

Pathways to Employment – Business Administration  
Supporting the organisation of business travel or accommodation

<b>Title</b>	<b>Supporting the organisation of business travel or accommodation</b>
<b>Unit Number</b>	<b>6930L1</b>
<b>Level</b>	<b>Level 1</b>
<b>Credit Value</b>	<b>2</b>
<b>GLH</b>	<b>20</b>
<b>Unit Summary</b>	This unit will introduce learners to how to research, organise and agree arrangements for business travel and accommodation efficiently and in line with the set budget.
<b>Unit Introduction</b>	<p>Managers and employees often have to travel to carry out their job roles, for instance to attend a meeting, conference, event or training. Depending on the circumstances the manager or employee may need to stay away from home for one or more nights and accommodation will need to be booked to support their stay.</p> <p>A key role and responsibility of an administrator is to support members of staff who are required to travel for their job role, which could include across the UK and abroad. This is to ensure that their arrangements are made in a timely manner and that all aspects of the trip are covered. Organisational policies and procedures will need to be followed and the travel and accommodation must be within an agreed budget. It is also an important responsibility to communicate the arrangements for travel and accommodation to the staff that are travelling so that they are fully aware of the plans.</p> <p>In this unit, learners will learn how to research and select suitable modes of travel and types of accommodation within an agreed budget, for staff within an organisation. They will have the opportunity to research and consider a range of travel and accommodation suppliers before making recommendations on the most appropriate way for staff to travel and the most suitable accommodation based on their requirements and within the constraints of the organisational policies and procedures. They will ensure that all travel and accommodation arrangements are communicated with the staff that are travelling.</p> <p>This unit is useful progression from the entry level 3 unit, 'Supporting the organisation of business travel or accommodation'.</p>

<b>Learning Outcomes</b> To be awarded credit for this unit, the learner will:	<b>Assessment Criteria</b> Assessment of the learning outcome will require a learner to demonstrate that they can:	<b>Amplification of Content</b>
<b>LO1</b> Know how to organise business travel or accommodation	1.1 Explain requirements for business travel and accommodation	Explanation might consider: <ul style="list-style-type: none"> <li>• requirements in relation to traveller(s), e.g., details of the person(s) travelling e.g., name, job title and department</li> <li>• requirements in relation to accommodation, e.g. type of accommodation required relating to the grade/position of the traveller in the organisation</li> <li>• budget for meals</li> <li>• inclusion of meals with accommodation</li> <li>• special needs</li> <li>• requirements in relation to travel, e.g., destination of the business trip</li> <li>• the date of travel</li> <li>• the budget, e.g., first class or standard on train, business class or economy on air travel</li> <li>• whether a hire car will be required at the destination and the class of car required.</li> </ul>
	1.2 Describe the factors to consider when deciding on a mode of transport	Description might consider: <ul style="list-style-type: none"> <li>• the length of the journey</li> <li>• the amount of time available to travel</li> <li>• the cost of travel</li> <li>• the employee's position in the organisation.</li> </ul>

<p><b>LO1</b> Know how to organise business travel or accommodation</p>	<p>1.3 Describe financial considerations relating to business travel and accommodation</p>	<p>Description might consider:</p> <ul style="list-style-type: none"> <li>• method and timing of payment, e.g., pay on departure</li> <li>• pay with company credit card</li> <li>• access to tickets, i.e., collection at train station or airport, sending tickets to the office for later distribution</li> <li>• arranging petty cash in advance for the traveller(s), e.g., Sterling, foreign currency, travellers cheques</li> <li>• subsistence allowance or expenses allowed</li> <li>• company policy on payment for meals, refreshments and ad-hoc expenses</li> <li>• communicating financial arrangements to traveller(s) as to how money related to the trip is to be paid.</li> </ul>
	<p>1.4 Outline organisational policies and procedures that may need to be followed when making travel and accommodation arrangements</p>	<p>Outline might consider:</p> <ul style="list-style-type: none"> <li>• keeping within set budgets</li> <li>• using contracted transport providers e.g., bus companies, airlines, hire car companies</li> <li>• using contracted hotels or accommodation providers</li> <li>• methods of payment to be used.</li> </ul>

<p><b>LO2</b> Be able to use different sources of information and facilities to make business travel and accommodation arrangements</p>	<p>2.1 Describe how to access information needed to make different business travel and accommodation arrangements</p>	<p>Description might consider:</p> <ul style="list-style-type: none"><li>• method of travel</li><li>• mapping route to destination</li><li>• time of travel</li><li>• type of accommodation.</li></ul> <p>Sources of information and facilities may include:</p> <ul style="list-style-type: none"><li>• the internet</li><li>• airline companies</li><li>• travel agents</li><li>• car hire companies</li><li>• travel timetables</li><li>• travel guides</li><li>• hotel directories</li><li>• maps</li><li>• satellite-navigation apps e.g., Google Maps, TomTom Go Navigation and Traffic</li><li>• travel agents.</li></ul> <p>Learners must describe how to access information for at least three travel and/or accommodation arrangements.</p>
---	---	---

