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| Travel Consultant Apprenticeship (9056-12) |

**July 2021 Version 2.2**

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| Version and date | Change detail | Section |
| V1.0 | Updated logo throughout document and updated gateway form |  |
| V2.0 November 2018 | Note added to the My Journey Log – evidence reference form | 1 Introduction |
| V2.1 January 2019 | Removed obsolete criteria from the evidence reference form | My Journey evidence reference form |
| V2.2 July 2021 | Gateway Declaration Form removed | Gateway Declaration Form |

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1. Introduction

### What is in this document

Recording forms to be used by End-point Assessment customers/Employers/Training providers.

This document must be used alongside the Assessment Pack for Centres/ End-point Assessment Customers.

### How to use the forms

Centres / End-point assessment customers / Employers / Training providers must use the forms provided by City & Guilds in the format laid out in this document.

**Declaration of authentication**

This must be signed by the apprentice, training provider and/or Employer as a declaration that the My Journey Log is the sole work of the apprentice.

**My journey evidence reference form**

In the evidence type column you should provide a clear reference to the piece of evidence that links to that area of the standard like a file name etc. In the evidence reference column you should record the outcome and element numbers covered. City & Guilds have created the My Journey Log – How you may evidence the learning outcomes table which can be used to reference evidence, this can be found in Appendix 1 of the **end-point assessment pack for centres/employers** document available for download on the 9056 webpage.

If you are asked by the IEPA or City & Guilds to review the evidence that has been submitted, you should add to and amend the form you originally submitted.

If you are resitting the assessment you should only complete the sections for any new evidence submitted.

**Note: The evidence reference form must to be uploaded to the EPA Portal as a word processing document.**

My Journey log declaration of authentication

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| Apprenticename | Apprentice Name | Enrolment number | 1234567 |

**Apprentice declaration:**

**I confirm that all work submitted is my own, and that I have acknowledged any sources I have used.**

|  |  |  |  |
| --- | --- | --- | --- |
| **Apprentice** | Signature  | **Date** | DD/MM/YY |

**Line manager declaration:**

**I confirm that all work was conducted under conditions designed to assure the authenticity of the Apprentice’s work, and am satisfied that, to the best of my knowledge, the work produced is solely that of the apprentice**

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| **Line manager** | Signature  | **Date** | DD/MM/YY |

**Tutor/Assessor declaration:**

**I confirm that all work was conducted under conditions designed to assure the authenticity of the Apprentice’s work, and am satisfied that, to the best of my knowledge, the work produced is solely that of the Apprentice**

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| **Tutor/Assessor** | Signature  | **Date** | DD/MM/YY |

Level 3 – Travel Consultant

### My Journey evidence reference form

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| **Evidence reference form** |
| **Standard reference** | **Evidence type****Employer /Training Provider only** | **Evidence reference****Employer /Training Provider only** | **Evidence meets standard****IEPA only** | **IEPA comments****IEPA only** |  |
| **Geography** |
|  | Source and provide reliable and relevant geographical information that will help inform enquiries, support, customers' travel decisions and close sales. |  |  |  |   |
|  | Proactively keep up to date with worldwide geography and current affairs that could impact on customers. |  |  |  |   |
| **Travel information** |
|  | Source and provide accurate and relevant travel information that will ensure customers have a positive travel experience. |  |  |  |  |
| **Industry practice** |
|  | Carry out transactions, using a range of reservation and booking systems, according to standard industry practices and the procedures of the business, ensuring that customers are offered travel options that will meet their individual needs within agreed deadlines. |  |  |  |  |
| **Travel options** |
|  | Source travel options, work with relevant industry suppliers and produce detailed itineraries that best meet customers' needs. |  |  |  |  |
|  | Demonstrate considerations for customers' unique needs when selecting and combining different elements of customers' travel plans. |  |  |  |   |
| **Products and services** |
|  | Match customer needs to products and services and identify opportunities to upsell, suggest alternatives, introduce an enhanced competitive offer when appropriate and always aim to maximise profit when closing the sale. |  |  |  |  |
| **Customer** |
|  | Engage customers by building rapport and take opportunities to adapt communication styles to match their needs and deliver an enhanced service which encourages repeat business and consistently aims to exceed their expectations. |  |  |  |  |
|  | Respond positively and imaginatively to customers’ requirements, demonstrating an enthusiasm to inspire and delight them. |  |  |  |  |
| **Legal and compliance** |
|  | Conduct the business transaction in compliance with travel industry regulations, approved codes of practice and business policy and continuously monitor the process to ensure accurate information and advice is given to customers. |  |  |  |  |
|  | Be diligent in upholding protocols and business reputation to ensure customers receive the best quality service and advice and communicate and explain emerging issues and updates. |  |  |  |  |
| **Industry Technology** |
|  | Use technology effectively and efficiently and input data accurately in accordance with business procedures. |  |  |  |  |
| **Business** |
|  | Actively support business performance by meeting agreed targets and providing travel solutions for customers varying needs and budgets in a way that is profitable to the business. |  |  |  |  |
| **Sales** |
|  | Achieve and exceed commercial targets by applying selling techniques that are appropriate to all customer types, take opportunities to maximise sales for example by selling promotions and preferred supplier programmes and maximise financial performance by upselling, cross-selling and calculating fares and refunds accurately. |  |  |  |  |
|  | Proactively seek ways of engaging customers to increase and enhance sales. |  |  |  |  |
| **Team and personal performance** |
|  | Work constructively with team members to deliver travel plans and experiences that meet customer needs and recognise opportunities for self and team development to improve performance. |  |  |  |  |
|  | Evaluate own personal performance in a consistently positive and professional manner, take on feedback and welcome personal development opportunities. |  |  |  |  |
| **Communication** |
|  | Select and use appropriate methods of communication including digital technologies according to the customer and the nature of the travel details being conveyed, ensuring quotes and prices are presented accurately. |  |  |  |  |
|  | Be clear and coherent to effectively communicate accurate and complex information professionally and confidently to a diverse audience, in line with business expectations. |  |  |  |  |
| **Sustainability** |
|  | Adapt working practices to minimise the negative effect on the environment. |  |  |  |  |
| **IEPA Overall comments and notes of any themes or areas to follow up around in professional discussion/interview/viva****IEPA only** |
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