

TRAVEL

TOURISM AND AVIATION



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It starts with you

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.





Careers information



JOB FIGURES

There were approx. **109,196** employees working in the Travel, Tourism and Aviation sector in Greater Manchester in 2021, this is predicted to increase by 5.2% by 2025.



AVERAGE EARNINGS

Average wage in GM is **£26,000** per annum (2023).



REPLACEMENT DEMAND

9.4% of the current workforce will be reaching retirement age in the next 10 years, meaning those positions will need filling.



WORKFORCE SPLIT

Currently **52.5%** of the workforce are female.

Types of jobs available	Skills needed	Examples of GM employers
Air Traffic Controller	Communication	Britannia Hotels Ltd
Airline Customer Service Agent	Customer service	Clarity Travel Management
Airport Baggage Handler	Flexibility	Dnata
Airline Pilot	Event management	EasyJet
Cabin Crew	Planning	Jet2
Hotel Manager	Professionalism	MAG Airport Group
Hotel Room Attendant	Project management	Marriott International
Tour Guide	Resilience	The Emirates Group
Tour Manager	Sales	DHL
Travel Agent	Time management	TUI

Data sourced from Lightcast March 2023.

FIND OUT MORE HERE





What our students say

I chose to study Travel, Tourism and Aviation because I've not travelled much growing up, so I feel like it would be a better chance to get out there more and explore. I really like working with people and I feel like in the future I'd want to do both, travel and work with people.

I enjoy the fact that we get to make new connections and build on them, and it's more of a practical course. We're stood up, we're doing our own thing and we have our own responsibilities to maintain and do.

I've learnt how to communicate with people better. I work with people I don't know so I feel like in aviation, when I do go off and do that job, what I've done here in college now will really benefit me.

When I finish my course I really want to start my cabin crew training and hopefully apply to a few airlines that will accept me. I plan to work my way up from there, from cabin crew and hopefully to senior cabin crew.

My advice to anyone wanting to study at The Manchester College would be to just go for it, I've wanted to do this from the start of high school and I really enjoy it.

Erin McDermott
Level 2 Air Cabin Crew





“

What our students say

I chose to study Travel, Tourism and Aviation because I've always had a passion for travelling. I always wanted to work on a plane.

I enjoy all of the practical work, the facilities and the equipment that they give us as I really do think that helps a lot with the teaching and the learning, because when we're actually doing it, we gain a better understanding of how to do it.

My favourite facility is the cabin, because it actually has an actual airplane cabin, so windows, overhead lockers, and seats. I love all of the safety demo equipment, the life jacket, the safety card and the oxygen mask. It feels a bit more real when using the actual tools that they'll use on a plane.

I've learnt to improve and better my communication skills. So, before I was dead shy, so learning it here and getting my confidence here, the improvement is working and it is showing, I hope it's showing anyway. I'm improving a lot more here than I ever thought I would, to be honest.

After I finish this course, I hope to start training on an airline or potentially go to university.

The advice I'd give someone when they're applying for Travel, Tourism and Aviation is really honestly and truly to just go for it. Once I started the course, it was great. The only advice I can give someone is to try.

Sophina Nield
Level 2 Air Cabin Crew

”

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.



Jacqui Taylor
Head of Department

Jacqui joined The Manchester College in 2023 with over 30 years' experience in education. She began her career working in a salon, developing her skills and knowledge across various roles before owning her own salon for 17 years. Jacqui is passionate about supporting learners into lifelong careers and ensuring each learner reaches their full potential.



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.



Scan here
to read more
about our tutors

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

Get career ready with us

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

Many of our programmes of study have been co-developed with industry partners. Working so closely with industry partners means you'll benefit from courses that are aligned with current industry skills and demands as well as a range of industry-level activities and lessons.

Once you complete your journey with us you will have the qualifications you need to take the next steps towards an amazing career, as well as the knowledge, skills and behaviours that will help you stand out to future employers.

Study Programmes

We offer qualifications from Level 1 to Level 3.

If you haven't already obtained a Grade 4 GCSE in English or maths, you'll study to work towards achieving this qualification. 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 the knowledge and experience of the careers available to you.

You'll be assigned an Employability Co-ordinator and will take part in dedicated 'employability' sessions which will help you develop the knowledge, skills and behaviours you'll need to thrive in the workplace.

Industry Expertise

You will get the opportunity to take part in masterclasses and lessons delivered by industry experts, visits from guest speakers within the sector and industry-standard projects, that will see you working on the kind of tasks you'd be completing once you begin your career in the travel, tourism and aviation industry.

Work Experience or Industry Placement

As part of your course you are required to take on external work experience. We will help you find a suitable placement. While there, you'll help with day-to-day tasks and shadow staff to develop your skills, learn behaviours that are expected in the workplace and broaden your knowledge of the industry.

Previous students have worked with:

- DHL
- Hilton Hotels and Resort
- Jet2
- Manchester Airport Group.

You may be able to apply for an industry placement offering a longer period of experience with a leading employer, depending on your course.

An industry placement gives you in-depth knowledge of the industry, allows you to gain hands-on experience and gives you an insight into career pathways.

With a placement, you're taking that all important first step onto the ladder; many of our students even go on to gain paid employment with their industry placement employer at the end of the year.

Work Related Activity

There are so many careers in the travel, tourism and aviation sector and we want to help you explore as many as possible during your studies.

We organise lots of work-related activities to help you discover more about the opportunities that might be open to you. You could soon be taking part in 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 and Tourism | 16-18

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 | Air Cabin Crew, Travel and Tourism | 16-18

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, as well as covering a range of travel, tourism and aviation topics.

Level 2 | Travel and Tourism | 16-18

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 study units such as careers in the industry, UK and worldwide travel and tourism destinations, planning an event, review and evaluation, knowing your airports and airlines, travel agents 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 and Tourism | 16-18 / 19+

Harpurhey / 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. You'll also find out about the cabin crew industry, worldwide airlines, UK airports and the cruise industry.

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.



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



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 about 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 that 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.

Book a campus tour, taster session or other support session with the UCEN Manchester Outreach Team by contacting HEfutures@ucenmanchester.ac.uk.

Scan for more information, advice and guidance.





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 - you must accept this within 12 weeks



Step 4

Book to attend an interview



Step 5

Register to attend our New Student Welcome Day on 30 June (16-18 only)



Step 6

We will invite you to enrol in August or 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



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

Stay in touch

Follow us on our social media channels:

 [The Manchester College](https://www.facebook.com/TheManchesterCollege)

 [@TheMcrCollege](https://www.instagram.com/TheMcrCollege)

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 [@themcrcollege](https://www.tiktok.com/@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

 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.