

# Apprenticeships

## Find your inner Superhero

### Travel Consultant - Level 3



#### Programme Overview

Travel consultants have a highly responsible role as they provide outstanding customer service, delivering a range of often complex travel arrangements, accommodation bookings and ancillary services which help to ensure their travellers benefit from journeys and time at their destination that is positive and aims to exceed their expectations.

Usually travel consultants specialise in either corporate or leisure travel but either way employers agree that their essential knowledge, skills and behaviours are transferable across the industry.

#### Modules Include:

- Geography
- Travel Information
- Industry Practise
- Travel Options
- Product and Service
- Customer
- Legal and Compliance
- Industry Technology
- Business
- Sales
- Team and Personal Performance
- Communication
- Sustainability



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## Key Information

Qualification	Level 3 Travel Consultant Apprenticeship - equivalent to A-Levels
Duration	This qualification typically takes 12-18 months
Entry Requirements	<p>The entry requirement for this apprenticeship will be decided by each employer, but may typically be five GCSEs at Grades 4-7.</p> <p>Apprentices without Maths and English will be required to complete Functional Skills at level 2 prior to taking the end point assessment.</p>
Role Suitability	Ideal for anyone with a passion for travel sales who are friendly & enthusiastic.
Key Responsibilities	Making travel arrangements and booking accommodation and other services for holidaymakers and business travellers.
Delivery	Blended approach of remote and face to face visits.
Assessment	<p>For this qualification the EPA consists of the following:</p> <ul style="list-style-type: none"> <li>• 1-hour Multiple Choice Knowledge Test</li> <li>• 2 hour Professional Discussion about "Your Journey" throughout the qualification, testing knowledge, skills and behaviours. This is based on your showcase portfolio (evidence gathered throughout learner journey).</li> </ul>
Progression	Individuals that successfully achieve the travel consultant apprenticeship standard will be well placed to progress within the industry into leadership or specialist travel roles and onto a higher level of training or apprenticeship in management.
Benefits	<ul style="list-style-type: none"> <li>• Stepping stone to a career within travel Industry</li> <li>• Knowledge Builder - helps understanding the knowledge and skills required to work successfully within Travel</li> <li>• Earn as you learn</li> <li>• Government Recognised Qualification</li> </ul>





**Northern Training Academy are committed to ensuring employers and apprentices have everything they need before the programme begins.**

### **Apprenticeship Support Team**

Our dedicated support team provide monthly status updates for learners and line managers to highlight progression and engagement, with additional meeting support where necessary.

### **Learning and Development Coaches**

An industry experienced and professional coach who will guide Apprentices through the programme.

With monthly visits, one- to-one calls, workshops and our e-portfolio delivery will ensure that Apprentices are meeting learning targets and professional development outcomes.

### **Programme Support:**



#### **Induction Support:**

- On boarding and start of learner journey



#### **On Programme Support:**

- Regular 1-to-1 Progress Reviews
- Tuition from industry expert coach
- Learner Support and Engagement
- L2 Maths and English Support where required



#### **End Point Assessment Support:**

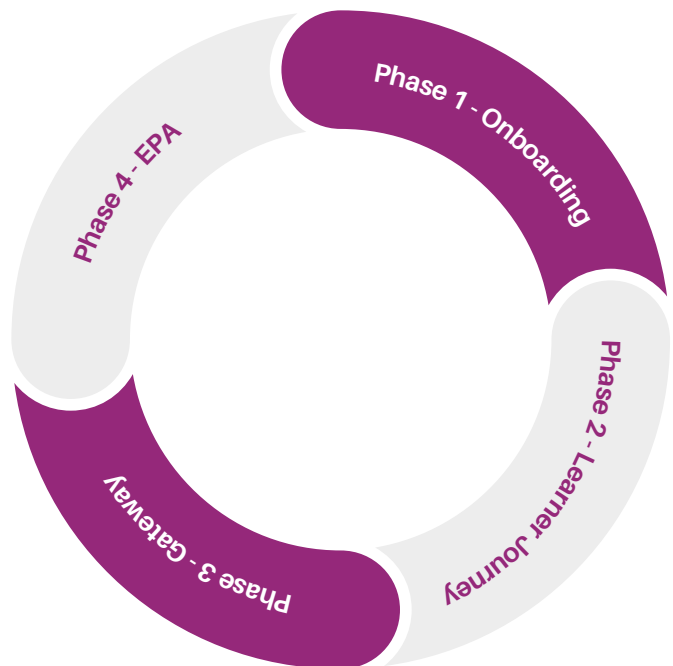
- Gateway Review
- EPA Booking
- EPA Support







## Programme Outline:



## Off the Job Training:

- Planned tasks and research
- Further reading
- Session attendance
- Online learning
- Industry training and events



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