

Travel & Tourism

Industry Skills & Employment Behaviours



Level 3

Level 2

Level 1

Level 1

- + **Customer Service**
Be able to listen to the views of others and understand the importance of customer service to a company or organisation. Recognise the importance of managing own behaviour in response to meeting the needs of others.
- + **Communication & Teamwork**
Ability to communicate ideas and opinions and understand the importance of communication when working in a team. Be able to work in a small team with support.
- + **Event & Trip Management**
Understanding and using itineraries to support an event or trip. Know about important factors that may impact an event. Be aware of health and safety and emergency procedures to ensure the wellbeing of customers.
- + **Problem Solving**
Be presented with a problem and, with support, find a solution. Discuss the cause of a problem and know how to describe it.

Level 2

- + **Customer Service**
Demonstrate empathy and be able to listen and respond to the needs of others. Identify and review the importance of customer service to a company or organisation with support. Manage own behaviour in response to meeting the needs of others.
- + **Communication & Teamwork**
Ability to work within a team to work towards solving a problem or completing a task. Effectively communicate ideas and opinions to help influence a team. Be aware of how an individual's work affects the team.
- + **Event & Trip Management**
Writing and using itineraries to manage an event or trip with support. Identify and review important factors that may impact on an event. Be familiar with policies and procedures relating to the health and safety and wellbeing of customers and understand how they may impact on an event.
- + **Problem Solving**
Know how to identify a problem and look for root causes. Develop a solution to a problem and implement it effectively. Measure the results of the solution to determine success.

Level 3

- + **Customer Service**
Independently determine the needs of a customer base and respond effectively. Analyse the importance and impact of customer service to a company or organisation. Effectively manage own behaviour in a professional context, in response to meeting the needs of others.
- + **Communication & Teamwork**
Effectively work within a team towards planning, developing, and responding to a brief. Establish a role within a team and confidently communicate with fellow team members, tutors and external industry contacts to achieve successful results.
- + **Event & Trip Management**
Contribute to the strategic planning of events and trips to ensure their effective management. Demonstrate an understanding of crisis management and risk assessments that factor in policies and procedures to ensure the safety and wellbeing of customers.
- + **Problem Solving**
Identify and analyse a problem. Establish the root causes of a problem and develop alternate solutions through careful planning and experimentation. Evaluate the effectiveness of each method to determine the most effective solution.

Travel & Tourism

Industry Skills & Employment Behaviours



Level 3

Level 2

Level 1

Level 1

- + **Customer Service**
Be able to listen to the views of others and understand the importance of customer service to a company or organisation. Recognise the importance of managing own behaviour in response to meeting the needs of others.
- + **Communication & Teamwork**
Ability to communicate ideas and opinions and understand the importance of communication when working in a team. Be able to work in a small team with support.
- + **Event & Trip Management**
Understanding and using itineraries to support an event or trip. Know about important factors that may impact an event. Be aware of health and safety and emergency procedures to ensure the wellbeing of customers.
- + **Problem Solving**
Be presented with a problem and, with support, find a solution. Discuss the cause of a problem and know how to describe it.

Level 2

- + **Customer Service**
Demonstrate empathy and be able to listen and respond to the needs of others. Identify and review the importance of customer service to a company or organisation with support. Manage own behaviour in response to meeting the needs of others.
- + **Communication & Teamwork**
Ability to work within a team to work towards solving a problem or completing a task. Effectively communicate ideas and opinions to help influence a team. Be aware of how an individual's work affects the team.
- + **Event & Trip Management**
Writing and using itineraries to manage an event or trip with support. Identify and review important factors that may impact on an event. Be familiar with policies and procedures relating to the health and safety and wellbeing of customers and understand how they may impact on an event.
- + **Problem Solving**
Know how to identify a problem and look for root causes. Develop a solution to a problem and implement it effectively. Measure the results of the solution to determine success.

Level 3

- + **Customer Service**
Independently determine the needs of a customer base and respond effectively. Analyse the importance and impact of customer service to a company or organisation. Effectively manage own behaviour in a professional context, in response to meeting the needs of others.
- + **Communication & Teamwork**
Effectively work within a team towards planning, developing, and responding to a brief. Establish a role within a team and confidently communicate with fellow team members, tutors and external industry contacts to achieve successful results.
- + **Event & Trip Management**
Contribute to the strategic planning of events and trips to ensure their effective management. Demonstrate an understanding of crisis management and risk assessments that factor in policies and procedures to ensure the safety and wellbeing of customers.
- + **Problem Solving**
Identify and analyse a problem. Establish the root causes of a problem and develop alternate solutions through careful planning and experimentation. Evaluate the effectiveness of each method to determine the most effective solution.