

QUALIFICATION SPECIFICATION						
SECTION A						
QUALIFICATION DEVELOPER		Botho University				
TITLE	Diploma in Travel Operations				NCQF LEVEL	6
FIELD	Services	SUB-FIELD		Travel		
New qualification	X	Review of existing qualification				
SUB-FRAMEWORK	General Education		TVET		Higher Education	X
QUALIFICATION TYPE	Certificate		Diploma	X	Bachelor	
	Bachelor Honours		Master		Doctor	
CREDIT VALUE					360	
RATIONALE AND PURPOSE OF THE QUALIFICATION						
Rationale for the qualification Tourism in Botswana has experienced rapid and steady growth since Independence and by 2014 was contributing 10% to total employment, 7.6% to investment and 8.4% to Gross Domestic Product (World Travel and Tourism Council, 2015). The strong focus on the development of tourism is seen as a growth point with employment opportunities and job creation. This qualification will come as an opportunity creator for individuals entering the job market in the travel and tourism industry as part of the sector. It provides a solid foundation that is industry related and thereby availing opportunities for individuals with applicable background and skills to embark on career opportunities that are varied. Despite this swift growth, the Botswana Tourism Master Plan (2000) point out that “one major constraint to the development of tourism in Botswana is the quality of tourism services.” Service skills are seen to be limited in many areas including sales, marketing, and customer care. It is therefore important to provide sound education on travel to ensure provision of human resources with relevant skills and needs of the expanding sector. The growth of tourism sector is biased towards wildlife product that accounts for over 70% of all tourism types. A SWOT analysis carried out following the master plan guidelines proposes the following strategies, product diversification, community/citizen participation, private/public sector partnerships and ecological sustainability to develop the tourism sector. This growth requires knowledgeable, skilled and experienced specialists to know how to develop sustainable travel packages for the tourists.						

The Human Resource Development Council (HRDC) of Botswana published a document, Priority Skills (Current and Future) in March 2019, which provides a list of occupations that have been identified by the employers as being in high demand at a national level. Priority skills in each occupation have been identified and these include both technical skills and soft skills:

Occupation	Specialization	Technical skills	Soft Skills
Travel Consultants and Clerks	Reservations, Tour Operations, Travel consultancy	Understanding of Tourism Industry, ICT	Attention to Detail Customer Relations
Travel Guides	Bird watcher, Horse Backer, Mokoro Puller, Walkers, Night Drive Guides	Bird Watching, Horse Riding, Mokoro Polling, Night Drive Techniques, Water Guide, Understanding of Species & Inhabitants, Story-telling skills Understanding of History, Basic first aid Linguistic	Customer Relations Presentation Hospitality
Training and Staff Development Professionals	Guides Flight Training Manager	Subject Specialisation Practical, Counselling	Presentation Teamwork Communication
Environmental Protection Professionals	Eco tourism	Understanding of Green Ecology Safety and security	Communication

HRDC- Priority Skills (Current and Future), March 2019.

The year on year World Economic Forum Africa competitiveness report always highlights poor work ethic and inadequately educated labor force as some of the most problematic factors of doing business in Botswana (World Economic Forum, 2017:92). The lack of requisite management skills according to NDP9:13 has contributed immensely to the closure or stagnation of citizen owned businesses.

Given this background the Travel Diploma qualification will address this gap by equipping students with practical and theoretical skills and competences in relevant areas such as travel operations, ticketing and reservations, tourism distribution, tour guiding and customer service. The need for training is also emphasized

by National Development Plan (NDP10) (2010:204) which notes that “there is need for a deliberate policy effort to intensify skills development for tourism industry personnel and build capacity of community-based organizations that participate in tourism”. The theme is carried over to NDP11:115 where tourism has been singled out as one of the sectors for the Economic Diversification Drive (EDD). Therefore, the need to have well skilled personnel to plan travel itineraries. The qualification will therefore close this gap by affording graduates relevant attributes to ensure the vision of NHRDS that, “by 2022 it will be universally accepted that the quality, productivity and motivation of its people will be Botswana’s single greatest and most valuable resource” is achieved.

