



Federal Ministry of Education



Regulatory Body



Sector Skills Council

NIGERIA SKILLS QUALIFICATION FRAMEWORK

NATIONAL OCCUPATIONAL STANDARDS FOR HOSPITALITY TRAVEL AND TOURISM SECTOR

TOUR OPERATION TRADE

ARTISAN CADRRE

TOUR OPERATOR SUPPORT ADVISOR/OFFICER

LEVEL 2

REVIEWED BY

HOSPITALITY & TOURISM SECTOR SKILLS COUNCIL OF NIGERIA (HTSSCN)

Federal Republic of Nigeria

27-28 AUGUST 2024

MEMBERS IN ATTENDANCE

| LIST OF NOS REVIEWERS | | | | |
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| S/N | NAME | DESIGNATION | ORGANISATION/ ASSOCIATION/UNION | POSITION |
| 1. | Prof. Bassey Esu | Trainer | Institute of Tourism Professionals of Nigeria (ITPN) | Chairman |
| 2. | Nura Sani Kangiwa | Director General/CEO | NIHOTOUR/ HT Sector Skills Council Secretariat | Member |
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| 7. | Tongrit Julie | Operator/Employer | Orit Travel & Tours, Abuja FCT | Member |
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| 9. | Chef Fatima Haruna | Operator/Employer | Chef Fatima Culinary Academy | Member |
| 10. | Libabatu Timohy Avong | Operator/Employer | Event Worth, Abuja | Member |
| 11. | Abinbola Ogunlusi | Operator/Employer | QMDCI Hospitality | Member |
| 12. | Florence Oyelade Adedayo-Tayo | Operator/Employer | QMDCI Hospitality | Member |
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| 17. | Kazeem Kayode | Trainer | National Institute for Hospitality & Tourism, (NIHOTOUR) Abuja FCT | Member |
| 18. | Tina Ejiofor Ogonna | Trainer | National Institute for Hospitality & Tourism, (NIHOTOUR) Abuja FCT | Member |
| 19. | Muhammad Bilyaminu Musa | NSQF Regulatory Agency personnel | National Board for Technical Education (NBTE) | Observer |
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| 21. | Elijah Dabak Sheleph | Trainer | NIHOTOUR/ HT Sector Skills Council Secretariat | Member |
| 22. | Philip Egga Maga | Council Under-Secretary | NIHOTOUR/ HT Sector Skills Council Secretariat | Member/Secretary |

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GENERAL INFORMATION

1.0 GENERAL INFORMATION

1.1 The NSQ Framework

The Nigeria Skills Qualifications Framework (NSQF) was approved by the Federal Executive Council in April 2013. The framework is a learning outcome-based qualifications encompassing all education and training sectors and all forms of learning. It comprises about nine (9) levels, each being identified by a unique set of Level Descriptors. Each qualification has defined learning outcomes (LO), with each unit comprising the qualification mapped against the Level Descriptors. The Level Descriptors are in turn, classified into three separate strands (categories) covering Knowledge, Skills and Competence.

1.2 Context and Goals

The decision of the Hospitality and Tourism Sector Skills Council of Nigeria (HTSSCN) to review and develop new occupational trade standards based on the Nigeria Skills Qualifications Framework (NSQF) in Nigeria was driven by a number of challenges including:

- links and gaps between qualifications and the labour market is not strong
- lack of consistency in qualifications
- absence of a system for comparing qualifications to each other
- pathways of progression between qualifications is unclear
- value of qualifications to employers and learners is unclear
- update the original standards with new innovations in the occupational trade standards

1.3 Vision of the Occupational Trade Standards

The vision is for these challenges to be addressed through the development of a comprehensive NSQF that will cut across all sectors of education and training, irrespective of the nature or form of learning. The NSQF is envisaged to:

- provide a stronger basis for the understanding, comparison and recognition of national and foreign qualifications, thereby improving the understanding of employers, parents and learners of the value of qualifications
- provide fit-for-purpose qualifications that have stronger linkages with labour market and learner needs
- increase the accountability of education and training institutions towards maintaining high quality standards in their provisions
- improve the opportunities for mobility and progression of learners within and across higher education, vocational and general education sectors
- promote the concept of lifelong learning through the recognition of all types of learning: formal, non-formal and informal.

