LAPT

LONDON ACADEMY OF PROFESSIONAL TRAINING

CERTIFICATE

Certificate in Tour Operations

C

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 TRV-C03 • Travel and Tourism Centres

UKPRN 10067351 • Registered in England and Wales, company 4984798

4	73	516	400	60%	Lifetime
SUBJECTS	CHAPTERS	CLASSES	TOTAL MARKS	PASS MARK	VALIDITY

AT A GLANCE

REFERENCE	**TRV-C03**
AWARD	**Certificate**
ASSESSMENT	**400 marks — 240 to pass (60%)**
PREREQUISITES	**None**
VALIDITY	**Lifetime**
AWARDING BODY	**LAPT — London Academy of Professional Training**

CURRICULUM

1 **Tour Package Design and Costing** 16 chapters · 126 classes **100 marks**

- **1 Understanding the Fundamentals of Tour Packages** — 12 classes
  - 1.1 Exploring the Basics of Tour Packages
  - 1.2 Identifying Key Components of a Tour Package
  - 1.3 Analyzing Different Types of Tour Packages
  - 1.4 Examining the Role of Suppliers in Tour Packaging
  - 1.5 Understanding Pricing Strategies for Tour Packages
  - 1.6 Applying Market Research in Tour Package Design
  - 1.7 Airfare Components in Tour Costing
  - 1.8 Selecting Fares for Group and Package Tours
  - 1.9 Ticketing Procedures for Tour Packages
  - 1.10 Group Bookings and Ticket Issuance Controls
  - 1.11 Travel Insurance Options for Tour Packages
  - 1.12 Preparing Visa and Travel Document Checklists
- **2 Market Research and Destination Analysis** — 6 classes
  - 2.1 Understanding the Importance of Market Research in Tour Packaging
  - 2.2 Identifying Key Market Segments for Tour Packages
  - 2.3 Analyzing Tourist Preferences and Trends
  - 2.4 Conducting a Competitive Analysis of Destinations
  - 2.5 Evaluating Destination Attractiveness and Feasibility
  - 2.6 Applying Market Research to Design Effective Tour Packages
- **3 Designing Customized Tour Itineraries** — 6 classes
  - 3.1 Understanding Client Needs for Custom Tours
  - 3.2 Researching Destinations and Attractions
  - 3.3 Crafting Aesthetic and Practical Itinerary Elements
  - 3.4 Balancing Cost with Client Expectations
  - 3.5 Integrating Logistics and Scheduling
  - 3.6 Presenting and Finalizing the Custom Itinerary
- **4 Costing Strategies and Financial Planning** — 6 classes
  - 4.1 Understanding Cost Components in Tour Packaging
  - 4.2 Exploring Different Costing Approaches
  - 4.3 Analyzing Fixed and Variable Costs in Tours
  - 4.4 Developing Effective Budgeting Strategies
  - 4.5 Applying Break-even Analysis in Tour Planning
  - 4.6 Evaluating Profit Margins and Financial Sustainability
- **5 Legal, Ethical, and Safety Considerations in Tour Packaging** — 6 classes
  - 5.1 Understanding Legal Requirements in Tour Packaging
  - 5.2 Identifying Ethical Practices in Tour Design
  - 5.3 Ensuring Safety Compliance in Tour Operations
  - 5.4 Analyzing Case Studies of Legal and Ethical Issues
  - 5.5 Applying Ethical Standards in Tour Package Creation
  - 5.6 Developing Risk Management Strategies for Tour Safety
- **1 Understanding Cost Components in Tour Packaging** — 6 classes
  - 1.1 Identifying Key Cost Components in Tour Packages
  - 1.2 Analyzing Fixed and Variable Costs
  - 1.3 Exploring Direct and Indirect Costs Impact
  - 1.4 Calculating Break-even Points for Tours
  - 1.5 Evaluating Supplier Contracts and Their Costs
  - 1.6 Applying Cost Components to Package Pricing
- **2 Essential Techniques for Cost Analysis** — 6 classes
  - 2.1 Understanding Cost Components in Tour Packaging
  - 2.2 Identifying Fixed and Variable Costs
  - 2.3 Analyzing Break-Even Points in Cost Structures
  - 2.4 Allocating Overhead Costs Effectively
  - 2.5 Implementing Market-Based Pricing Strategies
