

# TRAVEL

## TOURISM AND AVIATION





# About us

**Do you dream of travelling the world? Why not turn that dream into a career? You could live and work abroad, spending your days off exploring ancient ruins, stunning coastlines and vibrant cities. Or perhaps you could help others to navigate their own path around the globe?**

The travel, tourism and aviation industry is incredibly varied, so you're sure to find a career that appeals to you.

And where better to start your journey towards that career than Manchester? In this vibrant city, tourism contributes around £7 billion to the local economy and 27 million people pass through Manchester Airport every year!

At The Manchester College, you'll be taught by experts in their field. Your tutors will share the experience they've gained as air cabin crew, holiday reps, ground operations crew and in other roles.

And you won't just be sat at a desk reading about your chosen industry – you'll be learning your trade in our real life air cabins and using working equipment and systems, just like those used by the industry.

Don't worry if you're not sure which job you want to aim for. During your time with us, you'll build up a broad knowledge of the travel, tourism and aviation sector and find out about all the different opportunities it offers.

Not only do our campus locations give you a significant advantage when it comes to achieving a job in Manchester and at Manchester Airport, our courses also mean you'll be learning the exact skills you need to thrive when you enter the world of work.

**We passionately believe in helping you reach your ultimate goal, focusing on your future employability and developing the skills you need to have a successful career.**

**If you're aged 16-18, our Centre of Excellence for Travel, Tourism and Aviation is set up to help you do just that!**

### **Study Programme**

You'll join our Centre of Excellence for Travel, Tourism and Aviation when you enrol on any of our qualifications at Level 1, Level 2 or Level 3.

If you haven't already obtained a Grade 4 GCSE in English or maths, you'll study to achieve this level of qualification alongside your course. This is a mandatory requirement and it's also essential you achieve this for many careers.

### **Employability**

To prepare you for your future career, you'll take part in a range of 'employability' activities to equip you with knowledge and experience of careers available to you.

### **Employability Sessions**

You'll be assigned an Employability Tutor and will take part in dedicated 'employability' sessions, which will help equip you with the skills you'll need to thrive in the workplace.

### **Work Experience Placement**

You'll spend at least 35 hours in external workplaces across the region. You'll be helping with day-to-day tasks and shadowing staff to develop your skills and broaden your knowledge of the industry.

During your work experience you'll assist with day-to-day tasks and shadow staff to develop your skills and broaden your knowledge of the industry.

### **Industry Placement**

You may be able to apply for an industry placement offering more than 315 hours of experience with a leading employer. These placements give you an in-depth knowledge of the industry, allow you to gain hands on experience and provide an insight into career pathways. Some of our students even go on to gain paid employment with their industry placement employer at the end of the year, so they offer a great first step into the industry. Once you complete your journey in our Centre of Excellence for Travel, Tourism and Aviation, you'll have all the skills you need to be 'work ready' and the qualifications you need to take the next steps towards an amazing career.

### **Work Related Activity**

As part of your course, you'll learn more about the travel, tourism and aviation industry by taking part in a wide range of activities such as:

- Tours of airports, heliports and hotels
- Careers talks from leading brands in the industry
- Spending a day in the life of a sector employee, such as a travel advisor.





# Courses

**Level 1 | Travel, Tourism and Aviation | 16-18 / 19+**

**Harpurhey / Wythenshawe | One Year**

Our Level 1 qualification will enable you to learn, develop and practice the skills required to get started and progress in your career in the travel and tourism sector. You'll cover topics including the UK travel and tourism industry, customer service and locational geography.

This is an ideal course for anyone looking to work in or already working in a number of travel and tourism roles including holiday representative, tour guide, tourist information centre assistant or travel agent.

**Level 2 | Aviation Operations | 16-18**

**Harpurhey / Wythenshawe | One Year**

If you want a career in aviation on the ground, this course will give you a complete introduction to airline and aviation operations.

Over the duration of your course, you'll explore a variety of roles in the sector, gaining knowledge, skills and behaviours in each area to help you decide which path to take. You'll explore all the duties of air cabin crew, from day-to-day check in services to emergency procedures, security and looking after special status passengers.

