

Highbury College
Level 3 BTEC National
Foundation Diploma in Travel
and Tourism

Careers

Courses

Hospitality, Catering, Cabin crew, Holiday
representative, Travel agent,
Entertainment, Influencer Marketer



Exam
Unit 1
Resit
May



Unit 1
The UK
Travel
and
Tourism
sector
External
exam
topics
revisit

Unit 3 LAC
The importance of
customer services.
Customer services
skills. Impacts of
excellent and poor
customer services



Unit 3 LAB
Investigates the needs of different customer types
for 3 different travel and tourism organisations
Public, private and voluntary sectors

Mock
exam



Unit 3 LAA
Investigate travel and
tourism customer
services

Unit 3 LAA
Identify internal
and external
customers



Unit 4 LAC
Plan two holidays for
two different
customer
types which
meet the
needs of
different
customer
types



Unit 4 LAA
Mapwork
European and
international
destination



Unit 4 LAB
Investigating the appeal
of international travel
and tourism destinations
for different customer types



Unit 2 LAC
Two UK holidays for different
visitor types
Liverpool
Cornwall



Unit 2 LAB
UK tourist
destinations
London
Portsmouth
Brecon Beacons

Unit 2 LAA
Mapwork
Seaside resorts
Capital cities
UK gateways
Motorways
Rail lines

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Jobs in
the
leisure
and
tourism
industry



Types of holiday:
Long haul
Short haul
Domestic
Cruise
Special interest



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The components
of leisure:
Sports and
physical recreation
Catering
Arts and
entertainment
Countryside
recreation
Home based
leisure
Children's play
activities
Visitor attractions



The components
of Tourism:
Travel agents
Tour operators
TIC and guiding
services
Online travel
services
Accommodation
Attractions
Transport



Types of
attractions:
Purpose built
Attractions
over time
Natural
attractions

Types of
Tourist:
Leisure
Business
Domestic
Inbound
outbound

