

Travel and Tourism Diploma Guide



Table of Contents

Introduction

02

Diploma Structure

Principal Learning

03

Principal Learning Level 1

Principal Learning Level 2

04

Principal Learning Level 3

Generic Learning

Functional Skills

05

Personal, Learning and Thinking Skills

Work Experience

Additional and Specialist Learning

06

Level 1 ASL

07

Level 2 ASL

08

Level 3 ASL

09

Project

Teaching Resource Pack

10

Introduction

The AQA-City & Guilds Diploma in Travel and Tourism was developed by practitioners to give an insight into, and preparation for employment in, a wide range of related industries. Topics and current issues impacting on the industry and a broad range of sector specialisms, including retail and business travel, tour operations, airport and airline operations, conference and events, tourism and visitor attractions will be covered.

Why choose AQA-City & Guilds Travel and Tourism Principal Learning?

- minimum of two free personal moderator visits per year, involving direct support and advice
- industry focussed framework developed in close consultation with People 1st and Go Skills to ensure content is relevant to the current industry, and prepare learners for entry into the workplace
- free teaching materials, resources and training on course planning and moderation to support you with Diploma delivery, including online forum support with dedicated sector experts
- fully embedded Personal, Learning and Thinking Skills (PLTS) within the assessment criteria for you to easily assess when the learners develop these six skills
- clearly signposted Functional Skills to help you assist learners to develop these key employability skills
- opportunities for applied learning, giving you ideas for employer engagement and providing learners with opportunities to gain experience in a work environment



Diploma Structure

Diploma Level	Principal Learning	Generic Learning			Additional and Specialist Learning
	Main Subject (eg TT)	Project	Functional Skills	Work Experience	May include: - GCSEs - AS/A Levels - Vocational Quals
Foundation Diploma (600 GLH)	Practical Assessments + 1 Exam (240 GLH)	Foundation Project (60 GLH)	L1 - English / Maths / ICT (120 GLH)	Minimum 10 days	Qualifications chosen by the learner (120 GLH)
Higher Diploma (800 GLH)	Practical Assessments + 1 Exam (420 GLH)	Higher Project (60 GLH)	L2 - English / Maths / ICT (80 GLH)	Minimum 10 days	Qualifications chosen by the learner (180 GLH)
Advanced Diploma (1080 GLH)	Practical Assessments + 2-3 Exam (540 GLH)	Extended Project (120 GLH)	L2 - English / Maths / ICT	Minimum 10 days	Qualifications chosen by the learner (360 GLH)
Progression Diploma (720 GLH)	Practical Assessments + 2-3 Exam (540 GLH)	Extended Project (120 GLH)	L2 - English / Maths / ICT	Minimum 10 days	Not included

Principal Learning

All Principal Learning units are compulsory for Diploma learners. Principal Learning includes at least 50% applied learning which consists of knowledge, understanding, skills and attitudes to support progress through a work-related context. Opportunities to develop and apply generic skills are also integrated into Principal Learning.

Level 1

Level 1 Principal Learning covers the following:

Unit	GLH	Assessment Method
1 Introduction to planning journeys	30	External
2 Introduction to destinations and attractions	60	Internal
3 Looking after customers in travel and tourism	60	Internal
4 Working together in travel and tourism	60	Internal
5 The travel and tourism sector	30	Internal

For example, in unit 1 the learner will:

- know the major UK transportation networks
- know about transport services
- understand the information needed to plan journeys
- be able to plan journeys

Level 2

Level 2 Principal Learning covers the following:

Unit	GLH	Assessment Method
1 Travel and tourism destinations	60	External
2 The UK travel and tourism sector	60	Internal
3 The travel and tourism business environment	60	Internal
4 Projects in travel and tourism	60	Internal
5 Improving customer service in travel and tourism	60	Internal
6 Promotional techniques in travel and tourism	60	Internal
7 Working in travel and tourism	60	Internal

For example, in unit 1 the learner will:

- know the key features of tourism destinations
- understand how to plan travel and holiday itineraries
- understand the key features of sustainable development

Level 3

Level 3 Principal Learning covers the following:

Unit	GLH	Assessment Method
1 Travel and tourism - destinations and cultures	60	External
2 Environmental influences on travel and tourism	60	External
3 Political and economic influences on the travel and tourism sector	60	Internal
4 Technology in travel and tourism	60	Internal
5 Project management in travel and tourism	90	Internal
6 Travel and tourism - image and perception	60	Internal
7 Travel and tourism - the people sector	90	Internal
8 Changes and trends in travel and tourism	60	Internal

For example, in unit 1 the learner will:

- know the global nature of travel and tourism
- know key destinations for a variety of travellers
- understand destination development
- understand the cultures of host communities



Generic Learning

Generic Learning provides skills relevant to learning, training and working in all lines of learning across all sectors. It includes Functional Skills and Personal, Learning and Thinking Skills (PLTS) which are embedded in and assessed through the Principal Learning component.

