LEVEL 3 / SYLLABUS

Level 3 Certificate in Travel and Tourism Operations

Coordinate travel bookings, design itineraries and deliver reliable customer service across day-to-day travel operations.

Duration	Units	Assessment format
90 hours TQT	5	60 questions / 120 minutes

Who this programme is for

Travel consultants and tourism staff building on introductory knowledge or relevant industry experience.

Duration and learning approach

Total Qualification Time (TQT): 80% structured learning through classroom teaching or the online materials; 20% additional self-study, independent practical work and assessment. The final examination is included once within the 20%, not added to the published total.

These are planned learning allocations, not page-reading estimates or a claim of Guided Learning Hours for unsupervised online study. Reading progress alone is not evidence of competence. Keep a learning log with dates, minutes, activity outputs, feedback and revisions. Break long sessions into manageable study periods; breaks are not counted.

Programme information and enrolment

Delivery, evidence and assessment

Independent online route

Work through the core readings, extended teaching sessions, worked examples, visual analyses and structured activities. Reproduce the reasoning before opening guidance. Use the additional independent-work allocation for your evidence portfolio and mock exam. Record actual study time and seek support when a concept remains unclear.

ATP route

The ATP can deliver the same structured sessions in class, blending explanation, demonstration, discussion and supervised practice. Use the same outcomes, cases and evidence criteria. Classroom time replaces the corresponding online session; it is not added again. The additional 20% remains independent work and assessment.

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: 60 questions, 120 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	TQT h	Structured h	Independent + assessment h	Mock questions	Final questions
1. Travel agency operations and booking coordination	15	12	3	3	10
2. Destination research and itinerary design	20	16	4	3	14
3. Fares, ticketing principles and travel documentation	20	16	4	3	13
4. Customer care, service recovery and accessible travel	15	12	3	3	10
5. Tour packaging, costing and responsible travel practice	20	16	4	3	13

The final-exam allocation is included once within the independent/assessment column. The unit question counts form the assessment blueprint; they do not disclose examination questions.

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 / 15 HOURS

Travel agency operations and booking coordination

Learning outcomes

- U1.1 - Coordinate a booking from enquiry to checked confirmation.

- U1.2 - Maintain accurate records and distinguish requests from confirmed services.

- U1.3 - Handle amendments, handovers and financial reconciliation within authority.

Content and scope

Coordinated booking workflow

Design a complete workflow from enquiry to checked confirmation, using decision gates, responsibility and evidence rather than a list of tasks. Distinguish customer approval, supplier acceptance, payment and fulfilment. Identify dependencies and deadlines across a multi-component booking and use controlled exception handling when information is incomplete or a response is uncertain.

Record quality and version control

Maintain a current operational view while preserving a traceable history of instructions and changes. Reconcile names, dates, service quantities, inclusions and status across customer and supplier records. Distinguish duplicate requests from legitimate amendments. Establish which record is authoritative for each fact and prevent obsolete itineraries from being used after a change.

Capacity, queues and deadline prioritisation

Organise pending work by operational deadline, customer impact and evidence status rather than arrival order alone. Interpret request volumes, ageing, completion rates and exceptions with consistent definitions. Assign a named next action and escalation point, and recognise when a simple average conceals a critical overdue file or when a higher completion count reflects higher demand.

Controlled amendments and financial reconciliation

Analyse the full effect of a change, verify conditions and availability, obtain the required customer and internal decisions, then check revised results. Separate price difference, supplier charges, agency fees and confirmed credits. Reconcile expected totals, receipts and supplier records, investigate differences and maintain ownership of unresolved service or financial items.

Handover, audit and operational learning

Prepare concise handovers with accepted ownership, deadlines, evidence locations and clear closure criteria. Audit a sample of files against the original instruction and current supplier record. Separate observed defects from assumed causes. Propose a small process improvement, define how it will be checked and preserve accurate customer communication while an investigation remains open.

Unit 1 delivery and evidence

Structured learning: 12 hours. Independent tasks: 2.67 hours. Share of the single final examination: 0.33 hours.

Design decision gates for a complete booking - 180 minutes

Outcomes: U1.1, U1.2

Build the working model (49 min): Read the session and annotate its definitions, decisions and evidence requirements. Make a one-page working model for design decision gates for a complete booking, using the supplied fictional case rather than copying paragraphs.

Read and test the named source (33 min): Read IATA: Travellers questions and service responsibilities. Focus: Read the distinctions in IATA's role and the route for individual service enquiries. Consider which operating decision belongs to a supplier rather than an industry association. Produce: A decision-gate map showing evidence, authority and exception action. Keep the publication date, page or heading and limits beside your notes.

Reconstruct the worked case (33 min): Rebuild the example from its original inputs without looking at the conclusion. Explain every status, calculation or recommendation and identify what would require current supplier evidence in a real booking.

Diagnose and repair (49 min): Complete the session activity, then compare with its guidance. Retain your first version; mark each discrepancy and explain the operational consequence before preparing a corrected version.

Consolidate and transfer (16 min): Write a concise procedure another consultant could follow. Change one material case assumption, show which decision changes and record a question for an ATP tutor or your online learning review.

