Level 5 Certificate in Travel and Tourism Management - 30 Credits

Unit Title	Level	Credit	GLH
Mandatory Units			
Travel and tourism organisations in a Global Context	5	15	60
Optional Units(Learner must choose one from the below units to achieve this qualification)			
Managing Communication	5	15	60
People Management	5	15	60

Unit Format

Each unit of level 5 courses is presented in a standard format. This format provides guidance on the requirements of the unit for learners, tutors, assessors and external verifiers.

Each unit has the following sections:

Unit Title

The unit title reflects the content of the unit. The title of each unit completed will appear on a learner's statement of results.

Unit Aims

The unit aims section summaries the content of the unit. All units and courses have a level assigned to them which represents the level of achievement. The level of each unit is informed by the level descriptors.

Credit Value

The credit value is the number of credits that may be awarded to a learner for the successful achievement of the learning outcomes of a unit.

Assessment Criteria

The assessment criteria describe the requirements a learner is expected to meet in order to demonstrate that the learning outcome has been achieved. Command verbs reflect the level of the course.

People Management

Unit Title:	People Management
Guided Learning Hours:	60
Levels:	5
Credits:	15
Unit grading system:	Pass

Unit purpose and aim(s):

This unit aims to develop knowledge and understanding of how communication takes place within and between organisations, the potential pitfalls and benefits of good practice.

Learning Outcome The learner can:	Assessment Criteria
1. Understand how structure and culture on impact on people in organisations	**1.1** Define corporate social responsibility (CSR) **1.2** Describe background and changing attitudes to CSR **1.3** Describe the regulatory framework for CSR **1.4** Explain Environmental issues in (CSR) **1.5** Explain Economic and political issues in (CSR) **1.6** Explain social and community issues.
2. Understand approaches to managing on the differences between individuals that impact on their performance at work	**2.1** Assess the benefits of CSR to employees **2.2** Analyse the impact of CSR on the supply chain **2.3** Explain how a CSR policy impacts on business performance **2.4** Explain how a CSR policy impacts on marketing strategy **2.5** Assess the potential conflicts which may arise between the needs and expectations of different stakeholders.
3. Understand methods for developing human resources	**3.1** Review the CSR policy of a Specific Business **3.2** Assess the extent of voluntarism in CSR policy **3.3** Recommend changes to CSR policy to benefit different stakeholders **3.4** Assess the potential impact of changes in CSR on Business Performance **3.5** Evaluate how organisations use their corporate social responsibility
4. Understand methods for developing human resources	**4.1** Explain how motivation theories can be applied to developing people in organisations **4.2** Explain the different uses of coaching and mentoring in organisations **4.3** Analyse the benefits of training and development to individuals and organisations
5. Be able to review how people are managed within organisations	**5.1** Review people management strategies used in an organisation **5.2** Assess the impact on people of management strategies used in organisations **5.3** Recommend strategies to promote high levels of performance

Travel and Tourism Organisations in a Global Context

Unit Title:	Travel and Tourism Organisations in a Global Context
Guided Learning Hours:	60
Level:	5
Credits:	15
Unit grading system:	Pass

Unit purpose and aim(s):

This unit aims to develop learners understanding of the issues organisations face operating within a global context.

Learning Outcome The learner can:	Assessment Criteria
1. Understand the context within which global travel and tourism organisations operate	**1.1** Analyse key differences between travel and tourism organisations **1.2** Assess the responsibilities of travel and tourism organisations operating globally **1.3** Evaluate strategies employed by travel and tourism organisations to maintain or develop global operations
2. Understand the impact of external factors on the travel and tourism sector	**2.1** Analyse how the performance of a national economy impacts on the activities of the travel and tourism sector **2.2** Explain the measures taken by governments to influence the activities of the travel and tourism sector **2.3** Evaluate the effect of national and global events on the travel and tourism sector
3. Understand the impact of global factors on travel and tourism organisations	**3.1** Explain the implications of global integration on tourism organisations **3.2** Assess the effect of international tourism on domestic tourism **3.3** Review the impact of the global economy on travel and tourism organisations **3.4** Assess how new technologies have facilitated globalisation of travel and tourism organisations
4. Be able to review current issues impacting on a named travel and tourism organisation that operates globally	**4.1** Carry out a review of the global environment in which a chosen organisation in the travel and tourism sector operates to identify current issues **4.2** Propose strategies to address issues affecting the chosen travel and tourism organisation's business activities

Managing Communication

Unit Title	Managing Communication
Guided Learning Hours:	60
Levels:	5
Credits:	15
Unit grading system:	Pass

Unit purpose and aim(s):

This unit aims to develop knowledge and understanding of how communication takes place within and between organisations, the potential pitfalls and benefits of good practice.

Learning Outcomes The learner will:	Assessment Criteria
1. Understand how information and knowledge is communicated within an organisation	**1.1** Analyse key information and knowledge requirements for a range of stakeholders within different organisations **1.2** Explain the systems used for communicating key information and knowledge to stakeholders **1.3** Analyse potential barriers to effective workplace communication
2. Understand factors that impact on workplace communication	**2.1** Evaluate how communication is influences by values and cultural factors **2.2** Explain how technology can be used to benefit as well as hinder the communication process **2.3** Explain how policies and procedures can impact on the communication processes
3. Be able to promote effective interpersonal communication	**3.1** Evaluate the effectiveness of own communication skills **3.2** Apply theories of interpersonal communication to oneself **3.3** Request feedback from others on own interpersonal communication skills
4. Be able to review communication within an organisation	**4.1** Carry out a communications audit **4.2** Apply theories of organisational communication **4.3** Create a plan to improve workplace communications **4.4** Identify measures to evaluate the success of the plan to improve workplace communications

Progression: -

On Successful Completion of Diploma in Travel and Tourism

- Learner will get Entry in Diploma Programmes
- It will develop their professional knowledge in Tourism industry
- Progress to Higher Qualifications can be obtain

Our Diploma will allow learner to develop Key Skills, they may need to work in Travel and Tourism Industry. These qualifications can help a learner progress on to degree programme or claim exemptions from some units of the course.