LAPT

LONDON ACADEMY OF PROFESSIONAL TRAINING

CERTIFICATE

Certificate in Adventure Tourism Safety and Guiding

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LAPT — London Academy of Professional Training

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Reference TRV-C09 • Travel and Tourism Centres

UKPRN 10067351 • Registered in England and Wales, company 4984798

4	70	487	400	60%	Lifetime
SUBJECTS	CHAPTERS	CLASSES	TOTAL MARKS	PASS MARK	VALIDITY

AT A GLANCE

REFERENCE	**TRV-C09**
AWARD	**Certificate**
ASSESSMENT	**400 marks — 240 to pass (60%)**
PREREQUISITES	**None**
VALIDITY	**Lifetime**
AWARDING BODY	**LAPT — London Academy of Professional Training**

CURRICULUM

1 **Adventure Tourism Safety and Risk Management** 27 chapters · 122 classes **100 marks**

- **1 Understanding Adventure Tourism and Its Evolution** — 4 classes
  - 1.1 Exploring the Origins of Adventure Tourism
  - 1.2 Analyzing Key Trends in Adventure Tourism Development
  - 1.3 Examining the Impact of Technology on Adventure Tourism
  - 1.4 Identifying Safety and Risk Management Practices in Adventure Tourism
- **2 Key Components and Stakeholders in Adventure Tourism** — 4 classes
  - 2.1 Exploring the Basics of Adventure Tourism
  - 2.2 Identifying Key Components of Adventure Tourism
  - 2.3 Understanding Stakeholders in Adventure Tourism
  - 2.4 Applying Safety & Risk Management in Adventure Tourism
- **3 Risk Management and Safety Protocols in Adventure Tourism** — 4 classes
  - 3.1 Understanding the Basics of Risk in Adventure Tourism
  - 3.2 Identifying Common Hazards and Assessing Risks
  - 3.3 Developing Effective Safety Protocols
  - 3.4 Implementing and Evaluating Risk Management Strategies
- **1 Understanding Risks in Adventure Tourism** — 4 classes
  - 1.1 Identifying Common Risks in Adventure Tourism
  - 1.2 Analyzing the Impact of Risks on Safety
  - 1.3 Applying Risk Assessment Tools
  - 1.4 Developing Strategies to Mitigate Risks
- **2 Tools and Techniques for Risk Identification** — 4 classes
  - 2.1 Understanding Risk: Concepts and Definitions
  - 2.2 Identifying Risks: Tools and Frameworks
  - 2.3 Analyzing Potential Hazards: Techniques and Strategies
  - 2.4 Applying Risk Identification: Real-World Scenarios
- **3 Conducting Comprehensive Risk Assessments** — 4 classes
  - 3.1 Understanding the Elements of Risk in Adventure Tourism
  - 3.2 Identifying Potential Hazards in Adventure Settings
  - 3.3 Analyzing Risk Levels and Their Impact on Safety
  - 3.4 Developing Strategies for Risk Mitigation and Control
- **1 Understanding Safety Fundamentals in Adventure Tourism** — 4 classes
  - 1.1 Exploring Key Safety Concepts in Adventure Tourism
  - 1.2 Identifying Common Risks and Hazards in Outdoor Activities
  - 1.3 Understanding Personal Protective Equipment and Its Use
  - 1.4 Applying Safety Guidelines to Adventure Tourism Scenarios
- **2 Regulatory Frameworks and Compliance in Adventure Tourism** — 4 classes
  - 2.1 Understand Key Safety Regulations in Adventure Tourism
  - 2.2 Explore International and National Compliance Requirements
  - 2.3 Analyze Risk Assessment Procedures for Adventure Activities
  - 2.4 Apply Compliance Standards to Adventure Tourism Scenarios
- **3 Implementing and Monitoring Safety Guidelines in Adventure Activities** — 4 classes
  - 3.1 Understanding Safety Guidelines in Adventure Activities
  - 3.2 Identifying Key Risks in Adventure Tourism Environments
  - 3.3 Implementing Safety Measures in Adventure Activities
  - 3.4 Monitoring and Reviewing Safety Protocols Effectively
- **1 Understanding Adventure Tourism Emergency Scenarios** — 4 classes
  - 1.1 Identifying Common Risks in Adventure Tourism
  - 1.2 Assessing Environmental and Human Factors
  - 1.3 Responding to Emergencies in Remote Locations
  - 1.4 Communicating Effectively During a Crisis
