

Travel Consultant

Level 3



1 *What the* ROLE ENTAILS

Travel consultants play a crucial role in delivering exceptional customer service, managing a variety of complex travel arrangements, accommodation bookings, and additional services. Their expertise ensures that travellers enjoy a seamless journey and a fulfilling experience at their destination, consistently striving to surpass expectations

Usually travel consultants specialise in either 'corporate' or 'leisure' travel but either way employers agree that their essential knowledge, skills and behaviours are transferable across the industry.

2 *On-programme* ASSESSMENT

Before entering Gateway, the apprentice must complete the following on-programme assessment requirements:

- Level 2 English and maths

3 *Gateway* REQUIREMENTS

The employer, independent training provider (ITP) and apprentice make the decision to take the apprentice through Gateway. The apprentice must achieve all the required on-programme elements before they enter Gateway



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4 End Point ASSESSMENT

Knowledge Test

A 120-minute online multiple-choice exam, with questions covering both corporate and leisure travel options.

Graded distinction, merit, pass or fail.

Professional discussion

A Professional Discussion focused on evaluating the apprentices' performance throughout the program. This discussion will use their 'My Journey' portfolio to highlight and clarify their understanding of all the assessment criteria covered.

Graded as Fail, Pass, Merit or Distinction

Why choose Steadfast EPA?

We are an Ofqual approved End-Point Assessment Organisation (EPAO) specialising in EPA delivery across health, education, care, and business apprenticeship standards. We offer flexible and reliable EPA solutions supported by sector expertise, guidance documents and proactive service and support. We believe that we offer a premium service to our clients, combining excellent customer service with high quality, fair and robust end point assessments

To review the standard and assessment plan, follow the link below.

[Travel Consultant / Institute for Apprenticeships and Technical Education](#)

5 Completion & CERTIFICATION

We will activate certification once the apprentice has successfully completed all the elements of the EPA, and the IEPA has verified this. The certificate is claimed from the ESFA.



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