

Travel and Tourism



Welcome to NCFE Travel and Tourism at Woking College!

During the course, we will be looking at the following topics:

- The UK Travel and Tourism Industry
- Customer Service in Travel and Tourism
- Preparing for a Career in Travel and Tourism
- Travel and Tourism Destinations
- Specialist Tourism
- UK Airports

The specification can be found using the following link:

<https://www.qualhub.co.uk/media/23231/603-4140-3-603-4141-5-601-7934-x-601-7935-1-601-7936-3-qualification-specification-version-67.pdf>

This booklet will give you a 'taster' of some of the topics you will study during the course. You can complete the work in the boxes provided or on a separate sheet.

We would like you to bring your booklets/work to enrolment in August, but if you would like to get in touch about the work, get some feedback or find out more about the course, please email Leanne Gallagher at lga@woking.ac.uk

TASK 1 - Types of travel and tourism

Research and define the following terms:

Term	Definition, including examples
Domestic tourism	
Inbound tourism	
Outbound tourism	
Leisure travel	
Corporate travel	
Specialist travel	
Visiting friends and relatives	
Day trips	

Based on your research above, please complete the following table:

Example	Type of tourist	Type of travel
Rachael lives in Australia but is going on holiday in the UK		
Reilly is a travel agent in Leeds and is going on a three day conference in Milan		
Maggie travels from Woking to Ireland every year to see her mum		
Susan and her friends live in London and are going on a hen party in Barcelona		
The Travel and Tourism students of Woking College are taking a day trip to the beach		
Peter is visiting Birmingham from Germany to attend course		

Task 2 – Travel and Tourism organisations

For the following Travel and Tourism businesses/organisations, you need to provide an overview of each one:

Thorpe Park <https://www.thorpepark.com/about-thorpe-park/>

Jet 2 <https://www.jet2.com/about-us>

Heathrow Airport <https://www.heathrow.com/company>

You may want to consider:

1. The types of tourist that would use the business/organisation
2. Products and services that the business/organisation offers
3. A summary of the history of the business/organisation (from creation to present)

Task 3 – Meeting the needs of domestic and inbound tourists

You have just started as a customer service agent for Visit Britain. A large part of the job will be providing advice to customers on what the UK has to offer different types of tourists.

You need to produce 3 separate information leaflets aimed at the following types of tourists:

1. A group of students from Australia who are attending an event at Leeds Arena
2. A family from London (two adults and two children) who want to visit Alton Towers
3. A couple of friends who want visit London

You need to include information on:

- Accommodation
- Transport
- Activities for each visitor group

Make sure you include pictures and up to date information for each leaflet

Task 4 – Travel and Tourism Jobs

You must produce a careers guide booklet, covering two of the sectors below and identify **5 key job roles** within each one.

- Transport (road, rail, air and sea)
- Accommodation (serviced and non-serviced)
- Tour operations
- Travel agents
- Visitor attractions
- Guiding and information centres

The booklet must include –

- Overview of the job role
- Entry requirements
- Specialist skills
- Expected salary
- Progression opportunities

Task 5 – Travel and Tourism Destinations

Part A

Climate and Seasons

You need to complete the following table - when is the best time to visit And why?

1. The Gold Coast, Australia	
2. Rio de Janeiro	
3. Mumbai, India	
4. Egypt	
5. New York	
6. Barbados	
7. Dubai	
8. South Island, New Zealand	

9. Iceland, to see the Northern Lights	
10. Tokyo	

Part B

Entry requirements, travel restrictions, safety and health

Investigate **at least 2** of the destinations below and give a detailed travel profile outlining (1 page):

- a) Entry requirements to enter the country (visas, vaccinations, other documentation)
- b) If there are travel restrictions in place (see <https://www.gov.uk/foreign-travel-advice>) and why (risks, threats)
- c) Vaccinations and other health issues

Use the FCO website, plus other travel sites such as <https://www.worldtravelguide.net/>

Choose from the following destinations:

1. Brazil
2. Australia
3. Kenya
4. Gambia
5. Mexico
6. Egypt
7. Jamaica
8. USA
9. India