- **2 Designing and Implementing Emergency Response Plans** — 4 classes
  - 2.1 Understanding Core Components of Emergency Response Plans
  - 2.2 Identifying Hazards and Assessing Risks in Adventure Tourism
  - 2.3 Developing Effective Emergency Communication Strategies
  - 2.4 Implementing and Evaluating Emergency Response Drills
- **3 Practical Skills for Effective Emergency Response Execution** — 4
- **3 Risk Management Strategies in Client Interactions** — 4 classes
  - 3.1 Understanding Risk Conversations with Clients
  - 3.2 Analyzing Client Concerns in Adventure Tourism
  - 3.3 Implementing Risk Mitigation Communication Techniques
  - 3.4 Applying Effective Safety Scripts During Client Interactions
- **1 Understanding the Fundamentals of Safety in Adventure Tourism** — 4 classes
  - 1.1 Identifying Key Safety Components in Adventure Tourism
  - 1.2 Analyzing Potential Risks in Adventure Activities
  - 1.3 Developing Comprehensive Safety Plans
  - 1.4 Implementing Safety Protocols and Emergency Procedures
- **2 Developing Comprehensive Safety Plans for Adventure Activities** — 4 classes
  - 2.1 Understanding the Essentials of Safety in Adventure Tourism
  - 2.2 Identifying and Assessing Risks in Adventure Activities
  - 2.3 Designing Effective Safety Plans: Key Components and Strategies
  - 2.4 Implementing and Evaluating Safety Plans in Real-World Scenarios
- **3 Implementing and Evaluating Safety Measures in Adventure Tourism** — 4 classes
  - 3.1 Understanding the Fundamentals of Safety Measures in Adventure Tourism
  - 3.2 Analyzing Risk Factors and Their Impact on Safety Plans
  - 3.3 Developing Effective Safety Procedures for Adventure Activities
  - 3.4 Evaluating and Improving Safety Measures Through Feedback and Analysis
- **1 Understanding Safety and Risk in Adventure Tourism** — 5 classes
  - 1.1 Exploring the Fundamentals of Adventure Tourism Safety
  - 1.2 Identifying and Assessing Risks in Adventure Activities
  - 1.3 Implementing Safety Plans and Procedures
  - 1.4 Understanding Legal Responsibilities and Standards
  - 1.5 Evaluating and Improving Safety Practices
- **2 Risk Assessment Techniques for Niche Tourism** — 5 classes
  - 2.1 Understanding Risk in Niche Tourism
  - 2.2 Identifying Potential Hazards in Specialized Tours
  - 2.3 Analyzing Risk Factors Specific to Niche Markets
  - 2.4 Evaluating Risk Levels in Tour Planning
  - 2.5 Implementing Risk Mitigation Strategies
- **3 Implementing Safety Measures and Emergency Protocols** — 5 classes
  - 3.1 Understanding Safety Measures in Tour Guiding
  - 3.2 Identifying Potential Risks in Tour Environments
  - 3.3 Developing an Emergency Response Plan
  - 3.4 Implementing Emergency Protocols on Tour
  - 3.5 Evaluating and Improving Safety Protocols
- **4 Case Studies and Best Practices in Risk Management** — 5 classes
  - 4.1 Understanding Risk Management Fundamentals
  - 4.2 Analyzing Real-World Risk Management Case Studies
  - 4.3 Identifying and Evaluating Potential Hazards
  - 4.4 Implementing Best Practices for Risk Mitigation
  - 4.5 Developing Customized Risk Management Plans
- **1 Understanding Risk in Boutique Tourism** — 6 classes
  - 1.1 Defining Risk in Boutique Tourism
  - 1.2 Identifying Common Risks in Boutique Operations
  - 1.3 Analyzing Ethical Considerations in Risk Management
  - 1.4 Evaluating Risk Assessment Techniques
  - 1.5 Mitigating Risk through Strategic Planning
  - 1.6 Applying Ethical Principles in Risk Management Practices
- **2 Identifying and Assessing Risks in Adventure Tourism** — 6 classes
  - 2.1 Understanding Risk in Adventure Tourism
  - 2.2 Identifying Potential Hazards in Outdoor Activities
  - 2.3 Analyzing Risk Levels and Their Impact
  - 2.4 Evaluating Risk Mitigation Strategies
  - 2.5 Implementing Safety Measures and Protocols
  - 2.6 Applying Ethical Considerations in Risk Management

