LAPT

LONDON ACADEMY OF PROFESSIONAL TRAINING

CERTIFICATE

Certificate in Travel Agency Operations and Ticketing



LAPT — London Academy of Professional Training

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Reference TRV-C02 • Travel and Tourism Centres

UKPRN 10067351 • Registered in England and Wales, company 4984798

4	54	480	400	60%	Lifetime
SUBJECTS	CHAPTERS	CLASSES	TOTAL MARKS	PASS MARK	VALIDITY

AT A GLANCE

REFERENCE	**TRV-C02**
AWARD	**Certificate**
ASSESSMENT	**400 marks — 240 to pass (60%)**
PREREQUISITES	**None**
VALIDITY	**Lifetime**
AWARDING BODY	**LAPT — London Academy of Professional Training**

CURRICULUM

1

Travel Agency Operations and Travel Documentation

16 chapters · 120 classes **100 marks**

- **1 Understanding the Travel Agency Landscape** — 5 classes
  - 1.1 Exploring the Role of Travel Agencies
  - 1.2 Establishing Interest in Sustainable Travel
  - 1.3 Collecting Travel Information and Data
  - 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
- **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
- **9 Setting Up and Registering a Travel Agency** — 10 classes
  - 9.1 Business Structures for Travel Agencies
  - 9.2 Registrations Licences and Local Permissions
  - 9.3 Approved Agent Recognition Requirements
  - 9.4 Tax Registration and Invoicing Basics
  - 9.5 Choosing Premises Equipment and Software
  - 9.6 Agency Staffing Roles and Duties
  - 9.7 Setting Opening Procedures and Daily Routine
  - 9.8 Supplier Accounts and Credit Arrangements
  - 9.9 Agency Insurance and Business Protection
  - 9.10 Launch Checklist for a New Agency
- **10 Booking Workflow from Enquiry to Confirmation** — 10 classes
  - 10.1 Receiving and Logging an Enquiry
  - 10.2 Gathering Complete Traveller Details
  - 10.3 Checking Availability and Options
  - 10.4 Preparing a Written Quotation
  - 10.5 Securing the Booking and Deposit
  - 10.6 Booking Components with Each Supplier
  - 10.7 Checking Names Dates and Spellings
  - 10.8 Issuing Confirmations and Invoices
  - 10.9 Final Documents Pack for Travellers
  - 10.10 Post Booking Follow Up and Reminders
- **11 Passport and Identity Document Checks** — 10 classes
  - 11.1 Parts of an Indian Passport
  - 11.2 Passport Validity and Blank Page Rules
  - 11.3 Applying for and Renewing Passports
  - 11.4 Emergency Certificates and Lost Passports
  - 11.5 Name Matching Between Passport and Ticket
  - 11.6 Travelling with Minors and Consent Letters
  - 11.7 Overseas Citizen Cards and Dual Nationals
  - 11.8 Identity Documents for Domestic Travel
  - 11.9 Checking Documents Before Departure
  - 11.10 Document Check Practice Cases
- **12 Visa Types and Application Handling** — 10 classes
  - 12.1 Purpose and Types of Visas
  - 12.2 Visa on Arrival and Electronic Authorisations
  - 12.3 Embassy and Consulate Visa Procedures
  - 12.4 Supporting Documents and Financial Proof
  - 12.5 Visa Fees Processing Time and Tracking
  - 12.6 Common Reasons for Visa Refusal
  - 12.7 Transit Visa Rules at Connecting Airports
  - 12.8 Visa Rules for Schengen and Other Regions
  - 12.9 Advising Clients Without Guaranteeing Outcomes
  - 12.10 Visa Service Records and Responsibilities
- **13 Health Requirements Vaccination and Insurance Documents** — 10 classes
  - 13.1 Health Entry Requirements by Destination
  - 13.2 Vaccination Certificates and Validity
  - 13.3 Health Advice Sources for Travellers
  - 13.4 Medication and Medical Items in Baggage
  - 13.5 Types of Travel Insurance Cover
  - 13.6 Reading Policy Wording and Exclusions
  - 13.7 Selling Insurance Responsibly
  - 13.8 Pre Existing Conditions and Declarations
  - 13.9 Handling Insurance Claims Support
  - 13.10 Recording Health and Insurance Information
- **14 Customs Immigration and Baggage Regulations** — 10 classes
  - 14.1 Immigration Process at Departure and Arrival
  - 14.2 Customs Allowances and Declarations
  - 14.3 Prohibited and Restricted Items
  - 14.4 Foreign Currency Carrying Limits
  - 14.5 Duty Free Rules and Limits
  - 14.6 Cabin and Hold Baggage Safety Rules
  - 14.7 Liquids Batteries and Dangerous Goods
  - 14.8 Arrival Cards and Health Declarations
  - 14.9 Advising Travellers Before They Pack
  - 14.10 Resolving Customs Problems Calmly

