Session plan: Booking travel

Delivery mode:

Face to face

Session overview:

This session builds practical digital skills for planning holidays, booking travel securely, and managing money while away from home. Advanced learners will compare DIY booking with using a travel agent, practice searching on comparison websites, understand the role of email and SMS for booking confirmations, and explore how to use banking apps and payment cards safely while travelling in Australia or overseas.

Learning objectives:

At the end of this session, learners will be able to:

- Use travel comparison websites to compare flights, accommodation, and deals.
- Identify hidden fees such as cancellation policies, cleaning costs, and credit card surcharges.
- Understand the role of email confirmations, reference numbers, and digital boarding passes.
- Protect their finances when travelling by notifying their bank, using official banking apps, and avoiding unsafe public Wi-Fi networks.

Suggested session length:

This session should run for approximately 75 minutes with a 5 minute break. Facilitators can schedule extra mini-breaks or lengthen activity discussions as needed.

Prior knowledge

This session is designed for learners who:

- Can browse websites, click links, and enter search terms comfortably.
- Have an active email account that they can access on their device.
- May have booked travel in the past through a shopfront agent and want to explore doing their own research or bookings online.

Facilitator tip:

- Set up a laptop connected to a projector to demonstrate travel comparison sites live.
- Remind learners prior to the workshop to bring their smart devices fully charged.
- Reassure learners that browsing travel websites does not commit them to buying anything until payment details are entered.
- Clearly write the venue Wi-Fi network name and password on a whiteboard.

Session Plan: Booking travel

Topic	Timing	Activity	Assessment	Resources
Introduction & welcome	15 mins	Facilitator to: • Introduce themselves • Learners to introduce themselves Icebreaker discussion: Use this section to introduce the topic! • Ask each learner to imagine they just won an open travel voucher. Turn to a partner and share: "Where in Australia or the world would you go, and what is one must-pack item you never travel without?" Introduce the session.	All learners feel welcome, join in the holiday discussion, and share their travel preferences.	Refreshments Whiteboard and marker pens Projector and laptop Notepads and pens
Discussion and demonstration	20 mins	1. Project the Be Connected course Booking travel and accessing your finances online on the screen.	Learners participate in the discussion, identify the difference between direct and comparison	Projector and internet connection

Topic	Timing	Activity	Assessment	Resources
		2. Compare options: • Travel agent: Excellent for complex itineraries, cruises, or having a single phone contact if flights are cancelled or disrupted. • DIY online booking: Great for finding competitive rates, booking direct with airlines or hotels, and customising travel dates. • The best of both worlds: Researching online first to find deals, then taking those printouts or notes into an agent to see if they can price match. 3. Demonstrate how travel comparison sites work (such as TripAdvisor, Webjet, or Stayz): • Entering dates and destinations. • Using filters to select price range, guest reviews, and free cancellation. • Pointing out hidden costs to check for, including cleaning fees, booking surcharges, and non-refundable rates.	booking, and answer quiz questions correctly.	Be Connected course: Booking travel and accessing your finances online Whiteboard for listing travel comparison websites

Topic	Timing	Activity	Assessment	Resources
		Finances on the go: • Explain the importance of notifying your bank before travelling overseas so cards are not blocked for suspected fraud. • Explain ATM safety, spotting card skimmers, and avoiding credit card cash advances that incur high interest. • Emphasise the golden rule of public Wi-Fi: Never check banking apps or enter credit card numbers on unencrypted hotel or cafe Wi-Fi; use mobile data or a personal hotspot instead. Quiz time! It's time to put all that learning to the test. Facilitator to adjust questions as needed to suit your community. • What is a comparison website? • (Answer: A site that collects and displays deals, prices, and options from multiple companies all in one place.) • Why should you always check the cancellation policy before clicking 'Book'?		

Topic	Timing	Activity	Assessment	Resources
		• (Answer: Some bargain fares or room rates are strictly non-refundable if your plans change.) • Why is it a good idea to notify your Australian bank before you travel overseas? • (Answer: So their automated security system does not freeze your card when an overseas transaction appears.) • If you are at an airport or hotel cafe, should you use their free public Wi-Fi to check your bank account? • (Answer: No. Free public networks can be unsecure. It is much safer to use your phone's mobile data or official banking app over cellular connection.)		
Break	5 mins	Take a break. Prompt your learners to get a drink, stretch their legs or use the bathroom.		

Topic	Timing	Activity	Assessment	Resources
Online activity: Plan a weekend getaway	25 mins	Part 1: Explore the Be Connected modules 1. Assist learners to open the browser on their devices and go to the Be Connected Booking travel and accessing your finances online module. 2. Give learners 5 to 7 minutes to explore the interactive activities, including How to use travel comparison websites and Accessing your finances while travelling. Part 2: Fun weekend getaway challenge Ask learners to choose a town or region in Australia they would like to visit for a weekend (for example: the Blue Mountains, Barossa Valley, Margaret River, or Cairns): • Step 1 (Find accommodation): Open a comparison website (such as TripAdvisor or Booking.com) and search for a 2-night stay for two adults.	Learners navigate a comparison website, apply filters, identify cancellation rules, and demonstrate how to save travel documents offline	Learner tablets, laptops, or smartphones Wi-Fi network password clearly visible on the whiteboard Be Connected learning modules

Topic	Timing	Activity	Assessment	Resources
		• Step 2 (Apply filters): Practice applying at least two filters, such as 'Free cancellation' or 'Breakfast included' or a specific price limit. • Step 3 (Spot the fine print): Select one property and look for check-in times, cancellation cut-off dates, and any extra fees. • Step 4 (Document backup check): Discuss how confirmations arrive by email. Practice saving a sample confirmation or screenshot to the device's photo gallery or files folder so it can be viewed offline without mobile reception. Facilitator facilitation tips: • Walk around the room to assist learners with applying website filters and closing pop-up windows. • Reassure everyone that they will not be entering any payment details during this practice activity.		

Topic	Timing	Activity	Assessment	Resources
Reflection and close	10 mins	Recap the key points. Ask the learners if they have any questions. End the session.	Learners share one practical insight from the session and confirm understanding of travel security basics.	