

Unit 205 Organise business travel and accommodation

Unit summary

Make travel and accommodation arrangements for colleagues planning business trips.

Skills

You will apply the following skills:

- Negotiating
- Planning
- Researching
- Organising
- Communicating
- Checking
- Recording
- Problem solving
- Managing time
- Managing resources
- Evaluating

Performance indicators

You will:

1. Confirm travel, accommodation and budget requirements
2. Check the draft itinerary and schedule with the traveller
3. Arrange any meetings necessary during the trip
4. Book travel arrangements and accommodation as agreed
5. Obtain and collate documents for travel, accommodation and meetings
6. Maintain records of travel, accommodation and meetings
7. Arrange credit and payment facilities
8. Deal with problems that may arise
9. Provide the traveller with an itinerary and required documents in good time
10. Confirm with the traveller that itinerary and documents meet requirements
11. Evaluate and maintain a record of external services used

Knowledge

You will know:

1. How to organise business travel and accommodation effectively and efficiently
2. The main types of travel and accommodation arrangements you may need to make and the procedures you should follow
3. Why it is important to confirm a brief and budget for travel and accommodation
4. The sources of information and facilities you can use to make travel and accommodation arrangements
5. How to keep records of travel and accommodation arrangements
6. The information you should provide to the person who is travelling
7. The procedures you should follow to make credit and payment arrangements
8. The types of problems that may occur with travel and accommodation arrangements and how to deal with them
9. Why it is important to evaluate the travel and accommodation used and record the evaluation

Evidence requirements

This section is aimed at the assessor and sets out the evidence requirements for this unit.

1. Evidence for this unit is generated when your candidate is carrying out real work in a private sector organisation, not-for-profit organisation or public service organisation whether full-time or part-time, paid or voluntary.
2. For this unit, evidence may be collected in an approved Realistic Working Environment or an extended work placement.
3. Simulation is not allowed for this unit.
4. Evidence must show that your candidate has consistently met the standard over a sufficient period of time for you to consider the candidate competent.
5. You may use the following assessment methods when assessing this unit:

Performance evidence	Observation	Yes
	Examination of work products	Yes
Supplementary evidence	Witness testimony	Yes
	Questions *	Yes

*This includes verbal and written questioning, questionnaires, work based tasks, reflective accounts, case studies, professional discussion and feedback reports.

6. Your candidate needs to show that they:

Organise business travel and accommodation. Evidence may include:

- Copies of receipts, invoices or tickets
- Purchase order records
- Copies of travel itineraries, travel directions and location maps

- Confirmation e-mails, memos or letters
- Evaluation records

7. Contingencies

Performance Indicator 3	If no meetings are required during the trips arranged within the assessment period 'what if' questions may be asked to confirm competence
Performance Indicator 8	If no problems arise during the assessment period 'what if' questions may be asked to confirm competence

8. Evidence generated for this unit may contribute towards Unit 201:

- Communicate information
- Plan and be accountable for your work
- Improve your own performance
- Behave in a way that supports effective working

and Unit 202

- Work to achieve your organisation's purpose and values
- Support sustainability
- Support diversity
- Maintain security and confidentiality