  - 2.6 Evaluating Profit Margins and Pricing Models
- **3 Pricing Strategies and Market Positioning** — 6 classes
  - 3.1 Understanding Market Positioning in Tourism
  - 3.2 Identifying Key Factors in Pricing Strategy Development
  - 3.3 Analyzing Competitive Pricing Models
  - 3.4 Crafting a Value-Based Pricing Approach
  - 3.5 Evaluating Cost Structures in Tour Packaging
  - 3.6 Implementing Dynamic Pricing Tactics
- **4 Dynamic Pricing and Yield Management** — 6 classes
  - 4.1 Understanding the Basics of Dynamic Pricing
  - 4.2 Identifying Factors Influencing Dynamic Pricing
  - 4.3 Exploring Yield Management Principles
  - 4.4 Analyzing Real-World Applications of Dynamic Pricing
  - 4.5 Implementing Yield Management Strategies in Tourism
  - 4.6 Evaluating Success through Dynamic Pricing Metrics
- **5 Costing and Pricing for Niche Markets** — 6 classes
  - 5.1 Understanding Niche Market Dynamics
  - 5.2 Identifying Cost Drivers in Niche Markets
  - 5.3 Analyzing Consumer Behavior in Specialty Tourism
  - 5.4 Developing Tailored Pricing Strategies
  - 5.5 Assessing Competitor Pricing in Niche Segments
  - 5.6 Crafting a Comprehensive Pricing Package
- **11 Group Costing and Break Even Calculation** — 10 classes
  - 11.1 Fixed and Variable Costs Per Departure
  - 11.2 Cost Per Person at Different Group Sizes
  - 11.3 Break Even Number of Passengers
  - 11.4 Free of Charge Places and Tour Leader Costs
  - 11.5 Single Supplements and Room Sharing
  - 11.6 Contingency Allowance in Costing
  - 11.7 Margin Versus Mark Up Calculation
  - 11.8 Taxes and Service Charges in Costing
  - 11.9 Setting Minimum Group Size Rules
  - 11.10 Group Costing Spreadsheet Practice
- **12 Foreign Currency Costing and Exchange Risk** — 10 classes
  - 12.1 Costing in Foreign Currency
  - 12.2 Choosing Costing Exchange Rates
  - 12.3 Currency Buffers in Quotations
  - 12.4 Hedging and Advance Payment to Suppliers
  - 12.5 Pricing in Rupees or Foreign Currency
  - 12.6 Surcharge Rules for Currency Changes
  - 12.7 Updating Prices After Rate Movements
  - 12.8 Tracking Currency Gains and Losses
  - 12.9 Explaining Currency Terms to Clients
  - 12.10 Currency Costing Practice Cases
- **13 Selecting Transport Accommodation and Guides for Packages** — 10 classes
  - 13.1 Choosing Transport Modes for Packages
  - 13.2 Coaches Vehicles and Driver Arrangements
  - 13.3 Flights Rail and Internal Transfers
  - 13.4 Selecting Hotels by Category and Location
  - 13.5 Meal Plans and Restaurant Selection
  - 13.6 Choosing Local Guides and Escorts
  - 13.7 Entrance Fees and Activities Included
  - 13.8 Checking Supplier Quality and References
  - 13.9 Capacity and Contingency Arrangements
  - 13.10 Preparing a Ground Services Brief
- **14 Fixed Departures and Group Inclusive Tours** — 10 classes
  - 14.1 Fixed Departure Tour Model
  - 14.2 Scheduling Departure Calendars
  - 14.3 Setting Departure Prices by Season
  - 14.4 Guaranteed Departure Rules
  - 14.5 Cancelling Under Subscribed Departures
  - 14.6 Selling Through Agents and Direct Channels
  - 14.7 Tour Leader Allocation and Briefing
  - 14.8 Departure Documentation and Voucher Packs
  - 14.9 Passenger Lists and Rooming Lists
  - 14.10 Reviewing Departure Profitability
- **15 Package Brochures Descriptions and Booking Conditions** — 10 classes
  - 15.1 Writing Honest Product Descriptions
  - 15.2 Inclusions Exclusions and Optional Extras
  - 15.3 Presenting Prices and Supplements Clearly
  - 15.4 Photographs and Claims That Must Be True
  - 15.5 Booking Conditions and Payment Schedule
  - 15.6 Cancellation and Amendment Charges

