

LAPT

LONDON ACADEMY OF PROFESSIONAL TRAINING

CERTIFICATE

Certificate in Travel Agency Operations & GDS

Foundation Level



LAPT — London Academy of Professional Training

Address 85 Great Portland Street, W1W 7LT, London, United Kingdom

Email info@lapt.org

Telephone +44 7513 283044

Web lapt.org

Reference TT-TAT-F • Travel and Tourism Centres

UKPRN 10067351 • Registered in England and Wales, company 4984798

AT A GLANCE

REFERENCE	TT-TAT-F
AWARD	Certificate
ASSESSMENT	450 marks — 270 to pass (60%)
PREREQUISITES	None
VALIDITY	Lifetime
AWARDING BODY	LAPT — London Academy of Professional Training

CURRICULUM

1 Basics of Travel Agency Operations 4 chapters · 20 classes 90 marks	• 1 Understanding the Travel Agency Landscape — 5 classes › 1.1 Exploring the Role of Travel Agencies › 1.2 Identifying Types of Travel Agencies › 1.3 Understanding Key Travel Agency Operations › 1.4 Analyzing Travel Industry Stakeholders › 1.5 Applying Basic Travel Agency Terminology • 2 Service Offerings and Customer Relations — 5 classes › 2.1 Understanding Service Offerings in Travel Agencies › 2.2 Identifying Customer Needs in Travel Services › 2.3 Building Positive Customer Relationships › 2.4 Handling Customer Inquiries and Complaints Effectively › 2.5 Applying Customer Feedback to Improve Service Offerings • 3 Introduction to Global Distribution Systems (GDS) — 5 classes › 3.1 Understanding the Role of Global Distribution Systems in Travel › 3.2 Exploring Major Global Distribution Systems Providers › 3.3 Navigating the Interface of a GDS Platform › 3.4 Interpreting Essential GDS Terminology and Codes › 3.5 Simulating Basic Booking Operations Using GDS • 4 Operational Procedures and Best Practices — 5 classes › 4.1 Understanding the Role of a Travel Agency › 4.2 Navigating Common Travel Agency Systems and Tools › 4.3 Implementing Client Interaction Protocols › 4.4 Managing Daily Operations and Workflow › 4.5 Applying Best Practices for Efficiency and Customer Satisfaction
2 Creating Travel Itineraries 4 chapters · 20 classes 45 marks	• 1 Understanding Travel Itineraries and Their Components — 5 classes › 1.1 Exploring the Basics of Travel Itineraries › 1.2 Identifying Key Components of a Travel Itinerary › 1.3 Analyzing Customer Needs for Tailored Itineraries › 1.4 Constructing Simple Travel Itineraries › 1.5 Reviewing and Refining Travel Itinerary Details • 2 Researching Destinations and Creating a Preliminary Itinerary — 5 classes › 2.1 Understanding Travel Destinations: Characteristics and Culture › 2.2 Identifying Key Attractions and Activities for Travelers › 2.3 Evaluating Climate and Peak Seasons for Optimal Travel › 2.4 Gathering Practical Information: Visas, Currency, and Language › 2.5 Crafting a Preliminary Itinerary: Mapping Out Travel Plans • 3 Customizing Itineraries for Different Client Needs — 5 classes › 3.1 Understanding Client Profiles and Preferences › 3.2 Analyzing Travel Objectives and Constraints › 3.3 Crafting Tailored Itinerary Options › 3.4 Integrating Special Requirements into Itineraries › 3.5 Evaluating and Adjusting Itinerary Proposals • 4 Utilizing Global Distribution Systems for Itinerary Planning — 5 classes › 4.1 Understanding Global Distribution Systems (GDS): An Introduction › 4.2 Navigating GDS Interfaces: Key Functions and Features › 4.3 Searching for Flights and Accommodation Using GDS › 4.4 Building Complete Itineraries in GDS › 4.5 Optimizing Itinerary Accuracy and Efficiency with GDS Tools

3

Customer Service in Travel

4 chapters · 20 classes

45 marks

• 1 Understanding the Role of Customer Service in Travel — 5 classes

- › 1.1 Exploring the Importance of Customer Service in Travel
- › 1.2 Identifying Key Customer Needs and Expectations
- › 1.3 Developing Effective Communication Skills
- › 1.4 Handling Customer Complaints and Feedback
- › 1.5 Implementing Strategies for Superior Customer Experiences

• 2 Communication Skills for Effective Customer Engagement — 5 classes

- › 2.1 Understanding Customer Needs through Active Listening
- › 2.2 Utilizing Verbal and Non-Verbal Communication Techniques
- › 2.3 Mastering the Art of Asking Questions for Clarity
- › 2.4 Building Rapport with Diverse Customer Groups
- › 2.5 Handling Difficult Conversations with Empathy and Tact

• 3 Managing Customer Expectations and Resolving Complaints — 5 classes

- › 3.1 Understanding Customer Expectations in Travel Services
- › 3.2 Identifying and Analyzing Common Customer Complaints
- › 3.3 Effective Communication Techniques for Addressing Issues
- › 3.4 Strategies for Managing and Exceeding Expectations
- › 3.5 Practicing Resolution Techniques for Common Travel Complaints