1.4 Aim of the Occupational Trade Standards

The standards are to produce learners with acquired skills and competence capable of carrying out hospitality, travel and tourism and trade operational tasks with stand alone

occupational trade career path skills for both training standards and frameworks at levels accordingly.

1.5 Design, Level and Credit of the Occupational Trade Standard

The design and development of occupational trade standards are generally undertaken by the Hospitality and Tourism Sector Skills Council of Nigeria. The Council also has the responsibility for developing, maintaining and updating the standards. The awarding body classifies the qualifications, approves and monitors deliveries at centres and issues qualifications to competent learners.

1.6 Validation of Occupational Standards

All occupational standards placed on the NSQ are to be validated the Council stakeholders to ensure that they are fit-for-purpose and meet validation standards and the needs of learners or the labour market. It also ensures that the validation standards, process and roles of validators are defined and transparent.

As a matter of policy, a Validation Panel of practising employers, professional experts and educators/trainers ensure that each occupational standards meet the Validation Standards which the regulatory body oversees. Panel members were selected in a transparent and objective manner and the Validation Panel only judge the validity of occupational standards using the Validation Standards published as provided in the NSQ Handbook. The Panel assigned a Validity Period of three (3) years for every valid standard.

1.7 Enabling Learners with Special Needs

As a matter of policy, the developed standards creates the environment that enables learners with special needs to be integrated into the education and training systems and recognizing their achievements on the NSQ. By these, the workplaces and centres to handle training must provide equal and suitable opportunities for the integration and access of learners with special needs and recognition of their achievements. Learners with special needs are to be provided with suitable support and resources, and ensure their integration and recognition of achievements.

1.8 Promoting Lifelong Learning

The Council pursuant to the NSQF guideline develop the occupational standards to promote Lifelong Learning which aims to recognize prior learning, and to further enhance progression pathways between education and training sectors. This is by developing a common understanding of Recognition of Prior Learning (RPL) in the context of the NSQ to be on equal terms with formal learning. With guidance, the training centre are to provide mechanisms for RPL in accordance with the NSQ education and training regulations.

1.9 Placement of Occupational trade standard on the NSQ

The occupational trade standards are developed in accordance with the NSQ process for 'Qualification Placement'. These are with the aim of ensuring that Training Provider/ roles and responsibilities in the 'Qualification Placement' process are clear, transparent and the arrangements for placing occupational trade standard on the NSQ.

1.10 Method of Assessment

As validated by the Council, the assessment tasks and activities are designed to ensure that individual learners have the opportunity to demonstrate their achievement of different learning outcomes. One way of ensuring this is directly linking the assessment to the learning outcomes, making the purpose of assessment clear and transparent, including to individual learners. Assessment involves gathering, evaluating, analysing and judging evidence in order to decide whether a learner has achieved the predefined learning outcomes. It relies on a broad range of formative and summative assessment tools and processes the former providing an insight into learner progress while the latter is rather more formal and provides evidence for future credits and awards upon achieving competences on desired trade standards.

In the course of training, assessment often relies on the use of a number of tools and instruments. Assessment tools and instruments can include, but are not limited to:

- Case Studies
- Observed Practical Exercises
- Observed Performance at Work
- Role-play and/or other targeted Group Activity
- Oral, Audio and Visual Processes and Presentations
- Long-Answer Questions (reports, proposals for action, specialist articles)
- Short Answer Questions and Structured Questions for oral (Skills based and Witten for knowledge-based criteria)
- Selected-Response Items (e.g. multiple-choice).

Assessment processes is both fit-for-purpose, rigorous and fair, and should be aligned with the level and type of learning provided by the occupational trade standards for qualifications. With assessment practices managed and delivered across a broad range of education and training institutions, it is important to ensure that quality assurance mechanisms are in place with a view to ensuring that assessment is efficiently, effectively and consistently delivered, and that internal and external assessment moderation and verification processes exist.