Tourism is a dynamic and global industry characterised by intense competition especially from neighbouring countries that offer the same wildlife product. The dynamism has resulted in continuous changes of tourist tastes and preferences as they are now more educated and environmentally conscious. To remain relevant and competitive there is a need to constantly improve productivity and efficiency through provision of a robust travel qualification.

Vision 2036 identifies the tourism sector as a catalyst for economic growth and diversification of the Botswana economy. In this report they outline the MICE, Sports and Adventure and Lifestyle tourism as sectors to compliment the wildlife sector, therefore the diploma in travel comes in to assist in the coordination of these activities and enhance the visitor experience in turn boosting the economy. Sustainability is built into the qualification to ensure that graduates can implement practices into the industry on graduation.

A market need analysis was conducted to find out if this qualification is needed for the industry. The findings from the market needs analysis for the qualification revealed the Diploma in Travel Operations is more preferred for enrolment by secondary school students. Twenty – seven percent (27%) of secondary school students are *Very Likely, Likely and Slightly Likely* to enroll in this program. The was of the view that a Diploma in Travel Operations reflect the training expected in the industry and meet the needs of the industry. 58% of employers stated that the structure of the Diploma in Travel Operations *Highly Reflects* the training that is expected among employees. 100% of employers stated that the program and modules for Diploma in Travel Operations meet the needs of the industry.

Purpose of the Qualification:

The main purpose of the Diploma in Travel Operations is to provide candidates with knowledge and necessary practical skills, fundamental attitudes, interpersonal skills and values essential for effective participation in the Travel Industry. It is intended to give them competences related to:

- Travel management practice, enabling them to apply these competences in travel and tourism management positions at entry level;
- Sales skills to successfully advice clients on best travel options through the study of popular tourism destinations;
- Customization and construction of complex travel itineraries;
- Development of specialized knowledge of travel products;
- Processing ticket exchanges and re-issues;
- Ability to turn prospect and existing customers into returning customers;
- understanding how industry regulations affect travel operations.

Its purpose is also to offer learners a higher education qualification with a strong travel industry-oriented focus.

A simulated work experience or work integrated learning component is included in this qualification , this facilitates uniquely access to the world of work as learners will be able to attain knowledge in support of those areas of the world of work that rely on the application of the knowledge and skills system supporting Travel practices. The purpose of the qualification is to prepare learners to demonstrate an ability to operate reliability, accurately and coherently using conventions appropriate to the context in professional occupational environments in which graduates will participate at entry level.

The qualification seeks to produce practical oriented graduates who will be able to be employed from entry to middle level positions such as travel consultants, sales personnel, airline reservation agents, marketing managers, guides, and customer care managers. The qualification will also enable graduates to develop entrepreneurship skills in different areas of the Travel Industry.

ENTRY REQUIREMENTS (including access and inclusion)

Entry into this qualification is through any one of the following requirements:

- The typical entry requirement is NCQF Level IV, e.g. BGCSE or other equivalent secondary school qualification with a minimum grade of 'D' in five subjects. In addition, English and Mathematics should be

among the qualifying subjects with at least grade “D”; OR Certificate IV (TVET Certificate), NCQF level 4 in related fields of Travel and Tourism.

- Anyone who has successfully completed Certificate V, NCQF levels 5 (General Education or TVET). Certificate V holders may be granted exemptions based on the relevance of the subjects.
- Diploma (NCQF Level VI) or equivalent qualification in a related field.
- Anyone who has NCQF level 5, Certificate V qualification in Travel and Tourism or a related discipline could progress into Diploma in Travel Operations with the exemptions based on Credit Accumulation and Transfer System (CATS).
- Applicants that do not meet the above criteria but possess relevant industry experience a minimum of 2 years will be considered through recognition of prior learning (RPL).



