

Travel and Tourism



Career Pathways

Qualifications Level 2-7

Please Note: These levels refer to England, Wales and Northern Ireland.

Travel Industry Specific Qualifications Level 4-7

NQs – National Certificates

HNCs Higher National Certificates

HNDs Higher National Diplomas



Travel and Tourism

Travel and tourism offers a wide range of careers, from helping people plan holidays to working in airports, hotels, cruise ships and international tourism businesses.

- **Travel Agencies and Tour Operators** - Help customers choose destinations, book holidays, arrange travel and solve problems.
- **Aviation and Airports** - Support passengers, manage travel arrangements and help airports operate safely and efficiently.
- **Hotels and Hospitality** - Welcome guests, organise stays, deliver customer service and coordinate events.
- **Cruise Ships and Excursions** - Help visitors explore destinations, organise trips and provide information about local attractions.
- **Marketing, Digital Tourism and Design** - Promote destinations through photography, brochures, websites, displays, video and social media.
- **Culture, Heritage and Sustainable Tourism** - Connect visitors with local history, art, culture, communities and responsible travel experiences.



Skills Needed

- Communication and customer service
- Languages and cultural awareness
- Sales and problem-solving
- Digital technology and administration
- Organisation and teamwork
- Destination knowledge
- Creativity and marketing

Job Roles

- Information about individual occupations, qualifications, salaries, skills, apprenticeships and progression, visit the NCS website.

Career	Key Role
 Airline customer service agent	Passengers, check-in, disruption
 Airline pilot	Flying and aviation
 Airport information assistant	Passenger assistance
 Cabin crew	Safety and customer service onboard.
 Travel agent	Holidays and travel booking
 Tour manager	Organising and managing tours
 Hospitality roles	Hotels and guest services
 Cruise careers	International tourism
 Digital/marketing roles	Promoting destinations
 Management	Travel business operations

National Careers Service

Match interests and strengths to possible tourism careers, then research the qualifications and experience needed.

NCS Skills Assessment

[Discover Skills and Careers Here](#)

NCS Travel and Tourism

[NCS Travel and Tourism Careers](#)

Hays Travel

Hays Travel Leamington Spa

[Discover Hays Travel](#)

Hays Travel Apprenticeships

[Hays Travel Apprenticeships](#)

Other Travel and Tourism Apprenticeships

[Other Travel and Tourism Apprenticeships](#)



Birmingham Airport

Birmingham Airport is much more than an airport, not just **roles of pilots and cabin crew**.

Birmingham Airport currently has around **150 companies operating on site and more than 7,000 people working across the airport**, covering many different occupations.

Airport Career Roles

Airport customer service

Passenger check-in

Security officer

Baggage handling

Aircraft cleaning

Cabin crew

Catering

Retail

Car hire

Operations

IT

HR

Finance

Marketing

PR

Engineering

Transport

Sustainability

Management

Birmingham Airport

Birmingham Airport Careers

<https://careers.birminghamairport.co.uk>

The airport also has **apprenticeships**, with programmes ranging from Level 2 through to Level 7 depending on the occupation.

Birmingham Airport Apprenticeships

<https://careers.birminghamairport.co.uk/apprenticeships/>

Discover Vacancies

Security and passenger check-in to catering, retail, baggage handling, car hire and cabin crew

Birmingham Airport Recruitment Team

<https://careers.birminghamairport.co.uk/airport-recruitment-team/>

Virtual Work Experience

- Virtual experiences involving **TUI, the Civil Aviation Authority and Gatwick Airport** through Springpod. You can explore careers digitally.
- Virtual Work Experience
- <https://www.springpod.com/virtual-work-experience/search>

Travel Agent

- The National Careers Service explains that travel agents can arrange **flights, accommodation and holiday packages**, while advising customers about travel documents, insurance, visas, tours and vehicle hire. It also identifies customer service, communication, IT, sales and geographical knowledge as useful skills. ([National Careers Service](#))
- **Institute of Travel & Tourism**, student membership and the **ITT Future You** initiative.
- <https://www.takeoffintravel.co.uk>

ABTA Careers in Travel

ABTA has a dedicated careers and education section.

For information see weblink

<https://www.abta.com/industry-zone/education-and-career-development/careers-in-travel>

Careers in Travel Topics include:

Careers in travel, Apprenticeships, Education and training

Student opportunities, Industry networking, Virtual work experience

Travel industry events

ABTA currently highlights virtual aviation work-experience tasters covering:

Aircraft maintenance

Pilot

Data analyst

Ground services

Sustainability

University Courses - Travel and Tourism

UCAS

<https://www.ucas.com/explore/search/courses>

What Uni

<https://www.whatuni.com/degree-courses/search?subject=travel-and-tourism>

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Local Colleges

Warwickshire College

<https://wcg.ac.uk/page/92/colleges>

Stratford Upon Avon College

<https://www.stratford.ac.uk/>

Coventry College

<https://www.coventrycollege.ac.uk/>

Summary

Travel and tourism is a global industry that connects people with destinations, cultures, experiences and businesses. It offers opportunities to work locally or internationally, with careers suited to different interests, skills and qualifications.

Travel and tourism offers more than a job helping people book holidays. It provides opportunities in customer service, aviation, hospitality, marketing, digital technology, cultural events and much more...

Build your skills and discover where your career could take you!