SHORT COURSE / COURSE OUTLINE

Handling Travel Disruptions, Complaints & Crisis Situations

Build practical skills for everyday travel-industry situations.

Duration	Units	Assessment format
12 learning hours	4	30 questions / 60 minutes

Who this programme is for

Travel agency and tourism customer-facing teams.

Duration and learning approach

The published course duration is a programme-specific learning allocation. The 80/20 TQT rule for levelled qualifications is not applied to this course. Confirm the delivery timetable and assessment arrangements before enrolment.

The learning plan includes reading, demonstrations, practical work and feedback. Time spent reading a page is not the sole measure of learning; keep evidence of completed activities.

Programme information and enrolment

Delivery, evidence and assessment

Online learning

Use the programme materials and practice activities in sequence. Compare your output with the feedback and record the decisions you would revise.

ATP-supported learning

Where delivered through an ATP, agree the timetable, access arrangements, feedback and assessment dates with your provider.

How to use the learning materials

Begin with the unit outcomes. Study the mapped explanations and worked examples, then produce the activity evidence before opening suggested answers. Record the source, calculation or reasoning behind each decision. Revise the output after feedback. A completed reading checklist does not by itself demonstrate that an outcome has been achieved.

Mock and final examinations

Multiple-choice examination: 30 questions, 60 minutes.

Mock examinations are formative practice. Use feedback to revisit the linked units; a mock score does not award a certificate. Final examinations assess the specified knowledge and applied decisions through the configured question format. Practical outputs develop skills that multiple-choice questions alone cannot directly demonstrate. Confirm the available final assessment, supervision, submission and scheduling arrangements in the learner portal or with WTTA/your ATP.

Evidence integrity and support

Use fictional customer details for practice. Identify your sources and distinguish supplied case assumptions from real operating rules. Submit your own work, keep a record of revisions, and request reasonable learning or assessment arrangements through the published learner-support procedures. Current supplier and official requirements take priority over training examples.

WTTA learner policies and support

Unit and duration map

Unit	Learning hours	Mock questions	Final questions
1. Disruption response	3	3	4
2. Complaint resolution	3	3	8
3. Escalation	3	6	11
4. Customer communication	3	3	7

International application

Activities use varied travel, destination and service contexts. Transfer the method rather than copying a fictional price or local assumption. Check geography, seasonality, traveller requirements, supplier conditions and source dates whenever the itinerary changes.

Resource access

Syllabuses are public. The linked teaching materials and practice environments require access to the corresponding programme. Keep the unit and outcome codes below in your learning log so feedback can be traced to the syllabus.

UNIT 1 / 3 HOURS

Disruption response

Learning outcomes

- U1.1 - Prioritise needs using safety, urgency and vulnerability without stereotyping.

- U1.2 - Compare feasible alternatives against the essential journey objective.

Content and scope

Verify, prioritise and coordinate

The first response should establish verified facts and urgent needs before promising a solution.

Build the first verified incident picture

Respond to the actual affected journey, not the headline alone.

Triage and verify replacement options

Handle urgent needs while checking what can actually be offered.

Practical application

Evidence task

Use only these fictional facts, prices, people and rules. This exercise creates no booking, payment, travel permission or formal examination result. At 10:00 Bahrain time, a supplier confirms a flight cancellation affecting three unrelated travellers. All are in a safe terminal location and no immediate emergency is reported. P1 must arrive before an 18:00 event today. P2 requests airport assistance and needs its status checked. P3 wants a refund and complains about an earlier missed update.

- Write the first five response steps for a cancellation affecting several customers.

- Create an incident brief with facts, unknowns and next verification actions.

- Prepare a two-option replacement comparison and consent request.

Review criteria

- 2 points: The log identifies P1’s deadline and P2’s support check, keeps P3 assigned and distinguishes cancellation from pending options. Award 1 if partly correct and 0 if missing or incorrect.

- 2 points: A meets P1’s supplied arrival deadline while B does not; two A places cost USD 90 extra, subject to checks and consent. Award 1 if partly correct and 0 if missing or incorrect.

- 2 points: The escalation seeks approval for USD 45 per traveller above the USD 30 limit and includes unheld seats, expiry and pending assistance. Award 1 if partly correct and 0 if missing or incorrect.

