



BCONSULT

Further Education Training Certificate
GENERAL TRAVEL

NQF Level 5 | SAQA ID 61597 | 147 Points | 12 Months

General Travel – NQF Level 5

SAQA ID: 61597 | Credits: 147 | Duration: 12-month | QCTO Learnership

1. Course Overview

The National Certificate in General Travel is designed for individuals entering the travel and tourism industry at a junior level. The qualification addresses industry demands by ensuring learners acquire the practical skills and professional competence required to provide effective customer service, manage travel arrangements, and navigate the operational systems of the travel sector. It also establishes a foundation for career progression into specialist, supervisory, or management roles within the travel, tourism, and hospitality industries.

2. Learning Outcomes

On completion of this programme, learners will be able to:

- Analyse business operations and apply functional business principles.
- Communicate effectively in both verbal and written business contexts.
- Operate computer systems and apply technology in a business environment.
- Deliver professional customer service with cultural sensitivity.
- Maintain health, hygiene, and professional standards.
- Understand the structure of the tourism industry and its interlinked sectors.
- Apply knowledge of airport, customs, and international travel systems.
- Advise customers on travel documentation, including visas and passports.
- Manage bookings and issue travel documentation for land, air, and accommodation services.
- Access and interpret travel product and service information.
- Perform foreign exchange transactions and conversions.
- Operate central reservation and global distribution systems.
- Demonstrate knowledge of South Africa as a travel destination.
- Process payments and manage telephonic communication in a professional manner.

3. A Qualified Learner Will Be Able To:

- Function effectively in a professional travel and tourism environment.
- Support clients in booking, issuing, and processing travel documentation.
- Advise and assist travelers with domestic and international requirements.
- Promote and sell travel-related products and services.
- Apply problem-solving, communication, and organizational skills within the industry.
- Contribute to customer satisfaction through efficient service delivery.

General Travel – NQF Level 5

SAQA ID: 61597 | Credits: 147 | Duration: 12-month | QCTO Learnership

Entry Requirements

- A **Further Education and Training Certificate (FETC)** or equivalent qualification at **NQF Level 4**.
- Recognition of prior learning (RPL) may be applied in line with relevant ETQA guidelines.

4. International Comparability

This qualification compares favourably with similar travel and tourism qualifications offered internationally, ensuring learners are equipped with competencies aligned to global industry standards. It supports mobility of skills and provides articulation pathways into related hospitality and tourism qualifications both locally and abroad.

5. Occupational Trainer – NQF Level 5 Certification

This qualification is registered at NQF Level 5 under the Occupational Qualifications Sub-framework (OQSF). It provides a foundation for progression into higher-level qualifications in Travel, Tourism, and Hospitality, including Occupational Certificates and Diplomas.

6. Potential Career Opportunities

Graduates of this qualification can pursue roles such as:

- Junior Travel Consultant
- Reservations Agent
- Customer Services Agent in Travel Agencies or Airlines
- Tour Operator Support Staff
- Travel Documentation Consultant
- Tourism Information Officer
- Hospitality and Travel Services Support Staff

Further Education Training Certificate:

General Travel – NQF Level 5

SAQA ID: 61597 | Credits: 147 | Duration: 12-month | QCTO Learnership

7. Learning Options

The qualification may be achieved through:

- **Full-time study** at an accredited training provider.
- **Part-time learning** for employed individuals in the travel industry.
- **Work-integrated learning** and **practical workplace experience**, supported by assessments in line with SAQA requirements.
- Recognition of Prior Learning (RPL) assessments, where applicable, for experienced individuals without formal certification.

Contact Details

Email

sales@bconsult.co.za

info@bconsult.co.za

Phone

+27 31 536 8167

+27 87 222 7137

+27 31 536 8467

Johannesburg: 32 Lucas Ln Bedfordview, Germiston, 2008

Durban: 28-32 Siphosethu Rd, Mt EdgeCombe, Kingfisher Office Park

Cape Town: Unit 63 & 64 Millenium Office Park, 19 Edison Way, Century City, Milnerton

www.bconsult.co.za