<p><b>LO2</b></p> <p>Be able to use different sources of information and facilities to make business travel and accommodation arrangements</p>	<p>2.2 Explain considerations for selecting travel and accommodation that are appropriate for different types of traveller</p>	<p>Explanation might consider:</p> <ul style="list-style-type: none"> <li>identifying suitable mode of transport depending on the need of the traveller, e.g., train, plane, car hire</li> <li>identifying appropriate accommodation depending on the need of the traveller, e.g., hotel, B&amp;B, motel, Airbnb</li> <li>identifying suitable mode of accommodation facilities e.g., breakfast, lunch, snacks/drinks, evening meal, Wi-Fi, meeting rooms with equipment</li> <li>additional requirements e.g., proximity to conference room, size of conference room and conference room equipment</li> <li>adhering to set budgets.</li> </ul>
<p><b>LO3</b></p> <p>Know how to arrange business travel and accommodation</p>	<p>3.1 Confirm business travel and accommodation requirements to make bookings using acceptable methods of payment</p>	<p>Confirmation may consider:</p> <ul style="list-style-type: none"> <li>checking and confirming details with relevant parties in writing e.g., travel agents, car hire companies, train services, airlines, hotels etc.</li> </ul> <p>This may be evidenced using mock emails, role play or other simulated methods, perhaps responding to (for example) a mock brief.</p>
	<p>3.2 Prepare an itinerary or schedule that reflects agreed business travel and accommodation arrangements</p>	<p>Preparing an itinerary or schedule may include:</p> <ul style="list-style-type: none"> <li>setting times of travel</li> <li>listing price of travel and accommodation</li> <li>communicating with traveller to agree itinerary.</li> </ul> <p>Learners should not use a template.</p>

### Delivery and Assessment

This unit can be delivered in a number of different ways, and a variety of evidence types can be utilised to demonstrate a candidate's competence. Assessment can use a combination of some, or all these types and it is the responsibility of the assessor to ensure that as wide a range of valid types are used.

- |                                |  |                          |
|--------------------------------|--|--------------------------|
| • Product evidence             | • Learner Statement                    | • Discussion             |
| • Questioning                  | • Written work                         | • Simulated observations |
| • Project work and assignments | • Direct observation/Witness testimony | • Log-books              |

The delivery guidance suggested below is not prescriptive, and learners' attainment will not be measured against these approaches. Any learner evidence that demonstrates success against the assessment criteria given above will be considered appropriate to meet the requirements of the unit.

### Delivery Guidance

*Target: All*

Learners could be provided with a case study that will set a scenario from which business travel and accommodation requirements can be identified and bookings made and confirmed to help learners identify business travel and accommodation requirements as well as financial constraints or arrangement. A teacher-led discussion could also be used to lead a discussion on the organisational policies and procedures that need to be met when organising travel and accommodation for traveller(s). More able learners could conduct independent research using the Internet.

In addition, learners will need to consider different business travel and accommodation requirements for different travellers, and they could do this by considering a range of different briefs or remits. Evidence could be provided in the form of a completed checklist of business travel and accommodation requirements or a written report. Learners could use a detailed brief or case study to identify requirements and policies or procedures for arranging travel and accommodation. The learner could then provide an outline or description within a worksheet, logbook or written report. Alternatively, the assessment criteria could be achieved through simulating a discussion between the organiser and a 'traveller(s)'. Evidence may be through a prepared checklist of requirements for travel and accommodation with relevant payment methods, completed travel and accommodation request forms, written reports and/or through a recording and witness statement of any discussion.

### Evidence for Assessment

Learners could submit work produced.

<b>Delivery Guidance</b>	<i>Target: LO2</i>
<p>Learners could engage in a tutor-led discussion used to develop the knowledge of learners in relation to sources of information and facilities available to make business travel and accommodation arrangements. More able learners could conduct independent research using the Internet to find information and use this to complete a worksheet or logbook as evidence. Alternatively, a class presentation could be conducted to demonstrate knowledge and understanding and to provide evidence for assessment criteria 2.1. The tutor should provide sufficient information within the case study/scenario so that learners can independently conduct research into different modes of travel and types of accommodation to successfully support a traveller(s) in making a booking for business travel and accommodation – this will provide evidence of assessment objective 2.2. Learners could use suitable research using suitable sources to identify the most appropriate modes of transport and accommodation in relation to the requirements identified in the brief/remit and in relation to the budget set. This could be evidenced through the completion in of a written document to illustrate suitable modes of transport, suitable accommodation, suitable meal options and facilities etc.</p>	
<b>Evidence for Assessment</b>	
<p>Learners could submit work produced.</p>	
<b>Delivery Guidance</b>	<i>Target: LO3</i>
<p>Learners could engage in simulation or role plays to allow learners to demonstrate their ability to communicate with both the traveller(s) and relevant professionals to make bookings e.g., via the telephone, email etc. Learners must produce an itinerary, but more able learners could produce a range of evidence including an itinerary, a completed travel pack with travel and accommodation documentation. Confirmation of business travel and accommodation requirements to make bookings using acceptable methods of payment could be evidenced via written evidence in the form of mock emails of letters, and witness statements from observations of role plays.</p>	
<b>Evidence for Assessment</b>	
<p>Evidence for this task will be through written confirmation such as emails and/or through a witness statement to evidence that plans have been confirmed accurately in line with the requirements of the traveller(s).</p>	

### Suggested Resources

Carysforth C – Administration NVQ Level 2 (Heinemann, 2006) ISBN 9780435463335

Sutherland J and Sutherland D – Business and Administration NVQ Level 2 (Hodder Education, 2011) ISBN 9781444144208

The following website offers supporting information for this unit:

[CWT – Top tips on how to plan a business trip](#)

Please note that these resources are external and are therefore subject to changes that are outside of the control of WJEC.