Maintain a current record without losing the audit trail - 180 minutes

Outcomes: U1.2, U1.3

Build the working model (49 min): Read the session and annotate its definitions, decisions and evidence requirements. Make a one-page working model for maintain a current record without losing the audit trail, using the supplied fictional case rather than copying paragraphs.

Read and test the named source (33 min): Read W3C WAI: Writing for Web Accessibility. Focus: Review clear headings and meaningful labels. Apply them to versioned operational records and a customer amendment message. Produce: A document-version convention plus a labelled current-state extract. Keep the publication date, page or heading and limits beside your notes.

Reconstruct the worked case (33 min): Rebuild the example from its original inputs without looking at the conclusion. Explain every status, calculation or recommendation and identify what would require current supplier evidence in a real booking.

Diagnose and repair (49 min): Complete the session activity, then compare with its guidance. Retain your first version; mark each discrepancy and explain the operational consequence before preparing a corrected version.

Consolidate and transfer (16 min): Write a concise procedure another consultant could follow. Change one material case assumption, show which decision changes and record a question for an ATP tutor or your online learning review.

Prioritise pending work by risk and deadline - 180 minutes

Outcomes: U1.1, U1.2

Build the working model (49 min): Read the session and annotate its definitions, decisions and evidence requirements. Make a one-page working model for prioritise pending work by risk and deadline, using the supplied fictional case rather than copying paragraphs.

Read and test the named source (33 min): Read UN Statistics: International Recommendations for Tourism Statistics 2008. Focus: Read the methodological emphasis on consistent definitions before comparing information. Apply that principle to an internal request queue. Produce: A queue-measure definition with denominator, completion criterion, deadline and exclusions. Keep the publication date, page or heading and limits beside your notes.

Reconstruct the worked case (33 min): Rebuild the example from its original inputs without looking at the conclusion. Explain every status, calculation or recommendation and identify what would require current supplier evidence in a real booking.

Diagnose and repair (49 min): Complete the session activity, then compare with its guidance. Retain your first version; mark each discrepancy and explain the operational consequence before preparing a corrected version.

Consolidate and transfer (16 min): Write a concise procedure another consultant could follow. Change one material case assumption, show which decision changes and record a question for an ATP tutor or your online learning review.

Reconcile an amendment and audit the handover - 180 minutes

Outcomes: U1.1, U1.3

Build the working model (49 min): Read the session and annotate its definitions, decisions and evidence requirements. Make a one-page working model for reconcile an amendment and audit the handover, using the supplied fictional case rather than copying paragraphs.

Read and test the named source (33 min): Read IATA: Travellers questions and service responsibilities. Focus: Review the proper supplier and agency routes for individual service issues. Consider why operational and financial checks may require different responsible contacts. Produce: A closure matrix separating approved amount, receipt, supplier acceptance and customer document checks. Keep the publication date, page or heading and limits beside your notes.

Reconstruct the worked case (33 min): Rebuild the example from its original inputs without looking at the conclusion. Explain every status, calculation or recommendation and identify what would require current supplier evidence in a real booking.

Diagnose and repair (49 min): Complete the session activity, then compare with its guidance. Retain your first version; mark each discrepancy and explain the operational consequence before preparing a corrected version.

Consolidate and transfer (16 min): Write a concise procedure another consultant could follow. Change one material case assumption, show which decision changes and record a question for an ATP tutor or your online learning review.

Evidence task

Coordinate a fictional multi-city booking with three suppliers, two deadline changes and one financial discrepancy. Build the workflow, then audit it as if taking over from another shift. Use no real customer data or transactions.

- Decision-gate workflow and current-state record.

- Priority queue with named owners and deadlines.

- Amendment quote and reconciliation.

- Accepted handover and audit findings.

Review criteria

- Evidence gates prevent unsupported commitments.

- Current versions and history remain clear.

- Priorities reflect impact and deadlines.

- Changes and money are traceable to approval and checked records.

Mapped learning resources

Build a complete enquiry and booking workflow

Check supplier confirmations and maintain the record

Coordinate amendments and reconcile the file

Unit 1 workshop and knowledge check

Deep study · Control a booking across three suppliers

Case laboratory · Control a booking across three suppliers

Unit 1 learning map

Design decision gates for a complete booking

Maintain a current record without losing the audit trail

Prioritise pending work by risk and deadline

Reconcile an amendment and audit the handover

Unit 1 independent evidence brief

IATA: API-PNR toolkit and passenger data

ISO: Quality management principles

UNIT 2 / 20 HOURS

Destination research and itinerary design

Learning outcomes

- U2.1 - Research destination features using appropriate current sources.

- U2.2 - Construct a timed itinerary that fits customer priorities and practical constraints.

- U2.3 - Explain route choices, accessibility checks and contingency arrangements.

Content and scope

Research design and evidence quality

Translate the customer brief into a destination research plan, selecting sources responsible for operations, requirements and context. Evaluate currency, scope and conflicting evidence. Maintain a decision log showing how facts affect route, timing and suitability. Distinguish a verified operating fact from a review, an estimate or a classroom assumption, and identify the next verification action.