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QUALIFICATION SPECIFICATION

SECTION B

**GRADUATE PROFILE
(LEARNING OUTCOMES)**
**By the end of this qualification,
the learner will be able to do:**

ASSESSMENT CRITERIA

1. Evaluate fundamental knowledge of different Travel concepts, resources and principles for practice in different settings.	1.1 Outline the dimensions of travel systems and key concepts in travel demand. 1.2 Describe different types of travel resources including culture as a resource, environmental quality and their impacts in travel development. 1.3 List main cruising areas for travelers, flight routes and different tariff rates for car rental and design an assessment of accessibility and transportation done. 1.4 Analyze different travel documents including tour operator documentation and ways to access information related to travel products and services. 1.5 Design and conduct a guided tour with travelers.
2. Demonstrate knowledge of the travel office environment and management challenges within the retail, wholesale travel environments including customer service.	2.1 Identify and discuss the role of administrative management, information Systems, within a travel organization. 2.2 Demonstrate awareness of ethical issues surrounding Travel Operations in relation to customer care as well as the laws governing the subject area and surrounding areas through a case study assignment. 2.3 Prospect new and existing itineraries' and manage changes to ticketed journeys.
3. Apply advanced practical skills of fares, ticketing, reservations and travel documentation procedures and processes.	3.1 Analyze concepts and principles of fares and ticketing in the travel industry. 3.2 Demonstrate how travel consultants' complete documentation of travel daily, including teamwork, time management and customer services. 3.3 Conduct reservations and issue travel documentation.



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Issue No.: 01

4. Utilise a range of transferable people skills appropriate to working in and managing travel organisations.	4.1 Demonstrate packaging tour components including documentation. 4.2 Plan a group tour including marketing, costing; preparation of brochures and identify different tariff rates. 4.3 Construct complex itineraries and manage changes to ticketed journeys.
5. Demonstrate the ability to use maps and other reference documents to locate and identify major travel destinations, attractions and events in the world.	5.1 Identify popular destination countries in the world. 5.2 Provide advice on travel destinations, accommodation, different modes of transportation, accessibility and tour products to travelers. 5.3 Investigate and list historical highlights of destination countries. 5.4 Provide a report of an outline of the political, economic, social and demographic situation of destination countries.
6. Show understanding of the world as a set of systems that are related.	6.1 Identify and explain the planet 's human and physical/environmental characteristics and processes, on global, regional and local scales. 6.2 Evaluate the impacts of travelers' activities on the natural environment. 6.3 Demonstrate proficiency in using geographical tools, that is, remote sensing, Geography Information System (GIS) and Global Positioning System (GPS) 6.4 Demonstrate an appreciation and respect for the diversity of perspectives, world views and cultures.
7. Perform basic marketing techniques in the travel industry.	7.1 Explain the principles of marketing with reference to the travel industry. 7.2 Discuss the travel industry product offering and pricing approaches. 7.3 Analyze consumer buying behavior of travelers and advertising campaigns. 7.4 Identify travel intermediaries and their roles in travel marketing.
8. Perform basic financial techniques in the travel industry.	8.1 Construct a budget and analyze financial performance along with the factors for increased or decreased performance. 8.2 Use 'accounting travel agency software" in issuing tickets.



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Issue No.: 01

9. Critically analyze principles of sustainability and social responsibility, including environmental, cultural and economic factors which influence travel business and assess impact.	9.1 Critically analyze the concept of sustainable development. 9.2 Identify Economic, environmental, social and cultural aspects of travel. 9.3 Discuss the processes for managing travel destinations for sustainable travel development. 9.4 Outline the measurement of travels, visitor attractions and management. 9.5 Analyze the structure and role played by public sector travel in tourism design management.
10. Implement Travel Industry legislation, policies and regulations ethically.	10.1 Discuss legal and ethical aspects that affect the travel industry locally and internationally. 10.2 Analyze basic principles of the law of contract and types of contracts in travel. 10.3 Compare and analyze valid, void and voidable contracts in travel. 10.4 Analyze the scope of travel laws and ethics. 10.5 Identify Travel organizations and regulations.
11. Demonstrate computing skills to apply in the Travel Industry.	11.1 Demonstrate various system application of software programs in travel operations. 11.2 Analyze functions and purposes of operating systems used in the travel industry. 11.3 Use different Primary and Secondary Storage devices.
12. Demonstrate a broad range of communication skills that apply to the travel industry.	12.1 Display competence in oral, written and visual communication. 12.2 Explain barriers to communication, various aspects of communication and organizational communication in relation to Travel. 12.3 Apply appropriate communication skills across settings, purposes and audiences. 12.4 Use technology to communicate effectively in various settings and contexts of the travel industry. 12.5 Demonstrate positive group communication exchanges. 12.6 Respond effectively to cultural communication differences.

