

TRAVEL & TOURISM



Palma College
SIXTH FORM

Two Pathways:

Extended Certificate (1.5 A Levels)

- Half the size of 3 A Levels
- Study Travel & Tourism alongside other subjects
- Focus on key units (mainly Units 1 & 4 in Year 1)
- Perfect if you want a balanced programme or are exploring careers

Extended Diploma (3 A Levels)

- Full-time course, same size as 3 A Levels
- Covers a wide range of topics
- Includes customer behaviour, sustainability, safety, and marketing
- Ideal if you want to specialise in Travel & Tourism and move on to university or a related career
- More units available for the second year on request

Where This Course Can Take You

- University: Travel, Tourism, Business
- Jobs: Airlines, hotels, events, tour operators, travel agencies
- Apprenticeships: Earn while you learn in the industry

YEAR 1

You'll complete six units that give you real insight into the industry:

Unit 1 – The Travel & Tourism Industry

- How the industry works (airlines, hotels, tour companies)
- Why tourism matters worldwide

Unit 4 – Customer Service

- Communicating clearly
- Handling complaints
- Selling holidays & services

Unit 2 – Understanding Customers

- Why people travel
- Types of customers (families, business, young people)
- Meeting customer needs

Unit 7 – Responsible Tourism

- Tourism's impact on people & places
- Protecting the environment
- Real-world sustainability examples

Unit 5 – Travelling Safely

- Risks when travelling
- How governments & companies protect tourists
- Staying healthy abroad

Unit 16 – Marketing in Tourism (or alternative unit)

- Advertising holidays
- Social media in tourism
- Creating a marketing plan

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