

\$2995 + gst



DIPLOMA: Foundation in Travel & Tourism

- Online, Self-Study Course
- Recommended to pair with our Connect Program for Comprehensive Travel Industry Learning

Acquire essential knowledge and skills to work in the travel and tourism industry and become an effective travel professional. IATA's Foundation in Travel and Tourism with Sabre course will enable you to provide advice on flight, accommodation and tour products, and how to ensure traveler's fulfil necessary travel requirements. Improve 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 the Sabre global distribution system to create and manage reservations.

Objectives

Upon completion of 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

Target audience

- Travel Agents
- Airline reservation agents
- Tour operators
- Call centre agents

Key topics

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

Course format

- This course requires approximately 200 hours of study to be completed within 12 months from the date of enrolment.
- The course includes the Electronic Booking Tool module, which simulates a Global Distribution System environment, with a maximum of 45 hours allowed for this component.
- After the enrolment validity expires, users will no longer have access to course content and will be unable to take the exam.
- Student performance will be based on an examination.

Exam information

- Exam Method: [Online exam with remote supervision](#)
- Exam Format: 80 Multiple Choice questions
- Closed Textbook
- Time Allowance: 2 hours
- Passing Grade: 60%
- Distinction Grade: 85%
- Number of exam attempts: 2

Certificate awarded

Upon successful completion of the exam, you will be awarded an **IATA Diploma in Foundation in Travel and Tourism**.

[Enrol Here Now](#)

Units of Study

Core Travel Industry Knowledge

- Overview of the travel and tourism industry
- International and regional travel and tourism organisations
- Roles and responsibilities of travel agents

Travel Planning & Geography

- Marketing and selling travel
- Three-letter city codes
- Planning travel itineraries

Customer Service & Sales

- Customer service and communication
- Travel formalities (taxes, customs, currencies)
- Travel insurance
- Auxiliary services and information for travel agents

Air Transport & Ticketing

- Airline products and services for passengers
- Industry codes, terms, and definitions
- Fundamentals in airfares and ticketing
 - Passenger Air Tariff (PAT)
 - Taxes, fees, and charges
 - Billing and Settlement Plan (BSP)

Accommodation & Tour Products

- Hotel products and services
- Pre-packaged tour products
- Types of tours and tour components
- Reservation and accounting procedures
- Booking conditions and liability limitations

Transport & Logistics

- Introduction to rail products and services
- Land transport: car rental and campers
- Water transport: ferries and cruises

Technology & Booking Tools

- Introduction to travel technology
- Electronic booking tools (GDS functionality training)
 - Flight schedules and availability
 - Completing reservations
 - Airfare displays
 - Hotel and car reservations
 - Timatic