



## Diploma in Travel Agency Management

**Course Code: NCTH16**

**Awarding Body: Confederation of Tourism and Hospitality (CTH)**

**Duration: 18 Months**

Travel and tourism is the fastest growing industry in the world. It has been estimated by the World Tourism Organisation that around one job in ten depends upon tourism, which includes holidaymakers and business visitors. It is only through organised and structured training that the industry can meet these expectations.

CTH is an awarding body approved by Ofqual, DCELLS and CCEA who are the official regulators of qualifications, exams and tests in England, Wales and Northern Ireland respectively. CTH Management Programmes have been awarded Institute of Hospitality Endorsement, (formerly the HCIMA). All learners on CTH Diploma programmes are eligible for Affiliate Membership of the Institute of Hospitality, and learners who successfully complete the CTH Advanced Diploma programmes are eligible to apply for Associate membership.

### Course Aims

The Diploma in Travel Agency Management aims to provide students with a broad understanding of the operational aspects of the international tourism industry, together with a knowledge of the basic principles which underpin the industry.

The course is designed to prepare students for careers in all aspects of the vast and varied industry, from commercial tour operation to governmental oversight of national tourism activity. The Syllabi are carefully developed and updated on a regular basis to ensure their relevance to the actual career environment.

### Course Market

Students wishing to prepare for careers in the specialised field of Travel Agency Management may choose to undertake this specially developed derivative programme.

CTH Management programmes are designed to offer broad equivalency to the **first and second years of a British University Degree**. As such the scope of training is essentially supervisory and strategic rather than routine skills based. Graduates of CTH management programmes typically aspire to trainee management roles or direct entry to the final stages of a University Bachelor's Degree.

The CTH Diploma and Advanced Diploma programmes are recognised by major organisations in the hospitality and tourism industries as suitable for employment at supervisory and management level.

### Course Structure

All **Ten** modules are compulsory

DTM101	Travel Geography
DTM111	The Tourism Industry
DTM121	Computing
DTM131	Travel Agency & Tour Guide Operations
DTM171	Introduction to Business Operations
DTM191	Travel Agency Finance
DTM181	Marketing
VA1	Virgin Atlantic/GTMC Fares and Ticketing - Level 1
VA2	Virgin Atlantic/GTMC Fares and Ticketing - Level 2
GAPRO	Galileo Computer Reservation System (GDS)

### Duration

The Course is for duration of 18 Months Full-time with examinations held three times a year. The course includes 12 Months of Classroom based study and 6 Months of Internship.

This programme has been devised on the basis that students will attend a course of study of not less than 450 hours. Private study will be required over and above this figure.

Full-time students have to attend 24 hours of guided learning each week and are required to spend atleast 10 hours per week in self-study and completing assignments.

## Assessment

CTH examinations are held three times a year. Diploma papers are set and marked to the level of the **first year of a UK Degree** programme. The examinations are set and marked externally. Each of the modules has a 2 1/2 hour examination, set and marked by CTH.

Candidates for the CTH examinations must, at the time of entry, be undertaking (or have just completed) the respective course, and be a member of CTH.

### Examination Results & Certificates:

Each candidate will receive a record of performance in one of four grades for each component of the examination.

The grades are:

- Distinction
- Credit
- Pass &
- Fail

Formal certificates are awarded to those candidates who achieve a Pass grade or above in all components of their examination.

## CTHCM Membership

All students can register as **Student Member**. This classification is for those who have enrolled on a CTH course. All students studying the Diploma or Advanced Diploma Management Programmes are required to become student members of CTH. The annual membership fee can be found on the CTH website

All applications for student membership must be made through the College. The college holds copies of the form and will be able to advise on the fee payable at the time of registration. Upon acceptance, students will receive a letter confirming their student membership status and their individual registration number.

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## Entry Requirements

No specific pre-qualifications are required, although it is desirable to have completed formal secondary education.

The selection of students for courses at Diploma level is at the discretion of the College.

## Exemptions

Students may be granted exemption from some or all components, but in the event of total exemption from a particular level, no certificate/diploma will be awarded.

CTH views exemptions on an individual basis and evidence of an award and transcript will normally be required. Exemptions are unlikely to be considered unless supported by documentary evidence of relevant achievement. There is an exemption fee, which must be paid before consideration of the exemption.