There are so many jobs in the aviation sector, so we'll look at baggage handling, boarding, arrivals and marshalling procedures. These aren't skills you can master at a desk, so you'll spend a lot of your time in a fully-equipped aeroplane cabin, galley and airport check-in area right here at The Manchester College.

**Level 2 | Cabin Crew | 16-18 / 19+**

**Harpurhey / Wythenshawe | One Year**

If you've already got your sights set on flying around the world as an air cabin crew member, this course is for you. Over the duration of your course, you'll gain the knowledge, skills and expertise you'll need for this demanding role.

As a flight attendant, your main focus will be on keeping your passengers comfortable, happy and safe. So on this course, you'll be learning all the skills you need to do just that, from emergency procedures and security policies to customer service. You'll also learn the industry 'lingo', including phonetics, international time, aircraft types and airport abbreviations.

## Level 2 | Travel and Tourism | 16-18 / 19+

### Harpurhey / Wythenshawe | One Year

Through our Level 2 Travel and Tourism qualification you'll develop your knowledge of the travel and tourism industry and learn about tourism destinations across the world.

You'll explore the role of a resort representative, learn about the events industry and discover the importance of customer service within the travel and tourism industry.

You'll also have the option to choose to study units that interest you such as Worldwide Travel and Tourism Destinations, Planning an Event, Event Review and Evaluation, Customer Service, Travel and Tourism Support Services, and Tourist Information Services.

As well as studying travel and tourism in depth, you'll also have the opportunity to experience the industry by carrying out at least one week's work experience which may be at a travel agent, hotel, restaurant or tourist office.

## Level 3 Travel, Tourism and Aviation Operations | 16-18 / 19+

### Wythenshawe | One Year

Our Level 3 course will help you to gain a thorough understanding of the aviation industry, and prepare you for employment.

You'll learn all the skills you need to succeed, including health and safety, security, customer service, aviation geography and terminology, managing conflict, e-business and more.

Few things beat first-hand experience, so you'll hear from guest speakers working in the industry and take part in simulations on an aircraft and at an airport check-in desk. You'll also get a behind-the-scenes tour of the baggage hall at an airport and explore the kinds of aircraft you could soon be working on.



# Meet our Industry Partner

## Claire Young | Travel Counsellors

As part of our Industry Excellence Academy for Travel, Tourism and Aviation you'll have the opportunity to gain experience working in the industry with a range of industry partners including Claire Young, a local independent business owner who offers on campus opportunities to students.

### What experience do students get when they do a work placement and what can they get involved in?

Work experience allows students to use skills that they may be aware of but not necessarily use on a day-to-day basis in a classroom setting. It also allows them to gain a 'behind the scenes' look at what goes into specific job roles and also how job roles sometimes need to overlap to ensure that the customer journey is seamless.

### How important is work experience in the industry?

Work experience is really important. When you see the same people every day within a classroom environment they become familiar and, whilst role play is an excellent tool for preparation, when you're in a placement you're able to use all of your communication skills in a 'real time' environment. You gain experience of how things within the industry can change quickly and more importantly how, as a service provider, you need to adapt to deal with situations that arise unexpectedly such as cancellations, schedule changes to flights, overbookings, and in-resort emergencies.

Work experience also helps students to refresh transferable skills they may have picked up in other working environments and see how those skills can transfer to the current role they are operating in, such as time management and conflict resolution.

### What tips would you give to students looking to work in this industry?

#### Do your research

Knowing the brand and people that you will be working alongside is a great start.

#### Make a good first impression

If you understand the brand that you are working with then you will know what they want to see when you walk through the door on your first day. If you are working in a trendy tech outfit that operates out of an old industrial unit then dress down may be appropriate. If you know that the business you will be working with over your placement are a customer facing outfit who have a specific uniform for their employees then you may want to consider investing in some office wear.

But it's not just about your clothes. It's not unusual to feel a little overwhelmed on your first day in a placement but employers think carefully about who they allow into their businesses before they bring you on, so you wouldn't be there if they didn't think you fit the bill. Head up, smile on, and be confident (without being too big for your boots!).

#### Talk to people

If it's appropriate, get to know the other staff and their roles within the business, ask questions and most importantly, ask for feedback on your own performance. If you can show that you have been able to take constructive feedback, and improve on the advice given, this will go a long way with prospective employers.



