

Travel Consultant Apprenticeship

Travel consultants provide outstanding customer service, delivering a range of often complex travel arrangements, accommodation bookings and ancillary services which help to ensure their travellers benefit from journeys and time at their destination that is positive and exceeds expectations.

Eligibility

Apprenticeships are open to people of all ages, including graduates, who need to develop new skills.

Fees

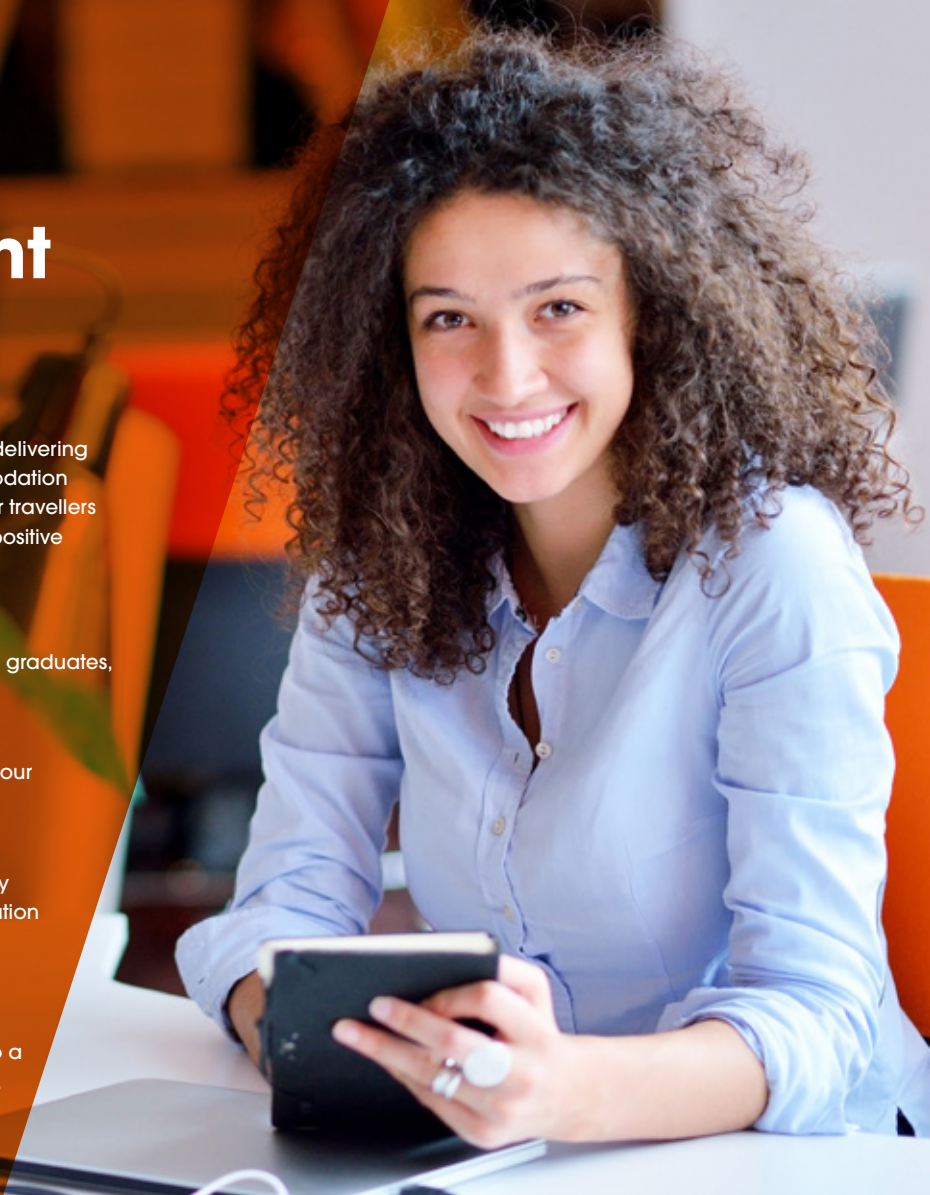
The course fees are fully funded by the government and your employer.

Recognised Standard

This nationally recognised standard has been designed by employers and is supported by the Business Travel Association (BTA) and the Association of British Travel Agents (ABTA).

Career Progression

Apprentices will be well-placed to progress within the industry into leadership or specialist travel roles - and onto a higher level of training or apprenticeship in management.



Is this for me?

This 15 - 18 month training programme has been designed for employees with travel-booking responsibilities who would benefit from formal training with their employer. It is particularly suited to build your knowledge of geography, customer service, legal and compliance, industry technology and personal development within the travel industry.

- Gain a range of key customer service skills
- Put new skills into practice in your own role
- Build your geographical knowledge
- Manage relationships with customers confidently
- Gain a qualification and develop your career

Travel Consultant course content and delivery

Our unique training programme is delivered via one-to-one and group workshops and meetings. Each session has a clear objective and outcome, relevant content, demonstration and practice opportunity. Regular feedback is provided throughout the course and post-training content is provided for extra learning and development.



ROLE

How to deal with travel bookings, clients and queries while keeping up-to-date with the latest travel disruptions



RELATIONSHIPS

Develop your relationships with colleagues, customers and suppliers



TEAM

How to work as part of a team, to deliver excellent customer service



OPERATIONS

Knowledge of the organisation and its everyday operations



INDIVIDUAL

Learn about the importance of personal development



PROJECTS

The importance of sustainability



COMMS

Build excellent communication skills verbally, over the phone or face-to-face



ICT

How to use travel booking systems

