for this pathway: N/A

Employee rights and responsibilities

The ERR unit (T/601/7214 - Employment Rights and Responsibilities in the Hospitality, Leisure, Travel and Tourism Sector) is included in (and therefore delivered and demonstrated through) the competence based qualification: Level 3 NVQ Diploma in Travel Services. Although this unit is an optional unit in the competence qualification, ERR is a mandatory part of the framework and therefore this unit must be taken if the qualification is taken as part of this apprenticeship. However, this will not apply if the apprentice has already completed the unit within the foundation apprenticeship as part of the competence qualification. The relevant competence based qualifications that contain the ERR unit are:

- City & Guilds Level 3 NVQ Diploma in Travel Services (QCF) - Qualification Reference 500/9910/3
- Edexcel Level 3 NVQ Diploma in Travel Services (QCF) - Qualification Reference 500/9849/4
- NCFE Level 3 NVQ Diploma in Travel Services (QCF) - Qualification Reference 501/2402/X

Completion of this unit ensures that the apprentice:

- knows and understands the range of employer and employee statutory rights and responsibilities under Employment Law and that employment rights can be affected by other legislation as well. This should cover the apprentice's rights and responsibilities under the Disability Discrimination Act, other relevant equalities legislation and Health & Safety, together with the responsibilities and duties of employers;
- knows and understands the procedures and documentation in their organisation which recognise and protect their relationship with their employer. Health & Safety and Equality & Diversity training must be an integral part of the apprentice's learning programme;
- knows and understands the range of sources of information and advice available to them on their employment rights and responsibilities. Details of Access to Work and Additional Learning Support must be included in the programme;
- understands the role played by their occupation within their organisation and industry;
- has an informed view of the types of career pathways that are open to them;
- knows the types of representative bodies and understand their relevance to their industry and organisation, and their main roles and responsibilities;
- knows where and how to get information and advice on their industry, occupation, training and career;
can describe and work within their organisation's principles and codes of practice;
- recognises and can form a view on issues of public concern that affect their organisation and industry.

The apprentice's induction is an important way of meeting some of the ERR requirements.

Apprentices will use an awarding organisation portfolio of evidence to record the ERR.

Evidence of ERR achievement:

Evidence of achievement of ERR will be through the submission of the Level 2 NVQ Diploma in Travel Services qualification (as detailed above) certificate to People 1st when claiming the apprenticeship completion certificate. This should show the ERR unit listed on the certificate as having been completed.

Level 3, Pathway 2: Travel Services (Tour Operators – Head Office)

Description of this pathway

Travel Services (Tour Operators – Head Office)

The total credit value for this pathway is 71 credits.

Entry requirements for this pathway in addition to the framework entry requirements

Applicants will come with a range of experience and/or qualifications.

Examples will include:

- Work / work experience (for example, people who have worked in the actual travel services area for at least nine months to a year prior to registering onto the Apprenticeship)
- Portfolio of evidence of experience and / or achievement including non accredited qualifications achieved in the workplace
- The Travel Services foundation apprenticeship
- Travel Services related level 2 NVQ (if completed on its own or through the Welsh Baccalaureate Qualification)

It is essential for employers and learning providers to ascertain new entrants' skills and knowledge level before registering them for a level 3 Apprenticeship especially. This information can be used to tailor the programme to meet individual learning and support needs and to recognise prior learning and experience.

Job title(s)	Job role(s)
Senior Travel Adviser / Senior Customer Service Adviser / Team Leader	These job roles will act as the link person, negotiating with accommodation suppliers over what accommodation is set aside, when and at what price before the season starts. If in a call centre they will co-ordinate and direct the activities of a tour operators' call centre.