2

Supplier Contracting and Negotiation

16 chapters · 120 classes **100 marks**

- **1 Understanding Supplier Contracts in Tourism** — 6 classes
  - 1.1 Exploring the Essentials of Supplier Contracts
  - 1.2 Identifying Key Clauses in Tourism Agreements
  - 1.3 Analyzing Common Contractual Terms and Conditions
  - 1.4 Evaluating Legal Implications in Supplier Partnerships
  - 1.5 Comparing Different Types of Supplier Contracts
  - 1.6 Applying Effective Negotiation Tactics in Contracting
- **2 Analyzing Contractual Terms and Conditions** — 6 classes
  - 2.1 Understanding Key Contractual Terms
  - 2.2 Identifying Important Clauses in Supplier Contracts
  - 2.3 Assessing Legal Implications of Contract Terms
  - 2.4 Evaluating Risk Factors in Contractual Agreements
  - 2.5 Analyzing Financial Implications of Contract Conditions
  - 2.6 Applying Contract Terms to Case Studies
- **3 Evaluating Supplier Performance and Compliance** — 6 classes
  - 3.1 Understanding Supplier Performance Metrics
  - 3.2 Identifying Key Compliance Requirements
  - 3.3 Analyzing Performance Data for Trends
  - 3.4 Evaluating Supplier Compliance Records
  - 3.5 Comparing Supplier Performance Against Standards
  - 3.6 Making Informed Decisions About Supplier Relationships
- **4 Negotiating Contract Amendments and Renewals** — 6 classes
  - 4.1 Understanding the Basics of Contract Amendments
  - 4.2 Identifying Key Contractual Elements for Negotiation
  - 4.3 Analyzing Contract Renewal Needs and Opportunities
  - 4.4 Developing Strategies for Effective Contract Negotiation
  - 4.5 Practicing Negotiation Techniques with Suppliers
  - 4.6 Implementing Successful Contract Amendments and Renewals
- **5 Assessing Risk and Legal Implications in Supplier Contracts** — 6 classes
  - 5.1 Understanding the Basics of Supplier Contracts
  - 5.2 Identifying Risk Factors in Supplier Agreements
  - 5.3 Evaluating Legal Implications in Contract Terms
  - 5.4 Analyzing Clauses for Potential Liabilities
  - 5.5 Mitigating Risks through Effective Contract Management
  - 5.6 Applying Risk Assessment Techniques in Real-World Scenarios
- **1 Understanding the Supplier Network** — 6 classes
  - 1.1 Mapping Hotels Carriers and Ground Agents
  - 1.2 Direct Contracts Versus Intermediaries
  - 1.3 Sourcing New Suppliers and Destinations
  - 1.4 Evaluating Supplier Reliability
  - 1.5 Supplier Financial Health Checks
  - 1.6 Building Supplier Relationships
- **2 Preparing for Negotiation** — 6 classes
  - 2.1 Analysing Demand and Volume Forecasts
  - 2.2 Costing Components Before Negotiating
  - 2.3 Setting Negotiation Objectives and Limits
  - 2.4 Understanding Seasonality and Rate Structures
  - 2.5 Gathering Market Rate Intelligence
  - 2.6 Planning Your Negotiation Strategy
- **3 Negotiation Skills and Tactics** — 6 classes
  - 3.1 Principles of Win-Win Negotiation
  - 3.2 Opening Offers and Counter Proposals
  - 3.3 Trading Concessions Effectively
  - 3.4 Negotiating with Hotels
  - 3.5 Negotiating with Airlines and Transport Providers
