

TRAVEL & TOURISM COURSES @ BCoT



Travel and Tourism BTEC Level 2 Diploma – 1 Year

Course Code: JF38

This exciting course will help you gain an understanding of the different aspects of the travel and tourism industry. It will enable you to study the structure of the industry and develop good customer service skills as well as build on your knowledge of tourist destinations.

Entry Requirements

4 GCSEs at grade D or above, including English.

Method of assessment

Continuous assessment through a variety of assignments.

Progression

Further study (a BTEC Level 3 Extended Diploma in Travel and Tourism); employment within the travel and tourism industry.



Travel and Tourism with Air Cabin Crew and Aviation Studies BTEC Level 3 Extended Diploma – 2 Years

Course Code: JF34

This course is suitable for you if you have a passion for travel and a need to learn about different countries. The travel industry is big business and this course is designed to give you a thorough understanding of the range of employment opportunities available.

A flavour of what you will study is long haul destinations, the cruise industry, working as a holiday rep, exploring airlines and airports, handling air passengers, special interest tourism, resort operations, retail travel and visitor attractions. You will also have the opportunity to study a range of specialist qualifications including Air Cabin Crew and Aviation Operations on the Ground. A range of visits to relevant attractions are an important part of the course.

Entry Requirements

5 GCSEs grade A-C (to include English and preferably Maths and Science) or BTEC Level 2 Diploma in a related subject. (Merit).

Method of assessment

Continuous assessment through a variety of assignments. You will have the opportunity to undertake work experience and gain practical experience.

Progression

Higher Education (a degree or HND); employment within the travel and tourism or aviation industry. Higher apprenticeships are also available.



What next?

Students from Travel & Tourism courses recently went on to:

- University of Winchester
- Buckinghamshire Chilterns University College
- Gloucester University

Or employment as:

- Travel Consultants
- Cabin Crew
- Passenger Service Agents
- Holiday Reps

Why Study

TRAVEL & TOURISM

at BCoT

Residential to Rome

Students on the National Diploma in Travel and Tourism travelled to Rome as part of their course. They visited several major sites such as, the Coliseum, Roman forum, Pantheon, Piazza Novana, Spanish steps, Trevi Fountain and the Vatican.

This trip was closely linked to their units of study such as: residential study visit, tourism destinations and visitor attractions. All students thoroughly enjoyed their time in Rome leading to requests for a second trip. Students experienced all modes of transport including train, metro, trams and of course the best way to see the city, on foot.

The students ate well and enjoyed dining at many Italian restaurants and, of course, eating ice cream! The students gained valuable insight into the travel and tourism industry and history, whilst gaining skills such as team building and orienteering.

Donna Di Pietro, travel and tourism lecturer said

“The students were a joy to take on the trip and really showed great enthusiasm. These trips are extremely important to gain valuable knowledge outside of the classroom and to learn about a different culture”



Students outside the Colosseum in Rome

Careers:
Holiday Rep
Cabin Crew
Travel Agent
Airport Check-in
Brochure Research
Marketing
Cruise Sector

Fantastic trip to BA at Heathrow



Valuable practical experience to cover Customer Service and Communications Units was gained on a visit to BA at Heathrow.

Students were fortunate to have a tour of the £300 million waterside building and were able to have a great time using the British Airways' cabin crew training facility. They carried out training within an aircraft cabin training unit and role play dealing with all sorts of customer situations including over booking.

In addition students had the unique opportunity to discuss careers with BA cabin crew and were given useful interview advice. Students also found out about all the discounts available for BA employees. It was a great chance to sample the working environment too!

The visit was a great success and students certainly enjoyed the fun packed day with one of the world's best airlines.

For more information please contact Allan
on 01256 306392 or email nextyear@bcot.ac.uk



Nicola travels back to lead tourism session

A former first class student, who is now a First Choice travel consultant, returned to BCoT recently to share her knowledge and expertise with current learners.

Nicola Tottman held a hands-on session for students on the First Diploma in Travel and Tourism course. The learners were studying customer service as one of their units and Nicola made this the focus of the lesson.

Those present engaged in role play situations, including how to sell holidays and how to effectively overcome customer complaints. Nicola talked openly about life as a travel consultant, and the highs and lows of the job. She also spoke about how the travel industry constantly has to change to meet new customer demands and gave the example of how the volcanic ash crisis has had an impact on business.

She said: "The volcanic ash cloud incident has made customers think differently about how they book their holidays.

"They want to be assured that if their plans are cancelled due to circumstances beyond their control, they will have the support of agents backed up by associations such as ABTA and ATOL."

Sue Millerick, lecturer in Travel and Tourism at BCoT, said: "This was a wonderful opportunity for the students to see first hand what can be achieved by working hard and fulfilling ambition, just like Nicola did.

"The role plays were a great practical exercise, which reinforced the students' classroom learning and allowed them to experience what it could be like in a true customer-facing situation. "The learners responded very positively

to the session and were really grateful to Nicola for coming in. Nicola was a first class student here at BCoT, winning our departmental Student of the Year on two consecutive occasions.

