



Tourism

The Work

- Do you like meeting people?
- Do you pay attention to detail?
- Are you flexible?
- Can you work under pressure?
- Can you use your initiative?

If so, then a career in Travel and Tourism could be for you. Most opportunities will be based in the U.K. dealing with holiday administration and practical work - the latter on a seasonal basis. In order to work abroad, experience, qualifications and other qualities will be required. Another language may be helpful.

What's Happening?

Jobs in leisure, sport and tourism involve helping others to enjoy their time outside of work, but can also involve helping people to get from one place to another on business. Over £1 billion per year is spent in the West of England in Tourism. Until recently, locally 1 in 5 of all new jobs have been in travel and tourism. Over 300,000 people are employed in travel and tourism in the South West. Employment in the industry is growing due to other types of work, such as farming and other land-based industries, diversifying into the leisure and tourist industries. Surveys of employers show that skills such as customer service, communication, problem solving and the ability to demonstrate initiative are essential in the sector. It is a sector with traditionally high labour turnover rates (one in five employees has been with their current employer for less than one year) and a young workforce (34% under 25) which creates good opportunities for those wanting to start working in this sector.

See Work Matters for more labour market information (see page five - Easy ways to get useful information).

Possible Job Titles

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|---|---|
| Holiday Centre Worker (e.g. 'Redcoat') | Travel Agent |
| Holiday Representative | Tourist Guide |
| Museum Visitor Services Assistant | Tourist Information Centre Assistant |
| Passenger Services Supervisor | Tour Manager |

Your Options at 16 and 17

- **Further education at school or college** – continue to study, full or part-time, for a career or keep your future options open and simply continue to improve your qualifications.
- **Apprenticeships (Level 2)/Advanced Apprenticeships (Level 3)** – learn new skills with an employer, gain qualifications and get some real work experience. You will receive a wage, or, if you are eligible, an Education Maintenance Allowance of up to £30 a week.
- **Job** – regular, paid work that, with training, can lead to recognised qualifications.
- **e2e (Entry to Employment) & Pre-e2e** – programmes to help you prepare for a job, an Apprenticeship or further education.

For details of all these options speak to your Connexions personal adviser or see page five – Easy ways to get useful information.

Section 1

Further education: what's available locally and how to apply.

- This sheet lists full-time vocational courses. Other courses and ways of learning may be available.
- **Futures4Me** – explore all post-16 learning and training opportunities available in the West of England.
- Contact colleges/sixth form colleges for information and an application form. They all have websites.
- Go to open evenings and information events. See page five – Easy ways to get useful information.
- Ask colleges/sixth form colleges how well previous students have done on their courses.
- Use your school's Connexions Information Centre for information about local colleges and sixth forms.
- Higher education, Apprenticeships, a job with training, self-employment or time out to travel or do voluntary work are all options after college/sixth form college.
- Education Maintenance Allowance (EMA) is a weekly payment to help with costs if you go into the sixth form, college or go into training. Other financial support exists to help with travel, specialist courses, books and equipment and childcare. Terms and conditions apply to all. For more information - <http://moneytolearn.direct.gov.uk>

CITY OF BATH COLLEGE

Avon Street, Bath BA1 1UP

Tel: 01225 312191

Website: www.citybathcoll.ac.uk

Travel and Tourism – BTEC First Diploma (Level 2)

(1 year). Entry requirements are 3 GCSEs grade D or above including Maths and English. This course will provide candidates with the key knowledge and understanding of the basic principles of the travel and tourism industry within an international context.

Travel and Tourism – BTEC Nationals (Award/Certificate/Diploma)

(1/2 years). Entry requirements are 4 GCSEs grade C or above in Maths and English. The course is for people wishing to work in the travel and tourism industry or who want to extend their knowledge of this topic. There will be a tutorial programme, residential study visits in the UK or abroad and the opportunity to gain work experience.

CITY OF BRISTOL COLLEGE – COLLEGE GREEN CENTRE

St Georges Road, Bristol BS1 5UA

Tel: 0117 312 5000

Website: www.cityofbristol.ac.uk

Aviation Environment – Diploma Level 2

(1 year). Entry requirements are 2 GCSEs grade C (preferably including Maths and English) or a Merit in Travel & Tourism at Level 2, as well as 100% attendance and punctuality. This course is for students who are interested in gaining employment at an airport as ground crew either as Check-In staff within the Terminal or as Arrival staff on the airside of the airport. It gives the opportunity to develop specific skills, knowledge and understanding of working within an airport and will lead to a guaranteed interview with Servisair, the ground operator at Bristol Airport.