  - 3.6 Negotiating with Ground Handlers and Guides
- **4 Contract Terms and Risk Allocation** — 6 classes
  - 4.1 Key Clauses in Supplier Contracts
  - 4.2 Allotments Releases and Attrition Terms
  - 4.3 Payment Terms and Deposit Schedules
  - 4.4 Cancellation and Amendment Conditions
  - 4.5 Force Majeure and Liability Clauses
  - 4.6 Currency and Fuel Surcharge Provisions
- **5 Managing Supplier Performance** — 6 classes
  - 5.1 Contract Administration and Renewals
  - 5.2 Supplier Scorecards and Reviews
  - 5.3 Resolving Disputes with Suppliers
  - 5.4 Auditing Supplier Safety and Standards
  - 5.5 Ethical Sourcing and Sustainable Suppliers
  - 5.6 Supplier Contingency and Backup Planning
- **11 Allotments Block Bookings and Release Terms** — 10 classes
  - 11.1 Allotment Types and Commitments
  - 11.2 Hard Blocks Soft Blocks and Free Sale
  - 11.3 Release Periods and Cut Off Dates
  - 11.4 Attrition and Pickup Clauses
  - 11.5 Monitoring Pickup Against Allocation
  - 11.6 Handing Back Unsold Space
  - 11.7 Penalties for Unused Allocations
  - 11.8 Pricing Allotments Against Risk
  - 11.9 Reconciling Usage with Supplier Records
  - 11.10 Allotment Control Practice
- **12 Selecting and Vetting New Suppliers** — 10 classes
  - 12.1 Defining Supplier Requirements
  - 12.2 Sourcing Suppliers in Destinations
  - 12.3 Supplier Registration and Licence Checks
  - 12.4 Financial Stability Checks
  - 12.5 Safety Insurance and Compliance Evidence
  - 12.6 Inspection Visits and Site Audits
  - 12.7 Sustainability and Ethics Screening
  - 12.8 Reference Checks and Trial Bookings
  - 12.9 Scoring and Approving Suppliers
  - 12.10 Maintaining an Approved Supplier List
- **13 Hotel Contracts Rates and Seasons** — 10 classes
  - 13.1 Parts of a Hotel Rate Contract
  - 13.2 Season Dates and Rate Categories
  - 13.3 Net Rates Commissionable Rates and Rack Rates
  - 13.4 Room Types Meal Plans and Supplements
  - 13.5 Child Policies and Extra Bed Charges
  - 13.6 Stop Sale and Blackout Dates
  - 13.7 Cancellation and No Show Terms
  - 13.8 Group and Series Rate Clauses
  - 13.9 Comparing Hotel Offers Side by Side
  - 13.10 Building a Rate Comparison Sheet
- **14 Airline Charter and Transport Contracts** — 10 classes
  - 14.1 Scheduled Seats Versus Charter Flights
  - 14.2 Block Seat Agreements with Airlines
  - 14.3 Charter Contract Key Terms
  - 14.4 Fuel and Currency Adjustment Clauses
  - 14.5 Coach and Vehicle Hire Contracts
  - 14.6 Rail and Ferry Group Agreements
  - 14.7 Driver Duty and Vehicle Safety Standards
  - 14.8 Delay and Cancellation Compensation
  - 14.9 Insurance and Liability in Transport
  - 14.10 Evaluating Transport Contract Risks
- **15 Ground Handlers and Destination Management Contracts** — 10 classes
  - 15.1 Role of Ground Handlers and Local Agents
  - 15.2 Services Covered in Ground Handling Contracts
  - 15.3 Rate Sheets and Net Pricing Models
  - 15.4 Guide Driver and Vehicle Standards
  - 15.5 Service Level Terms and Penalties
  - 15.6 Local Emergency Support Obligations
  - 15.7 Controls on Subcontracted Services