1.12 Assessment/evidence requirements for Occupational Trade Standards

The general assessment method of generating evidences are as follows:-

Direct Observation (OBS)

Oral Question & Answer (OQA) for Skills based criteria

Written Question & Answer (WQA) for knowledge based criteria

Witnesses Testimony (WT)

Assignment (ASS)

Personal Statement (PS)

Reflective/Learning Journal (LJ)

Work Product [(WP)

Recognition of Prior Learning (RPL)

SECTOR: HOSPITALITY TRAVEL AND TOURISM
OCCUPATIONAL TRADE: TOUR OPERATION
CAREER PATH: SUPPORT TOUR OPERATOR
CADRE: ARTISAN
NSQ LEVEL: 2

TABLE OF STANDARDS AND CREDIT LOAD

| S/N | UNIT TITLE | UNIT REFERENCE NUMBER | CREDIT VALUE | GUIDED LEARNING HOURS |
|-----------------------|---|-----------------------|--------------|-----------------------|
| MANDATORY UNIT | | | | |
| 1. | Health, Safety and Environment | HTT-GP-001-L2 | 3 | 30 |
| 2. | Communication in Work Environment | HTT-GP-002-L2 | 1 | 10 |
| 3. | Team Work at Workplace | HTT-GP-003-L2 | 3 | 30 |
| OPTIONAL UNITS | | | | |
| 4. | Conduct Tours | THT-TO-001-L2 | 3 | 30 |
| 5 | Customer Service Problems | HTT-TO-002-L2 | 3 | 30 |
| 6 | Passenger and Visitor Compliance with Transport Regulatory Requirements | HTT-TO-003-L2 | 3 | 30 |
| 7 | Business Travel Account Operations | HTT-TO-004-L2 | 3 | 30 |
| 8 | Leisure, Travel and Tourism Opportunities and Activities | HTT-TO-005-L2 | 4 | 40 |
| 9 | Distribution of Tourism -Related Products and Services | HTT-TO-006-L2 | 3 | 30 |
| 10 | Basic Leisure Travel And Tourism ICT Documentation | HTT-TO-007-L2 | 3 | 30 |
| 11 | Passenger and Visitors checking : Manually and Electronically | HTT-TO-008-L2 | 4 | 40 |
| 12 | Handling Customer Handover Services | HTT-TO-009-L2 | 3 | 30 |
| 13 | Organization of Events | HTT-TO-010-L2 | 3 | 30 |
| 14 | Customer Tour Selection and Booking Services | HTT-TO-011-L2 | 4 | 40 |
| 15 | Travel and Tourism Payment Services | HTT-TO-012-L2 | 4 | 40 |
| 16 | Sell Travel-Related Products and Services | HTT-TO-013-L2 | 3 | 30 |

***Acronyms:** **HTT**= Hospitality and Tourism Sector **GP**= General Practice **TO**= Tour Operation

001= Unit title **L2**= Level

HEALTH, SAFETY AND ENVIRONMENT

Unit reference number: HTT-GP- 001-L2

NSQ level: 2

Credit value: 3

Guided learning hours: 30

Unit Purpose:

To enable trainee on the job the knowledge observation, compliance and adherence to safe, hygiene and safety measures while on job at work place environment

Unit assessment requirements/evidence requirements

Direct Observation (OBS)

Question & Answer (QA)

Witnesses Testimony (WT)

Assignment (ASS)

Personal Statement (PS)

Reflective/Learning Journal (LJ)

Work Product [(WP) attached to OBS/WT]

Recognition of Prior Learning (RPL)

UNIT 001: HEALTH, SAFETY AND ENVIRONMENT

| | | | | | | | | | | | |
|---|-----|--|--|--|--|--|--|--|--|--|--|
| LO1 Maintain personal health and hygiene | 1.1 | wear clean, neat and appropriate personal protective equipment | | | | | | | | | |
| | 1.2 | work safely at all times, complying with health, safety and other relevant regulations and guidelines. | | | | | | | | | |
| | 1.3 | get any cuts, grazes and wound treated by the appropriate and qualified person in the work place | | | | | | | | | |
| | 1.4 | Report illness and infection promptly to the appropriate persons. | | | | | | | | | |
| | | | | | | | | | | | |
| LO2 Know how to maintain personal health and hygiene | | | | | | | | | | | |
| | 2.1 | State responsibility under the health and safety Act as it relates to own occupation | | | | | | | | | |
| | 2.2 | Follow general rules on hygiene that must be followed | | | | | | | | | |
| | 2.3 | identify correct personal Protection Equipment such as Head protection, foot protection, face and eye protection, hand and body protection and | | | | | | | | | |