- 2 points: The promised update is sent despite uncertainty, with Nora as owner and a new managed time, without promising seats or refund. Award 1 if partly correct and 0 if missing or incorrect.

- 2 points: Consent covers verified route, timing, cost, conditions and support status; an expired or changed proposal is refreshed. Award 1 if partly correct and 0 if missing or incorrect.

- 2 points: P3 remains pending for refund approval and complaint actions; closure needs evidence and communicated outcomes, with an owned prevention action. Award 1 if partly correct and 0 if missing or incorrect.

Mapped learning resources

Verify, prioritise and coordinate

Build the first verified incident picture

Triage and verify replacement options

ISO 10002: complaints-handling guidance - public abstract

IATA: passenger rights and disruption information

UNIT 2 / 3 HOURS

Complaint resolution

Learning outcomes

- U2.1 - Separate the complaint, known facts and requested resolution.

- U2.2 - Propose a proportionate response within available authority.

Content and scope

Resolve complaints with facts and authority

Listening and acknowledging the impact comes before arguing about who is responsible.

Structure a complaint conversation

Calm structure helps establish facts without dismissing the impact.

Investigate evidence and agree an authorised remedy

A fair decision links the requested remedy to verified facts and authority.

Practical application

Evidence task

Use only these fictional facts, prices, people and rules. This exercise creates no booking, payment, travel permission or formal examination result. At 10:00 Bahrain time, a supplier confirms a flight cancellation affecting three unrelated travellers. All are in a safe terminal location and no immediate emergency is reported. P1 must arrive before an 18:00 event today. P2 requests airport assistance and needs its status checked. P3 wants a refund and complains about an earlier missed update.

- Write a complaint acknowledgement and a checklist for deciding whether the case can be closed.

- Draft an opening, two clarifying questions and a closing next-step agreement.

- Prepare a factual investigation note and a closure checklist.

Review criteria

- 2 points: The log identifies P1’s deadline and P2’s support check, keeps P3 assigned and distinguishes cancellation from pending options. Award 1 if partly correct and 0 if missing or incorrect.

- 2 points: A meets P1’s supplied arrival deadline while B does not; two A places cost USD 90 extra, subject to checks and consent. Award 1 if partly correct and 0 if missing or incorrect.

- 2 points: The escalation seeks approval for USD 45 per traveller above the USD 30 limit and includes unheld seats, expiry and pending assistance. Award 1 if partly correct and 0 if missing or incorrect.

- 2 points: The promised update is sent despite uncertainty, with Nora as owner and a new managed time, without promising seats or refund. Award 1 if partly correct and 0 if missing or incorrect.

- 2 points: Consent covers verified route, timing, cost, conditions and support status; an expired or changed proposal is refreshed. Award 1 if partly correct and 0 if missing or incorrect.

- 2 points: P3 remains pending for refund approval and complaint actions; closure needs evidence and communicated outcomes, with an owned prevention action. Award 1 if partly correct and 0 if missing or incorrect.

Mapped learning resources

Resolve complaints with facts and authority

Structure a complaint conversation

Investigate evidence and agree an authorised remedy

ISO 10002: complaints-handling guidance - public abstract

IATA: passenger rights and disruption information

UNIT 3 / 3 HOURS

Escalation

Learning outcomes

- U3.1 - Identify escalation triggers and the responsible decision-maker.

- U3.2 - Prepare an evidence-based handover with deadline and next action.

Content and scope

Escalate risk and preserve coordination

Escalation transfers a decision to the right authority while keeping the customer informed.

Know when and how to escalate

Escalation should improve the decision, not abandon the customer.

Build and review a practical contingency plan

A plan should describe actions people can perform under pressure.

Practical application

Evidence task

Use only these fictional facts, prices, people and rules. This exercise creates no booking, payment, travel permission or formal examination result. At 10:00 Bahrain time, a supplier confirms a flight cancellation affecting three unrelated travellers. All are in a safe terminal location and no immediate emergency is reported. P1 must arrive before an 18:00 event today. P2 requests airport assistance and needs its status checked. P3 wants a refund and complains about an earlier missed update.

