

Qualification Factsheet

Qualification overview

Qualification title	NCFE Level 3 Introductory Certificate in Travel and Tourism (Wales) (C00/5463/2) NCFE Level 3 Certificate in Travel and Tourism (Wales) (C00/5463/3) NCFE Level 3 Introductory Diploma in Travel and Tourism (Wales) (C00/5463/4) NCFE Level 3 Diploma in Travel and Tourism (Wales) (C00/5463/5) NCFE Level 3 Extended Diploma in Travel and Tourism (Wales) (C00/5382/6)		
Total qualification time (TQT)	Introductory Certificate: 240 Certificate: 480 Introductory Diploma: 720 Diploma: 960 Extended Diploma: 1440	Guided learning hours (GLH)	Introductory Certificate: 180 Certificate: 360 Introductory Diploma: 540 Diploma: 720 Extended Diploma: 1080
Entry requirements	No specific entry requirements, though learners may find it helpful if they have already achieved a level 2 qualification. Primarily intended for learners aged 16 to 19 as part of publicly funded programmes of learning in Wales.		

About these qualifications

These qualifications focus on the study of the travel and tourism industry, offering breadth and depth of study incorporating a key core of knowledge, and provide opportunities for learners to develop practical and transferable skills relevant to further study and the workplace. They provide learners with an in-depth understanding of the principles of the travel and tourism industry and allow them to explore the various avenues of work within this industry.

Qualification structure

Introductory Certificate

Learners are required to successfully achieve 3 units from the graded mandatory units.

Certificate

Learners are required to successfully achieve 3 units from the graded mandatory units and 3 units from the graded optional units.

Introductory Diploma

Learners are required to successfully achieve 3 units from the graded mandatory units and 6 units from the graded optional units.

Diploma

Learners are required to successfully achieve 3 units from the graded mandatory units and 9 units from the graded optional units.

Extended Diploma

Learners are required to successfully achieve 3 units from the graded mandatory units and 15 units from the graded optional units.

Mandatory units

Unit 01 The UK travel and tourism industry (TTW-03-01)
Unit 02 Customer service in travel and tourism (TTW-03-02)
Unit 03 Preparing for a career in travel and tourism (TTW-03-03)

Optional units

Unit 04 Travel and tourism destinations (TTW-03-04)
Unit 05 UK visitor attractions (TTW-03-05)
Unit 06 Hospitality in travel and tourism (TTW-03-06)
Unit 07 Work experience in travel and tourism (TTW-03-07)
Unit 08 UK tour operations (TTW-03-08)
Unit 09 Travel agency operations (TTW-03-09)
Unit 10 The UK conference and event industry (TTW-03-10)
Unit 11 Marketing for travel and tourism (TTW-03-11)
Unit 12 UK passenger transport industry (TTW-03-12)
Unit 13 Resort representative roles and responsibilities (TTW-03-13)
Unit 14 The cruise industry (TTW-03-14)
Unit 15 UK heritage tourist attractions (TTW-03-15)
Unit 16 Responsible tourism (TTW-03-16)
Unit 17 Specialist tourism (TTW-03-17)
Unit 18 Business travel (TTW-03-18)
Unit 19 Storytelling for tourism (TTW-03-19)
Unit 20 Tour guiding (TTW-03-20)
Unit 21 Crisis management in the travel and tourism industry (TTW-03-21)
Unit 22 UK airports (TTW-03-22)
Unit 23 Investigating airline cabin crew (TTW-03-23)
Unit 24 Leadership and human resources (TTW-03-24)

Assessment

These qualifications are internally assessed and externally quality assured. The assessment consists of one component: an internally assessed portfolio of evidence, which is assessed by centre staff and externally quality assured by NCFE (internal quality assurance must still be completed by the centre as usual).

Placement requirements

Work/industry placement experience is not required.

Progression opportunities

Learners who achieve these qualifications could progress to the following:

- employment (progression to roles within the travel and tourism sector):
 - customer service
 - travel and tourism
 - visitor services
 - hospitality
 - travel agency
 - leisure and events
- further education (level 3 or higher qualifications in travel and tourism) including:
 - NCFE Level 3 Certificate in Travel and Tourism (Wales) (C00/5463/3)
 - NCFE Level 3 Introductory Diploma in Travel and Tourism (Wales) (C00/5463/4)
 - NCFE Level 3 Diploma in Travel and Tourism (Wales) (C00/5463/5)
 - NCFE Level 3 Extended Diploma in Travel and Tourism (Wales) (C00/5382/6).



Contact us

NCFE
Q6
Quorum Park
Benton Lane
Newcastle upon Tyne
NE12 8BT

Tel: 0191 239 8000*

Email: customersupport@ncfe.org.uk

Website: www.ncfe.org.uk

NCFE © Copyright 2026 All rights reserved worldwide.

DRAFT Version 1.0 October 2026

Information in this Qualification Factsheet is correct at the time of publishing but may be subject to change.

NCFE is a registered charity (Registered Charity No. 1034808) and a company limited by guarantee (Company No. 2896700).

CACHE; Council for Awards in Care, Health and Education; and NNEB are registered trademarks owned by NCFE.

All the material in this publication is protected by copyright.

**** To continue to improve our levels of customer service, telephone calls may be recorded for training and quality purposes.***