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|---|------|--|--|--|--|--|--|--|--|--|--|--|--|
| | 4.6 | state how to warn other people about hazards and why this is important | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | 4.7 | state why accidents and near accidents should be reported in a manner that follow due procedures. | | | | | | | | | | | |
| | | follow procedures of raising awareness of hazards | | | | | | | | | | | |
| LO 5: Know how to handle emergencies | 5.1 | describe the type of emergencies that may happen in the workplace and how to deal with them | | | | | | | | | | | |
| | 5.2 | Find the first aid equipment and who the registered first aiders is in the workplace | | | | | | | | | | | |
| | 5.3 | Follow safe lifting and handling techniques that should be followed | | | | | | | | | | | |
| | 5.4 | Work safely in relevant safety areas | | | | | | | | | | | |
| | 5.5 | describe organisational emergencies procedures in particular fire and how these are important to be followed | | | | | | | | | | | |
| | 5.6 | state the possible causes for fire in the workplace | | | | | | | | | | | |
| | 5.7 | describe how to minimise the possibility of fire in the workplace | | | | | | | | | | | |
| | 5.8 | Locate alarms and how to set them on and off | | | | | | | | | | | |
| | 5.9 | explain why a fire should never be approached unless you are trained to do so. | | | | | | | | | | | |
| | 5.10 | State the importance of following the fire safe rules | | | | | | | | | | | |
| | 5.11 | describe organisational security | | | | | | | | | | | |

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|--|------|--|--|--|--|--|--|--|--|--|--|--|
| | | procedures and why these are important | | | | | | | | | | |
| | 5.12 | Report all unusual or non-routine incidents to the appropriate personnel | | | | | | | | | | |

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| Learners Signature: | Date: |
| Assessors Signature: | Date: |
| IQA Signature (if sampled) | Date: |
| EQA Signature (if sampled) | Date: |

UNIT 002: COMMUNICATION IN WORK ENVIRONMENT

Unit reference number: HTT-GP-002-L2

NSQ level: L2

Credit value: 1

Guided learning hours: 10

Unit Purpose:

To establish a quality communication system that is responsive and subject to change in meeting workers and employers' need in work environment.

Direct Observation (OBS)

Question & Answer (QA)

Witnesses Testimony (WT)

Assignment (ASS)

Personal Statement (PS)

Reflective/Learning Journal (LJ)

Work Product [(WP) attached to OBS/WT]

Recognition of Prior Learning (RPL)

UNIT 002: COMMUNICATION IN WORK ENVIRONMENT

| LO (Learning outcome) | | | Criteria:- | | | | Evidence Type | | | | Evidence Ref Page number | | | |
|--|-----|--|------------|--|--|--|---------------|--|--|--|--------------------------|--|--|--|
| LO1 Use a non complex communication system in a work environment | 1.1 | Use a simple verbal means to pass necessary information | | | | | | | | | | | | |
| | 1.2 | Use non verbal means to pass on necessary information e.g body language | | | | | | | | | | | | |
| | 1.3 | Interpret symbols and signs appropriately | | | | | | | | | | | | |
| | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | |
| LO2 Develop the ability to identify the source of information in a work environment | | | | | | | | | | | | | | |
| | 2.1 | Locate the source of information in an organisation and work environment | | | | | | | | | | | | |
| | 2.2 | Relate appropriately with source of information | | | | | | | | | | | | |
| | 2.3 | Use the various information flows system in work environment | | | | | | | | | | | | |
| | 2.4 | Use the various information to avoid challenges in a work situation | | | | | | | | | | | | |

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|---|-----|--|--|--|--|--|--|--|--|--|--|--|--|
| | 2.5 | Report findings in accordance to procedure in work environment | | | | | | | | | | | |
| LO3 | | | | | | | | | | | | | |
| Demonstrate the use of various communication means in work environment | 3.1 | Locate the various communication equipment in a work environment | | | | | | | | | | | |
| | 3.2 | Use effectively the various equipment in work environment | | | | | | | | | | | |
| | 3.3 | Pass information effectively to the right person | | | | | | | | | | | |
| | 3.4 | Pass information effectively using symbols, signs and codes | | | | | | | | | | | |
| | 3.5 | Obey instruction in line with ethics of the work environment | | | | | | | | | | | |

Knowledge and understanding

The trainee on the job need to know and understand:

1. receive and pass information effectively
2. use of or identify communication equipment in leisure, trade and tourism environment
3. record finding in line with leisure, travel and tourism standards
4. demonstrate understanding of basic codes in leisure, travel and tourism environment
5. read and understand instruction in travel and tourism operations.