Qualifications

Competence qualifications available to this pathway

C1 - Level 3 Diploma in Travel Services					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
C1a	500/9910/3	City & Guilds	37	282-347	N/A
C1b	500/9849/4	Edexcel	37	282-347	N/A
C1c	501/2402/X	NCFE	37	282-347	N/A

Knowledge qualifications available to this pathway

K1 - Level 3 Certificate in Travel Services					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K1a	500/9738/6	City & Guilds	22	191-197	N/A
K1b	500/9727/1	Edexcel	22	191-197	N/A
K1c	500/9791/X	NCFE	22	191-197	N/A

Combined qualifications available to this pathway

N/A

Relationship between competence and knowledge qualifications

The Level 3 Certificate in Travel Services (K1a-c) provides the underpinning knowledge and understanding for the Level 3 NVQ Diploma in Travel Services (C1a-c). The knowledge qualification supports key areas of knowledge development needed for apprentices in this role including:

- Worldwide Travel and Tourism Destinations
- Principles of Supervising Customer Service Performance in Hospitality, Leisure, Travel and Tourism

with additional units selected from the following:

- Travel Planning
- Special Interest Holidays and Independent Travel
- Travel Insurance
- Principles of Marketing for Travel and Tourism
- Development of Tour Operators' Products and Services

The route taken within both qualifications must lead to achievement of the Travel Services (Tour Operators - Head Office) route.

This route links with the Senior Travel Adviser / Senior Customer Service Adviser / Team Leader job roles within the sector for this pathway.

Transferable skills (Wales)

Essential skills (Wales)

	Minimum level	Credit value
Communication	Level 2	6
Application of numbers	Level 2	6
IT	N/A	

Progression routes into and from this pathway

Progression routes into this apprenticeship pathway

Progression routes into the framework are many and varied. These include:

- The Travel Services foundation apprenticeship
- A Travel Services related level 2 NVQ
- Work experience leading to level 2 vocational experience and skills, for example, people who have worked in the actual travel services area for at least nine months to a year prior to registering onto the Apprenticeship

Please note that where there may be a link between the Apprenticeship and the Welsh Baccalaureate Qualification in terms of the qualifications studied, the 'On and off the job training' section provides information on recognising and documenting prior learning.

Progression routes from this apprenticeship pathway

- **Qualifications:** The framework allows progression to some Professional Qualifications, e.g. IATA qualifications within Leisure & Business or the Head Office routes. In addition, the Accredited Travel Professional (ATP) scheme from ABTA is a programme designed to recognise the qualifications and experience of those working within the travel industry. Although there are not sector specific NVQs to form the basis of progression to Levels 4 and 5, there is some management and supervisory content at Level 3, which may enable progression to awards at Levels 4 and 5 of management NVQs, or NVQs with significant management content. Some travel employers have actively been promoting this progression route, mapped to accredited management qualifications, at the core of their management training programme. Our Sector Qualifications Strategy (SQS) clearly maps out how the apprenticeship articulates with other qualifications including foundation degrees and what an apprentice can progress from or to within a particular role. Profiles for positions from entry through to management have been identified showing

qualification pathways across specific industries and sub-industries to assist potential employees and employers to identify the relevant qualifications to assist in progression. Further details can be found on the People 1st website (www.people1st.co.uk).

- **Further/Higher Education:** In terms of progression to further and higher education, the apprenticeship is a recognised route into many Foundation Degrees, which is the most likely pathway an apprentice would take, and we have developed Foundation Degree frameworks for the sector. An example of a foundation degree is the Management of Travel and Tourism Foundation Degree at Coleg Llandrillo Cymru.
- **Industry roles:** This route in particular allows a learner to develop not only the technical skills required to work in their chosen sub-sector of the industry, but also the management skills that are needed in a supervisory role. These management skills will be built on as learners here develop their careers through the industry.

Upon completion of this apprenticeship ,career progression would include senior roles such as Team Leader, Customer Services Manager, more technical roles within sales, IT or movement out to field-based managerial roles. UKSP (www.uksp.co.uk) also contains a careers map which shows the wide range of pathways throughout the sector.

UCAS points for this pathway: N/A

Employee rights and responsibilities

The ERR unit (T/601/7214 - Employment Rights and Responsibilities in the Hospitality, Leisure, Travel and Tourism Sector) is included in (and therefore delivered and demonstrated through) the competence based qualification: Level 3 NVQ Diploma in Travel Services. Although this unit is an optional unit in the competence qualification, ERR is a mandatory part of the framework and therefore this unit must be taken if the qualification is taken as part of this apprenticeship. However, this will not apply if the apprentice has already completed the unit within the foundation apprenticeship as part of the competence qualification. The relevant competence based qualifications that contain the ERR unit are:

- City & Guilds Level 3 NVQ Diploma in Travel Services (QCF) - Qualification Reference 500/9910/3
- Edexcel Level 3 NVQ Diploma in Travel Services (QCF) - Qualification Reference 500/9849/4
- NCFE Level 3 NVQ Diploma in Travel Services (QCF) - Qualification Reference 501/2402/X

Completion of this unit ensures that the apprentice:

- knows and understands the range of employer and employee statutory rights and responsibilities under Employment Law and that employment rights can be affected by other legislation as well. This should cover the apprentice's rights and responsibilities under the Disability Discrimination Act, other relevant equalities legislation and Health & Safety, together with the responsibilities and duties of employers;
- knows and understands the procedures and documentation in their organisation which recognise and protect their relationship with their employer. Health & Safety and Equality & Diversity training must be an integral part of the apprentice's learning programme;
- knows and understands the range of sources of information and advice available to them on their employment rights and responsibilities. Details of Access to Work and Additional Learning Support must be included in the programme;
- understands the role played by their occupation within their organisation and industry;
- has an informed view of the types of career pathways that are open to them;
- knows the types of representative bodies and understand their relevance to their industry and organisation, and their main roles and responsibilities;
- knows where and how to get information and advice on their industry, occupation, training and career;
- can describe and work within their organisation's principles and codes of practice;
- recognises and can form a view on issues of public concern that affect their organisation and industry.

The apprentice's induction is an important way of meeting some of the ERR requirements.

Apprentices will use an awarding organisation portfolio of evidence to record the ERR.

Evidence of ERR achievement:

Evidence of achievement of ERR will be through the submission of the Level 2 NVQ Diploma in Travel Services qualification (as detailed above) certificate to People 1st when claiming the apprenticeship completion certificate. This should show the ERR unit listed on the certificate as having been completed.

Level 3, Pathway 3: Travel Services (Tour Operators – Field Staff)

Description of this pathway

Travel Services (Tour Operators – Field Staff)

The total credit value for this pathway is 71 credits.

Entry requirements for this pathway in addition to the framework entry requirements

Applicants will come with a range of experience and/or qualifications.

Examples will include:

- Work / work experience (for example, people who have worked in the actual travel services area for at least nine months to a year prior to registering onto the Apprenticeship)
- Portfolio of evidence of experience and / or achievement including non accredited qualifications achieved in the workplace
- The Travel Services foundation apprenticeship
- Travel Services related level 2 NVQ (if completed on its own or through the Welsh Baccalaureate Qualification)

It is essential for employers and learning providers to ascertain new entrants' skills and knowledge level before registering them for a level 3 Apprenticeship especially. This information can be used to tailor the programme to meet individual learning and support needs and to recognise prior learning and experience.

Job title(s)	Job role(s)
Senior Resort Representative / Team Leader	These roles are responsible for ensuring that the expectation of the travel and holiday experience sold by the company is fulfilled, based on the experience the customers have at the resort. They will be responsible for making sure that holidaymakers are welcomed.

Qualifications

Competence qualifications available to this pathway

C1 - Level 3 NVQ Diploma in Travel Services					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
C1a	500/9910/3	City & Guilds	37	282-347	N/A
C1b	500/9849/4	Edexcel	37	282-347	N/A
C1c	501/2402/X	NCFE	37	282-347	N/A

Knowledge qualifications available to this pathway

K1 - Level 3 Certificate in Travel Services					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K1a	500/9738/6	City & Guilds	22	191-197	N/A
K1b	500/9727/1	Edexcel	22	191-197	N/A
K1c	500/9791/X	NCFE	22	191-197	N/A

Combined qualifications available to this pathway

N/A

Relationship between competence and knowledge qualifications

The Level 3 Certificate in Travel Services (K1a-c) provides the underpinning knowledge and understanding for the Level 3 NVQ Diploma in Travel Services (C1a-c). The knowledge qualification supports key areas of knowledge development needed for apprentices in this role including:

- Worldwide Travel and Tourism Destinations
- Principles of Supervising Customer Service Performance in Hospitality, Leisure, Travel and Tourism

with additional units selected from the following:

- Planning and Delivering Guided Tours
- Principles of Marketing for Travel and Tourism
- Development of Tour Operators' Products and Services

The route taken within both qualifications must lead to achievement of the Travel Services (Tour Operators - Field Staff) route. This route links with the Senior Resort Representative / Team Leader job roles within the sector for this pathway.

