SHORT COURSE / COURSE OUTLINE

Travel Documents, Visas & Passenger Requirements

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. Passport checks	3	3	3
2. Visa information sources	3	3	5
3. Passenger requirements	3	4	12
4. Pre-departure checklists	3	5	10

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

Passport checks

Learning outcomes

- U1.1 - Match traveller identity and document data against a booking.

- U1.2 - Identify validity, condition and name discrepancies requiring verification.

Content and scope

Check the identity and the whole journey

Document checks depend on the traveller and itinerary; there is no single passport-validity rule for every journey.

Create a passenger document-check brief

Gather the minimum facts required for a relevant check.

Check consistency and protect document copies

Accurate identity checks and secure handling are part of the same workflow.

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. State D and State T are invented. The supplied exercise rules are not advice for any real destination; do not infer rules from a real nationality or country.

- List the information you need before checking passport and transit requirements for a changed itinerary.

- Complete a brief with one deliberately missing fact and explain its importance.

- Write a secure-handling checklist for a fictional document review.

Review criteria

- 2 points: Ari’s passport and supplied D visa meet the stated exercise conditions; Bela’s passport misses the threshold and visa approval is pending. Award 1 if partly correct and 0 if missing or incorrect.

- 2 points: The passport comparison uses 7 January 2027 rather than an assumed universal validity rule. Award 1 if partly correct and 0 if missing or incorrect.

- 2 points: T entry checks are reopened for both travellers because the overnight arrangement requires entry. Award 1 if partly correct and 0 if missing or incorrect.

- 2 points: The plan records current sources, applicability, dates, evidence and unresolved questions for each traveller. Award 1 if partly correct and 0 if missing or incorrect.

- 2 points: The update separates facts from pending checks, assigns actions, omits document numbers and guarantees no travel decision. Award 1 if partly correct and 0 if missing or incorrect.

- 2 points: The final audit covers the changed route and reports the group disclosure through the approved process. Award 1 if partly correct and 0 if missing or incorrect.

Mapped learning resources

Check the identity and the whole journey

Create a passenger document-check brief

Check consistency and protect document copies

IATA Timatic: travel-document information and source checking

UNIT 2 / 3 HOURS

Visa information sources

Learning outcomes

- U2.1 - Select authoritative entry-information sources for an itinerary.

- U2.2 - Record the source, retrieval time and traveller assumptions behind advice.

Content and scope

Use authoritative visa information

A reliable answer records its source, date, traveller assumptions and any unresolved uncertainty.

Evaluate a requirement source

A source must be relevant, authoritative and current for the actual traveller.

Resolve conflicts and preserve traceability

Conflicting information requires investigation, not a convenient guess.

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. State D and State T are invented. The supplied exercise rules are not advice for any real destination; do not infer rules from a real nationality or country.

- Write a source-check record for a requirement that is still unclear.

- Create a source evaluation using authority, relevance, date and uncertainty.

- Write a conflict log and a customer holding update.

Review criteria

- 2 points: Ari’s passport and supplied D visa meet the stated exercise conditions; Bela’s passport misses the threshold and visa approval is pending. Award 1 if partly correct and 0 if missing or incorrect.

- 2 points: The passport comparison uses 7 January 2027 rather than an assumed universal validity rule. Award 1 if partly correct and 0 if missing or incorrect.

- 2 points: T entry checks are reopened for both travellers because the overnight arrangement requires entry. Award 1 if partly correct and 0 if missing or incorrect.

- 2 points: The plan records current sources, applicability, dates, evidence and unresolved questions for each traveller. Award 1 if partly correct and 0 if missing or incorrect.

- 2 points: The update separates facts from pending checks, assigns actions, omits document numbers and guarantees no travel decision. Award 1 if partly correct and 0 if missing or incorrect.

- 2 points: The final audit covers the changed route and reports the group disclosure through the approved process. Award 1 if partly correct and 0 if missing or incorrect.

Mapped learning resources

Use authoritative visa information

Evaluate a requirement source

Resolve conflicts and preserve traceability

IATA Timatic: travel-document information and source checking

UNIT 3 / 3 HOURS

Passenger requirements

Learning outcomes

- U3.1 - Distinguish destination, transit and carrier checks for a journey.

