

# 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 new or existing employees of all ages, including graduates, who need to develop skills.

## Fees

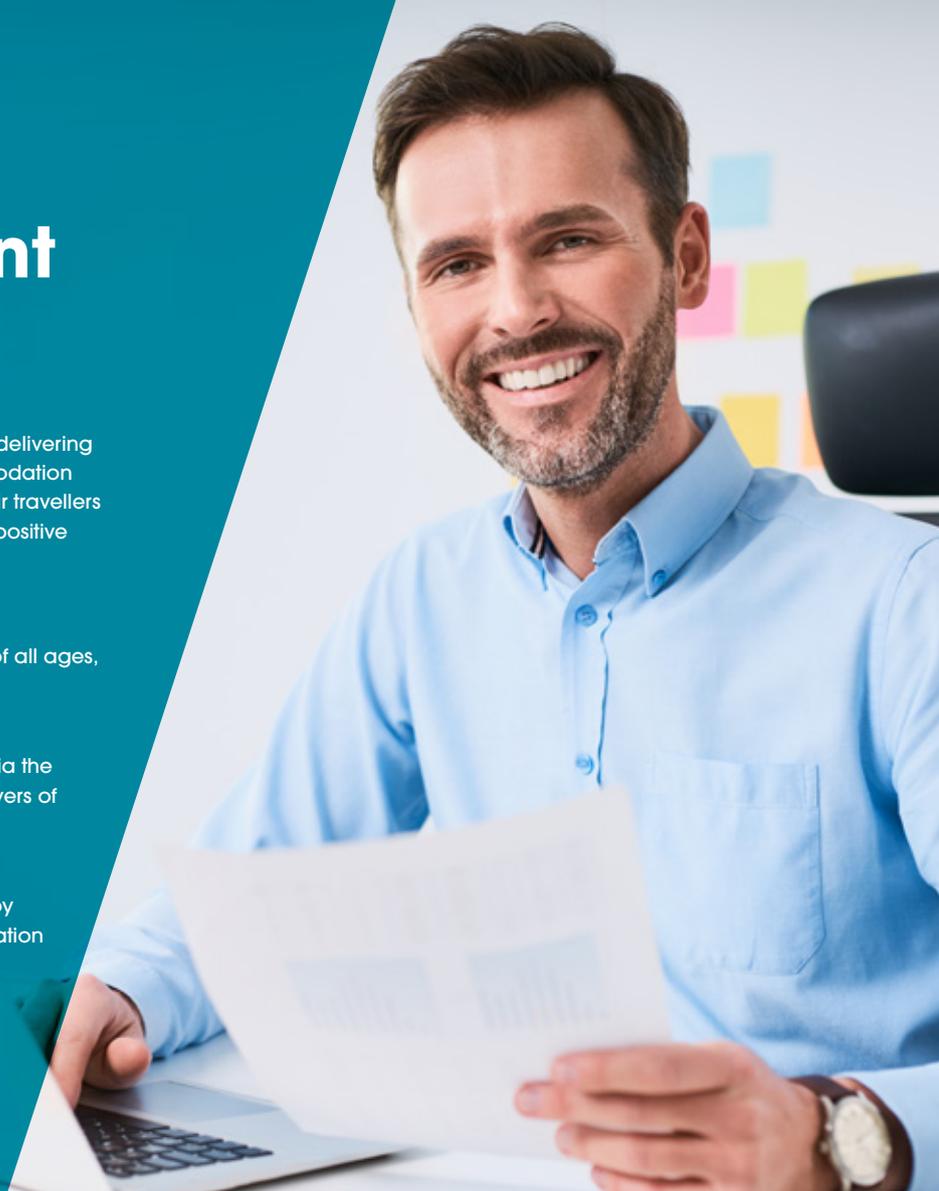
All or most of the fees are funded by the government or via the Apprenticeship Levy, with additional incentives for employers of under-19s. Contact us for specific information.

## 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.



## Benefits to your business

This 18/24-month training programme has been designed for employees with travel-booking responsibilities who have undergone no formal training with their employer. It is particularly suited to build the employee's knowledge of geography, customer service, legal and compliance, industry technology and personal development within the travel industry.

- Achieve excellence in customer service for your business
- Increase confidence across your teams
- Improve communication with customers, both telephone and face-to-face
- Ensure complaints and travel disruptions are handled in a professional manner
- Create an awareness of sustainability

## Travel Consultant course content and delivery

Our unique training programme is divided into training sessions delivered face-to-face, via group sessions and webinars. 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 keep up to date with current international affairs that could impact customers



### PRODUCTS

Knowledge of unique selling points of travel products and an understanding of how to match their features to enhance the competitive proposition



### KNOWLEDGE

Knowledge of passport and visa requirements, customs and traditions, differences in time zones



### RELATIONSHIPS

Build excellent communication skills verbally, over the phone or face-to-face while developing relationships with colleagues, customers and suppliers



### TEAM

How to work as part of a team to deliver excellent customer service while learning about the importance of personal development



### OPERATIONS

Knowledge of the organisation and its everyday operations



### PROFILING

Knowledge of different clients, including corporate and leisure customers, to identify their requirements and individual needs



### ICT

How to use travel booking systems

