

Foundation in Travel and Tourism Diploma (IATA)

This is an essential diploma and a major requirement by airlines and travel agency compared to other qualifications in travel and tourism. It is an essential qualification if you want to work in an airline, in booking and reservation of major hotels, cruise and other travel agencies. It is a 200-hour partner-taught course where the learners acquire essential knowledge and skills to work in the travel and tourism industry and become an effective travel professional. The graduates will be able to provide advice on flight, accommodation and tour products, and how to ensure travelers fulfill necessary travel requirements. The course improves your customer service and sales skills in order to better advise travel customers about when and where to travel based on their needs. Learn to use a global distribution system to create and manage reservations.

You will have 12 months to complete the course and exam (enrollment validity), which starts from the date you purchase the course.

What you will learn

After completing this course you will be able to:

- Advise customers on passport and visa requirements, as well as on travel insurance options
- Promote services and facilities available to airline passengers during their travel
- Interpret standard industry codes to plan and reserve travel itineraries
- Sell rail travel, car rental, hotel accommodation, cruises and pre-packaged tour products
- Provide good customer service and retain customer loyalty
- Use the Global Distribution System to make and maintain reservations and issue travel documents

Course content

The key topics that are covered during this course include:

- The travel and tourism industry and the working environment for travel professionals
- Geography and industry codes
- Travel documents and the airline passenger experience
- Air transport products and services
- Rail, hotel, car rental, cruise and tour products
- Customer service principles
- Airfares and ticketing
- The Amadeus system functionality

Who should attend

This course is recommended for:

- High school graduates
- Travel agents
- Airline reservation agents
- Tour operators
- Call center agents