Timed and geographically coherent itineraries

Construct full journeys with local dates, time-zone assumptions, fixed commitments, transfers, reporting allowances, meals and rest. Use forward and backward scheduling to detect conflicts. Minimise unnecessary backtracking while retaining the traveller's interests and pace. Test whether a plan remains feasible under a stated delay rather than relying on an unexplained generous buffer.

Complete route and option comparison

Compare door-to-door cost and time, changes, conditions, access features and uncertainty on a consistent basis. Apply essential constraints before preference scoring. Explain why a headline fare or shortest segment is not necessarily the best complete journey. Make trade-offs explicit and keep missing evidence visible rather than assigning an optimistic score.

Accessible journey chains and contingencies

Check practical access requirements from arrival through local movement, accommodation, activities and departure. Identify weak links and request precise supplier evidence. Develop triggers, decision owners and feasible alternatives for closures, disruption or unavailable features. A contingency must address timing, cost, suitability and approval rather than simply naming another attraction. Record the agreed response.

Customer-ready itinerary and quality review

Present verified arrangements and outstanding decisions in a clear usable document. Reconcile research, timing and cost records, and explain important conditions in plain language. Test the itinerary from the traveller's perspective and record revisions after challenge. Use desktop and mobile-friendly structure without letting visual presentation obscure uncertain or unconfirmed services.

Unit 2 delivery and evidence

Structured learning: 16 hours. Independent tasks: 3.55 hours. Share of the single final examination: 0.45 hours.

Research to a decision, not a destination description - 240 minutes

Outcomes: U2.1, U2.3

Build the working model (65 min): Read the session and annotate its definitions, decisions and evidence requirements. Make a one-page working model for research to a decision, not a destination description, using the supplied fictional case rather than copying paragraphs.

Read and test the named source (44 min): Read UN Tourism: Accessible Tourism. Focus: Read accessible-tourism information and identify how the complete experience creates linked information needs. Produce: An evidence matrix connecting five journey links to source responsibility and decision impact. Keep the publication date, page or heading and limits beside your notes.

Reconstruct the worked case (44 min): Rebuild the example from its original inputs without looking at the conclusion. Explain every status, calculation or recommendation and identify what would require current supplier evidence in a real booking.

Diagnose and repair (65 min): Complete the session activity, then compare with its guidance. Retain your first version; mark each discrepancy and explain the operational consequence before preparing a corrected version.

Consolidate and transfer (22 min): Write a concise procedure another consultant could follow. Change one material case assumption, show which decision changes and record a question for an ATP tutor or your online learning review.

Use forward and backward scheduling with explicit time bases - 240 minutes

Outcomes: U2.2

Build the working model (65 min): Read the session and annotate its definitions, decisions and evidence requirements. Make a one-page working model for use forward and backward scheduling with explicit time bases, using the supplied fictional case rather than copying paragraphs.

Read and test the named source (44 min): Read UN Statistics: International Recommendations for Tourism Statistics 2008. Focus: Read Chapter 3 on trip duration, origin and destination, and modes of transport. Distinguish trip measures from individual timetable segments. Produce: A time-basis checklist and a forward/backward schedule annotated with fixed and flexible components. Keep the publication date, page or heading and limits beside your notes.

Reconstruct the worked case (44 min): Rebuild the example from its original inputs without looking at the conclusion. Explain every status, calculation or recommendation and identify what would require current supplier evidence in a real booking.

Diagnose and repair (65 min): Complete the session activity, then compare with its guidance. Retain your first version; mark each discrepancy and explain the operational consequence before preparing a corrected version.

Consolidate and transfer (22 min): Write a concise procedure another consultant could follow. Change one material case assumption, show which decision changes and record a question for an ATP tutor or your online learning review.

Compare routes using essentials and complete cost - 240 minutes

Outcomes: U2.2, U2.3

Build the working model (65 min): Read the session and annotate its definitions, decisions and evidence requirements. Make a one-page working model for compare routes using essentials and complete cost, using the supplied fictional case rather than copying paragraphs.

Read and test the named source (44 min): Read UN Tourism: Accessible Tourism. Focus: Read the accessible-tourism overview and apply whole-journey thinking to interchanges rather than just vehicles. Produce: An essential-criteria screen followed by a comparison of only feasible options. Keep the publication date, page or heading and limits beside your notes.

Reconstruct the worked case (44 min): Rebuild the example from its original inputs without looking at the conclusion. Explain every status, calculation or recommendation and identify what would require current supplier evidence in a real booking.

Diagnose and repair (65 min): Complete the session activity, then compare with its guidance. Retain your first version; mark each discrepancy and explain the operational consequence before preparing a corrected version.

Consolidate and transfer (22 min): Write a concise procedure another consultant could follow. Change one material case assumption, show which decision changes and record a question for an ATP tutor or your online learning review.

Build contingencies and a usable final itinerary - 240 minutes

Outcomes: U2.1, U2.2, U2.3

Build the working model (65 min): Read the session and annotate its definitions, decisions and evidence requirements. Make a one-page working model for build contingencies and a usable final itinerary, using the supplied fictional case rather than copying paragraphs.