2

Global Distribution Systems and Reservations

14 chapters · 120 classes **100 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 Reservation System Navigation and Entries** — 10 classes
  - 5.1 Logging In and Securing Your Sign On
  - 5.2 Screen Layout and Work Areas
  - 5.3 Command Language Versus Graphic Screens
  - 5.4 Using Help Pages and Reference Tables
  - 5.5 Encoding and Decoding Cities and Airlines
  - 5.6 Using Calculator and Date Entries
  - 5.7 Reading Time and Date Formats
  - 5.8 Common Error Messages and Fixes
  - 5.9 Cleaning Your Screen and Ending Sessions
  - 5.10 Navigation Practice Drills
- **6 Flight Availability and Schedules** — 10 classes
  - 6.1 Requesting Availability by Route and Date
  - 6.2 Reading Availability Displays
  - 6.3 Understanding Booking Classes and Codes
  - 6.4 Connecting Flights and Minimum Connection Times
  - 6.5 Reading Flight Schedules and Timetables
  - 6.6 Direct Versus Connecting Itineraries
  - 6.7 Codeshare and Operating Carrier Displays
  - 6.8 Seat Maps and Seat Selection
  - 6.9 Flight Status and Delay Checks
  - 6.10 Selecting Options for Client Needs
- **7 Creating the Passenger Name Record** — 10 classes
  - 7.1 Parts of a Passenger Name Record
  - 7.2 Entering Names Titles and Initials
  - 7.3 Adding Contact Details and Ticketing Arrangement
  - 7.4 Segment Sell and Status Codes
  - 7.5 Adding Remarks and Received From Fields
  - 7.6 Special Service Requests Entry
  - 7.7 Frequent Flyer and Loyalty Numbers
  - 7.8 Ending and Retrieving a Record
  - 7.9 Splitting Records for Party Changes
  - 7.10 Record Creation Practice Cases
- **8 Fare Display and Pricing in the System** — 10 classes
  - 8.1 Fare Display Basics and Reading Output
  - 8.2 Fare Basis Codes and Rules Summary
  - 8.3 Pricing an Itinerary Automatically
  - 8.4 Taxes Fees and Surcharges Shown
  - 8.5 Alternative Pricing and Lowest Fare Search
  - 8.6 Pricing for Children and Infants
  - 8.7 Fare Rules Retrieval and Interpretation
  - 8.8 Validity Dates and Advance Purchase
  - 8.9 Price Quote Records and Storage
  - 8.10 Pricing Accuracy Checks Before Booking
- **9 Hotel Car and Rail Reservations in the System** — 10 classes
  - 9.1 Accessing Hotel Content in the System
  - 9.2 Searching Hotels by Location and Rate
  - 9.3 Reading Rate Plans and Cancellation Terms
  - 9.4 Booking and Guaranteeing Hotel Rooms
  - 9.5 Car Rental Searches and Bookings
  - 9.6 Reading Car Categories and Insurance Terms
  - 9.7 Rail Reservations and Seat Allocation
  - 9.8 Adding Transfers and Ground Services
  - 9.9 Integrating Non Air Segments into Records
  - 9.10 Combined Itinerary Practice Cases
- **10 Modifying Cancelling and Reissuing Reservations** — 10 classes
  - 10.1 Changing Names Dates and Segments
  - 10.2 Handling Schedule Changes by Airlines
  - 10.3 Waitlisted and Unconfirmed Segments
  - 10.4 Cancelling Segments Correctly
  - 10.5 Cancellation Fees and Refund Eligibility
  - 10.6 Rebooking After Disruption
  - 10.7 Splitting and Combining Records
  - 10.8 Queue Messages and Follow Up
  - 10.9 Audit History of Record Changes
  - 10.10 Amendment Practice Under Time Pressure
- **11 Queue Management and Agency Workflow Control** — 10 classes
  - 11.1 Purpose of Queues in Agency Work
  - 11.2 Types of Queue Messages
  - 11.3 Working Queues in Priority Order
  - 11.4 Ticketing Time Limits and Deadlines
  - 11.5 Avoiding Duplicate and Ghost Bookings
  - 11.6 Airline Schedule Change Handling
  - 11.7 Agency Productivity and Daily Targets
  - 11.8 Supervisor Review and Handover Notes
  - 11.9 Sharing Records Between Colleagues
  - 11.10 Daily Queue Clearance Routine
- **12 Online Booking Tools and Direct Supplier Channels** — 10 classes
  - 12.1 Online Booking Engines Versus Core Systems
  - 12.2 Airline Direct Booking Portals
  - 12.3 New Distribution Capability Content Basics
  - 12.4 Aggregators and Metasearch Platforms
  - 12.5 Comparing Channel Prices and Fees
  - 12.6 Booking Tools for Hotels and Activities
  - 12.7 Mobile Applications for Agents
  - 12.8 Customer Self Service and Agent Value
  - 12.9 Integrating Channels into Agency Systems
  - 12.10 Choosing the Right Channel for the Client
- **13 Accuracy Security and Fraud Awareness in Reservations** — 10 classes
  - 13.1 Common Reservation Errors and Their Costs
  - 13.2 Double Checking Names Dates and Codes
  - 13.3 Debit Memos and Agency Penalties
  - 13.4 Duplicate Booking Detection and Cleanup
  - 13.5 System Access Security and Passwords
  - 13.6 Recognising Card and Booking Fraud
  - 13.7 Handling Suspicious Booking Requests
  - 13.8 Data Privacy in Reservation Records
  - 13.9 Quality Checklists for Reservation Work
  - 13.10 Learning from Errors and Corrections