2

Specialised Tour Guiding and Interpretation

17 chapters · 125 classes **100 marks**

- **1 Understanding the Essentials of Adventure Tourism** — 5 classes
  - 1.1 Defining Adventure Tourism and Its Key Characteristics
  - 1.2 Identifying Popular Adventure Tourism Destinations
  - 1.3 Exploring the role of Motivation in Adventure Tourism
  - 1.4 Understanding Safety Protocols in Adventure Tourism
  - 1.5 Applying Sustainable Practices in Adventure Tourism
- **2 Adventure Tourism Markets and Trends** — 5 classes
  - 2.1 Understanding Key Segments in Adventure Tourism
  - 2.2 Analyzing Current Trends in Adventure Travel
  - 2.3 Identifying Emerging Adventure Tourism Markets
  - 2.4 Evaluating the Impact of Technological Innovations on Adventure Tourism
  - 2.5 Predicting Future Developments in Adventure Tourism
- **3 Safety and Risk Management in Adventure Tourism** — 5 classes
  - 3.1 Understanding the Basics of Risk in Adventure Tourism
  - 3.2 Identifying Common Hazards in Adventure Activities
  - 3.3 Analyzing Case Studies of Risk Management in Adventure Tourism
  - 3.4 Developing Risk Assessment Plans for Adventure Experiences
  - 3.5 Applying Safety Protocols to Adventure Tourism Scenarios
- **4 Sustainable Practices in Adventure Tourism** — 5 classes
  - 4.1 Understanding Sustainability in Adventure Tourism
  - 4.2 Exploring Environmental Impacts and Mitigation Strategies
  - 4.3 Implementing Resource Conservation Techniques
  - 4.4 Promoting Cultural Sensitivity and Community Engagement
  - 4.5 Evaluating Case Studies in Sustainable Adventure Practices
- **5 Travel Arrangement and Supervision** — 5 classes
  - 5.1 Introduction to Travel Arrangements
  - 5.2 Understanding Travel Itineraries
  - 5.3 Booking Transportation and Accommodation
  - 5.4 Supervising Travel Groups Effectively
  - 5.5 Handling Travel Emergencies
- **1 Principles of Effective Communication in Tourism** — 5 classes
  - 1.1 Understanding the Basics of Effective Communication
  - 1.2 Identifying Barriers to Communication in Tourism
  - 1.3 Applying Active Listening Skills with Tourists
  - 1.4 Utilizing Non-Verbal Cues and Body Language
  - 1.5 Crafting Engaging and Informative Narratives for Tours
- **2 Cultural Sensitivity and Adaptation in Communication** — 5 classes
  - 2.1 Understanding Cultural Diversity in Communication
  - 2.2 Identifying Cultural Norms and Practices
  - 2.3 Adapting Language and Tone for Different Cultures
  - 2.4 Implementing Inclusive Communication Strategies
  - 2.5 Applying Cultural Sensitivity in Real-World Scenarios
- **3 Storytelling Skills for Engaging Tours** — 5 classes
  - 3.1 Understanding the Role of Storytelling in Tours
  - 3.2 Crafting Compelling Narratives for Different Audiences
  - 3.3 Using Historical Context to Enhance Tour Stories
  - 3.4 Developing an Engaging Personal Storytelling Style
  - 3.5 Integrating Interactive Storytelling Techniques
- **4 Managing Difficult Situations and Feedback Effectively** — 5 classes
  - 4.1 Understanding Difficult Situations: Identifying Common Challenges
  - 4.2 Analyzing Feedback: Differentiating Constructive from Negative Criticism