Read and test the named source (44 min): Read W3C WAI: Writing for Web Accessibility. Focus: Read headings, meaningful links and clear instructions. Use them to make a disruption update actionable on a phone. Produce: A final-itinerary audit and a before/after mobile message. Keep the publication date, page or heading and limits beside your notes.

Reconstruct the worked case (44 min): Rebuild the example from its original inputs without looking at the conclusion. Explain every status, calculation or recommendation and identify what would require current supplier evidence in a real booking.

Diagnose and repair (65 min): Complete the session activity, then compare with its guidance. Retain your first version; mark each discrepancy and explain the operational consequence before preparing a corrected version.

Consolidate and transfer (22 min): Write a concise procedure another consultant could follow. Change one material case assumption, show which decision changes and record a question for an ATP tutor or your online learning review.

Evidence task

Design and defend a fictional three-day international itinerary with two route options, a stated access requirement and one disruption. Use current primary research for selected real destination facts, while keeping all teaching prices and timing assumptions labelled.

- Decision-led source log and destination profile.

- Timed itinerary with a separate time-basis calculation.

- Complete-cost option comparison.

- Triggered contingency and traveller-ready document.

Review criteria

- Research scope and currency are clear.

- The sequence meets fixed commitments and pace.

- Options are screened against essentials.

- The alternative remains feasible and approval is explicit.

Mapped learning resources

Research a destination with an evidence log

Sequence an itinerary with realistic time allowances

Compare alternatives and prepare a usable contingency

Unit 2 workshop and knowledge check

Deep study · Build an evidence-based multi-city itinerary

Case laboratory · Build an evidence-based multi-city itinerary

Unit 2 learning map

Research to a decision, not a destination description

Use forward and backward scheduling with explicit time bases

Compare routes using essentials and complete cost

Build contingencies and a usable final itinerary

Unit 2 independent evidence brief

IATA: Air travel accessibility

ISO: Quality management principles

UNIT 3 / 20 HOURS

Fares, ticketing principles and travel documentation

Learning outcomes

- U3.1 - Compare fare quotations and explain relevant conditions transparently.

- U3.2 - Distinguish reservation, payment and fulfilment checks in an authorised workflow.

- U3.3 - Identify current travel-document checks and escalate unresolved requirements.

Content and scope

Fare quotation as price plus conditions

Read the supplied fare, taxes, included services, optional charges, validity and change or refund conditions as one offer. Compare options on a common itinerary and traveller basis. Explain the difference between a cheaper headline figure and lower expected cost for the customer's stated needs, without inventing live fare rules or presenting practice inventory as bookable travel.

Fare comparison and financial explanation

Calculate total payable amounts, additional service costs and stated amendment effects. Keep refundable, non-refundable, conditional and pending amounts distinct. Show the difference between a fee and a price difference. Use scenarios to explain the effect of uncertainty while avoiding guarantees about future fares, refunds or availability that the supplied evidence cannot support.

Reservation, payment and fulfilment control

Distinguish the service held or confirmed in a reservation from customer payment and issuance of the appropriate travel document. Check identity, route, dates, status and deadlines through an authorised workflow. Recognise ambiguous system responses, avoid duplicates and reconcile customer-facing documents with current supplier records before stating that travel arrangements are complete.

Complete-route travel-document checks

Gather the relevant traveller and document facts, purpose, dates and every transit or airport change. Use current responsible-authority information and appropriate industry services, recording applicability and limitations. Recheck after changes and escalate unresolved questions. Do not substitute a remembered rule, an unverified nationality assumption or a general passport-validity slogan for the actual case.

Integrated pre-departure audit

Audit the approved offer, reservation, fulfilment, payment and document-verification records together. Identify which evidence supports each customer statement and which issues remain pending. Prepare clear next actions and handovers within authority. Distinguish educational ticketing principles from permission to undertake real issuance, immigration advice or supplier transactions. Retain a clear audit trail.

Unit 3 delivery and evidence

Structured learning: 16 hours. Independent tasks: 3.55 hours. Share of the single final examination: 0.45 hours.

Compare fares as complete conditional offers - 240 minutes

Outcomes: U3.1

Build the working model (65 min): Read the session and annotate its definitions, decisions and evidence requirements. Make a one-page working model for compare fares as complete conditional offers, using the supplied fictional case rather than copying paragraphs.

Read and test the named source (44 min): Read IATA: Travellers questions and service responsibilities. Focus: Read the travel and baggage information routes and identify why the specific airline and fare conditions must be checked. Produce: A complete-offer comparison distinguishing included, optional, conditional and unknown items. Keep the publication date, page or heading and limits beside your notes.

Reconstruct the worked case (44 min): Rebuild the example from its original inputs without looking at the conclusion. Explain every status, calculation or recommendation and identify what would require current supplier evidence in a real booking.

Diagnose and repair (65 min): Complete the session activity, then compare with its guidance. Retain your first version; mark each discrepancy and explain the operational consequence before preparing a corrected version.

Consolidate and transfer (22 min): Write a concise procedure another consultant could follow. Change one material case assumption, show which decision changes and record a question for an ATP tutor or your online learning review.