Transferable skills (Wales)

Essential skills (Wales)

	Minimum level	Credit value
Communication	Level 2	6
Application of numbers	Level 2	6
IT	N/A	

Progression routes into and from this pathway

Progression routes into this apprenticeship pathway

Progression routes into the framework are many and varied. These include:

- The Travel Services foundation apprenticeship
- A Travel Services related level 2 NVQ
- Work experience leading to level 2 vocational experience and skills, for example, people who have worked in the actual travel services area for at least nine months to a year prior to registering onto the Apprenticeship

Please note that where there may be a link between the Apprenticeship and the Welsh Baccalaureate Qualification in terms of the qualifications studied, the 'On and off the job training' section provides information on recognising and documenting prior learning.

Progression routes from this apprenticeship pathway

- **Qualifications:** The framework allows progression to some Professional Qualifications, e.g. Guiding qualifications. In addition, the Accredited Travel Professional (ATP) scheme from ABTA is a programme designed to recognise the qualifications and experience of those working within the travel industry. Although there are not sector specific NVQs to form the basis of progression to Levels 4 and 5, there is some management and supervisory content at Level 3, which may enable progression to awards at Levels 4 and 5 of management NVQs, or NVQs with significant management content. Some travel employers have actively been promoting this progression route, mapped to accredited management qualifications, at the core of their management training programme. In addition, within our Sector Qualifications Strategy (SQS) SQS clearly maps out how the Apprenticeship articulates with other qualifications and what an Apprentice can progress from or to within a particular role. Profiles for positions from entry through to management have been identified showing qualification pathways across specific

industries and sub-industries to assist potential employees and employers to identify the relevant qualifications to assist in progression. Further details can be found on the People 1st website (www.people1st.co.uk).

- **Further/Higher Education:** In terms of progression to further and higher education, the Apprenticeship is a recognised route into many Foundation Degrees, which is the most likely pathway an apprentice would take, and we have developed Foundation Degree frameworks for the sector. An example of a foundation degree is the Management of Travel and Tourism Foundation Degree at Coleg Llandrillo Cymru.
- **Industry roles:** Technical skills (tour guiding, on-site entertainment) as well as more generic managerial skills are all options within this route, allowing all-round development for someone moving into supervisory roles. Due to the often small and remote nature of these teams, progression into supervisory roles is frequently quicker, and the more obviously supervisory nature of the units in this route reflects that. Upon completion of this apprenticeship, career progression would include resort team leader, senior tour guide, island/country manager, sometimes movement into other Hospitality-based roles or a return to UK-based tour operations Head Office roles. UKSP (www.uksp.co.uk) also contains a careers map which shows the wide range of pathways throughout the sector.

UCAS points for this pathway: N/A

Employee rights and responsibilities

The ERR unit (T/601/7214 - Employment Rights and Responsibilities in the Hospitality, Leisure, Travel and Tourism Sector) is included in (and therefore delivered and demonstrated through) the competence based qualification: Level 3 NVQ Diploma in Travel Services. Although this unit is an optional unit in the competence qualification, ERR is a mandatory part of the framework and therefore this unit must be taken if the qualification is taken as part of this apprenticeship. However, this will not apply if the apprentice has already completed the unit within the foundation apprenticeship as part of the competence qualification. The relevant competence based qualifications that contain the ERR unit are:

- City & Guilds Level 3 NVQ Diploma in Travel Services (QCF) - Qualification Reference 500/9910/3
- Edexcel Level 3 NVQ Diploma in Travel Services (QCF) - Qualification Reference 500/9849/4
- NCFE Level 3 NVQ Diploma in Travel Services (QCF) - Qualification Reference 501/2402/X

Completion of this unit ensures that the apprentice:

- knows and understands the range of employer and employee statutory rights and responsibilities under Employment Law and that employment rights can be affected by other legislation as well. This should cover the apprentice's rights and responsibilities under the Disability Discrimination Act, other relevant equalities legislation and Health & Safety, together with the responsibilities and duties of employers;
- knows and understands the procedures and documentation in their organisation which recognise and protect their relationship with their employer. Health & Safety and Equality & Diversity training must be an integral part of the apprentice's learning programme;
- knows and understands the range of sources of information and advice available to them on their employment rights and responsibilities. Details of Access to Work and Additional Learning Support must be included in the programme;
- understands the role played by their occupation within their organisation and industry;
- has an informed view of the types of career pathways that are open to them;
- knows the types of representative bodies and understand their relevance to their industry and organisation, and their main roles and responsibilities;
- knows where and how to get information and advice on their industry, occupation, training and career;
- can describe and work within their organisation's principles and codes of practice;
- recognises and can form a view on issues of public concern that affect their organisation and industry.