QUALIFICATION STRUCTURE			
SECTION C			
FUNDAMENTAL COMPONENT Subjects / Units / Modules /Courses	Title	Level	Credits
	Computers and Its Essentials	5	10
	Communication and learning skills	5	10
	Academic writing for business research	5	10
	Microeconomics	6	10
	Principles of Accounting	5	20
	Principles for Human Resources	6	10
	Fundamentals of Entrepreneurship	6	10
	Computerized Accounting	6	10
CORE COMPONENT Subjects / Units / Modules /Courses	The Travel and Tourism Industry	5	10
	Front Office Operations	6	10
	Travel law and Ethics	6	10
	World Travel Destinations 1	6	20
	International Air Travel Industry	5	10
	Tour Operations Management	6	10
	Marketing for Travel	6	10
	Procedures for ticketing and Reservations A	6	20
	Travel Agency management	5	10
	Sustainable Travel Operations	6	20
	Customer Service for the Travel and Tourism Industry	5	10
	Tour Guiding	6	10
	Procedures for ticketing and reservations B	6	20
	Web Based Applications in Travel	6	10
	World Travel Destinations 2	6	20
	Internship	6	60

ELECTIVE COMPONENT Subjects / Units / Modules /Courses	Travel Geography	6	10
	Contemporary Issues in the travel Industry	6	10

Rules of combinations, Credit distribution (where applicable):

- This qualification, Diploma in Travel Operations consists of 24 compulsory modules and 1 elective module, covering NCQF 5 its (90 Credits), and 6 (270 credits), totaling 360 credits and a duration of three years.
- The credit combination for this qualification is:90 credits from fundamental components and 260 credits from core components and 10 from electives.

Pre-requisites

- Principles of Accounting is a prerequisite for Computerized Accounting
- Procedures for ticketing and Reservation A is the pre-requisite for Procedures for ticketing and Reservation B
- World Travel Destinations 1 is the pre-requisite for World Travel Destinations 2

Credit distribution

Level and Credits	Compulsory	Elective
Level – 5 Credits	90	---
Level – 6 Credits	260	10
Total credits: 360	350	10

ASSESSMENT AND MODERATION ARRANGEMENTS

This qualification is assessed and moderated as follows:

ASSESSMENT ARRANGEMENTS

Integrated Assessment:

An integrated assessment approach is incorporated into the qualification to ensure that assessment practices are open, transparent, fair, valid, reliable and ensure that no learner is disadvantaged in any way whatsoever. Both formative and summative assessment processes are monitored during the qualification and to determine competence at the end of the qualification.

Summative assessment:

Integrated assessment, focusing on the achievement of the exit-level outcomes, will be done by means of a written examination at the end of every module (per module).

Professional Practice/Internship

All students will go through work placement/internship at Travel related organizations for a minimum period of 3 months to acquire practical exposure and experience. Assessment of this module is done by an assigned tutor and industry supervisor. Tutor assigned to student will visit the intern at workplace and do the evaluation. During the internship period the student will compile a report using a template designed by the institution. The assessment grade will be based on the report generated by the student, visit by assigned tutor and workplace assessment by industry supervisor. Submission of report is done at the end of internship period. Professional Practice /Internship will be assessed as follows: Attendance 5%; Tutor visit and Industry Supervisor 35%; Internship Report 60%.

Practical Modules i.e. Procedures in Ticketing and Reservations and Computerized Accounting for Travel Agents will be done through practical demonstration on the use of systems in ticketing and reservations and computing travel agents accounts. The assessment will comprise of 60% practical and 40% theory examination.

Formative assessment:

Learners are continuously assessed through:

- Practical tests
- Class assignments
- Presentations

- Informal class tests
- Formal modular tests

Formative assessment will comprise 40% and Summative assessment in the form of final examination will take 60%.