Explain amendments, credits and refund uncertainty - 240 minutes

Outcomes: U3.1, U3.2

Build the working model (65 min): Read the session and annotate its definitions, decisions and evidence requirements. Make a one-page working model for explain amendments, credits and refund uncertainty, using the supplied fictional case rather than copying paragraphs.

Read and test the named source (44 min): Read IATA: Travellers questions and service responsibilities. Focus: Read the service and complaint routing information. Identify the responsible transaction provider and internal financial route rather than assuming IATA processes individual refunds. Produce: A status table for quoted, approved, charged, credit requested and credit received. Keep the publication date, page or heading and limits beside your notes.

Reconstruct the worked case (44 min): Rebuild the example from its original inputs without looking at the conclusion. Explain every status, calculation or recommendation and identify what would require current supplier evidence in a real booking.

Diagnose and repair (65 min): Complete the session activity, then compare with its guidance. Retain your first version; mark each discrepancy and explain the operational consequence before preparing a corrected version.

Consolidate and transfer (22 min): Write a concise procedure another consultant could follow. Change one material case assumption, show which decision changes and record a question for an ATP tutor or your online learning review.

Audit reservation and fulfilment before departure - 240 minutes

Outcomes: U3.2, U3.3

Build the working model (65 min): Read the session and annotate its definitions, decisions and evidence requirements. Make a one-page working model for audit reservation and fulfilment before departure, using the supplied fictional case rather than copying paragraphs.

Read and test the named source (44 min): Read IATA: Travel Centre and travel documentation. Focus: Read the traveller-specific scope of travel-document information and consider when an earlier check becomes inapplicable after a route change. Produce: A pre-departure checklist with separate reservation, fulfilment, payment and document-check evidence. Keep the publication date, page or heading and limits beside your notes.

Reconstruct the worked case (44 min): Rebuild the example from its original inputs without looking at the conclusion. Explain every status, calculation or recommendation and identify what would require current supplier evidence in a real booking.

Diagnose and repair (65 min): Complete the session activity, then compare with its guidance. Retain your first version; mark each discrepancy and explain the operational consequence before preparing a corrected version.

Consolidate and transfer (22 min): Write a concise procedure another consultant could follow. Change one material case assumption, show which decision changes and record a question for an ATP tutor or your online learning review.

Resolve a complex document-check question without guessing - 240 minutes

Outcomes: U3.3

Build the working model (65 min): Read the session and annotate its definitions, decisions and evidence requirements. Make a one-page working model for resolve a complex document-check question without guessing, using the supplied fictional case rather than copying paragraphs.

Read and test the named source (44 min): Read IATA: Travel Centre and travel documentation. Focus: Review the scope of current passport, visa and health information and the traveller-specific inputs required. Produce: A completed fictional verification brief with unresolved fields, source scope and escalation ownership. Keep the publication date, page or heading and limits beside your notes.

Reconstruct the worked case (44 min): Rebuild the example from its original inputs without looking at the conclusion. Explain every status, calculation or recommendation and identify what would require current supplier evidence in a real booking.

Diagnose and repair (65 min): Complete the session activity, then compare with its guidance. Retain your first version; mark each discrepancy and explain the operational consequence before preparing a corrected version.

Consolidate and transfer (22 min): Write a concise procedure another consultant could follow. Change one material case assumption, show which decision changes and record a question for an ATP tutor or your online learning review.

Evidence task

Prepare a fictional fare-advice and departure-control pack for an international journey with a possible date change and a revised transit. Compare two complete offers, audit separate evidence streams and produce a document-verification brief without inventing live requirements.

- Complete fare comparison and conditional change calculation.

- Customer explanation of relevant conditions.

- Reservation, fulfilment and payment audit.

- Document-check brief, source log and escalation note.

Review criteria

- Totals and conditions use the same traveller basis.

- Fees, differences and credits are distinct.

- Readiness relies on separate checked evidence.

- The document check is route-specific and uncertainty remains visible.

Mapped learning resources

Read a fare as a price with conditions

Check reservation and fulfilment before telling the customer

Verify travel-document requirements for the actual journey

Unit 3 workshop and knowledge check

Deep study · Fare conditions, repricing and documentation in one servicing decision

Case laboratory · Fare conditions, repricing and documentation in one servicing decision

Unit 3 learning map

Compare fares as complete conditional offers

Explain amendments, credits and refund uncertainty

Audit reservation and fulfilment before departure

Resolve a complex document-check question without guessing

Unit 3 independent evidence brief

IATA: Travel Centre - passport, visa and health requirements

IATA: API-PNR toolkit and passenger data

UNIT 4 / 15 HOURS

Customer care, service recovery and accessible travel

Learning outcomes

- U4.1 - Adapt communication to the traveller's needs and confirm understanding.

- U4.2 - Coordinate practical access requirements across the whole journey.

- U4.3 - Resolve service problems within authority and follow through on agreed actions.

Content and scope

Adaptive enquiry and communication

Discover purpose, constraints and communication preferences using open questions, focused clarification and read-back. Translate vague descriptions into checkable service requirements while avoiding stereotypes or unnecessary sensitive detail. Present options in plain language and suitable formats, confirm understanding of material conditions and record the traveller's decision without treating silence as consent.