3

Tour Operations and Departure Management

25 chapters · 150 classes **100 marks**

- **1 Understanding the Dynamics of Tour Operations** — 6 classes
  - 1.1 Examine the Structure of Tour Operations
  - 1.2 Analyze Key Components in Tour Package Design
  - 1.3 Explore the Role of Supply Chain in Tour Operations
  - 1.4 Identify Cost Factors in Tour Operations
  - 1.5 Assess Tools for Enhancing Operational Efficiency
  - 1.6 Implement Strategies for Cost Reduction and Profit Maximization
- **2 Streamlining Tour Itinerary Planning** — 6 classes
  - 2.1 Understanding the Components of a Tour Itinerary
  - 2.2 Analyzing Customer Needs for Customized Itineraries
  - 2.3 Selecting Destinations and Activities Efficiently
  - 2.4 Optimizing Route Scheduling for Maximum Efficiency
  - 2.5 Incorporating Feedback to Refine Itinerary Offerings
  - 2.6 Implementing Tools for Streamlined Itinerary Planning
- **3 Efficient Resource Management in Tours** — 6 classes
  - 3.1 Understanding Resource Allocation in Tour Operations
  - 3.2 Identifying Key Resources for Efficient Tour Management
  - 3.3 Analyzing Cost-Benefit in Resource Utilization
  - 3.4 Implementing Effective Resource Scheduling Techniques
  - 3.5 Optimizing Supplier Relationships for Resource Efficiency
  - 3.6 Evaluating Resource Management Strategies in Tours
- **4 Cost Analysis and Pricing Strategies for Tours** — 6 classes
  - 4.1 Understanding the Fundamentals of Cost Components in Tours
  - 4.2 Analysing Fixed and Variable Costs in Tour Operations
  - 4.3 Calculating Breakeven Points for Tour Packages
  - 4.4 Exploring Pricing Models and Strategies for Tours
  - 4.5 Implementing Dynamic Pricing in Tour Packages
  - 4.6 Evaluating Cost-Effective Strategies in Tour Operations
- **5 Evaluating and Enhancing Operational Efficiency** — 6 classes
  - 5.1 Understanding Key Metrics for Operational Efficiency
  - 5.2 Analyzing Performance Data to Identify Inefficiencies
  - 5.3 Streamlining Communication Channels in Tour Operations
  - 5.4 Implementing Technology Solutions for Efficiency Gains
  - 5.5 Developing Cost-Effective Tour Packages
  - 5.6 Applying Continuous Improvement Strategies in Operations
- **1 Operational Planning and Coordination** — 6 classes
  - 1.1 Understanding Operational Framework
  - 1.2 Resource Allocation Strategies
  - 1.3 Risk Management in Operations
  - 1.4 Performance Metrics and Evaluation
  - 1.5 Crisis Management Protocols
  - 1.6 Operational Workflow Optimization
- **2 Quality Assurance in Tour Services** — 6 classes
  - 2.1 Defining Quality Standards
  - 2.2 Customer Feedback Mechanisms
  - 2.3 Continuous Improvement Processes
  - 2.4 Training for Service Excellence
  - 2.5 Monitoring Service Delivery
  - 2.6 Implementing Quality Control Measures
- **3 Technology Integration in Operations** — 6 classes
  - 3.1 Digital Tools for Tour Management
  - 3.2 Data Analytics for Decision Making
  - 3.3 Automating Operational Processes
  - 3.4 Emerging Technologies in Tourism
  - 3.5 Cybersecurity in Tour Operations
  - 3.6 Mobile Applications for Tourists
- **4 Sustainability in Tour Operations** — 6 classes