Pass requirements:

A learner passes a module if he/she obtains a final mark of 50% or more in the module. A learner qualifies for the 'Diploma in Travel Operations' on NCQF level 6 when he/she passes all required modules individually.

MODERATION ARRANGEMENTS

Moderation of assessments focuses on:

- a) Ensuring the assessment is aligned to the module objectives and the learning outcomes.
- b) Ensuring assessment is consistent on all levels within the institution and does not show any bias or academic disregard and that it is immune to all forms of prejudice.
- c) Ensuring the level of assessment appropriately matches to students' level of study. This ensures that the assessments remain viable, relevant and provide an accurate judgment of a student's achievements and level of knowledge.
- d) Maintaining consistency in the marking process.

Pre-assessment Moderation:

This moderation is carried out before assessment tasks are given to students. All submitted sets of question papers & marking keys are shared with the moderators. Each assessment pack should be moderated by two Moderators where possible. The question paper moderation report should be filled in for each question paper. Moderator report will be shared with question paper setter so that moderator feedback will be considered when finalizing the question paper.

Post-assessment moderation or moderation of marking:

Moderation of completed assessment tasks is categorized as post-assessment moderation. It is carried out after assessment tasks have been marked. The set of answer scripts and marking keys are shared with the moderators. At least 10% of the answer scripts in a module should be moderated during post assessment moderation. In cases where students' numbers are low that is 15 or less all scripts will be moderated Internal and External moderation will be used to ensure quality of assessment tools.

Both internal and external moderation will be done in-line with the Moderation policy of the Institution.

RECOGNITION OF PRIOR LEARNING (if applicable)

A clear framework through which students can accumulate learning credits and transfer such credits toward appropriate qualifications helps to validate and recognize learning gained through formal and informal means, provides flexibility to students, and allows students to progress relatively seamlessly through their lifelong learning journey.

Candidates may apply for recognition of prior learning whether such learning has been gained through formal qualification of study, through workplace learning, or through any other formal or informal means. Any candidate applying for recognition of prior learning (RPL) or Credit Accumulation and Transfer (CAT) will be expected to provide evidence of such learning that must be relevant, sufficient, valid, verifiable, and authentic. In addition, the candidate may be interviewed by a member of staff or must take a formal test, which may include a live demonstration of skills and competencies, to assess competence.

PROGRESSION PATHWAYS (LEARNING AND EMPLOYMENT)

Learning Pathway:

Horizontal Articulation

After gaining a Diploma in Travel Operations, the student could continue to pursue the following:

- Diploma in Tourism Management
- Diploma in Travel Management
- Diploma in Travel Agency Management
- Diploma in Air travel Operations
- Diploma in Tours and travel operations
- Diploma in Travel sales and operations.

Vertical Articulation

After gaining a Diploma in Travel Operations can progress to either of the following:

- Bachelor's degree in Travel Operations
- Bachelor's degree in Tourism Management
- Bachelor's degree in Tour Operating
- Bachelor's degree in Travel Agency Management
- Bachelor's degree in Travel and Tourism
- Bachelor's degree in Air Travel Agency Management

Diagonal Articulation:

Holders of this qualification may progress diagonally into the following qualifications:

- Bachelor of Technology in Aviation
- Bachelor of Technology in Travel Agency Management
- Bachelor of Technology in Ticketing and Reservation
- Bachelor of Technology in Travel and Sales
- Bachelor of Technology in Travel Operations

Employment Pathway

This qualification will produce diploma holders suitable for entry level positions in the field and work as trainees, junior management or supervisor positions in a range of travel and tourism sectors. They can operationalize some aspects of the core travel processes and systems and or undertake travel and tourism functions such as the management of cultural and natural areas. The qualification allows for multiskilling and for specialization in either operations management or marketing and product development.

They will be able to seek entry level positions in the following fields:

- Travel providers/ Travel agency operators
- Tour guiding
- Airline ticket and customer service
- Call center customer service agents
- Tour Operations
- Activity and attraction operations
- Reservations or Front Office
- Passenger services Agents, manage in bound groups, sales, visitor information, reservations
 - Airlines
 - Travel agencies
 - Cruise liners
 - Attraction sites
 - Tour operators

Students can start their own micro-small, medium enterprises, that is travel agency owners and operators.