Whole-journey access coordination

Map practical requirements across arrival, transfers, accommodation, attractions, information and departure. Ask precise questions about the actual route and service rather than accepting a broad accessible label. Record supplier evidence, requests and unresolved weak links. Coordinate information with the traveller and providers through approved channels, retaining the distinction between assistance requested and assistance confirmed.

Service recovery and decision authority

Assess the current impact of a problem, immediate practical needs and the traveller's desired outcome. Separate facts from allegations and assumptions, check relevant authority and supplier arrangements, then agree proportionate next actions. Avoid unsupported compensation promises or universal legal claims. Maintain ownership of coordination even when a specialist or supplier handles part of the investigation.

Complex handovers and customer updates

Prepare clear handovers between sales, operations, out-of-hours support and suppliers, with current facts, action owners, deadlines and closure evidence. Keep customers informed at promised times even when a final answer is pending. Distinguish task acceptance, action completion and verification, and ensure a remedy does not create a new conflict elsewhere in the journey.

Complaint analysis and preventive improvement

Use factual chronologies, matched records and proportionate feedback to determine whether agreed remedies were delivered. Separate service completion from unresolved financial action or dissatisfaction. Analyse patterns with consistent definitions and denominators, identify supported process causes and test a targeted improvement rather than treating a complaint count as a complete measure of quality.

Unit 4 delivery and evidence

Structured learning: 12 hours. Independent tasks: 2.67 hours. Share of the single final examination: 0.33 hours.

Adapt communication without changing the facts - 180 minutes

Outcomes: U4.1

Build the working model (49 min): Read the session and annotate its definitions, decisions and evidence requirements. Make a one-page working model for adapt communication without changing the facts, using the supplied fictional case rather than copying paragraphs.

Read and test the named source (33 min): Read W3C WAI: Writing for Web Accessibility. Focus: Read clear instructions, headings and descriptive links. Apply them to two formats carrying the same material facts. Produce: A paired spoken/written recommendation with matching conditions and next action. Keep the publication date, page or heading and limits beside your notes.

Reconstruct the worked case (33 min): Rebuild the example from its original inputs without looking at the conclusion. Explain every status, calculation or recommendation and identify what would require current supplier evidence in a real booking.

Diagnose and repair (49 min): Complete the session activity, then compare with its guidance. Retain your first version; mark each discrepancy and explain the operational consequence before preparing a corrected version.

Consolidate and transfer (16 min): Write a concise procedure another consultant could follow. Change one material case assumption, show which decision changes and record a question for an ATP tutor or your online learning review.

Coordinate an accessible journey as a chain - 180 minutes

Outcomes: U4.2

Build the working model (49 min): Read the session and annotate its definitions, decisions and evidence requirements. Make a one-page working model for coordinate an accessible journey as a chain, using the supplied fictional case rather than copying paragraphs.

Read and test the named source (33 min): Read UN Tourism: Accessible Tourism. Focus: Read the complete visitor-experience approach to accessible tourism. Identify how linked services create coordination responsibilities. Produce: A six-link access matrix with confirmation evidence and an outage response. Keep the publication date, page or heading and limits beside your notes.

Reconstruct the worked case (33 min): Rebuild the example from its original inputs without looking at the conclusion. Explain every status, calculation or recommendation and identify what would require current supplier evidence in a real booking.

Diagnose and repair (49 min): Complete the session activity, then compare with its guidance. Retain your first version; mark each discrepancy and explain the operational consequence before preparing a corrected version.

Consolidate and transfer (16 min): Write a concise procedure another consultant could follow. Change one material case assumption, show which decision changes and record a question for an ATP tutor or your online learning review.

Recover a failed service while controlling dependencies - 180 minutes

Outcomes: U4.1, U4.3

Build the working model (49 min): Read the session and annotate its definitions, decisions and evidence requirements. Make a one-page working model for recover a failed service while controlling dependencies, using the supplied fictional case rather than copying paragraphs.

Read and test the named source (33 min): Read IATA: Travellers questions and service responsibilities. Focus: Read service-contact and complaint-routing guidance. Distinguish operational coordination from deciding legal or compensation entitlements. Produce: A recovery authority matrix and dependent-service update log. Keep the publication date, page or heading and limits beside your notes.

Reconstruct the worked case (33 min): Rebuild the example from its original inputs without looking at the conclusion. Explain every status, calculation or recommendation and identify what would require current supplier evidence in a real booking.

Diagnose and repair (49 min): Complete the session activity, then compare with its guidance. Retain your first version; mark each discrepancy and explain the operational consequence before preparing a corrected version.

Consolidate and transfer (16 min): Write a concise procedure another consultant could follow. Change one material case assumption, show which decision changes and record a question for an ATP tutor or your online learning review.

Investigate complaints and test a targeted improvement - 180 minutes

Outcomes: U4.3

Build the working model (49 min): Read the session and annotate its definitions, decisions and evidence requirements. Make a one-page working model for investigate complaints and test a targeted improvement, using the supplied fictional case rather than copying paragraphs.

Read and test the named source (33 min): Read W3C WAI: Writing for Web Accessibility. Focus: Apply clear content and meaningful headings to an evidence-led complaint outcome and improvement report. Produce: A concise report separating findings, hypotheses, completed actions and review measures. Keep the publication date, page or heading and limits beside your notes.