  - 4.3 Responding Calmly: Techniques for De-escalating Tense Moments
  - 4.4 Active Listening: Building Trust and Clarity with Tour Participants
  - 4.5 Implementing Feedback: Turning Criticism into Growth Opportunities
- **10 Role, Ethics and Licensing of Tour Guides in India** — 10 classes
  - 10.1 Types of Guides and Their Work
  - 10.2 Approved Guide Schemes in India
  - 10.3 Code of Conduct for Guides
  - 10.4 Honesty and Avoiding Misinformation
  - 10.5 Handling Gifts, Tips and Commissions
  - 10.6 Guide Contracts and Agency Relations
  - 10.7 Insurance and Personal Liability
  - 10.8 Dress, Grooming and Punctuality
  - 10.9 Ethics Around Photography and Local People
  - 10.10 Practical Task Reviewing Ethical Dilemmas
- **11 Site Research and Building Accurate Guiding Content** — 10 classes
  - 11.1 Choosing Reliable Information Sources
  - 11.2 Researching History and Context
  - 11.3 Visiting Sites Before Leading Tours
  - 11.4 Fact Checking and Avoiding Myths
  - 11.5 Building a Site Fact File
  - 11.6 Structuring a Tour Outline
  - 11.7 Timing Stops and Walking Routes
  - 11.8 Preparing Visual Aids and Props
  - 11.9 Updating Content as Sites Change
  - 11.10 Practical Task Writing a Site Guide Script
- **12 Heritage and Cultural Site Interpretation Techniques** — 10 classes
  - 12.1 Principles of Heritage Interpretation
  - 12.2 Telling Themes Rather Than Lists
  - 12.3 Explaining Architecture and Art
  - 12.4 Handling Religious Sites Respectfully
  - 12.5 Interpreting Living Culture and Crafts
  - 12.6 Asking Questions to Engage Visitors
  - 12.7 Balancing Multiple Viewpoints
  - 12.8 Site Rules and Conservation Limits
  - 12.9 Working with Site Management
  - 12.10 Practical Task Delivering a Monument Talk
- **13 Nature, Wildlife and Environmental Interpretation** — 10 classes
  - 13.1 Reading Landscapes and Habitats
  - 13.2 Basics of Local Flora and Fauna
  - 13.3 Interpreting Ecosystems for Visitors
  - 13.4 Wildlife Viewing Etiquette
  - 13.5 Leave No Trace Practices for Guides
  - 13.6 Involving Visitors in Observation
  - 13.7 Protected Area Rules and Permits
  - 13.8 Teaching Conservation Messages
  - 13.9 Safe Behaviour Around Wild Animals
  - 13.10 Practical Task Leading a Nature Walk
- **14 Leading Walking, Coach and Group Tours** — 10 classes
  - 14.1 Meeting and Greeting the Group
  - 14.2 Setting Expectations and Ground Rules
  - 14.3 Positioning and Voice Projection
  - 14.4 Headcounts and Keeping Groups Together
  - 14.5 Managing Pace and Breaks
  - 14.6 Coach Microphone and Seating Etiquette
  - 14.7 Handling Entrance Queues and Tickets
  - 14.8 Managing Time Overruns
  - 14.9 Liaising with Drivers and Suppliers
  - 14.10 Practical Task Leading a Half-Day Group Tour
- **15 Guiding Safety, First Aid and Group Welfare** — 10 classes
  - 15.1 Hazard Spotting on Routes
  - 15.2 Pre-Tour Safety Checks
  - 15.3 Heat, Hydration and Altitude Care
  - 15.4 Basic First Aid for Guides
  - 15.5 Handling Lost or Injured Visitors
  - 15.6 Communication and Emergency Contacts
  - 15.7 Traffic, Crowds and Street Safety
  - 15.8 Personal Security and Scam Awareness
  - 15.9 Recording Incidents
  - 15.10 Practical Task Responding to a Group Injury