• 4 Utilizing Technology for Enhanced Customer Service Experience — 5 classes

- › 4.1 Understanding Technology's Role in Customer Service
- › 4.2 Navigating Global Distribution Systems (GDS)
- › 4.3 Implementing CRM Tools for Customer Engagement
- › 4.4 Leveraging Chatbots for Efficient Customer Interaction
- › 4.5 Analyzing Data for Personalized Customer Experiences

4

Global Distribution Systems

4 chapters · 20 classes

115 marks

• 1 Understanding Global Distribution Systems: Fundamentals and Structure — 5 classes

- › 1.1 Introduction to Global Distribution Systems and Their Role in Travel
- › 1.2 Exploring the Core Components of Global Distribution Systems
- › 1.3 Understanding How Global Distribution Systems Connect Agencies and Suppliers
- › 1.4 Navigating the User Interface of Global Distribution Systems
- › 1.5 Applying Knowledge of Global Distribution Systems in Travel Scenarios

• 2 Core Functionality of Global Distribution Systems — 5 classes

- › 2.1 Understanding the Core Components of Global Distribution Systems
- › 2.2 Navigating the Interface of Leading Global Distribution Systems
- › 2.3 Exploring Product Offerings and Booking Options
- › 2.4 Managing Reservations and Itinerary Modifications
- › 2.5 Applying GDS Core Functions in Practical Scenarios

• 3 Advanced GDS Operations: Managing and Modifying Reservations — 5 classes

- › 3.1 Navigating Advanced GDS Interfaces
- › 3.2 Modifying Existing Reservations in Practice
- › 3.3 Implementing Fare Rules and Restrictions
- › 3.4 Utilizing Special Service Requests Effectively
- › 3.5 Troubleshooting Common Reservation Issues

• 4 Optimizing Travel Agency Operations through GDS — 5 classes

- › 4.1 Understanding GDS: An Introduction to Travel Agency Essentials
- › 4.2 Navigating GDS Interfaces: Mastering Basic Commands
- › 4.3 Enhancing Booking Efficiency: Advanced GDS Features
- › 4.4 Analyzing Data: Using GDS for Market Insights
- › 4.5 Applying GDS Skills: Real-world Travel Agency Scenarios

5

Introduction to Travel Industry

4 chapters · 20 classes

65 marks

• 1 Overview of the Travel Industry and Its Segments — 5 classes

- › 1.1 Understanding the Structure of the Travel Industry
- › 1.2 Exploring Major Segments of the Travel Industry
- › 1.3 Analyzing Key Players and Their Roles in Travel
- › 1.4 Investigating Current Trends and Influences in Travel
- › 1.5 Identifying Challenges and Opportunities in Travel Operations

• 2 Types of Travel Services and Products Offered — 5 classes

- › 2.1 Exploring Different Types of Travel Services
- › 2.2 Identifying Key Travel Products and Their Features
- › 2.3 Understanding the Role of Airlines and Their Services
- › 2.4 Analyzing Accommodation Types in the Travel Industry
- › 2.5 Evaluating Package Tours and Custom Travel Solutions

• 3 Role and Functionality of Global Distribution Systems (GDS) — 5 classes

- › 3.1 Understanding the Evolution of Global Distribution Systems
- › 3.2 Exploring Core Features and Functions of GDS Platforms
- › 3.3 Examining Airline Reservation Processes via GDS
- › 3.4 Investigating Hotel and Car Rental Bookings Using GDS
- › 3.5 Applying GDS Knowledge to Real-World Travel Scenarios

• 4 Current Trends and Challenges in the Travel Industry — 5 classes

- › 4.1 Exploring Current Trends Shaping the Travel Industry
- › 4.2 Understanding the Impact of Technology on Travel Services
- › 4.3 Evaluating Environmental Concerns and Sustainable Tourism
- › 4.4 Analyzing Economic Challenges and Their Influence on Travel
- › 4.5 Developing Strategies to Overcome Challenges in Travel Operations

• 1 Understanding Essential Travel Documents — 5 classes

- › 1.1 Identifying Key Travel Documents
- › 1.2 Understanding Passport and Visa Requirements
- › 1.3 Exploring Health and Safety Certifications
- › 1.4 Navigating Customs and Immigration Forms
- › 1.5 Analyzing Travel Insurance Essentials

• 2 International Travel Regulations and Compliance — 5 classes

- › 2.1 Understanding Global Travel Regulations
- › 2.2 Identifying Key International Compliance Requirements
- › 2.3 Analyzing the Impact of Government Travel Advisories
- › 2.4 Navigating Visa and Entry Clearance Processes
- › 2.5 Applying Compliance Knowledge in Travel Itineraries

• 3 Ticketing and Documentation Procedures — 5 classes

- › 3.1 Understanding Airline Ticket Types and Classifications
- › 3.2 Exploring Fare Rules and Restrictions
- › 3.3 Mastering the Use of Electronic Ticketing Systems
- › 3.4 Creating and Modifying a Passenger Name Record (PNR)
- › 3.5 Ensuring Compliance with Travel Document Regulations

• 4 Managing Changes and Irregularities in Travel Documents — 5 classes

- › 4.1 Identifying Common Travel Document Irregularities
- › 4.2 Understanding Regulatory Requirements for Travel Document Changes
- › 4.3 Revising Travel Documents for Compliance
- › 4.4 Handling Travel Document Errors and Discrepancies
- › 4.5 Implementing Solutions for Travel Document Issues