Reconstruct the worked case (33 min): Rebuild the example from its original inputs without looking at the conclusion. Explain every status, calculation or recommendation and identify what would require current supplier evidence in a real booking.

Diagnose and repair (49 min): Complete the session activity, then compare with its guidance. Retain your first version; mark each discrepancy and explain the operational consequence before preparing a corrected version.

Consolidate and transfer (16 min): Write a concise procedure another consultant could follow. Change one material case assumption, show which decision changes and record a question for an ATP tutor or your online learning review.

Evidence task

Coordinate a fictional access-sensitive journey and a subsequent service failure. Prepare the enquiry, complete journey matrix, recovery decisions and complaint review, using only practical requirements and fictional personal data.

- Adaptive enquiry and consistent communication in two formats.

- Access-chain matrix with supplier questions and outage alternative.

- Recovery timeline, authority record and dependent-service updates.

- Complaint analysis and a targeted improvement test.

Review criteria

- Requirements are specific and respectful.

- Every essential journey link is checked.

- Recovery respects authority and linked services.

- Analysis distinguishes evidence, cause and hypothesis.

Mapped learning resources

Listen, clarify and give an actionable response

Coordinate access across the complete journey

Recover service and close the loop

Unit 4 workshop and knowledge check

Deep study · Accessible service across a chain of providers

Case laboratory · Accessible service across a chain of providers

Unit 4 learning map

Adapt communication without changing the facts

Coordinate an accessible journey as a chain

Recover a failed service while controlling dependencies

Investigate complaints and test a targeted improvement

Unit 4 independent evidence brief

IATA: Air travel accessibility

ISO: Quality management principles

UNIT 5 / 20 HOURS

Tour packaging, costing and responsible travel practice

Learning outcomes

- U5.1 - Build a transparent package cost and distinguish markup from margin.

- U5.2 - Compare supplier inclusions and explain quotation assumptions.

- U5.3 - Integrate practical responsible-travel measures into a customer-ready proposal.

Content and scope

Cost structure and price units

Build a package cost from fixed group costs, variable per-person costs, accommodation units and stated contingency allowances. Match quantities to the itinerary and expected paying participants. Distinguish cost, selling price, revenue and contribution. Label fictional assumptions and identify which supplier capacities, taxes or charges require current verification before a real quotation.

Markup, margin and break-even reasoning

Calculate markup on cost and margin on selling price using the correct denominator. Explain why equal percentages produce different selling prices. Test a group package at different paying-participant numbers and distinguish fixed from variable effects. Interpret contribution and break-even on the supplied cost assumptions without treating an exercise result as a guarantee of profit.

Comparable supplier offers

Compare suppliers on the same dates, service quantities, inclusions, capacity, payment conditions and cancellation basis. Identify missing charges and operational features instead of treating the lowest headline price as best value. Record assumptions, quote validity and substitution conditions, and show how a supplier change affects both the cost sheet and the promised experience.

Responsible package design

Integrate environmental, community and access considerations into practical supplier and itinerary choices. Use specific evidence and honest comparison boundaries, avoiding invented emissions factors or broad certification claims. Consider local economic links, crowding, resource use and visitor suitability together. Assign delivery responsibilities and define proportionate checks for each selected measure. Verify delivery.

Customer-ready proposal and review

Present the itinerary, complete price basis, inclusions, exclusions, relevant conditions and pending checks in a clear proposal. Explain trade-offs and obtain approval for material changes. Reconcile the proposal with costing and supplier evidence, then review actual delivery and financial outcomes to identify a concrete improvement for a future departure. Record ownership.

Unit 5 delivery and evidence

Structured learning: 16 hours. Independent tasks: 3.57 hours. Share of the single final examination: 0.43 hours.

Build a package cost from its operating components - 240 minutes

Outcomes: U5.1, U5.2

Build the working model (65 min): Read the session and annotate its definitions, decisions and evidence requirements. Make a one-page working model for build a package cost from its operating components, using the supplied fictional case rather than copying paragraphs.

Read and test the named source (44 min): Read UN Statistics: International Recommendations for Tourism Statistics 2008. Focus: Read Chapter 6 on tour operators and package services. Distinguish assembling a product from the separate services that must be costed and delivered. Produce: A component map linking each itinerary promise to its cost unit and supplier evidence. Keep the publication date, page or heading and limits beside your notes.

Reconstruct the worked case (44 min): Rebuild the example from its original inputs without looking at the conclusion. Explain every status, calculation or recommendation and identify what would require current supplier evidence in a real booking.

Diagnose and repair (65 min): Complete the session activity, then compare with its guidance. Retain your first version; mark each discrepancy and explain the operational consequence before preparing a corrected version.

Consolidate and transfer (22 min): Write a concise procedure another consultant could follow. Change one material case assumption, show which decision changes and record a question for an ATP tutor or your online learning review.

Distinguish markup, margin and contribution - 240 minutes

Outcomes: U5.1

Build the working model (65 min): Read the session and annotate its definitions, decisions and evidence requirements. Make a one-page working model for distinguish markup, margin and contribution, using the supplied fictional case rather than copying paragraphs.