3

Outdoor Programme Design and Delivery

14 chapters · 120 classes **100 marks**

- **1 Program Concept Development** — 6 classes
  - 1.1 Identifying Target Audience
  - 1.2 Creating Unique Program Themes
  - 1.3 Integrating Local Culture
  - 1.4 Defining Program Objectives
  - 1.5 Designing Engaging Itineraries
  - 1.6 Utilizing Feedback for Improvement
- **2 Engagement Strategies for Participants** — 6 classes
  - 2.1 Building Community Connections
  - 2.2 Interactive Activities for Engagement
  - 2.3 Utilizing Social Media Effectively
  - 2.4 Creating Incentives for Participation
  - 2.5 Feedback Mechanisms for Engagement
  - 2.6 Enhancing Communication Skills
- **3 Sustainability Practices in Programs** — 6 classes
  - 3.1 Understanding Environmental Impact
  - 3.2 Implementing Eco-Friendly Practices
  - 3.3 Promoting Conservation Efforts
  - 3.4 Sustainable Resource Management
  - 3.5 Community Involvement in Sustainability
  - 3.6 Measuring Sustainability Outcomes
- **4 Risk Management in Outdoor Activities** — 6 classes
  - 4.1 Identifying Potential Risks
  - 4.2 Developing Safety Protocols
  - 4.3 Emergency Response Planning
  - 4.4 Training for Risk Awareness
  - 4.5 Insurance Considerations for Programs
  - 4.6 Evaluating Incident Reports
- **5 Evaluating Program Success** — 6 classes
  - 5.1 Setting Evaluation Criteria
  - 5.2 Collecting Participant Feedback
  - 5.3 Analyzing Success Metrics
  - 5.4 Reporting Evaluation Findings
  - 5.5 Continuous Improvement Strategies
  - 5.6 Celebrating Program Achievements
- **6 Client Needs Analysis for Outdoor Programmes** — 10 classes
  - 6.1 Types of Outdoor Programme Clients
  - 6.2 Schools, Corporates and Family Groups
  - 6.3 Running a Client Needs Meeting
  - 6.4 Questions That Reveal Goals
  - 6.5 Understanding Group Ability and Experience
  - 6.6 Agreeing Outcomes in Writing
  - 6.7 Budget, Dates and Constraints
  - 6.8 Managing Unrealistic Expectations
  - 6.9 Recording and Confirming the Brief
  - 6.10 Practical Task Conducting a Mock Client Interview
- **7 Writing Programme Aims, Objectives and Session Plans** — 10 classes
  - 7.1 Programme Structure and Stages
  - 7.2 Writing Clear Aims and Objectives
  - 7.3 Matching Activities to Objectives
  - 7.4 Building a Day Timetable
  - 7.5 Session Plan Templates
  - 7.6 Allowing for Weather and Alternatives
  - 7.7 Progression from Easy to Challenging
  - 7.8 Reviewing Sessions with Clients
  - 7.9 Version Control for Programme Documents
  - 7.10 Practical Task Writing a Three-Day Programme
- **8 Creating Innovative Activities for Client Goals** — 10 classes
  - 8.1 Sources of Activity Ideas
  - 8.2 Teambuilding and Leadership Challenges
  - 8.3 Problem Solving Initiatives
  - 8.4 Environmental and Nature Activities
  - 8.5 Adventure Challenge Design
  - 8.6 Adapting Activities for Different Ages
  - 8.7 Making Activities Accessible to All
  - 8.8 Testing and Trialling New Activities
  - 8.9 Rating Activity Risk and Value
  - 8.10 Practical Task Designing a Custom Activity
- **9 Facilitation and Instruction Techniques in the Outdoors** — 10 classes
  - 9.1 Roles of Instructor and Facilitator
  - 9.2 Giving Clear Demonstrations
  - 9.3 Briefing Groups and Checking Understanding
  - 9.4 Using Questions to Promote Learning
  - 9.5 Coaching Anxious Participants
  - 9.6 Managing Group Dynamics
  - 9.7 Debriefing After Activities
  - 9.8 Motivating Reluctant Participants
  - 9.9 Giving Positive and Corrective Feedback
  - 9.10 Practical Task Leading a Briefing and Debrief
- **10 Organising Equipment, Venues and Staff for Programmes** — 10 classes
  - 10.1 Equipment Needs for Common Activities
  - 10.2 Inspecting and Logging Kit
  - 10.3 Storing and Transporting Equipment
  - 10.4 Selecting and Booking Venues
  - 10.5 Staffing Ratios and Qualifications
  - 10.6 Briefing Volunteers and Assistants
  - 10.7 Booking Transport and Meals
  - 10.8 Using Checklists Before Departure
  - 10.9 Cost Control of Resources
  - 10.10 Practical Task Preparing a Resource Plan
- **11 Customer Service in Active Leisure Settings** — 10 classes
  - 11.1 What Participants Expect
  - 11.2 Welcoming and Orientation
  - 11.3 Communicating Safety and Conditions
  - 11.4 Handling Fear and Discomfort
  - 11.5 Dealing with Complaints Outdoors
  - 11.6 Assisting Parents and Teachers
  - 11.7 Providing Information on Facilities
  - 11.8 Collecting Feedback After Activities
  - 11.9 Using Feedback to Improve Service
  - 11.10 Practical Task Handling Service Scenarios
- **12 Planning, Marketing and Selling Outdoor Services** — 10 classes
  - 12.1 Mapping the Outdoor Services Market
  - 12.2 Defining Service Packages
  - 12.3 Pricing Outdoor Programmes
  - 12.4 Brochures, Websites and Photography
  - 12.5 Social Media Promotion for Outdoor Services
  - 12.6 Responding to Booking Enquiries
  - 12.7 Quoting and Closing Sales
  - 12.8 Setting Up Booking Terms
  - 12.9 Repeat Business and Referrals
  - 12.10 Practical Task Preparing a Sales Pack
- **13 Safety Management Systems for Outdoor Providers** — 10 classes
  - 13.1 Purpose of a Safety Management System
  - 13.2 Safety Policy and Leadership
  - 13.3 Roles and Responsibilities
  - 13.4 Staff Competence and Training Records
  - 13.5 Participant Information and Consent
  - 13.6 Operational Procedures and Controls
  - 13.7 Document Control and Records
  - 13.8 Incident Reporting and Review
  - 13.9 Internal Audits and Improvement
  - 13.10 Practical Task Drafting a Safety Policy