"She is a shining example of what can be achieved through hard work and dedication."



Students visit London for induction week

As part of induction week first year Aviation students get the opportunity to visit the sites of London, including; the London eye, St Paul's cathedral, The Natural History museum and The Victoria and Albert museum. The students have question and answer sheets to fill out whilst visiting the sites and break up the day by having lunch in Covent Garden. The day is thoroughly enjoyed by all allows the students to get to know each other better, whilst seeing the tourist sites



Spanish trip is success

CATALONIA called for BCoT students from a range of courses as they went on an exciting residential trip to Barcelona. More than 30 travel and tourism, aviation and sport students joined lecturers Jo Shea, Darryl Taphouse and Steve Allison for the five-day excursion.

Barcelona and the surrounding area offered a variety of activities for the students – as did the journey itself!

Travel and tourism learners were able to visit a major European city destination and top theme park, Port Aventura.

Aviation students were able to study the embarkation/disembarkation process through both London Gatwick and Barcelona airports, as well as seeing the facilities available on budget airline easyJet.

The Nou Camp, home to FC Barcelona, and the Olympic Stadium, allowed sport students to visit world-class stadiums for both football and athletics. The trip also gave all involved the opportunity to practise some of the Spanish they have recently studied.

Jo Shea, course co-ordinator for ND Travel & Tourism and NA & ND Aviation Operations, said:

"The trip was a great success and was enjoyed by all."



Course takes off

Staff from Basingstoke College of Technology (BCoT) gathered to celebrate the launch of a training room for travel and tourism students. The new room has been equipped with airline seats, trolleys and demonstration kits comprising safety cards, seat belts and lifejackets. The equipment will mainly be used by the 28 students who have enrolled on BCoT's new air cabin crew and air industry course.

Travel and tourism programme manager, Bill Campbell gave a fascinating presentation in which he thanked the college for their generous investment in the new facility. Former BCoT Student of Year Aaron Burns gave a pre-flight safety demonstration using some of the new equipment.

Aaron who left college in June 06, is now working for British Airports Authority (BAA) at Southampton Airport following a successful work placement there, and is enjoying the new challenges it brings. He is now planning to fulfil his ambition by working as a cabin crew member and has already been selected for interview by Qatar and Virgin airlines.

"The new room is fantastic and will definitely benefit the students"

The air cabin crew and air industry course is for anyone looking for a career in the air industry, customer service, check-in, reservations, passenger assistance or cabin crew.

Cabin crew training at Virgin

Aviation and Travel and Tourism students had a unique opportunity to experience a wide range of air cabin crew training sessions, condensed in to one day, when they visited Virgin Headquarters at Crawley.

Experience gained provided useful information for Health and Safety and Security units and students experienced first hand the training given to Virgin employees. They carried out life saving training, plane evacuation, raft escape, experienced a smoke filled cabin and on board fire training.

The day was exciting, fun and very interesting. Virgin staff were extremely professional and made the day very worthwhile and relevant to the industry.

The response and feedback from the students was 'brilliant'. At the time, the students felt it was the best trip they have ever had during their education!



World Travel Market

The world travel market is the largest exhibition for travel and tourism organisations in Europe. It is held at Excel in Docklands, London. Every conceivable travel and tourism organisation is represented.

The stands are colourful, entertaining, interesting and educational. Students are able to collect lots of valuable research material as well as some fantastic freebies such as wallets, hats, pens, posters, bags, bangles, glasses, sweets and local art and craft items.

The value of the trip was in talking to exhibitors and giving the students the chance to find useful research material and discuss career opportunities. The students were amazed at the sheer scale of the World Travel Market.

Bill Campbell

Bill is programme manager for travel and tourism. He has had 16 years experience working in industry. Three years of this was spent working as branch manager for Thomas Cook in Basingstoke. His main areas of expertise are tour operations and retail travel operations.

Jo Shea

Jo spent ten years in the travel industry before joining BCoT. She is a specialist in long haul and cruise markets and has had extensive experience working in Thomas Cook's World Travel Service Lounge.

Jo brings a passion for travel and an enthusiastic and fun approach to her teaching. Through the travel industry Jo has had the great fortune of travelling to a large number of interesting and amazing destinations and she enjoys sharing these experiences with the students.

Donna Di Pietro

Tutor and lecturer on the overseas resort operations course, Donna worked at Thomas Cook in Basingstoke for 10 years where she gained vast knowledge of the travel and tourism industry.

Sue Millerick

Sue has always combined an interest in travel and tourism with sport. Sue began her teaching profession teaching geography and PE in senior schools in Essex and Devon. She now concentrates on travel and tourism subjects and has a special interest in tourism destinations and customer service.

Kat Taylor

Kat is a lecturer on the tourism and aviation courses at BCoT. As a previous BCoT student Kat was delighted to return to pass on her extensive knowledge of the industry. After working in Greece for three years as a holiday rep, Kat worked as cabin crew for Virgin Atlantic. She is now an equality and diversity representative for her department and is very passionate about creating engaging lessons for all.