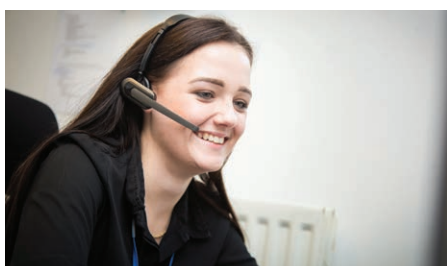


Level 2 Pathway to Business Travel **New Apprenticeship Standard**

At Skills Training UK we go further in fully understanding what it is that our employer clients want to achieve from their training. We work as their partner in delivering on that vision, developing stronger employees who work well as individuals and as part of a team.



The Pathway to Business Travel Apprenticeship is designed for travel specialists who are the first point of contact with clients and working in the business travel sector. Their role involves delivering high quality travel products and services to the organisation's clients and business travellers. Their actions will influence your clients' travel experiences and their loyalty to your organisation.

This Apprenticeship is based on the Level 2 Customer Service Practitioner Apprenticeship Standard and has been tailored for the Travel sector professionals.

Typical Job Roles: Travel Consultant, Support Service, Sales, Account Manager, Travel Specialist

Employer Commitment

The employer must be prepared to provide the learner with the opportunity to carry out work and be part of projects which will enable them to produce the substantial evidence required for completion.

In order to ensure successful progression we request that employers participate in joint reviews of the learner's progress at regular intervals throughout the apprenticeship and have some involvement with the project(s) being undertaken.

Duration

Typically this apprenticeship will take a minimum of 12 months to complete.

Training and Support from Skills Training UK

During the apprenticeship the learner will have a dedicated trainer-assessor who will visit them within the workplace at least once per month in order to support their learning, development of competency and generation of evidence.

The knowledge modules will require formal teaching sessions which may take place within an appropriate area within the workplace or off-site. This will also be supported between visits by off-site information, advice, guidance and academic progress support.

The trainer-assessor will work with the learner and the employer in order to ensure that all learning needs are being met for both parties, in order to ensure successful progression against all elements of the apprenticeship.

Learners will also have 24/7 access to training content via our instructor-led virtual learning environment (VLE).

>>



<< Requirements: Knowledge, Skills and Behaviours

Below are examples of what's required for Pathway to Business Travel Apprentice.

Knowledge

- Knowing your clients and understanding key stakeholders, both internally and externally
- Understanding different needs and priorities and the best way to manage client expectations
- Understanding the organisation including: 'brand promise', core values and service culture, internal policies and procedures and complaint processes
- Legislation and regulatory requirements
- How to use systems, equipment and technology to meet client needs
- Types of measurement and evaluation tools available to monitor client service levels
- Your role and responsibilities, the impact of your actions on others and your targets and goals
- How to create a customer focused experience and build trust
- Understanding the organisation's products and services and keeping up-to-date

Skills

- Interpersonal skills
- Communication skills
- Personal organisation
- Dealing with client conflict and challenges
- Behaviours

Behaviours

- Self-development, including taking ownership for keeping knowledge and skills up to date, being open to feedback
- Team working
- Equality – treating all clients as individuals to provide a personalised experience
- Presentation – dress code, professional language and business acumen
- “Right first time” – establishing client requirements clearly, managing expectations and fulfilling the client promise

Independent End Point Assessment

To successfully complete the apprenticeship, the learner must pass an End Point Assessment. This assessment is an independent assessment which has the following stages:

- **A portfolio** – collection of evidence from real work projects
- **A project** – learners will undertake a business related project
- **Employer reference**
- **Learner interview** – carried out with an end point assessor (IEPA) either face to face or via skype call

The IEPA will decide whether to award successful learners with a pass, merit or distinction.

Professional Qualifications and Recognition

Completion of this apprenticeship will lead to eligibility to join the Institute of Customer Service as an Individual member at Professional Level. It will also lead to the industry-recognised GTMC Business Travel Professional Diploma, Level 1.