3

Ticketing, Fares, Payments and Foreign Exchange

12 chapters · 120 classes **100 marks**

- **1 Airfare Basics and Fare Types** — 10 classes
  - 1.1 How Airfares Are Built Up
  - 1.2 Published Fares and Special Fares
  - 1.3 One Way Return and Circle Trip Fares
  - 1.4 Economy Business and First Fares
  - 1.5 Promotional and Corporate Fares
  - 1.6 Child Infant and Student Fares
  - 1.7 Fare Basis Codes and Meanings
  - 1.8 Fare Rules Advance Purchase and Stay
  - 1.9 Currency of Fare and Rate of Exchange
  - 1.10 Quoting Fares Clearly to Clients
- **2 Airfare Construction and Taxes** — 10 classes
  - 2.1 Global Indicators and Fare Components
  - 2.2 Mileage Based and Point to Point Fares
  - 2.3 Normal Special and Add On Fares
  - 2.4 Higher Intermediate Point Checks
  - 2.5 Surcharges Taxes and Airport Charges
  - 2.6 Passenger Service and User Fees
  - 2.7 Fuel Surcharge and Carrier Imposed Charges
  - 2.8 Fare Calculation Line Reading
  - 2.9 Rounding Rules and Currency Conversion
  - 2.10 Practice Fare Construction Exercises
- **3 Ticket Types Validity and Conditions** — 10 classes
  - 3.1 Paper and Electronic Ticket Differences
  - 3.2 Reading an Electronic Ticket Receipt
  - 3.3 Ticket Number and Coupon Structure
  - 3.4 Ticket Validity Period and Stopovers
  - 3.5 Name Change and Endorsement Rules
  - 3.6 Ticket Status Codes and Meanings
  - 3.7 Baggage and Seat Entitlements on Tickets
  - 3.8 Conditions of Carriage Awareness
  - 3.9 Interline and Codeshare Ticketing
  - 3.10 Explaining Tickets Clearly to Travellers
- **4 Ticket Issuance and Time Limits** — 10 classes
  - 4.1 Pre Ticketing Checks
  - 4.2 Name Accuracy and Document Match
  - 4.3 Fare and Tax Verification Before Issue
  - 4.4 Form of Payment Selection
  - 4.5 Issuing Tickets in the Booking System
  - 4.6 Automatic Ticketing Time Limits
  - 4.7 Handling Ticketing Errors Immediately
  - 4.8 Void Windows and Same Day Cancellation
  - 4.9 Itinerary Receipts and Customer Copies
  - 4.10 Ticketing Quality Checklist
- **5 Ticket Changes Exchanges and Reissues** — 10 classes
  - 5.1 Types of Voluntary Changes
  - 5.2 Same Fare Class Date Changes
  - 5.3 Reissue Calculation Principles
  - 5.4 Add Collect Fees and Penalties
  - 5.5 Changes to Names and Routes
  - 5.6 Involuntary Changes and Waivers
  - 5.7 Upgrades and Downgrades
  - 5.8 Documenting Exchanges in Records
  - 5.9 Explaining Cost of Changes to Clients
  - 5.10 Exchange Practice Scenarios
- **6 Refunds Cancellations and Agency Penalties** — 10 classes
  - 6.1 Refundable and Non Refundable Fares
  - 6.2 Calculating Refund Amounts
  - 6.3 Taxes Refund and Unused Segments
  - 6.4 Refund Application Procedures
  - 6.5 Airline Cancellations and Passenger Rights
  - 6.6 Cancellation Fees by Supplier Type
  - 6.7 Agency Debit Memos and Disputes
  - 6.8 Preventing Common Ticketing Errors