  - 4.1 Eco-Friendly Practices in Tours
  - 4.2 Community Engagement Strategies
  - 4.3 Sustainable Resource Management
  - 4.4 Measuring Environmental Impact
  - 4.5 Promoting Responsible Tourism
  - 4.6 Partnerships for Sustainability
- **5 Customer Experience Management** — 6 classes
- **4 Planning Departures and Capacity** — 6 classes
  - 4.1 Annual Departure Calendar Planning
  - 4.2 Group Size and Minimum Numbers
  - 4.3 Allotment and Release Management
  - 4.4 Rooming Lists and Passenger Manifests
  - 4.5 Pre-Departure Documentation Packs
  - 4.6 Coordinating Tour Managers and Guides
- **5 Monitoring Performance and Improving Operations** — 6 classes
  - 5.1 Key Operational Performance Indicators
  - 5.2 Daily and Monthly Operations Reporting
  - 5.3 Productivity and Workload Analysis
  - 5.4 Technology and Automation Opportunities
  - 5.5 Continuous Improvement in Operations
  - 5.6 Post-Season Reviews and Planning
- **1 Controlling Live Departures** — 6 classes
  - 1.1 Pre-Departure Readiness Checks
  - 1.2 Airport and Transfer Coordination
  - 1.3 Monitoring Tours in Progress
  - 1.4 Operations Control Room Setup
  - 1.5 Communicating with Tour Managers in the Field
  - 1.6 Handling Day-to-Day Service Failures
- **2 Managing Delays and Cancellations** — 6 classes
  - 2.1 Flight Disruptions and Rebooking
  - 2.2 Handling Missed Connections and Denied Boarding
  - 2.3 Weather and Natural Event Disruptions
  - 2.4 Supplier Failure and Overbooking
  - 2.5 Itinerary Changes and Alternative Arrangements
  - 2.6 Cancelling Departures and Refund Handling
- **3 Emergency and Incident Management** — 6 classes
  - 3.1 Emergency Response Plans and Roles
  - 3.2 Medical Emergencies and Assistance
  - 3.3 Accidents and Serious Incidents
  - 3.4 Lost Documents and Theft Support
  - 3.5 Security Threats and Political Unrest
  - 3.6 Evacuation and Repatriation Coordination
- **4 Crisis Communication** — 6 classes
  - 4.1 Communicating with Affected Travellers
  - 4.2 Informing Families and Next of Kin
  - 4.3 Managing Media and Social Media in a Crisis
  - 4.4 Internal Escalation and Decision Making
  - 4.5 Working with Insurers and Authorities
  - 4.6 Documenting Incidents Accurately
- **5 Crisis Preparedness and Recovery** — 6 classes
  - 5.1 Risk Assessment for Destinations and Tours
  - 5.2 Business Continuity Planning
  - 5.3 Crisis Drills and Simulations
  - 5.4 Duty of Care Training for Staff
  - 5.5 Supporting Staff and Guests After Incidents
  - 5.6 Learning from Incidents
- **1 Evaluating Transport Options** — 6 classes
  - 1.1 Comparative Analysis of Transport Modes
  - 1.2 Cost-Benefit Analysis Techniques
  - 1.3 Sustainability in Transport Choices
  - 1.4 Regulatory Frameworks for Transport
  - 1.5 Passenger Needs Assessment
  - 1.6 Future Trends in Transport Solutions
- **2 Enhancing Customer Experience** — 6 classes
  - 2.1 Understanding Customer Expectations
  - 2.2 Personalization Strategies for Services
  - 2.3 Feedback Mechanisms and Improvement
  - 2.4 Creating Memorable Experiences
  - 2.5 Role of Communication in Service
  - 2.6 Managing Customer Expectations
- **3 Logistics and Coordination** — 6 classes