- U3.2 - Identify additional questions without collecting unnecessary sensitive information.

Content and scope

Assess passenger-specific requirements

The same itinerary can create different requirements for different travellers.

Read visa conditions beyond the approval label

The document must be checked for the intended journey, not merely its existence.

Recheck individual and group circumstances

One booking can require several different passenger checklists.

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. State D and State T are invented. The supplied exercise rules are not advice for any real destination; do not infer rules from a real nationality or country.

- Draft a calm explanation to a customer whose document issue needs official clarification.

- Prepare a visa-check template without any country-specific assumptions.

- Create two passenger-specific check records and a privacy-safe group update.

Review criteria

- 2 points: Ari’s passport and supplied D visa meet the stated exercise conditions; Bela’s passport misses the threshold and visa approval is pending. Award 1 if partly correct and 0 if missing or incorrect.

- 2 points: The passport comparison uses 7 January 2027 rather than an assumed universal validity rule. Award 1 if partly correct and 0 if missing or incorrect.

- 2 points: T entry checks are reopened for both travellers because the overnight arrangement requires entry. Award 1 if partly correct and 0 if missing or incorrect.

- 2 points: The plan records current sources, applicability, dates, evidence and unresolved questions for each traveller. Award 1 if partly correct and 0 if missing or incorrect.

- 2 points: The update separates facts from pending checks, assigns actions, omits document numbers and guarantees no travel decision. Award 1 if partly correct and 0 if missing or incorrect.

- 2 points: The final audit covers the changed route and reports the group disclosure through the approved process. Award 1 if partly correct and 0 if missing or incorrect.

Mapped learning resources

Assess passenger-specific requirements

Read visa conditions beyond the approval label

Recheck individual and group circumstances

IATA Timatic: travel-document information and source checking

UNIT 4 / 3 HOURS

Pre-departure checklists

Learning outcomes

- U4.1 - Build an itinerary-specific pre-departure checklist.

- U4.2 - Escalate uncertain requirements and recheck time-sensitive information.

Content and scope

Build a dated pre-departure checklist

A checklist makes outstanding actions visible; it is not an entry guarantee.

Practice workshop: a changed connecting journey

Practise a source-based checklist without inventing country-specific requirements.

Turn pending checks into an action plan

A pending status is useful only when someone knows what to do next.

Audit the final checklist and explain its limits

The checklist records responsible checks; it does not approve entry.

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. State D and State T are invented. The supplied exercise rules are not advice for any real destination; do not infer rules from a real nationality or country.

- Create a six-item checklist for a fictional connecting itinerary, leaving an unapproved visa visibly pending.

- Create both checklists and write a short customer update with no entry guarantee.

- Prepare an action plan for three pending document checks.

- Audit a fictional checklist with two hidden weaknesses.

Review criteria

- 2 points: Ari’s passport and supplied D visa meet the stated exercise conditions; Bela’s passport misses the threshold and visa approval is pending. Award 1 if partly correct and 0 if missing or incorrect.

- 2 points: The passport comparison uses 7 January 2027 rather than an assumed universal validity rule. Award 1 if partly correct and 0 if missing or incorrect.

- 2 points: T entry checks are reopened for both travellers because the overnight arrangement requires entry. Award 1 if partly correct and 0 if missing or incorrect.

- 2 points: The plan records current sources, applicability, dates, evidence and unresolved questions for each traveller. Award 1 if partly correct and 0 if missing or incorrect.

- 2 points: The update separates facts from pending checks, assigns actions, omits document numbers and guarantees no travel decision. Award 1 if partly correct and 0 if missing or incorrect.

- 2 points: The final audit covers the changed route and reports the group disclosure through the approved process. Award 1 if partly correct and 0 if missing or incorrect.

Mapped learning resources

Build a dated pre-departure checklist

Practice workshop: a changed connecting journey

Turn pending checks into an action plan

Audit the final checklist and explain its limits

IATA Timatic: travel-document information and source checking