  - 6.9 Customer Communication on Refund Delays
  - 6.10 Refund Practice Scenarios
- **7 Non Air Pricing Hotels Tours and Packages** — 10 classes
  - 7.1 Rail and Coach Pricing
  - 7.2 Hotel Rate Types and Taxes
  - 7.3 Car Rental Rates and Extras
  - 7.4 Cruise Pricing and Port Charges
  - 7.5 Package Pricing Components
  - 7.6 Commission Mark Up and Service Fees
  - 7.7 Child Sharing and Single Supplements
  - 7.8 Group Rates and Free of Charge Places
  - 7.9 Currency of Supplier Rates
  - 7.10 Preparing an Itemised Quotation
- **8 Accepting Payments from Travellers** — 10 classes
  - 8.1 Accepted Forms of Payment
  - 8.2 Cash Handling and Counting Procedures
  - 8.3 Card Payments and Terminal Use
  - 8.4 Online Payment Gateways
  - 8.5 Bank Transfers and Cheques
  - 8.6 Deposit and Balance Payment Schedules
  - 8.7 Receipts and Payment Records
  - 8.8 Payment Security and Fraud Awareness
  - 8.9 Handling Declined and Failed Payments
  - 8.10 Payment Processing Role Play
- **9 Payment Reconciliation Settlement and Supplier Payments** — 10 classes
  - 9.1 Daily Cash Up and Banking
  - 9.2 Reconciling Receipts to Bookings
  - 9.3 Supplier Invoices and Credit Terms
  - 9.4 Settlement Cycles with Airlines
  - 9.5 Remittance Statements and Reports
  - 9.6 Handling Refunds to Customers
  - 9.7 Chargebacks and Payment Disputes
  - 9.8 Tax Invoices and Accounting Basics
  - 9.9 Month End Control Reports
  - 9.10 Resolving Reconciliation Differences
- **10 Foreign Exchange Fundamentals for Travel** — 10 classes
  - 10.1 Currencies Codes and Symbols
  - 10.2 Exchange Rates Buy and Sell
  - 10.3 Cross Rates and Rate Margins
  - 10.4 Reading Rate Boards and Screens
  - 10.5 Factors that Move Exchange Rates
  - 10.6 Currency Conversion Calculations
  - 10.7 Forex Products Cash Cards and Transfers
  - 10.8 Rate Guarantees and Booking Currency
  - 10.9 Advising Travellers on Money Choices
  - 10.10 Forex Calculation Practice
- **11 Forex Regulation Compliance and Authorised Dealers** — 10 classes
  - 11.1 Foreign Exchange Management Rules in India
  - 11.2 Authorised Dealers and Money Changers
  - 11.3 Limits for Travel and Other Purposes
  - 11.4 Liberalised Remittance Scheme Basics
  - 11.5 Know Your Customer Documents for Forex
  - 11.6 Tax Collection at Source on Overseas Spend
  - 11.7 Record Keeping and Reporting Duties
  - 11.8 Anti Money Laundering Awareness
  - 11.9 Spotting Suspicious Forex Requests
  - 11.10 Compliance Practice Scenarios
- **12 Processing Forex Transactions and Customer Advice** — 10 classes
  - 12.1 Receiving a Forex Request
  - 12.2 Verifying Identity and Travel Documents
  - 12.3 Calculating Rates Fees and Totals
  - 12.4 Issuing Currency Notes and Travel Cards
  - 12.5 Telegraphic Transfers for Overseas Payments
  - 12.6 Encashment of Unused Currency
  - 12.7 Checking Notes for Authenticity
  - 12.8 Cash Limits and Safe Storage