4

Travel Law, Licensing and Consumer Protection

16 chapters · 120 classes **100 marks**

- **1 Legal Framework for Tour Operators** — 6 classes
  - 1.1 Overview of Travel Industry Regulation
  - 1.2 Business Licensing and Registration
  - 1.3 Contracts Between Operator and Traveller
  - 1.4 Terms and Conditions of Booking
  - 1.5 Intermediary Versus Principal Liability
  - 1.6 Legal Obligations of Management
- **2 Package Travel Rules** — 6 classes
  - 2.1 What Counts as a Package
  - 2.2 Pre-Contract Information Requirements
  - 2.3 Price Changes and Significant Alterations
  - 2.4 Rights to Cancel and Refunds
  - 2.5 Liability for Non-Performance of Services
  - 2.6 Assistance Obligations in Difficulty
- **3 Financial Protection and Insurance** — 6 classes
  - 3.1 Insolvency Protection Schemes
  - 3.2 Bonding and Trust Account Requirements
  - 3.3 Professional Indemnity and Public Liability Cover
  - 3.4 Travel Insurance Offering and Advice
  - 3.5 Claims Handling with Insurers
  - 3.6 Reviewing Insurance Programmes Annually
- **4 Consumer Protection and Data Rules** — 6 classes
  - 4.1 Consumer Rights in Travel Purchases
  - 4.2 Fair Advertising and Brochure Accuracy
  - 4.3 Unfair Terms and Misleading Practices
  - 4.4 Data Protection and Guest Privacy
  - 4.5 Handling Passport and Payment Data Securely
  - 4.6 Dispute Resolution and Ombudsman Schemes
- **5 Duty of Care and Compliance** — 6 classes
  - 5.1 Duty of Care Obligations to Travellers
  - 5.2 Health and Safety Risk Assessments
  - 5.3 Vulnerable and Special Needs Travellers
  - 5.4 Visa Immigration and Entry Compliance
  - 5.5 Anti-Corruption and Ethical Business Conduct
  - 5.6 Compliance Audits and Record Keeping
- **1 Understanding Legal Frameworks in Tourism** — 5 classes
  - 1.1 Exploring Tourism Legislation: A Global Perspective
  - 1.2 Identifying Key UK Laws Impacting Tour Guides
  - 1.3 Understanding Visitor Rights and Tour Operator Responsibilities
  - 1.4 Analyzing Case Studies of Legal Disputes in Tourism
  - 1.5 Applying Ethical Principles in Tour Guiding Practices
- **2 Ethical Considerations and Responsibilities** — 5 classes
  - 2.1 Understanding Ethical Principles in Tourism
  - 2.2 Recognizing Common Ethical Dilemmas Faced by Tour Guides
  - 2.3 Exploring the Impact of Ethical Behavior on Tourism
  - 2.4 Analyzing Codes of Conduct for Tour Guiding
  - 2.5 Applying Ethical Decision-Making in Real-World Scenarios
- **3 Managing Risk and Compliance** — 5 classes
  - 3.1 Understanding Legal Requirements in Tourism
  - 3.2 Identifying Ethical Considerations for Tour Guides
  - 3.3 Assessing Risk in Tour Operations
  - 3.4 Implementing Compliance Strategies
  - 3.5 Evaluating Risk Management Practices
- **4 Case Studies in Legal and Ethical Tourism Practices** — 5 classes
  - 4.1 Understanding Legal Frameworks in Tourism
  - 4.2 Analyzing Ethical Dilemmas in Tourism
  - 4.3 Examining Case Studies of Compliance and Non-compliance
  - 4.4 Applying Ethical Principles to Real-life Scenarios
  - 4.5 Evaluating the Impact of Legal Issues on Tour Operations
- **10 Licensing and Registration of Tour Operators and Agents** — 10 classes
  - 10.1 Why Travel Businesses Need Approval
  - 10.2 Ministry of Tourism Approval Schemes
  - 10.3 State Level Registration and Local Permits
  - 10.4 Business Registration and Trade Licences
  - 10.5 Inbound Operators and Outbound Agents Rules
  - 10.6 Guide Licensing and Employment Rules
  - 10.7 Transport Permits for Tourist Vehicles
  - 10.8 Foreign Direct Investment and Foreign Partners
  - 10.9 Renewal Inspection and Penalties
  - 10.10 Licence Compliance Checklist
- **11 Contracts Booking Terms and Advertising Claims** — 10 classes
  - 11.1 Elements of a Valid Travel Contract
  - 11.2 Offer Acceptance and Booking Confirmation
  - 11.3 Writing Fair Booking Terms and Conditions
  - 11.4 Unfair Terms and Hidden Charges
  - 11.5 Price Change and Surcharge Clauses
  - 11.6 Cancellation by Traveller and by Operator
  - 11.7 Misleading Advertising and Pricing
  - 11.8 Advertising Standards for Travel Offers
  - 11.9 Use of Images Reviews and Endorsements
  - 11.10 Contract Review Practice
- **12 Liability Negligence and Supplier Failure** — 10 classes
  - 12.1 Operator Liability for Services Sold
  - 12.2 Negligence and Duty of Care Standards
  - 12.3 Liability for Acts of Suppliers
  - 12.4 Limits of Liability and Exclusion Clauses
  - 12.5 Injury Illness and Death Claims
  - 12.6 Force Majeure and Frustration of Contract
  - 12.7 Supplier Insolvency and Refund Duties
  - 12.8 Evidence Records That Protect the Operator
  - 12.9 Insurance Cover for Operator Liability
  - 12.10 Liability Case Analysis
- **13 Consumer Protection and Dispute Redress in India** — 10 classes
  - 13.1 Consumer Protection Law Overview
  - 13.2 Rights of Travellers as Consumers
  - 13.3 Deficiency in Service Explained
  - 13.4 Complaint Handling Inside the Business
  - 13.5 Consumer Commissions and Procedure
  - 13.6 Mediation and Alternative Dispute Resolution
  - 13.7 Compensation and Remedies Awarded
  - 13.8 Unfair Trade Practices in Travel
  - 13.9 Online Marketplaces and Consumer Duties
  - 13.10 Handling a Consumer Notice Practice
- **14 Passenger Rights and Transport Regulation** — 10 classes
  - 14.1 Air Passenger Rights in India
  - 14.2 Denied Boarding Delay and Cancellation Rights
  - 14.3 Baggage Loss and Damage Claims
  - 14.4 Railway Passenger Rights and Refund Rules
  - 14.5 International Convention Limits on Airline Liability
  - 14.6 Road Transport and Tourist Vehicle Rules
  - 14.7 Cruise and Ferry Passenger Rights
  - 14.8 Rights of Passengers with Reduced Mobility
  - 14.9 Helping Clients Claim Compensation
  - 14.10 Passenger Rights Case Practice
- **15 Tax and Financial Regulation for Travel Businesses** — 10 classes
  - 15.1 Goods and Services Tax on Travel Services
  - 15.2 Tax Treatment of Tour Packages
  - 15.3 Tax Collected at Source on Overseas Packages
  - 15.4 Invoices Credit Notes and Tax Records

LAPT — 85 Great Portland Street, W1W 7LT, London, United Kingdom
info@lapt.org • +44 7513 283044 • lapt.org

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