# SUPPORTED LEARNING

Promoting independence  
through accessibility and  
inclusion

Have you received learning support in the past? Do you have an Education, Health and Care Plan or an identified Special Educational Needs or Disabilities (SEND) need? Our Supported Learning team can help students with SEND to achieve their aspirational career goals.

We provide a highly personalised offer for students to create a supportive learning environment for all. Whatever course you choose to study, our provision is specifically designed to support you on your journey to independence and into further education or employment.

Find out more about how we can help you:  
[tmc.ac.uk/supported-learning](https://tmc.ac.uk/supported-learning)



# We'll help you Accelerate2industry

As soon as you enrol on a Travel, Tourism and Aviation course, we'll start talking to you about the opportunities that could be open to you in the future. To guide you through the process and help you achieve your aspirational career goals, we've teamed up with our higher education partner, UCEN Manchester, on an exciting initiative.



Ultimately, the aim of Accelerate2Industry is to help you progress into either, higher study, higher education with UCEN Manchester, or your chosen career.

The initiative runs throughout the academic year and there are three distinct phases:

## Step 1 - Plan >>>

Find out the options available to you at the end of your study programme.

## Step 2 - Pass >>>

Your tutors will speak to you about what you're planning on doing next year and support you to secure the grades you need to move on to the next phase of your journey.

## Step 3 - Progress >>>

Your tutors will ensure you have all of the information and support you need to re-join us in September or progress on to university, employment or an apprenticeship.

## Progressors Award >>>

Do you want to study with a higher education provider that offers something a little bit different and delivers courses that are career focussed and lead you straight into employment? If so, our Progressors Award is just for you.

The award is open to all Level 3 students at The Manchester College that upon completion of their course enrol onto a higher education course at UCEN Manchester. The Progressors Award is currently £200. Please check the amount, eligibility, and terms and conditions ahead of making your progressors application to UCEN Manchester during your final year of Level 3 study.

# Careers



## **Airport Duty Manager**

**Starting salary: £21,000**

**Salary with experience: £32,000**

Air travel is not just about getting from A to B; passengers want to enjoy shopping, eating and relaxing as part of their journey. To progress to a role as an airport duty manager, you'll need to be highly organised, be able to multi-task and have excellent people skills.



## **Overseas Representative**

**Starting salary: £21,000**

**Salary with experience: £30,000**

See the world and gain experiences your friends can only dream of with a career as an overseas representative. Whether it's for fun in the sun, a far-flung city escape or a winter season in the mountains, a rep looks after holiday makers and makes their stay a memorable one.



## **Cabin Crew**

**Starting salary: £18,000**

**Salary with experience: £30,000**

Cabin crew carry out important safety checks and make sure passengers are safe, happy and comfortable throughout a flight. You'll need to be friendly and able to keep a cool head, so that you can reassure people and let them know what to do in an emergency.

Plus, many of the above roles come with a range of perks, including free accommodation, massively discounted flights and the opportunity to travel or work anywhere in the world!



# Meet the team

When you study Travel, Tourism and Aviation at The Manchester College, you'll learn from highly experienced tutors, some of whom have spent years travelling the globe as part of their career.



**Jill Riley**  
**Assistant Principal**

Jill has worked in Further Education for over 30 years and is passionate about enabling students to be the best they can be and helping them to progress into exciting and fulfilling careers.



**Maxine Gunning**  
**Head of Department**

Maxine has a wealth of experience in the hospitality industry and has specialist knowledge of food and beverage services, including welcoming and hosting travellers from across the globe while working as a Deputy Assistant Manager at a Manchester hotel.

Maxine discovered her true vocation lay in training, and she's now taught at The Manchester College for almost 15 years.



**Gemma Williams**  
**Tutor**

Gemma has over 20 years' experience as a cabin crew member for international long haul carriers, working her way up through the ranks.

She teaches all areas of cabin, incorporating her experience and knowledge to teach the next generation of airline staff.

Gemma is passionate about impacting learners lives and guiding them to careers in flying, teaching them new skills for their future careers.



