

Travel Consultant Apprenticeship Level 3

Eligibility

It is now even easier to attract new talent to your organisation and build the knowledge and skills of your existing workforce through our newly developed, nationally recognised apprenticeship programmes. In most cases degree-qualified individuals are now eligible.

Training programmes

Damar Training is successfully delivering these new employer-designed apprenticeship standards to a range of both leisure and business travel employers. We create exciting programmes with engaging and enriched content, tailored to travel industry job roles.

Recognised standard

This nationally recognised standard has been designed by employers and is supported by the Guild of Travel Management Companies (GTMC) and the Association of British Travel Agents (ABTA).

Progression

Your 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 your 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