4 **Business Travel and Corporate Accounts** 12 chapters · 120 classes **100 marks**

- **1 Business Travel Market and Corporate Travel Management** — 10 classes
  - 1.1 Nature of Business Travel
  - 1.2 Business Travel Versus Leisure Travel
  - 1.3 Types of Business Trips and Travellers
  - 1.4 Corporate Travel Agency Models
  - 1.5 Travel Management Companies and Their Role
  - 1.6 Roles in a Corporate Travel Team
  - 1.7 Business Travel Trends and Technology
  - 1.8 Key Industry Terms Used by Corporates
  - 1.9 Indian Corporate Travel Market
  - 1.10 Career Paths in Corporate Travel
- **2 Corporate Client Needs and Travel Policy** — 10 classes
  - 2.1 Understanding the Client Organisation
  - 2.2 Components of a Corporate Travel Policy
  - 2.3 Approval Levels and Travel Grades
  - 2.4 Fare Class and Hotel Category Rules
  - 2.5 Preferred Supplier Programmes
  - 2.6 Advance Booking and Cost Control Rules
  - 2.7 Policy Compliance and Exceptions
  - 2.8 Writing Policy from Client Interviews
  - 2.9 Communicating Policy to Travellers
  - 2.10 Reviewing and Updating Policies
- **3 Setting Up and Onboarding Corporate Accounts** — 10 classes
  - 3.1 Account Opening Documents and Checks
  - 3.2 Credit Terms and Limits
  - 3.3 Service Level Agreements
  - 3.4 Traveller Profiles and Preferences
  - 3.5 Cost Centres and Project Codes
  - 3.6 Approval Workflow Configuration
  - 3.7 Account Manager and Contact Points
  - 3.8 Implementation Plan for New Accounts
  - 3.9 Training Client Staff on Booking Tools
  - 3.10 Account Launch Checklist
- **4 Booking Business Travel Efficiently** — 10 classes
  - 4.1 Receiving and Validating Booking Requests
  - 4.2 Booking Flights Within Policy
  - 4.3 Hotel Bookings Near Meeting Locations
  - 4.4 Ground Transport and Airport Transfers
  - 4.5 Rail and Domestic Travel Bookings
  - 4.6 Multi Stop and Last Minute Trips
  - 4.7 Booking for Executives and Groups
  - 4.8 Using Online Booking Tools and Mobile Apps
  - 4.9 Amendments and Cancellations for Business
  - 4.10 Booking Quality Checks
- **5 Corporate Fares Deals and Supplier Agreements** — 10 classes
  - 5.1 Corporate Fares and Negotiated Rates
  - 5.2 Airline Deals and Volume Incentives
  - 5.3 Hotel Programme Rates and Rate Audits
  - 5.4 Car and Ground Transport Agreements
  - 5.5 Loyalty Programmes and Traveller Benefits
  - 5.6 Comparing Supplier Offers
  - 5.7 Tracking Deal Usage and Compliance
  - 5.8 Renewing and Renegotiating Agreements
  - 5.9 Using Data to Support Negotiation
  - 5.10 Savings Calculation Practice
- **6 Invoicing Billing and Payment for Corporate Accounts** — 10 classes
  - 6.1 Corporate Billing Cycles
  - 6.2 Central Billing and Lodge Cards
  - 6.3 Individual Pay and Expense Claims
  - 6.4 Tax Invoices and Goods and Services Tax
  - 6.5 Itemised Invoices by Cost Centre
  - 6.6 Credit Control and Overdue Accounts
  - 6.7 Handling Billing Disputes
  - 6.8 Reconciling Supplier Costs to Invoices
  - 6.9 Refunds and Credit Notes for Corporates
  - 6.10 Billing Accuracy Checks
