

## Travel and Tourism

Level 3 National Certificate in Travel and Tourism

Level 3 National Diploma in Travel and Tourism

Level 3 National Extended Diploma in Travel and Tourism

### Introduction

The OCR Nationals have been designed to provide candidates with high quality, industry-recognised qualifications geared to the specific requirements of key sectors.

The OCR Level 3 National Certificate, National Diploma and National Extended Diploma in Travel and Tourism have been developed to recognise candidates' skills, knowledge and understanding of travel and tourism activities, environments and organisations. They have been designed to accredit candidates' achievements in a modern and practical way that is relevant to the workplace.

The OCR Level 3 National Certificate, National Diploma and National Extended Diploma in Travel and Tourism are qualifications that have been accredited by QCA to the National Qualifications Framework.

datasheet

# Unit content

## Mandatory units

- Unit 1 The travel and tourism industry
- Unit 2 Travel locations worldwide
- Unit 3 Marketing travel and tourism
- Unit 4 Customer service and selling skills in travel and tourism

## Optional units

### Non-specialist units

- Unit 5 Current issues in travel and tourism
- Unit 6 Human resources for travel and tourism
- Unit 7 Hospitality for travel and tourism
- Unit 8 Planning and managing a travel and tourism event
- Unit 9 Living and working overseas
- Unit 10 The cruise market
- Unit 11 Career planning for travel and tourism
- Unit 12 Developing skills through work experience in travel and tourism

### Travel Operations specialist pathway

- Unit 13 Working as an overseas resort representative
- Unit 14 Retail travel operations
- Unit 15 Business travel operations
- Unit 16 The UK tour operating sector
- Unit 17 The UK passenger transport sector

### Tourism Provision and Development specialist pathway

- Unit 18 The development of tourist destinations
- Unit 19 Tourism service providers
- Unit 20 UK visitor attractions
- Unit 21 UK countryside tourism
- Unit 22 UK heritage tourism
- Unit 23 UK tourism

### Airports and Airlines specialist pathway

- Unit 24 Investigating the airline industry
- Unit 25 Airlines, airports and their impacts
- Unit 26 The UK airport sector
- Unit 27 Working as airline cabin crew
- Unit 28 Health, safety and security for airports and airlines

# Approval and funding

The OCR Level 3 National Certificate, National Diploma and National Extended Diploma in Travel and Tourism have been accredited at Level 3 and are eligible for funding under the Learning and Skills Council's Section 96/97 arrangements.

\* Only one of the units 11 and 12 will count towards a full award. \*\* A maximum of five non-specialist units may be taken.

\*\*\* A maximum of six non-specialist units may be taken.

# Qualification structure

Candidates can be entered for the OCR Level 3 National Certificate, National Diploma and National Extended Diploma in Travel and Tourism in a variety of ways:

- **For a full qualification**
- **For an individual unit**

**For the full OCR Level 3 National Certificate in Travel and Tourism**, candidates **must** achieve the four mandatory units and two optional units\*.

**For the full OCR Level 3 National Diploma in Travel and Tourism**, candidates **must** achieve the four mandatory units and complete eight optional units\*\*.

**For the full OCR Level 3 National Extended Diploma in Travel and Tourism**, candidates **must** achieve the four mandatory units and complete fourteen optional units\*\*\*.

Where candidates have gained Distinction and/or Merit grades for some units in the Level 3 Diploma or Extended Diploma, they may still achieve a full qualification even if they have failed one or two optional units. Further details of the compensation that applies to these awards can be found in the Centre Handbook.

**For candidates attempting individual units**, unit achievement will be individually certificated.

# Specialist pathways in the National Diploma

If a candidate achieves a minimum Pass grade for at least four of the eight optional units from any one specialist pathway, the National Diploma will be endorsed with the pathway specialism.

To achieve an **OCR Level 3 National Diploma in Travel and Tourism (Travel Operations)**, candidates must achieve:

- four mandatory units
- four optional units from Units 13-17
- up to four different optional units

To achieve an **OCR Level 3 National Diploma in Travel and Tourism (Tourism Provision and Development)**, candidates must achieve:

- four mandatory units
- four optional units from Units 18-23
- up to four different optional units

To achieve an **OCR Level 3 National Diploma in Travel and Tourism (Airports and Airlines)**, candidates must achieve:

- four mandatory units
- four optional units from Units 24-28
- up to four different optional units

## Form of assessment

All units are centre-assessed and externally moderated by an OCR Visiting Moderator. All units are graded: Pass, Merit, Distinction, Fail.

**Full award certificates will be graded: Pass, Merit, Distinction.**

## Progression routes

### Progression into employment

These qualifications are designed to enable candidates to enter employment at operative or trainee level within a wide range of travel and tourism environments. Such candidates would normally enter employment through a work-related training programme.

## Progression to further qualifications

These qualifications have been designed to develop the skills, knowledge and understanding required to enable progression to further qualifications.

For example, candidates who achieve these qualifications will be prepared to enter a variety of HND or degree level courses in travel and tourism-related subjects.

## Qualification support

**The Centre Handbook** offers centres a comprehensive guide to the structure and administration of these qualifications.

**Our website, [www.ocr.org.uk](http://www.ocr.org.uk)**, contains all the most up-to-date and relevant information about the qualifications. This includes the Centre Handbook and OCR model assignments (for specific units).

**OCR runs regular programmes of training workshops** for tutors to help centres maintain best practice in their delivery of these qualifications. For more details contact OCR Training on 024 7649 6398.

If in doubt over any aspect of the specifications, assessment or administration for these qualifications, please contact OCR's Customer Contact Centre in Coventry where staff will help. Telephone 024 76 851509.

## Fees

Centre approval	Free
Candidate entry	For current fees consult the OCR Fees List (A250)

## What to do next?

To seek approval to offer the qualification(s), please apply on-line following the step-by-step guide to applying for approval for vocational qualifications indicated on our 'Centre Approval' webpage.

You might be interested to know that OCR staff are available to help with any aspect of setting up a vocational assessment centre. Through an advisory telephone call or a centre visit, we can assist, not only with the completion of the form, but also provide advice on the following areas:

- identifying potential candidates and marketing opportunities
- meeting OCR requirements
- identifying resourcing levels, both in terms of staff and equipment
- the documents you might need for the benefit of the candidates and a smooth running centre operation

For further information, please get in touch with our **Customer Contact Centre** by phone: **(024 7685 1509)**; email: **[vocational.qualifications@ocr.org.uk](mailto:vocational.qualifications@ocr.org.uk)**; or in writing: **OCR Customer Contact Centre, OCR, Westwood Way, Coventry, CV4 8JQ.**

A summary of how the approval process works is provided in our **Admin Guide for Vocational Qualifications** (publication ref. code: A850). Our **Fees List** contains the charges for centre evaluation, candidate entries and certification. Both documents are available to download from our website **[www.ocr.org.uk](http://www.ocr.org.uk)**

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**www.ocr.org.uk**

OCR customer contact centre

**Vocational qualifications**

Telephone 024 76 851509

Facsimile 024 76 851633

Email [vocational.qualifications@ocr.org.uk](mailto:vocational.qualifications@ocr.org.uk)

**General qualifications**

Telephone 01223 553998

Facsimile 01223 552627

Email [general.qualifications@ocr.org.uk](mailto:general.qualifications@ocr.org.uk)

**OCR**

1 Hills Road, Cambridge CB1 2EU

Telephone 01223 552552

Facsimile 01223 553377



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