MERCURY

Travel Management Course

15 – 19 November 2027
Accra (Ghana)



Dubai - UAE: +971 4 450 5697
Istanbul - Türkiye: +90 539 599 1206
Amman - Jordan: +962 79 712 3347

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Ref: 16469_1071167 **Date:** 15 – 19 November 2027 **Location:** Accra (Ghana) **Fees:** 5300 Euro

Introduction:

This Travel Management course provides a structured, professional pathway to mastering corporate and leisure travel operations. It covers policy design, procurement, risk management, and sustainable travel practices. The course balances strategic frameworks with operational tools used by travel managers and coordinators.

Participants in this Travel Management program will study travel technology, vendor negotiation, and cost-control methods. Practical scenarios and case analysis reinforce decision-making and policy implementation. Learners will design, operate, and improve travel programs for organisations.

Targeted Groups:

This Travel Management Course targets professionals seeking specialized knowledge and skills:

- Corporate travel managers seeking process and policy mastery.
- Travel coordinators and travel agents are improving corporate services.
- Procurement and finance staff manage travel budgets.
- HR and mobility specialists handling traveller wellbeing.
- Event and meeting planners organising business travel.
- Hospitality staff involved in corporate contracts.
- New entrants aiming for a career in travel operations.

Course Objectives:

Participants will achieve the following objectives by completing the Travel Management course:

- Explain the role and scope of travel management within organisations.
- Design clear corporate travel policies aligned with business goals.
- Apply vendor selection and contract negotiation techniques.
- Operate central booking tools and travel technology platforms.
- Forecast travel budgets and implement cost-control measures.
- Assess travel risk and prepare traveller protection plans.
- Integrate sustainability and duty of care into travel programs.
- Report travel performance using measurable KPIs and dashboards.
- Communicate travel strategy to stakeholders clearly and persuasively.

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Targeted Competencies:

Participants will gain the following competencies during the Travel Management program:

- Policy writing for travel with clear rules and approval flows.
- Vendor evaluation and commercial negotiation skills.
- Practical use of GDS, TMC portals, and online booking tools.
- Travel cost analysis and budget reconciliation abilities.
- Travel risk assessment and incident response planning.
- KPI design and reporting for travel spend and compliance.
- Traveller experience management and duty-of-care practices.
- Sustainable travel planning and carbon reduction techniques.

Studying Scenarios:

In this Travel Management training, participants will develop their skills through the analysis of the following scenarios:

- A multinational firm revises its travel policy after a spike in costs.
- Emergency evacuation planning for a traveller in a high-risk region.
- Negotiating preferred rates with an international hotel chain.
- Implementing a new booking tool across regional teams.
- Managing compliance for visa, insurance, and expense policy gaps.

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Course Content:

Unit 1: Foundations of Travel Management and Policy Basics:

- Introduce travel management and the core responsibilities of the travel manager.
- Define travel policy objectives and alignment with corporate strategy.
- Identify policy elements: approvals, classes of travel, and per diems.
- Explain duty-of-care obligations and legal considerations for travellers.
- Describe stakeholder mapping and roles in travel governance.
- Outline cost categories and basic travel budget structures.
- Review travel industry roles: TMCs, GDS, OTAs, hotel chains, airlines.

Unit 2: Technology, Booking Systems and Operations Travel Operations and Booking Systems:

- Explain Global Distribution Systems and their role in bookings.
- Demonstrate essential features of corporate booking tools.
- Map an end-to-end traveller booking workflow step by step.
- Configure traveller profiles, travel policy rules, and approval gates.
- Integrate traveller data with expense management systems.
- Plan for data privacy and secure handling of traveller information.
- Troubleshoot common operational issues and service recovery steps.

Unit 3: Commercial Management, Procurement, and Negotiation Corporate Travel Procurement:

- Describe market sourcing for air, hotel, and ground transport suppliers.
- Build a supplier selection checklist with measurable criteria.
- Prepare a negotiation strategy for rate and commission structures.
- Draft key contract clauses: rate parity, cancellation, and liability.
- Apply total cost of ownership thinking to travel supplier decisions.
- Create an onboarding checklist for newly contracted suppliers.
- Monitor supplier performance with scorecards and periodic reviews.

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Unit 4: Financial Control, Reporting, and KPI Management Travel Cost Control & Reporting:

- Set up a travel budget and monthly forecasting routine.
- Define key travel KPIs: cost per trip, compliance rate, and average fare.
- Extract meaningful insights from travel spend data and booking logs.
- Design dashboards for finance and senior stakeholders.
- Create expense reconciliation processes and audit checkpoints.
- Implement approval thresholds and spend controls for high-cost items.
- Plan for travel fraud prevention and compliance enforcement.

Unit 5: Risk, Duty of Care, Sustainability, and Programme Improvement Travel Risk & Sustainability:

- Conduct travel risk assessments for destinations and traveller profiles.
- Design traveller communication and emergency response workflows.
- Implement traveller tracking and insurance coordination steps.
- Integrate sustainability goals into travel policy and supplier selection.
- Create a phased plan to reduce travel-related carbon emissions.
- Test programme resilience with tabletop and real-case exercises.
- Build a continuous improvement loop using feedback and KPI trends.

Final Insights & Key Takeaways:

A strategic travel program balances cost, traveller safety, and service quality. Well-designed policies, strong supplier relationships, and reliable reporting are the foundation of effective travel management.