- **7 Traveller Care and Duty of Care** — 10 classes
  - 7.1 Employer Duty of Care Principles
  - 7.2 Traveller Tracking and Location Awareness
  - 7.3 Risk Ratings for Destinations
  - 7.4 Pre Trip Security and Health Briefings
  - 7.5 24 Hour Emergency Support Procedures
  - 7.6 Medical and Evacuation Arrangements
  - 7.7 Crisis Communication to Clients
  - 7.8 Women and Solo Traveller Safety
  - 7.9 Travel Insurance for Corporate Travellers
  - 7.10 Post Crisis Review with Clients
- **8 Management Information and Account Reporting** — 10 classes
  - 8.1 Key Business Travel Measures
  - 8.2 Spend Reports by Department and Route
  - 8.3 Policy Compliance Reports
  - 8.4 Savings and Cost Avoidance Reports
  - 8.5 Carbon Emissions Reporting for Travel
  - 8.6 Using Spreadsheets for Travel Data
  - 8.7 Presenting Findings to Clients
  - 8.8 Identifying Trends and Opportunities
  - 8.9 Forecasting Next Year Travel Spend
  - 8.10 Report Preparation Practice
- **9 Meetings Incentives and Corporate Events Travel** — 10 classes
  - 9.1 Group Travel for Corporate Meetings
  - 9.2 Conference Delegate Travel Arrangements
  - 9.3 Incentive Travel Basics for Companies
  - 9.4 Managing Group Flight Blocks
  - 9.5 Group Hotel Allocation and Rooming Lists
  - 9.6 Delegate Registration and Travel Forms
  - 9.7 Transfers Schedules and On Site Support
  - 9.8 Managing Group Changes and No Shows
  - 9.9 Cost Control for Group Programmes
  - 9.10 Corporate Group Booking Practice
- **10 Corporate Account Relationships and Retention** — 10 classes
  - 10.1 Regular Account Review Meetings
  - 10.2 Measuring Client Satisfaction
  - 10.3 Handling Complaints from Corporate Clients
  - 10.4 Proactive Cost Saving Advice
  - 10.5 Cross Selling Services to Existing Accounts
  - 10.6 Managing Client Expectations
  - 10.7 Working with Procurement Teams
  - 10.8 Responding to Tenders and Proposals
  - 10.9 Retaining and Growing Accounts
  - 10.10 Account Plan Preparation
- **11 Technology and Automation in Business Travel** — 10 classes
  - 11.1 Corporate Booking Platforms
  - 11.2 Expense Management Integration
  - 11.3 Mobile Check In and Itinerary Apps
  - 11.4 Automated Policy Checks and Approvals
  - 11.5 Virtual Payment Cards for Travel
  - 11.6 Data Security for Corporate Travellers
  - 11.7 Using Dashboards for Account Management
  - 11.8 Managing System Errors and Downtime
  - 11.9 Evaluating New Travel Technology
  - 11.10 Technology Selection Exercise
- **12 Corporate Travel Compliance Sustainability and Quality** — 10 classes
  - 12.1 Legal and Tax Rules for Business Travel
  - 12.2 Visa and Work Permit Awareness for Business
  - 12.3 Contract Terms for Corporate Agreements
  - 12.4 Sustainable Business Travel Policy
  - 12.5 Choosing Lower Emission Options
  - 12.6 Internal Quality Audits of Account Work
  - 12.7 Service Quality Measures and Targets
  - 12.8 Handling Errors and Corrective Action
  - 12.9 Ethics Gifts and Conflict of Interest
  - 12.10 Continuous Improvement for Corporate Accounts

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