The apprentice's induction is an important way of meeting some of the ERR requirements.

Apprentices will use an awarding organisation portfolio of evidence to record the ERR.

Evidence of ERR achievement:

Evidence of achievement of ERR will be through the submission of the Level 2 NVQ Diploma in Travel Services qualification (as detailed above) certificate to People 1st when claiming the apprenticeship completion certificate. This should show the ERR unit listed on the certificate as having been completed.

The remaining sections apply to all levels and pathways within this framework.

How equality and diversity will be met

The sector as a whole employs a young workforce (49% under 30). 40% of travel agents are still under 30 although travel agency managers are often significantly older than their staff (70% are over 40).

As far as gender is concerned, there is a disparity where female travel consultants outnumber males at a ratio of 4:1. This has historically been the case for many years*. It is noticeable the gap is smaller (although still significant) at managerial level in travel.

The proportion of males to females in terms of Apprenticeship starts is very similar to the ratio of the wider workforce. Although employers have tried to increase their male intake for Apprenticeships, through their advertising and recruitment and other methods, it is clear little impact is being made. Reasons for this include the image of the job, its association with females and the lack of male role models when applying for positions.

The sector as a whole is generally representative of the multicultural society in which we live, and has provided perhaps more opportunities for ethnic minorities to achieve economic success than most sectors. The number of BME workers working within travel services in Wales is just over 100.

Because the industry employs a significant number of young people, we need to be aware of, and explain the benefits of, a workforce that is diverse in age range as well as gender. We will work with partners to ensure that consideration is given to the whole programme from recruitment and selection, induction through to successful completion of the apprenticeship and progression.

The fact that People 1st monitor these statistics allows us to act, with providers and with industry at large, to try and re-dress any potential imbalance in the profile of staff being recruited on to the Apprenticeship programme and, if required, will lead us to develop case studies of good practice.

We see the foundation apprenticeship and apprenticeship as being a powerful tool to promote equality and inclusion through the following activities:

- Ongoing monitoring of data to identify any issues and intervene where necessary
- Developing careers materials and making them accessible to all
- Expand the network of apprentices on sector specific programmes using social media and www.uksp.co.uk

Apprenticeships are seen as a vital route to encourage, and facilitate, a greater diversity of individuals into the industry, therefore entry conditions to this framework are extremely

flexible. People 1st expects training providers and employers to comply with the Equality Act 2010 to ensure that applicants are not discriminated against in terms of entry to and progression within, the Industry, using the 9 protected characteristics of :

1. Age
2. Disability
3. Gender
4. Gender reassignment
5. Marriage and civil partnerships
6. Pregnancy and maternity
7. Race
8. Religion and Belief
9. Sexual orientation

People 1st will continue to monitor the development of the Apprenticeship and equality of opportunity, primarily by the analysis of start and achievement data.

On and off the job training (Wales)

Summary of on- and off-the-job training

The total number of training hours for this framework is:

Travel Services (Leisure and Business pathway) - 532 hours for the Foundation Apprenticeship

Travel Services (Tour Operators - Head Office pathway) - 532 hours for the Foundation Apprenticeship

Travel Services (Tour Operators - Field Staff pathway) - 532 hours for the Foundation Apprenticeship

Travel Services (Leisure and Business pathway) - 618 hours for the Apprenticeship

Travel Services (Tour Operators - Head Office pathway) - 618 hours for the Apprenticeship

Travel Services (Tour Operators - Field Staff pathway) - 618 hours for the Apprenticeship

Off-the-job training

Off-the-job training is defined as time for learning activities away from normal work duties. For this framework the amount of off-the-job training is as follows:

Travel Services (Leisure and Business pathway) - 274 hours for the Foundation Apprenticeship

Travel Services (Tour Operators - Head Office pathway) - 274 hours for the Foundation Apprenticeship

Travel Services (Tour Operators - Field Staff pathway) - 274 hours for the Foundation Apprenticeship

Travel Services (Leisure and Business pathway) - 336 hours for the Apprenticeship

Travel Services (Tour Operators - Head Office pathway) - 336 hours for the Apprenticeship

Travel Services (Tour Operators - Field Staff pathway) - 336 hours for the Apprenticeship

How this requirement will be met

Training hours delivered under an apprenticeship agreement may vary depending on the previous experience and attainment of the apprentice.

The amount of off-the-job training required to complete the apprenticeship under the apprenticeship agreement may then be reduced accordingly, provided the total number of off-the-job hours for this framework can be verified for apprenticeship certification.

Previous attainment

Where a learner enters an apprenticeship agreement having previously attained parts or all of the relevant qualifications, this prior learning needs to be recognised using either QCF credit transfer for achievements within the QCF; or through recording of exemptions for certificated learning outside of the QCF, for example Principal Learning qualifications.

For apprentices who have already achieved the relevant qualifications, they must have been certificated within three years of applying for the Foundation Apprenticeship Certificate.

Previous experience

Where a learner enters an apprenticeship agreement with previous work-related experience, this prior learning needs to be recognised [see QCF Guidance on Claiming Credit for further details]. To count towards apprenticeship certification, previous experience must be recorded using the appropriate Awarding Organisation's QCF 'Recognition of Prior Learning' procedures and the hours recorded may then count towards the off-the-job hours required to complete the apprenticeship.

For apprentices with prior uncertificated learning experience, the off-the-job learning must have been acquired within three years of application for the Foundation Apprenticeship Certificate or have been continuously employed in the relevant job role in the industry for 3 years duration.

Off-the-job training needs to:

- be planned, reviewed and evaluated jointly between the apprentice and a tutor, teacher, mentor or manager;
- allow access as and when required by the apprentice either to a tutor, teacher, mentor or manager;
- be delivered during contracted working hours;
- be delivered through one or more of the following methods: individual and group teaching, e-learning, distance learning, coaching; mentoring, feedback and assessment; collaborative/networked learning with peers, guided study and induction.

Off-the-job training must be formally recorded, either in a diary, workbook, portfolio, or be verified by attendance records. This evidence needs to be checked and signed by the assessor and employer.

Examples of off-the-job training for the Travel Services Foundation Apprenticeship (all

pathways) are:

- Appraisals/reviews related to this Foundation Apprenticeship (4 hours)
- Product Training (21 hours)
- Induction to Apprenticeship (7 hours)

Off-the-job training will also include:

- Level 1 Essential Skills Wales in Communication (60 hours)
- Level 1 Essential Skills Wales in Application of Number (60 hours)
- Level 2 Certificate in Travel Services (the units selected must match the pathway requirements) (122 hours)

Examples of off-the-job training for the Travel Services Apprenticeship (all pathways) are:

- Appraisals/reviews related to this Apprenticeship (4 hours)
- Product Training (21 hours)

Off-the-job training will also include:

- Level 2 Essential Skills Wales in Communication (60 hours)
- Level 2 Essential Skills Wales in Application of Number (60 hours)
- Level 3 Certificate in Travel Services (the units selected must match the pathway requirements) (191 hours)

Evidence to support the application of an apprenticeship certificate will be 'true and certified' copies of the qualification certificates as well as a signed form stating that the remainder of the off-the-job training hours have been completed (the appraisals/reviews related to this Foundation Apprenticeship/Apprenticeship, Product Training, Induction to Apprenticeship (foundation apprenticeship))

On-the-job training

On-the job training is defined as skills, knowledge and competence gained within normal work duties. For this framework the amount of on-the-job training is as follows:

Travel Services (Leisure and Business pathway) - 292 hours for the Foundation Apprenticeship

Travel Services (Tour Operators - Head Office pathway - 292 hours for the Foundation Apprenticeship

Travel Services (Tour Operators - Field Staff pathway) - 292 hours for the Foundation Apprenticeship