QUALIFICATION AWARD AND CERTIFICATION

The learner will be awarded a '**Diploma in Travel Operations**' after attaining 360 credit values as specified in the rules of combination and credit distribution. This qualification does not have exit awards. Therefore, if the candidate does not meet the prescribed minimum standards of the qualification, the learner will exit with a transcript.

REGIONAL AND INTERNATIONAL COMPARABILITY

This Qualification was compared with various universities / Institutions, running similar / related qualification in Travel. The following universities / Institutions and their programs were taken for the comparisons:

Regional:

- . Damelin (South Africa) Diploma in Travel and Tourism

Title	Credit value	Structure	Learning Outcomes
Diploma in Travel and Tourism Duration: 3 years full time and 4 years part time	360 Level 6	Modules Year 1 Sem 1: Travel and Tourism Development 1 20 Travel and Tourism Practice 1A 15 Tourism Communication 15 End User Computing 10 Sem 2 Travel and Tourism Management 1 20 Travel and Tourism Practice 1B 10 Travel and Tourism Marketing 1 20 Eco-Tourism 10 Year 2 Sem 1 Travel and Tourism development 2 20 Travel and Tourism Practice 2A 15 Event Management 15 Law for Tourism 10 Sem 2 Travel and Tourism Management 2 20 Travel and Tourism Practice 2B 15 Tourism Marketing 2 15 Public Relations 10 Year 3 Sem 1 Travel and Tourism Development 3 20 Travel and Tourism Practice 2 B 15 Tourism Marketing 2 15 Public Relations 10 Sem 2 Cultural Tourism 5 Galileo 5 Travel and Tourism Practice 15 Experimental Learning 40 (160 hours)	• Demonstrate fundamental knowledge of tourism principles for practice • Demonstrate knowledge of tourism principles focusing on Asia, Africa, Australasia, Antarctica, Americas and other continents. • End user computing skills • Effective communication in the workplace • Know and apply knowledge fares, ticketing (VA and BSP) • Reservations and travel documentation procedures and processes (Galileo)

Summary:

Damelin College: South Africa:

Both qualifications are offered at the same level (level 6). The titles are different. This qualification has resorted to specialization and therefore focus on the travel aspects of the Tourism Industry. They both aim to equip students with practical skills of the travel industry, for example, fares and ticketing, reservations and travel document procedures and processes, that involve Global Distribution Systems like Galileo. They have similar modules like marketing, law, computing and work integrated learning. Both qualifications have similar exit level outcomes which are both management studies and technology. The entry requirements are similar. Credit wise, Damelin offers 360 while this qualification offers also 360 credits. Duration of the qualifications is the same.

The Damelin College's qualification runs for three years with 6 semesters, the semester for internship includes study modules while this qualification runs on 6 semesters including one for internship where the student goes to the industry full time. Both qualifications operate with a similar level that is six and similar aims of equipping students with practical skills of the Travel and Tourism Industry, however they have different titles.

Both qualifications aim is to impart practical skills in students; they also aim to partner with the industry for the benefit of the students in work integrated learning. They do offer similar entry requirements to BGCSE, however, Damelin 's Diploma is 3 years for full time and 4 years for part time and this qualification is three years for full time. Modules being offered by Damelin are not varied as they build upon initial modules, for example. Travel and Tourism Development 1 to 3; Travel and Tourism Practice 1 to 3 and Travel and Tourism Management 1 to 3 from year one to year three.

However, in this qualification they are varied covering the entire 4 semesters except for 2 spread up in two semesters. Work integrated learning is only left for the final semester and is combined with study modules whereas in this qualification it is incorporated into the learning cycle and covers the whole semester. However, learning outcomes are similar although Damelin divided them into sections. Both institutions focus on practical skills and do partner with the industry.

