

Travel & Tourism (Tourist Information Services) NVQ Level 3

Description	For those providing services within travel and tourism in such roles as; Holiday Representative, Tourist Guide, Tourist Information Centre Assistant, Travel Agent and so on. Designed for those at a more supervisory level.
Qualification	This NVQ award provides formal recognition (based on National Occupation Standards) of competence in your role, reflecting on current practice and previous experience, leading to improvement and increased productivity in the workplace.
Timescale	3 to 6 months, dependant on the individual candidates circumstances.
Content	<p>Core Units</p> <ul style="list-style-type: none">• Improve the customer relationship• Ensure your own actions reduce risks to health and safety• Organise your work and personal development <p>Option Units</p> <ul style="list-style-type: none">• Monitor and solve customer service problems• Monitor procedures to control health and safety• Sell travel services• Sell tailor made travel services• Analyse, evaluate and present tourism data• Complete foreign exchange transaction• Process travel services bookings• Contribute to supporting and developing colleagues• Contribute to business travel account management• Build personal business traveller profiles• Sell multi sector air travel• Research, plan and develop interpretative commentaries• Deliver and evaluate interpretative commentaries• Contribute to the production of promotional and interpretative media• Contribute to maintaining the quality of travel and tourism operations• Research and develop tour itineraries• Plan and deliver on site entertainment• Manage the delivery of a tour• Organise and implement travel and tourism promotional activities• Generate increased travel and tourism sales• Develop and maintain supportive relationships with telephone callers• Organise the receipt and storage of goods• Source required goods and services• Maintain the availability of goods for sale to customers
Awarding body	The awarding body for this qualification is City & Guilds
Assessment	Candidates are expected to complete all mandatory units and four option units.

A fresh approach to individuality

181-185 Queen's Crescent,
London, NW5 4DS
T 020 7284 3215
F 020 7284 2268
E info@mapalim.com



Assessment takes place through direct observation within a work setting combined with inspection of supplementary evidence such as assignments, professional discussion, witness testimonies and work products

Contact us

For more information please contact Mapalim on info@mapalim.com or by telephone on 020 7284 3215.

181-187 Queen's Crescent, London NW5 4DS
www.mapalim.com

A fresh approach to individuality