Functional Skills

We offer Functional Skills qualifications built around developing practical skills in English, Mathematics and Information and Communication Technology (ICT). Functional Skills has been identified as being vital for building confidence and gaining the most out of work, education and everyday life.

Both AQA and City & Guilds are offering Functional Skills independently and are both suitable for Diplomas.

For further information visit:
www.aqa.co.uk/qual/gcse/functional_skills.php
www.cityandguilds.com/19824.html
www.qcda.gov.uk/6062.aspx

Personal, Learning and Thinking Skills

As a learner progresses, they will acquire work-relevant skills through activities they undertake. Personal, Learning and Thinking Skills are embedded in the Principal Learning and help learners to develop their potential as:

- Team workers
- Independent enquirers
- Creative thinkers
- Self managers
- Effective participators
- Reflective learners

Work Experience

This component is usually linked to the Diploma subject that is being studied but does not always have to be the case. This element is usually taken over 10 days to help learners gain an insight into practical skills, values and attitudes needed in the workplace.



Additional and Specialist Learning

Additional and Specialist Learning (ASL) provides learners with greater breadth (Additional Learning) and depth (Specialist Learning) of study and enables them to tailor their personal programmes to their own interests and ambitions.

ASL can be taken at the chosen Diploma level through learners selecting a single qualification or a combination of qualifications to meet the required Guided Learning Hours. Learners will select from qualifications at the same level as the Diploma that they are taking, or one higher eg the Foundation Diploma can have ASL at Level 1 or 2. ASL forms part of the Diploma and fits into the overall structure as follows:

	Guided Learning Hours (GLH) Foundation	Guided Learning Hours (GLH) Higher	Guided Learning Hours (GLH) Advanced
Principal Learning	240	420	540
Generic Learning	240	200	180
Additional and Specialist Learning*	120	180	360
10 days work experience			
Total	600	800	1080

* For ASL the GLH indicated is a minimum requirement for each level.

The National Database of Accredited Qualifications (NDAQ) has a Diploma catalogue that lists all the ASL qualifications for each line of learning.

Visit www.accreditedqualifications.org.uk

QCDA Diploma Validator is a useful tool to help curriculum planners check that every Diploma is following a valid programme of study.

Visit <http://diplomavalidator.qcda.gov.uk>



Level 1

Below are 6 examples of potential routes a learner might take and what qualification/s they could choose as part of their Additional and Specialist Learning.

Option 1	Option 2	Option 3	Option 4	Option 5	Option 6
Travel Agent pathway	Travel Journalist pathway	Airport Worker pathway	Humanities pathway	Business pathway	Language pathway (any language GCSE could be taken)



Qualification

City & Guilds Level 1 Certificate in Introduction to the Contact Centre Industry (A) 140 GLH <i>and</i> City & Guilds Level 2 Certificate in Conflict Management (A) 10 GLH <i>and</i> City & Guilds Level 1 Award in Customer Service (A) 30 GLH	AQA GCSE in Media Studies (A) 120 GLH <i>or</i> City & Guilds Level 1 Certificate in Photography (Landscape) (A) 120 GLH	City & Guilds Level 2 Certificate in Aviation Environment (A) 90 GLH <i>and</i> City & Guilds Level 2 Certificate in Customer Service (A) 40 GLH	AQA GCSE short course in Geography (A) 60 GLH <i>and</i> AQA GCSE short course in History (A) 60 GLH	AQA GCSE short course in Business Studies (A) 60 GLH <i>and</i> City & Guilds Level 1 Award in Business Finance (A) 30 GLH <i>and</i> City & Guilds Level 1 Award in Computerised Accounts (A) 30 GLH	AQA GCSE short course in French (A) 60 GLH <i>and</i> AQA GCSE short course in Italian (A) 60 GLH
--	---	--	--	---	---

GLH requirement for Diploma Level 1

120	120	120	120	120	120
-----	-----	-----	-----	-----	-----

(A)- Additional

(S) - Specialist

Level 2

Below are 6 examples of potential routes a learner might take and what qualification/s they could choose as part of their Additional and Specialist Learning.