Travel Services (Leisure and Business pathway) - 315 hours for the Apprenticeship

Travel Services (Tour Operators - Head Office pathway) - 315 hours for the Apprenticeship

Travel Services (Tour Operators - Field Staff pathway) 315 hours for the Apprenticeship

How this requirement will be met

These hours may vary depending on previous experience and attainment of the apprentice. Where a learner enters an apprenticeship agreement having previously attained or acquired the appropriate competencies or knowledge, this prior learning needs to be recognised and documented using the relevant QCF credit transfer, QCF exemption or Recognition of Prior Learning (RPL) procedures (as off-the-job above). The amount of on-the-job training required to complete the apprenticeship under the apprenticeship agreement may then be reduced accordingly, provided the total number of on-the-job hours for this framework can be verified for apprenticeship certification.

Apprentices who commence training under a new apprenticeship agreement with a new employer may bring a range of prior experience with them. When an apprentice can claim (e.g. 10% or more hours) towards the on-the-job framework total through prior learning acquired from previous full-time education, employment or other vocational programmes, then the apprentice's learning programme should include 'customisation'. Training providers are encouraged to identify additional on-the-job training programmes that customise the learning to the new workplace. Customisation programmes may include selecting appropriate additional Unit(s) from QCF qualifications, or relevant units recognised as Quality Assured Lifelong Learning [QALL] through a CQFW recognised body, or follow Essential Skills at a level higher than that specified in the framework, include one or more Wider Key Skills or other competency-based qualifications/units relevant to the workplace.

For apprentices who have already achieved the relevant qualifications, they must have been certificated within 3 years from the date of application for the Foundation Apprenticeship Certificate or have been continuously employed in the industry for 3 years.

Job roles within the Travel Services Foundation Apprenticeship (Leisure and Business, Tour Operators - Head Office and Tour Operators - Field Staff pathways) / Apprenticeship (Leisure and Business, Tour Operators - Head Office and Tour Operators - Field Staff pathways) require a thorough level of technical competence and knowledge, which will be undertaken through work-based training, practice and experience.

On-the-job learning must be formally recorded, either in a diary, workbook, portfolio, or be verified by attendance records. This evidence needs to be checked and signed by the assessor, employer or training provider, as per the Awarding Organisations guidance). These records of hours may need to be submitted to the Certifying Authority when applying for an

apprenticeship completion certificate.

A requirement of the on-the-job training for the Travel Services Foundation Apprenticeship (all pathways) is:

- Level 2 NVQ Diploma in Travel Services (Leisure and Business, Tour Operators - Head Office or Tour Operators - Field Staff pathway), which includes the ERR unit (258 hours)

A requirement of the on-the-job training for the Travel Services Apprenticeship (all pathways) is:

- Level 3 NVQ Diploma in Travel Services (Leisure and Business, Tour Operators - Head Office or Tour Operators - Field Staff pathway), which includes the ERR unit (282 hours)

(Further details of the outcomes of the ERR element can be found under the 'Delivery and assessment of employee rights and responsibilities' section)

Wider key skills assessment and recognition (Wales)

Improving own learning and performance

The 'Improving own learning and performance' wider key skill is not included in this framework as we are satisfied that there are opportunities within the mandatory and optional units of the competence qualification and the technical knowledge qualification for the apprentice to be able to demonstrate these skills. However, providers and apprentices are encouraged to identify and record when and where these are being achieved to enable apprentices to provide evidence towards claiming APL at a date in the future.

Working with others

The 'Working with others' wider key skill is not included in this framework as we are satisfied that there are opportunities within the mandatory and optional units of the competence qualification and the technical knowledge qualification for the apprentice to be able to demonstrate these skills. However, providers and apprentices are encouraged to identify and record when and where these are being achieved to enable apprentices to provide evidence towards claiming APL at a date in the future.

Problem solving

The 'Problem solving' wider key skill is not included in this framework as we are satisfied that there are opportunities within the mandatory and optional units of the competence qualification and the technical knowledge qualification for the apprentice to be able to demonstrate these skills. However, providers and apprentices are encouraged to identify and record when and where these are being achieved to enable apprentices to provide evidence towards claiming APL at a date in the future.

Additional employer requirements

None

apprenticeship
FRAMEWORKS ONLINE

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