4

Group Travel, Residential and Inclusive Participation

12 chapters · 120 classes **100 marks**

- **1 Foundations of Group Travel and Residential Programmes** — 10 classes
  - 1.1 Types of Group Travel in India
  - 1.2 School, Youth and Community Trips
  - 1.3 Residential Centres and Camps
  - 1.4 Roles in a Group Travel Team
  - 1.5 Aims and Benefits of Residential Stays
  - 1.6 Legal Duties of Group Organisers
  - 1.7 Parental Consent and Permissions
  - 1.8 Typical Group Trip Timeline
  - 1.9 Common Problems on Group Trips
  - 1.10 Practical Task Mapping a Group Trip Plan
- **2 Group Travel Planning, Booking and Itinerary Control** — 10 classes
  - 2.1 Gathering Group Details and Needs
  - 2.2 Choosing Destinations and Dates
  - 2.3 Group Fares and Block Bookings
  - 2.4 Booking Venues and Activities
  - 2.5 Building a Daily Itinerary
  - 2.6 Allowing Buffer Time for Groups
  - 2.7 Confirming Suppliers in Writing
  - 2.8 Preparing Joining Instructions
  - 2.9 Managing Passenger Lists and Changes
  - 2.10 Practical Task Building a Group Itinerary
- **3 Arranging and Supervising Group Transport** — 10 classes
  - 3.1 Choosing Rail, Road and Air Options
  - 3.2 Group Rail Reservation Rules
  - 3.3 Hiring Coaches and Checking Operators
  - 3.4 Safety Checks on Vehicles and Drivers
  - 3.5 Seating, Luggage and Loading
  - 3.6 Headcount Routines at Every Stop
  - 3.7 Supervising Children and Young People Onboard
  - 3.8 Managing Journey Delays
  - 3.9 Motion Sickness and Comfort Needs
  - 3.10 Practical Task Running a Transfer Day
- **4 Organising Residential Experiences** — 10 classes
  - 4.1 Selecting Residential Accommodation
  - 4.2 Inspecting Rooms, Fire Exits and Facilities
  - 4.3 Room Allocation and Supervision Layout
  - 4.4 Arrival Procedures and Orientation
  - 4.5 House Rules and Group Agreements
  - 4.6 Meal, Rest and Activity Routines
  - 4.7 Free Time and Evening Programmes
  - 4.8 Handover and Departure Checks
  - 4.9 Handling Damage and Lost Items
  - 4.10 Practical Task Planning a Residential Weekend
- **5 Meals, Hygiene and Daily Welfare for Groups** — 10 classes
  - 5.1 Meal Planning for Large Groups
  - 5.2 Dietary and Cultural Needs
  - 5.3 Food Safety at Camps and Hostels
  - 5.4 Drinking Water and Hydration
  - 5.5 Personal Hygiene Routines
  - 5.6 Sleep and Rest Management
  - 5.7 Laundry, Kit and Packing Lists
  - 5.8 Pocket Money and Valuables
  - 5.9 Homesickness and Emotional Support
  - 5.10 Practical Task Preparing a Welfare Schedule
- **6 Group Supervision, Ratios and Behaviour Management** — 10 classes
  - 6.1 Supervision Ratios and Legal Guidance
  - 6.2 Leader Roles and Responsibilities
  - 6.3 Setting Behaviour Expectations
  - 6.4 Positive Reinforcement Methods
  - 6.5 Managing Conflict Between Participants
  - 6.6 Handling Bullying and Misconduct
  - 6.7 Curfews and Night Supervision
  - 6.8 Working with Teachers and Parents
  - 6.9 Managing Social Media and Phones
  - 6.10 Practical Task Resolving Behaviour Scenarios