Read and test the named source (44 min): Read UN Statistics: International Recommendations for Tourism Statistics 2008. Focus: Read the package-tour discussion and distinguish the assembled service from the individual components whose costs are modelled. Produce: A formula card showing denominator, calculation and reverse-check for markup, margin and contribution. Keep the publication date, page or heading and limits beside your notes.

Reconstruct the worked case (44 min): Rebuild the example from its original inputs without looking at the conclusion. Explain every status, calculation or recommendation and identify what would require current supplier evidence in a real booking.

Diagnose and repair (65 min): Complete the session activity, then compare with its guidance. Retain your first version; mark each discrepancy and explain the operational consequence before preparing a corrected version.

Consolidate and transfer (22 min): Write a concise procedure another consultant could follow. Change one material case assumption, show which decision changes and record a question for an ATP tutor or your online learning review.

Compare suppliers on the same delivered promise - 240 minutes

Outcomes: U5.2, U5.1

Build the working model (65 min): Read the session and annotate its definitions, decisions and evidence requirements. Make a one-page working model for compare suppliers on the same delivered promise, using the supplied fictional case rather than copying paragraphs.

Read and test the named source (44 min): Read GSTC: Tour Operator Standard. Focus: Read management and customer-information themes, focusing on accurate claims and service delivery evidence rather than certification assertions. Produce: A supplier specification and like-for-like comparison with missing information explicitly marked. Keep the publication date, page or heading and limits beside your notes.

Reconstruct the worked case (44 min): Rebuild the example from its original inputs without looking at the conclusion. Explain every status, calculation or recommendation and identify what would require current supplier evidence in a real booking.

Diagnose and repair (65 min): Complete the session activity, then compare with its guidance. Retain your first version; mark each discrepancy and explain the operational consequence before preparing a corrected version.

Consolidate and transfer (22 min): Write a concise procedure another consultant could follow. Change one material case assumption, show which decision changes and record a question for an ATP tutor or your online learning review.

Integrate responsible choices and present the final proposal - 240 minutes

Outcomes: U5.3, U5.2

Build the working model (65 min): Read the session and annotate its definitions, decisions and evidence requirements. Make a one-page working model for integrate responsible choices and present the final proposal, using the supplied fictional case rather than copying paragraphs.

Read and test the named source (44 min): Read GSTC: Tour Operator Standard. Focus: Read local purchasing, customer information and environmental themes. Translate them into specific supplier questions and delivery checks. Produce: A proposal action matrix linking claim, evidence, owner, cost effect and review. Keep the publication date, page or heading and limits beside your notes.

Reconstruct the worked case (44 min): Rebuild the example from its original inputs without looking at the conclusion. Explain every status, calculation or recommendation and identify what would require current supplier evidence in a real booking.

Diagnose and repair (65 min): Complete the session activity, then compare with its guidance. Retain your first version; mark each discrepancy and explain the operational consequence before preparing a corrected version.

Consolidate and transfer (22 min): Write a concise procedure another consultant could follow. Change one material case assumption, show which decision changes and record a question for an ATP tutor or your online learning review.

Evidence task

Design a fictional two-day package for a stated paying group. Build the operating specification and cost model, compare suppliers, set a transparent price and incorporate three evidence-based responsible choices. Stress-test one participant change and one supplier uncertainty.

- Itemised fixed, variable and accommodation cost model.

- Markup and margin comparison with reverse-checks.

- Comparable supplier table and unresolved-information log.

- Customer-ready proposal with responsible-action owners.

- Post-delivery financial and service review plan.

Review criteria

- Price units and paying-participant quantities are correct.

- Markup, margin and contribution use the correct denominator.

- Supplier comparisons match the required promise.

- Responsible claims are specific and evidence-based.

Mapped learning resources

Cost a package and calculate the selling price

Compare supplier terms and produce a transparent quotation

Build responsible choices into the package

Unit 5 workshop and knowledge check

Deep study · Package costing: markup, margin and minimum group size

Case laboratory · Package costing: markup, margin and minimum group size

Unit 5 learning map

Build a package cost from its operating components

Distinguish markup, margin and contribution

Compare suppliers on the same delivered promise

Integrate responsible choices and present the final proposal

Unit 5 independent evidence brief

U.S. Small Business Administration: Break-even point

GSTC: Tour Operator Standard and supporting guidance

Learning log and review

Use one entry per learning block. Classroom and online versions of the same structured session are alternatives, not additional hours. Record actual time and discuss substantial differences from the plan with WTTA or your ATP.

Record	What to include
Date and unit	Unit number and outcome code(s)
Learning route	Online material-led session or ATP classroom session
Time	Start/end or actual minutes; exclude breaks
Activity evidence	Calculation, decision note, source review, presentation or practical output
Review	What was correct, what changed after guidance, and unresolved questions
Next action	Specific revision, further practice or request for support

Before final assessment

- Check that every outcome has at least one evidence item in your portfolio.

- Revisit errors from the course-specific mock; explain why alternatives were unsuitable.

- Check your enrolment, examination availability and scheduled arrangements in the learner portal.

- Confirm any agreed accessibility arrangements before the assessment date.