International

• **Travel Sales and Operations Diploma (IATA)**

Title	Credit Value	Structure	Learning Outcome
Travel Sales and Operations Diploma (IATA)	Credit value is not stated however	2 required courses: 1 elective course Required: • Managing the Travel Business	Plan, organize and sell a variety of journeys and travel products that deliver satisfying travel experiences.

	duration is stated and that is 3 years	- Travel and Tourism Consultant Elective: - Foundation in Travel and Tourism with Amadeus, Galileo, Sabre Modules: - World and Destination Geography - Travel logistics including travel document issuance, reservations and GDS functionality - Standard and niche travel products and product development. - Strategy in customer service delivery, sales marketing and social media - Strategic management negotiation - Meeting and event Management - Expertise in air journey, pricing and ticketing. - Travel industry laws and regulations.	- Provide professional advice to your clients on the best travel options, customizing and constructing complex travel itineraries with specialized knowledge of travel products and sales skills - Supervise and manage a team and make business decisions on sound negotiating strategies, product development, marketing and measuring financial performance. Employment Pathways - Travel agents / consultants - Airline ticket and customer service agents - Call center customer service agents - Travel agency owners, operators, marketing and account managers - Travel agency accountants and back office staff.
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Summary:

The IATA Travel and Sales Diploma has a duration of 3 years and this is similar to the Diploma being developed. The Diploma specializes on Travel aspects and has similar modules to the one being developed. For example, World Destination Geography and their module on Travel logistics including travel documentation issuance, reservations and GDS is similar to this qualification module on Ticketing and reservation that covers similar travel aspects. Also, it has air travel and travel industry laws and regulations that are in this qualification. However, the qualification does not show clearly industry involvement with the learners. This qualification has a full semester of Industry contact, when learners going for 6 months of internship.

The credits for IATA are not stated, however this qualification has 360 credits including 60 of Industrial attachment. Learning outcomes are similar as all are focusing on students being able to serve the travelling customer by way of planning and completing the travel itinerary.

Learning pathways are similar, for example Travel Agents / Consultants airline ticket agents.

• **Diploma in Aviation and Travel Operations SDH Institute Singapore**

Title	Credit Value	Structure	Learning Outcomes
Diploma in Aviation and Travel Operations Entry Requirements Age minimum 17 GCE "O" Levels High School Certificate Assessment Methods: Written assignments, practical demonstration, test, written; additional IATA online exams	Not stated. Qualification includes IATA Foundation courses in Travel and Tourism Diploma and IATA Airport Operations Foundation Diploma	Duration: Full time 9 months Part time 12 months Industrial Attachment 6 months Modules: 1. The international Air travel Industry 2. Foundation in Travel and Tourism 3. Customer Service and Communication in the Aviation Industry 4. Passenger ground services 5. Airport Operations 6. Aviation Security Awareness 7. Airport Ramp Services 8. Industrial Attachment	• Develop students into competent and functioning practitioners in the aviation service and travel sector • Enable students to develop essential knowledge and operational skills for the aviation and travel industry. • Provide an overview of International air travel industry operating characteristics of different commercial airlines as well as airports.

Summary:

They both aim to provide students with the supervisory skills and competencies necessary to meet the needs of the ever-demanding Travel Industry. They do share similar modules like The International Air Travelling Industry; Foundation in Travel and Tourism which gives a background of the Industry; Customer Service and Communication. The universities some similar exit learning outcomes as they are both looking at essential and operational skills for the travel industry, similar assessment techniques, and the two qualifications can be both for senior/High school leaving students or professionals who want to upgrade to become industry specific.

However, the qualification in SDH is a very short qualification which is only nine months with an internship of six (6) months. Credits are not clearly articulated for easier comparison; the qualification has an Aviation focus, that is the Airline industry as its title reads Diploma in Aviation and Travel Operations. This qualification title is Diploma in Travel Operations, with 360 credits and the program is three years including one semester for internship that carries 60 credits. This qualification takes a broader view of the travel industry as it includes more than the aviation sector and takes the student through most travel operations including the geographical positions of travel destinations. Both compared qualifications do not offer any entrepreneurship skills training that equip students in skills to start their own businesses in travel.



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REVIEW PERIOD
Five (5) Years