- **7 Safeguarding and Protecting Vulnerable Participants** — 10 classes
  - 7.1 Who Counts as a Vulnerable Participant
  - 7.2 Indian Child Protection Law Basics
  - 7.3 Signs of Abuse and Neglect
  - 7.4 Safe Recruitment and Staff Screening
  - 7.5 Codes of Conduct for Leaders
  - 7.6 One-to-One and Private Space Rules
  - 7.7 Responding to Disclosures
  - 7.8 Reporting Concerns and Escalation
  - 7.9 Confidential Record Keeping
  - 7.10 Practical Task Handling a Safeguarding Concern
- **8 Supporting Participants with Disabilities** — 10 classes
  - 8.1 Understanding Types of Disability
  - 8.2 Medical and Social Models of Disability
  - 8.3 Pre-Trip Needs Assessment
  - 8.4 Adapting Activities for Inclusion
  - 8.5 Supporting Mobility Impaired Travellers
  - 8.6 Supporting Sensory and Learning Needs
  - 8.7 Personal Care and Dignity
  - 8.8 Working with Carers and Families
  - 8.9 Assistive Devices and Equipment
  - 8.10 Practical Task Planning Inclusive Activities
- **9 Accessible Tourism Standards in Group Practice** — 10 classes
  - 9.1 Principles of Accessible Tourism for All
  - 9.2 Key Requirements of ISO 21902
  - 9.3 Accessible Information Before Travel
  - 9.4 Accessible Transport Provision
  - 9.5 Accessible Accommodation Checks
  - 9.6 Accessible Dining and Activities
  - 9.7 Staff Awareness and Assistance Skills
  - 9.8 Handling Accessibility Complaints
  - 9.9 Recording Access Improvements
  - 9.10 Practical Task Auditing a Venue for Access
- **10 Health, Medical Needs and Emergency Procedures for Groups** — 10 classes
  - 10.1 Collecting Health Forms and Consent
  - 10.2 Managing Medication on Trips
  - 10.3 Allergies, Asthma and Epilepsy Awareness
  - 10.4 First Aid Kit and Trained First Aiders
  - 10.5 Illness and Injury on the Road
  - 10.6 Emergency Contacts and Phone Trees
  - 10.7 Lost Participant Procedures
  - 10.8 Contacting Parents During Incidents
  - 10.9 Insurance and Medical Claims
  - 10.10 Practical Task Running an Emergency Drill
- **11 Group Travel Costing, Payments and Documentation** — 10 classes
  - 11.1 Building a Per Head Cost
  - 11.2 Free Places and Leader Costs
  - 11.3 Instalment Plans and Deposits
  - 11.4 Collecting Payments Safely
  - 11.5 GST and Receipts for Group Trips
  - 11.6 Supplier Invoices and Reconciliation
  - 11.7 Trip Insurance Documents
  - 11.8 Risk Assessment and Consent Files
  - 11.9 Passports, Visas and Group Letters
  - 11.10 Practical Task Producing a Group Trip Budget
- **12 Trip Review, Incident Reporting and Continuous Improvement** — 10 classes
  - 12.1 Daily Leader Briefings and Debriefs
  - 12.2 Collecting Participant Feedback
  - 12.3 Gathering Parent and Teacher Views
  - 12.4 Recording Incidents and Near Misses
  - 12.5 Reviewing Supplier Performance
  - 12.6 Measuring Value for Money
  - 12.7 Writing a Trip Report
  - 12.8 Updating Procedures After Trips
  - 12.9 Keeping Records Safely and Lawfully
  - 12.10 Practical Task Completing a Post-Trip Review

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