**Tavleen Thapar**  
**Tutor**

Tavleen has a degree in Business and over 16 years of expertise in ground operations, airline security, and aviation. Her most recent position with one of the largest airlines in the world, American Airlines, saw Tavleen responsible for the station's ground security operations, as well as overall security and aircraft door training. Tavleen's motto is 'the sky is the limit' and she is passionate about supporting her students into successful careers within the industry.



**Carla Doyle**  
**Tutor**

Carla has over 20 years' experience as cabin crew with British Airways, operating First Class, Business and Economy on short and long-haul flights. She was part of British Airways recruitment and promotion teams, which allowed her to serve members of the Royal Family and host VIP services.

She was also a performance manager where she managed cabin crew onboard and delivered training in the Manchester and Belfast bases. Carla is keen to prepare learners to join the aviation world with passion and high standards.



# Our locations

Our Travel, Tourism and Aviation departments are based at our Harpurhey and Wythenshawe campuses in north and south Manchester. Public transport links are excellent, so they're within easy reach of employment opportunities in the sector at Manchester Airport and in Manchester city centre.

Both campuses are modern, bright and offer plenty of opportunities for socialising outside of class.

When it comes to course facilities, we think you'll find it hard not to be impressed with each campuses' realistic air cabin and galley, which have been specially built for students to practise in.

You'll also have access to the same specialist check-in software used by airlines and work with industry-standard equipment like breathing apparatus and life jackets.

You'll also wear specialist uniforms at all times, preparing you for life as a professional.



**1 Harpurhey Campus**  
Rochdale Road, Harpurhey M9 4AF

**2 Wythenshawe Campus**  
Brownley Rd, Wythenshawe, Manchester, M22 9UH



## What our students say

I chose to study at The Manchester College because they had great facilities, such as the aircraft cabin, and they had the course that I wanted to do. I have found my time at college exciting and different. Leaving school was a big step but studying at the College has made me feel welcome, ready to learn and become industry ready. The best thing about studying here is working with the people you are surrounded with, making new friends and sharing ideas and opinions related to industry. After college I would like to go to university and study Airport Management before progressing into the aviation industry. My long-term career aspirations are to become a passenger service agent within an airport, then move on to becoming cabin crew and working for an airline. I would 100% recommend The Manchester College to others because you feel at home here. You can develop your skills and knowledge with support to go into the industry you want.

---

Sara Lee, Level 3 Aviation Operations

I've been inspired to become a cabin crew member by the tutors' life stories and their experiences working in the industry. They've supported me to find work experience placements at Manchester Airport and the Hilton Hotel that have helped me to develop my skills ready for my career, and have pushed me to achieve things I never thought I could!

---

Darcie Roebuck, Level 3 Travel and Tourism





# How to apply

Applying to study at The Manchester College is really easy. Just follow these steps and you will be on your journey to amazing in no time.



## Step 1

Visit **tmc.ac.uk**



## Step 2

Choose a course, apply at an open event, online or mobile



## Step 3

Receive a conditional offer



## Step 4

Book to attend an interview



## Step 5

Register to attend our New Student Welcome Day in July (16-18 only)



## Step 6

We will invite you to enrol in September after you receive your results (if applicable)



# What's Next?

## Find out more and apply

To find out more about Travel, Tourism and Aviation at The Manchester College and to apply scan the QR code or visit: **[tmc.ac.uk/travel-tourism-aviation](https://tmc.ac.uk/travel-tourism-aviation)**



## Visit us

Join us at one of our open events throughout the year to learn more about our courses, tour our facilities, speak to our tutors and much more. To find out when our next Open Event is taking place and to register your place visit: **[tmc.ac.uk/events](https://tmc.ac.uk/events)**

## Stay in touch

Follow us on our social media channels:

 **The Manchester College**

 **@TheMcrCollege**

 **@TheMcrCollege**

 **@themcrcollege**

## Contact Us

Got a question about one of our courses, about The Manchester College or just need to get in touch? Contact us:

 **[enquiries@tmc.ac.uk](mailto:enquiries@tmc.ac.uk)**

 **03333 222 444**



The  
Manchester  
College®  
be amazing

*The Manchester College is committed to equality of opportunity, non-discriminatory practices and supporting individual learners. This information is also available in a range of formats, such as large print, on request.*