Leisure & Tourism – OCR National Certificate Level 1

(1 year). You will require an entry level qualification and appropriate literacy and numeracy skills as well as a personal interview. This course is a great first step to an exciting career in leisure and tourism.

Air Cabin Crew – City & Guilds Diploma Level 2

(1 year). Entry requirements are at least 2 GCSEs grade C, preferably in English and Maths, or a Merit in Travel & Tourism at Level 2. This course is for students who are interested in gaining employment as cabin crew for a UK-based or international airline. It gives the opportunity to develop the specific skills, knowledge and understanding of working for an airline. It will also assist in developing the skills required in order to succeed in an interview with an airline and on their intensive training course.

Overseas Resort Operations – BTEC Diploma Level 2

(1 year). Entry requirements are at least 4 GCSEs grade D. This course is for students who are interested in gaining an understanding of the tour operation aspect of the industry with a view to potential employment as an Overseas Resort Representative. It gives the opportunity to develop skills, knowledge and understanding of the duties involved in such a job.

Travel & Tourism – BTEC First Diploma

(1 year). Entry requirements are at least 4 GCSEs grade D or an equivalent qualification such as a Level 1 Award in Travel & Tourism. This course is designed for the student with an interest in travel and tourism

as a future career. The emphasis on this course is for those interested in developing their knowledge and skills in regards to the travel and tourism industry.

Travel & Tourism – BTEC National Diploma

(2 years). Entry requirements are at least 5 GCSEs at grades A* - C, or a Merit in Travel & Tourism at Level 2. This is a course for students who are interested in gaining a broad understanding of travel and tourism and studying selected areas of the industry.

Travel & Tourism/Air Cabin Crew – BTEC National Certificate; City & Guilds Level 2 Certificate

(2 years). Entry requirements are at least 5 GCSEs at grades A* - C, or a Merit in Travel & Tourism at Level 2. This course is designed for students who are interested in gaining a broad understanding of travel and tourism and who wish to study selected areas of the industry. This is a course which gives the opportunity to develop skills, knowledge and understanding of the travel and tourism industry and helps towards either employment or higher education in the area.

FILTON COLLEGE

Filton Avenue, Filton, Bristol BS34 7AT

Tel: 0117 931 2121

Website: www.filton.ac.uk

Travel and Tourism – Diploma Level 1

(1 year). There are no formal entry requirements, but you will need to have an interest in the travel and tourism sector and be motivated and keen to learn.

Hospitality, Travel and Tourism – Introductory Certificate and Diploma

(1 year). There are no formal qualifications required though you do need to have studied at GCSE level. Motivation and commitment to the subject is important. There is a material fee of approximately £50 which includes day trips to various tourist attractions.

Air Industry Service (Ground and Air) Level 2

(1 year). Entry requirements are 4 GCSEs grade C or above to include English or equivalent. A high standard of personal presentation and a desire to work in a customer-facing role. There is a materials fee of approximately £100 to cover your training costs.

Diploma in Travel and Tourism Level 1

(1 year). Entry requirements are 4 GCSEs in Maths, English and 2 others at D or E level. However, qualifications below these will be considered for entry on an individual basis. A practical and written skills test will be taken.

Travel and Tourism – First Diploma

(1 year). Entry requirements are 3 GCSEs grade D including English Language or equivalent. If progressing internally, an overall Merit grade from your Level 1 course which includes a literacy qualification. There is a material fee of approximately £75 which includes day trips to various tourist attractions.

Holiday Reps – Certificate Level 2

(1 year). Entry requirements are 4 GCSEs grade C or above to include English or equivalent. A high standard of personal presentation and customer care. There is a materials fee of approximately £100 to cover your training costs.

Travel and Tourism – National Diploma Level 3

(2 years). Entry requirements are 4 GCSEs grades A* - C one of which must be English Language or a high merit profile at First Diploma in Travel and Tourism along with a literacy qualification. There is a material fee of approximately £75 that includes day trips to various tourist attractions.

WESTON COLLEGE

Knightstone Road, Weston-super-Mare BS23 2AL

Tel: 01934 411411

Website: www.weston.ac.uk

Travel and Tourism – BTEC First Diploma

(1 Year). We recommend you have at least 4 GCSEs in the C - E range, preferably to include two at grade C or above, or an appropriate Level 1 qualification.

Travel and Tourism – BTEC National Diploma

(2 Years). We recommend you have at least 5 GCSEs at A - C preferably to include Maths and English Language. Alternatively you will need an appropriate Level 2 qualification such as a BTEC First Diploma.

