

National Certificate in Travel and Tourism (Level 4)

Level 4

Credits 120

Purpose

The National Certificate in Tourism and Travel (Level 4) recognises the industry knowledge and skills required to work in all facets of the tourism and travel industries.

People awarded with this qualification are able to demonstrate customer service and communication skills, and work as a team. The qualification also recognises the skills involved in using the English and French languages and mathematics and simple accounting in the context of the tourism and travel industry. It recognises the diversity of tourism enterprises.

The National Certificate in Travel & Tourism (Level 4) recognises the skills and knowledge required in making and processing domestic and international travel arrangements that meet customer needs and allow learners to make computerised reservations for domestic/international land, water, and air travel, and domestic and international accommodation. It includes knowledge of tourism destinations and International Air Transport Association (IATA) world geography.

2 regulations for the qualification

2.1 entry information for programmes of education and training assessed against the unit standards in the qualification

Open.

Detailed Qualification Requirements

Compulsory

All the standards listed below are required.

Id	Title	Level	Credit
th/10/0001/04	Process travel requirements using a computer reservation system	4	16
th/10/0002/04	Develop personal plans for a work role in a tourism and travel industry environment	4	1
th/10/0003/04	Demonstrate knowledge of and process reservations for water transport	4	3
th/10/0004/04	Respond in writing to enquiries and complaints in the tourism and travel industry	4	3
th/10/0005/04	Demonstrate knowledge of communication and customer service skills in tourism and travel workplaces	4	3
th/10/0006/04	Demonstrate knowledge of and process domestic air travel	4	8
th/10/0007/04	Demonstrate knowledge of and process international accommodation	4	4

Id	Title	Level	Credit
th/10/0008/04	Advise on and sell travel insurance	4	2
th/10/0009/04	Complete tourism and travel administration tasks and use office equipment	4	3
th/10/0010/04	Provide customer service in the tourism and travel industry	4	4
th/10/0011/04	Work in a team in a tourism and travel situation	4	2
th/10/0012/04	Demonstrate cross-cultural communication for the tourism and travel industry	4	3
th/10/0013/04	Demonstrate knowledge of support mechanisms for visitors with special needs	4	2
th/10/0014/04	Provide information about specified regions in Mauritius as visitor destinations	4	6
th/10/0015/04	Read and write in French for the tourism and travel industry	4	3
th/10/0016/04	Demonstrate knowledge of International Air Transport Association (IATA) world geography	4	4
th/10/0017/04	Perform and Apply calculations, data analysis, and statistical interpretation in a business context	4	4
th/10/0018/04	Demonstrate knowledge of the tourism industry in Mauritius	4	6
th/10/0019/04	Demonstrate knowledge of and use email and Internet in the tourism and travel industry	4	2
th/10/0020/04	Advise customers of regulatory requirements for international air travel	4	5
th/10/0021/04	Sell and process travel requests in a travel industry environment	4	8
th/10/0022/04	Demonstrate knowledge of the sales function and process in tourism and travel workplaces	4	5
th/08/0004/03	Solve problems which require calculation with whole numbers	3	2
th/04/0008/03	Operate a word processor	3	3
IT/01/0008/02	Create and use a simple computer spreadsheet to solve a problem	2	5
hs/02/0049/04	Apply ethics pledge within his/her workplace	4	3
th/10/0023/04	Describe the legal rights and responsibilities of employees and employers in a tourism workplace	4	5
th/10/0024/04	Outline and apply contract legislation relating to the tourism and travel industry	4	5
	TOTAL		120

3 accreditation option

4 certification

Please Note: Providers must be accredited by the Mauritius Qualifications Authority