



Llywodraeth Cymru
Welsh Government

Apprenticeship Framework in Travel Services

Framework No: FR03736 **Issue:** 2 **Date:** 05/02/2016

The content of this Framework has been agreed and published by People 1st

OVERVIEW:

This Framework specifies the standards and criteria for the delivery of Level 2 and 3 training provision within the Travel, Tourism and Leisure sector. Successful completion of the provision will lead to the award of a designated/regulated qualification(s) within the sector.

The Level 2 Apprenticeship is suitable for a variety of roles, including leisure or business travel consultants, travel advisers, bookings/reservations administrators, customer services advisers (in travel) or overseas resort representatives.

The Level 3 Apprenticeship is suitable for a variety of roles, including senior leisure or business consultant roles, senior customer service/travel adviser roles, as team leaders or senior resort representatives.

MANDATORY OUTCOMES

Achievement of these qualifications will be assessed by verification through the appropriate awarding body. Participants must complete:

- Either a competence and a knowledge qualification or a combined competence and knowledge based qualification from one of the following pathways.
- Essential Skills and the Employment Rights and Responsibilities as stated below.

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)

Pathways for this Framework at level 3:

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

Essential Skills Wales:

Level 2 Apprenticeship

Application of Number Level 1, Communication Level 1, ICT Level 1

Level 3 Apprenticeship

Application of Number Level 2, Communication Level 2, ICT Level 2

Employment Rights and Responsibilities (ERR)

The appropriate underpinning knowledge and induction covering workplace Employment Rights and Responsibilities (ERR) is required.

FURTHER INFORMATION

For the full and detailed content and specification for this Framework, please contact:

People 1st