Section 2

Year 12 (Sixth Form)

- Choose from a wide range of courses including AS/A2 Levels, GCSEs, Diplomas, National Diplomas, NVQs and other work related courses.
- Contact sixth forms for information and an application form. They all have websites.
- Go to open evenings and information events. See page five – Easy ways to get useful information.
- Ask sixth forms how well previous students have done on their courses.
- Use your school's Connexions Information Centre for information about local sixth forms.
- Additional further education, higher education, Apprenticeships, a job with training, self-employment or time out to travel or do voluntary work are all options after the sixth form.
- Educational Maintenance Allowance is a weekly payment to help you continue to learn or train. EMA is worth up to £30 a week. Other financial support exists to help with travel, specialist courses, books and equipment and childcare. Terms and conditions apply to all. For more information – <http://moneytolearn.direct.gov.uk>

Section 3

Apprenticeships and Jobs

Both of these options allow you to learn new skills with an employer and get some real work experience – but only an Apprenticeship will **guarantee** you training and the chance to gain qualifications. You will receive a wage, or, if you are eligible, an Education Maintenance Allowance of up to £30 a week. See page five – Easy ways to get useful information.

Local Apprenticeships

Active, Leisure and Learning

- **Weston College**, Knightstone Road, Weston-super-Mare, North Somerset BS23 2AL. 01934 411411. Peggy Tovey. peggy.tovey@weston.ac.uk

Local Advanced Apprenticeships

Active, Leisure and Learning

- **Filton College**, Filton Avenue, Bristol BS34 7AT. 0117 909 2223. Claire Thorogood. claire.thorogood@filton.ac.uk
- **Weston College**, Knightstone Road, Weston-super-Mare, North Somerset BS23 2AL. 01934 411411. Peggy Tovey. peggy.tovey@weston.ac.uk

Other Opportunitites

- **Bristol International Airport** has a wide range of jobs www.bristolairport.co.uk (click on Careers)
- **Thomas Cook Retail**. www.thomascook.com/recruitment
- The **Tourism Skills Network South West** site provides useful information about jobs, employment, careers and training in tourism and hospitality. Website <http://woe.tsnsww.org.uk>
Click on Jobs & Careers (then either, Job Search, Job Vacancies or Careers Advice). Tel: 01275 370 915 for advice.

For more on Apprenticeships

- www.apprenticeships.org.uk – visit the National Apprenticeship website for information including the National Apprenticeship Vacancy Matching Service (scroll down and click on the 'Apprenticeship Vacancies' link). This service lets you search for Apprenticeship vacancies in a variety of ways, such as by occupational area, provider or by postcode.
- **08000 150 600** – Call the National Apprenticeship Hotline for help and advice.
- If you are still not sure and need help, please contact careers staff in your school/college or your local Connexions West of England Centre (addresses at end of this leaflet).

Time Off for study or training

- The right to Time Off for Study or training is designed to help you if you are aged 16-17, got few if any qualifications at school, and are now employed in a job which offers little or no training.
- For more information – www.connexions-direct.com – look under work schemes>time off for study and training.

Easy ways to get useful information

- www.connexionswest.org.uk – information for 13-19 year olds; vacancies; local support agencies; education & training database; publication downloads.
- <http://options.connexionswest.org.uk> – Your Way Forward - Options @ 16 and 17. Post-16 learning, training and work options; qualifications; sources of finance; useful websites.
- <http://workmatters.connexionswest.org.uk> – Information about working in the local area; how much people earn; number of people employed; types of jobs; useful websites.
- **Futures4Me** – explore all post-16 learning and training opportunities available in the West of England.

Connexions West of England Centres are open Monday – Friday. Contact direct for opening hours.

Bristol
4 Colston Avenue
Bristol BS1 4ST
Tel: 0117 987 3700
Fax: 0117 987 3701
Minicom: 0117 907 4514

Bath & North East Somerset
28 Southgate
Bath BA1 1TP
Tel: 01225 461 501
Fax: 01225 465 619

South Gloucestershire
21-23 High Street
Kingswood
Bristol BS15 4AA
Tel: 0117 961 2760
Fax: 0117 960 7838

South Gloucestershire
28 Gloucester Rd North
Filton
Bristol BS7 0SJ
Tel: 0117 969 8101
Fax: 0117 931 2978

North Somerset
45 Boulevard
Weston-super-Mare
BS23 1PG
Tel: 01934 644443
Fax: 01934 644409

www.connexionswest.org.uk
enquiries@connexionswest.org.uk

Connexions Direct (confidential information, advice and support for young people)
Tel: 080 800 13 2 19. Text: 07766 4 13 2 19. www.connexions-direct.com

The information in this leaflet was correct at the time of writing. Please check details - information dates quickly.

Produced by Red Bridge Solutions Ltd - enquiries@redbridgesolutions.co.uk