- Prepare an escalation briefing and one post-incident improvement action.

- Write a six-field escalation brief for the workshop cancellation.

- Design a one-page contingency outline for several affected travellers.

Review criteria

- 2 points: The log identifies P1’s deadline and P2’s support check, keeps P3 assigned and distinguishes cancellation from pending options. Award 1 if partly correct and 0 if missing or incorrect.

- 2 points: A meets P1’s supplied arrival deadline while B does not; two A places cost USD 90 extra, subject to checks and consent. Award 1 if partly correct and 0 if missing or incorrect.

- 2 points: The escalation seeks approval for USD 45 per traveller above the USD 30 limit and includes unheld seats, expiry and pending assistance. Award 1 if partly correct and 0 if missing or incorrect.

- 2 points: The promised update is sent despite uncertainty, with Nora as owner and a new managed time, without promising seats or refund. Award 1 if partly correct and 0 if missing or incorrect.

- 2 points: Consent covers verified route, timing, cost, conditions and support status; an expired or changed proposal is refreshed. Award 1 if partly correct and 0 if missing or incorrect.

- 2 points: P3 remains pending for refund approval and complaint actions; closure needs evidence and communicated outcomes, with an owned prevention action. Award 1 if partly correct and 0 if missing or incorrect.

Mapped learning resources

Escalate risk and preserve coordination

Know when and how to escalate

Build and review a practical contingency plan

ISO 10002: complaints-handling guidance - public abstract

IATA: passenger rights and disruption information

UNIT 4 / 3 HOURS

Customer communication

Learning outcomes

- U4.1 - Issue clear updates distinguishing confirmed facts from uncertainty.

- U4.2 - Set and fulfil the next update time while maintaining an accurate case record.

Content and scope

Communicate briefly, honestly and consistently

During uncertainty, a useful update says what is known, what is being checked and when the next update will arrive.

Practice workshop: cancellation and customer recovery

Combine triage, escalation, consent and clear communication in one response plan.

Write concise updates under uncertainty

Short messages still need facts, ownership and timing.

Confirm recovery and conduct an after-action review

The event ends operationally only when outcomes and remaining actions are clear.

Practical application

Evidence task

Use only these fictional facts, prices, people and rules. This exercise creates no booking, payment, travel permission or formal examination result. At 10:00 Bahrain time, a supplier confirms a flight cancellation affecting three unrelated travellers. All are in a safe terminal location and no immediate emergency is reported. P1 must arrive before an 18:00 event today. P2 requests airport assistance and needs its status checked. P3 wants a refund and complains about an earlier missed update.

- Write a holding update and a final confirmation for a fictional verified replacement.

- Prepare the five outputs and explain what evidence you need before closing the complaint.

- Reduce a long fictional disruption message to three actionable sentences.

- Write a recovery confirmation and a two-action improvement plan.

Review criteria

- 2 points: The log identifies P1’s deadline and P2’s support check, keeps P3 assigned and distinguishes cancellation from pending options. Award 1 if partly correct and 0 if missing or incorrect.

- 2 points: A meets P1’s supplied arrival deadline while B does not; two A places cost USD 90 extra, subject to checks and consent. Award 1 if partly correct and 0 if missing or incorrect.

- 2 points: The escalation seeks approval for USD 45 per traveller above the USD 30 limit and includes unheld seats, expiry and pending assistance. Award 1 if partly correct and 0 if missing or incorrect.

- 2 points: The promised update is sent despite uncertainty, with Nora as owner and a new managed time, without promising seats or refund. Award 1 if partly correct and 0 if missing or incorrect.

- 2 points: Consent covers verified route, timing, cost, conditions and support status; an expired or changed proposal is refreshed. Award 1 if partly correct and 0 if missing or incorrect.

- 2 points: P3 remains pending for refund approval and complaint actions; closure needs evidence and communicated outcomes, with an owned prevention action. Award 1 if partly correct and 0 if missing or incorrect.

Mapped learning resources

Communicate briefly, honestly and consistently

Practice workshop: cancellation and customer recovery

Write concise updates under uncertainty

Confirm recovery and conduct an after-action review

ISO 10002: complaints-handling guidance - public abstract

IATA: passenger rights and disruption information