



BCONSULT

Occupational Certificate

TRAVEL PROFESSIONAL

NQF Level 5 | SAQA ID 101372 | 252 Points | 12 Months

Occupational Certificate:

Travel Professional – NQF Level 5

SAQA ID: 101372 | Credits: 252 | Duration: 12-month | QCTO Learnership

1. Course Overview

The Occupational Certificate: Travel Professional is a nationally recognised qualification registered on the Occupational Qualifications Sub-framework (OQSF) at NQF Level 5. The programme is designed to prepare learners to operate competently and professionally within the travel and tourism sector.

A Travel Professional sources, plans, coordinates, and processes travel and tourism arrangements and auxiliary services in alignment with client requirements. The qualification integrates theoretical knowledge, practical skills, and structured workplace experience to ensure industry readiness.

The qualification addresses industry demands for skilled professionals capable of delivering high-quality service while adapting to technological advancements, legislative changes, and evolving customer expectations. It also allows for Recognition of Prior Learning (RPL).

2. Learning Outcomes

On successful completion of the qualification, learners will be able to:

- Conduct comprehensive destination research using appropriate travel resources.
- Analyse client travel needs and provide tailored travel solutions.
- Recommend and sell travel-related products and services.
- Plan, cost, and present detailed travel itineraries.
- Process reservations and issue travel documentation accurately.
- Interpret and communicate travel terms, conditions, and regulatory requirements.
- Apply professional communication, customer service, and selling techniques.
- Demonstrate compliance with industry legislation and business procedures.

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KNOWLEDGE MODULES

Curriculum Code	Knowledge Module	NQF Level	Credits
422102001-KM-01	Computer literacy	2	5
422102001-KM-02	Tourism industry	5	3
422102001-KM-03	World Geography from a travel and tourism perspective	5	6
422102001-KM-04	Tourism destinations, attractions and itinerary planning	5	30
422102001-KM-05	Travel services and products	5	6
422102001-KM-06	Global Distribution/ Central Reservations Systems (GDS/CRS)	5	12
422102001-KM-07	Air travel	5	5
422102001-KM-08	Domestic and International point-to- point based Fares and Ticketing	5	8
422102001-KM-09	Communication and customer care	5	8
422102001-KM-10	Selling Skills	5	3
422102001-KM-11	Professionalism and business etiquette	5	2
422102001-KM-12	Business and financial acumen	5	3
422102001-KM-13	Industry legislative requirements and other compliance	5	3

PRACTICAL SKILLS MODULES

Curriculum Code	Practical Skills Module	NQF Level	Credits
422102001-PM-01	Research, analyses and sell tourism- related products and services	5	25
422102001-PM-02	Process reservations and issue documentation	5	25

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WORKPLACE MODULES

Curriculum Code	Workplace Module	NQF Level	Credits
422102001-WM-01	Researching, analysing and selling tourism – related products and service	5	72
422102001-WM-02	Processing reservations and issuing documentation	5	

3. A Qualified Learner Will Be Able To:

- Use a range of resources to research, locate, and access destination information in order to make relevant travel recommendations.
- Communicate effectively to determine customer needs, recommend appropriate travel products and services, and conclude sales professionally.
- Develop detailed, logical, and sequenced itineraries aligned with client expectations.
- Draft and present cost estimates and quotations in the appropriate format.
- Interpret and apply travel industry rules, regulations, and terms and conditions to specific reservations.
- Process reservations accurately and issue the relevant travel documentation.
- Build and maintain customer relationships while delivering high standards of service.
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Entry Requirements

- National Senior Certificate (NQF Level 4) with Mathematics.

Recognition of Prior Learning (RPL) is available for access to the qualification and for admission to the external integrated summative assessment, subject to QCTO requirements.

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4. International Comparability

This qualification has been benchmarked against comparable travel and tourism qualifications offered internationally, particularly in **New Zealand** and the **United Kingdom**.

In New Zealand, the qualification aligns with the New Zealand Certificate in Travel (Level 4 and Level 5), which prepares learners to support customers with travel enquiries, booking requirements, sales, and destination advice.

In the United Kingdom, comparable qualifications include:

- Advanced General Certificate in Travel and Tourism
- Diploma in Travel and Tourism
- City & Guilds Travel and Tourism (Levels 4–6)
- Scottish Vocational Qualifications (SVQ) in Travel and Tourism

Core competencies such as destination research, itinerary planning, customer service, sales, compliance, and travel documentation are consistent across these qualifications.

Based on this benchmarking analysis, the Occupational Certificate: Travel Professional is considered internationally comparable in scope, level, and occupational relevance.

5. Occupational Trainer – NQF Level 4 Certification

This qualification is registered at **NQF Level 5** under the Occupational Qualifications Sub-framework (OQSF).

Where learners pursue a career pathway into training or facilitation within the sector, the relevant foundational instructional certification would typically be:

- **Occupational Certificate: Occupational Trainer (NQF Level 5)**

This certification supports career progression into training, workplace facilitation, or skills development roles within the travel and tourism industry.

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6. Potential Career Opportunities

Upon successful completion, learners may pursue employment in the following roles:

- Travel Professional
- Travel Consultant / Travel Agent
- Travel Processor
- Ticketing and Reservations Agent
- Airline Reservations Consultant
- Tour Operator Consultant
- Car Rental Consultant
- Destination or Tourism Coordinator

Employment opportunities exist within:

- Travel agencies
- Tour operators
- Airlines
- Car rental companies
- Destination management organisations
- Regional tourism bodies

The qualification also provides a foundation for entrepreneurial opportunities within the travel sector.

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7. Learning Options

The qualification may be delivered through accredited providers and approved workplaces in accordance with QCTO requirements. Delivery typically includes:

- Structured classroom-based learning
- Workplace-based practical training
- Simulated practical environments
- Integrated formative assessments
- External integrated summative assessment conducted by the relevant Assessment Quality Partner

Learners must complete all Knowledge, Practical Skill, and Work Experience Modules and meet the requirements for the external integrated summative assessment to be awarded the qualification.

The qualification also provides articulation opportunities into higher-level qualifications within the travel and tourism field, including Diplomas at NQF Level 6.

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