

Suggested Student Activities

TOURISM, TRAVEL & EVENTS

Teachers delivering this course and workplace supervisors who have hosted their students recommend any of the following activities for students to complete during work placement. This is not a finite list, you may wish to offer other equally suitable activities relevant to the course.

Talking with the students should help reveal their level of confidence and maturity, their current strengths, their preferred competencies to work on and perhaps some areas to improve.

NB: The activities include degrees of independent work – instruction and supervision must still be provided for the student.

- Participate in a WH&S site induction
- Communicate on the telephone
- Perform office procedures and process financial transactions
- Source and provide destination information and advice
- Access and interpret product information
- Obtain a copy of the WH&S policy for the organisation, especially the section relating to ergonomics and minimum space required. Conduct and document a WH&S audit of the work stations.
- Investigate if the organisation specialises in any destinations or types of tourism e.g. adventure holidays. Document if any special visas, immunisation or processes are required.
- Create an organisational chart for the site. List each person's qualifications.
- Locate software that you are unfamiliar with – what is it used for? What type of licence does the site have for the software?
- Does the organisation seek feedback from their clients? Document how and when this is undertaken.
- Investigate how customer complaints are handled
- Receive and process reservations
- Prepare quotations
- Use business technology and produce simple word processed documents
- Coordinate guest and delegate registrations at venues
- Provide on-site information and assistance

For great work placement support contact...

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