Option 1	Option 2	Option 3	Option 4	Option 5	Option 6
Travel Journalist pathway	Travel Agent pathway	Aviation pathway	Humanities pathway	Language pathway	Business pathway



Qualification

City & Guilds Level 2 Award Photo image capture (A) 60 GLH <i>and</i> AQA GCSE Double Award in Media Studies (A) 180GLH	City & Guilds Level 2 Award in Customer Service (A) 60 GLH <i>and</i> City & Guilds Level 3 Certificate in Sales (A) 60 GLH <i>and</i> City & Guilds Level 2 Certificate in Contact Centre Skills (A) 90 GLH	City & Guilds Level 2 Certificate in Aviation Environment (A) 90 GLH <i>and</i> City & Guilds Level 2 Award in Principles of Supervising Customer Service Performance in Hospitality, Leisure, Travel and Tourism Customer Service (A) 115 GLH <i>and</i> City & Guilds Level 2 Certificate in Conflict Management (A) 10 GLH	AQA GCSE in Geography (A) 120 GLH <i>and</i> AQA GCSE in History (A) 120 GLH	AQA GCSE in French (A) 120 GLH <i>and</i> AQA GCSE in Italian (A) 120 GLH	AQA GCSE in Business Studies (A) 120 GLH <i>and</i> City & Guilds Level 2 Award in Business Finance (A) 30 GLH <i>and</i> City & Guilds Level 2 Award in Book Keeping and Accounts (A) 30 GLH
--	---	---	--	---	---

GLH requirement for Diploma Level 2

180	180	180	180	180	180
-----	-----	-----	-----	-----	-----

(A) - Additional (S) - Specialist

Level 3

Below are 5 examples of potential routes a learner might take and what qualification/s they could choose as part of their Additional and Specialist Learning.

Option 1	Option 2	Option 3	Option 4	Option 5
Tour Guide pathway	Travel Journalist pathway	Humanities pathway (any humanities course could be taken)	Business pathway	Languages pathway (any language course could be taken)



Qualification

<p>AQA A Level in Communication and Culture (A) 360 GLH</p> <p><i>and</i></p> <p>City & Guilds Level 2 Certificate in Conflict Management (A) 10 GLH</p> <p><i>and</i></p> <p>City & Guilds Level 3 Award in Customer Service (A) 90 GLH</p>	<p>City & Guilds Level 3 Diploma in Media Techniques (A) 360 GLH</p>	<p>AQA A Level in Geography (A) 360 GLH</p>	<p>AQA A Level in Business Studies (A) 360 GLH</p> <p><i>or</i></p> <p>City & Guilds Level 3 Diploma in Business and Administration (A) 515 GLH</p>	<p>AQA A Level in French (A) 360 GLH</p>
--	--	---	---	--

GLH requirement for Diploma Level 3

360	360	360	360	360
-----	-----	-----	-----	-----

(A)- Additional
(S) - Specialist



Project

A Project chosen by each individual learner is taught at each level, requiring them to show their ability to plan, deliver and present a piece of work. It offers learners an opportunity to produce an extended piece of work, either in an area that they are studying, or in which they have a particular interest.

Teaching Resource Pack

Benefit from our free of charge Diploma Teaching Resource Pack. These resources will support you on your journey through teaching, planning and delivery. You can get:

Teaching Materials

- Easy to follow **Principal Learning Specifications** written by practicing teachers and lecturers which include fully embedded Personal, Learning and Thinking Skills within the assessments and clearly signposted Functional Skills
- **Sample External Assessment Materials** for externally assessed units
- **Sample Internal Assessment Materials** a minimum of one unit per level
- **Schemes of Work** giving you examples for teaching delivery that can be used at any level
- **Resource lists** with references and links to a wide range of helpful teaching resources

Online

- Visit www.diplomainfo.org.uk our dedicated Diploma website
- **Enhanced Results Analysis (ERA)** an online tool giving you at-a-glance analysis of exam results by candidate and giving cohort to cohort comparisons for your own and peer centres
- **Links to other Diploma components** including Functional Skills, Project, Additional and Specialist Learning
- Additional and Specialist Learning and **career pathway information**
- **Diploma Talk Online Forums** provide tutors with a **24/7 online discussion facility** to interact with fellow **tutors** or **subject experts**
- Past **question papers** and **mark schemes** available at a small cost (free through e-AQA)

Dedicated personal support and events

- Minimum two free **moderator visits** per consortium in your first year
- Direct access to **Subject Support Staff** for advice and guidance
- **Regional Teacher Support Events** led by Subject Experts, Examiners or Moderators
- **Bespoke practitioner workshops** held at a centre within your consortium to address the delivery requirements specific to your needs

Visit www.diplomainfo.org.uk/TT-Teaching-Resource-Zone.asp

Require further information?

AQA-City & Guilds will do our best to help answer any questions that you may have about the Diplomas. We have a dedicated **Diploma Support team** who are here to support you. If you would like to speak to a member of the team or secure a visit please email: **diplomadvisors@cityandguilds.com**

Visit:
www.diplomainfo.org.uk

Telephone:
08700 242466