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|-----------------------------------|--------------|
| Learners Signature: | Date: |
| Assessors Signature: | Date: |
| IQA Signature (if sampled) | Date: |
| EQA Signature (if sampled) | Date: |

UNIT 003: TEAM WORK AT WORKPLACE**Unit reference number:** HTT-GP-003-L2**NSQ level:** L2**Credit value:** 2**Guided learning hours:** 20**Unit Purpose:**

To equip the candidate with the knowledge and competence to employ skills in involving colleagues in carrying out organisational functions to achieve its goals

Unit assessment requirements/evidence requirements

Direct Observation (OBS)

Question & Answer (QA)

Witnesses Testimony (WT)

Assignment (ASS)

Personal Statement (PS)

Reflective/Learning Journal (LJ)

Work Product [(WP) attached to OBS/WT]

Recognition of Prior Learning (RPL)

UNIT 003: TEAM WORK AT WORKPLACE

| LO (Learning outcome) | | Criteria:- | Evidence Type | | | | Evidence Ref Page number | | | |
|--|-----|---|---------------|--|--|--|--------------------------|--|--|--|
| LO1 Plan and organise own work | 1.1 | understand what is required for own work | | | | | | | | |
| | 1.2 | Adhere to instructions accurately | | | | | | | | |
| | 1.3 | plan and organize place one's task in order of importance | | | | | | | | |
| | 1.4 | place every thing needed for work within reach | | | | | | | | |
| | 1.5 | keep work areas clean and tidy | | | | | | | | |
| | 1.6 | keep waste to a minimum | | | | | | | | |
| | 1.7 | Seek assistance if in need and from the relevant person | | | | | | | | |
| | 1.8 | provide work output in due time as agreed | | | | | | | | |
| LO2 Work effectively with members of own team | | | | | | | | | | |
| | 2.1 | Support team members when need be | | | | | | | | |
| | 2.2 | ensure that any assistance given is within limits of own responsibilities | | | | | | | | |
| | 2.3 | manage time well in spite of | | | | | | | | |

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|---------------------------|-----|--|--|--|--|--|--|--|--|--|--|
| | | assisting others | | | | | | | | | |
| | 2.4 | ensure information transmitted to others in the team is timely | | | | | | | | | |
| | 2.5 | maintain cordial working relations with team mates | | | | | | | | | |
| | 2.6 | report any misunderstandings or incidences in relating with team mates to the relevant person | | | | | | | | | |
| | 2.7 | communicate clearly and effectively with team members | | | | | | | | | |
| LO3 Develop own skills | | | | | | | | | | | |
| | 3.1 | seek feedback on work and be able to use the feedback constructively | | | | | | | | | |
| | 3.2 | identify with appropriate persons what aspects of work that are up to standard and what areas to improve | | | | | | | | | |
| | 3.3 | agree on what have to be improved during work | | | | | | | | | |
| | 3.4 | agree on a learning plan with the appropriate person | | | | | | | | | |
| | 3.5 | seek opportunity to review and develop learning plan | | | | | | | | | |

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| Learners Signature: | Date: |
| Assessors Signature: | Date: |
| IQA Signature (if sampled) | Date: |
| EQA Signature (if sampled) | Date: |

UNIT 004: CONDUCT TOURS

Unit reference number: HTT-TO-001-L2

NSQ level: L2

Credit value: 3

Guided learning hours: 30

Unit Purpose: To equip the trainee on the job with the required skills and competence to professionally manage the delivery of local tour

Unit assessment requirements/evidence requirements

Direct Observation (OBS)

Question & Answer (QA)

Witnesses Testimony (WT)

Assignment (ASS)

Personal Statement (PS)

Reflective/Learning Journal (LJ)

Work Product [(WP) attached to OBS/WT]

Recognition of Prior Learning (RPL)

UNIT 004: CONDUCT TOURS

| LO (Learning outcome) Criteria:- | | | Evidence Type | | | | Evidence Ref Page number | | | |
|--|-----|--|---------------|--|--|--|--------------------------|--|--|--|
| LO1 Support delivery of a tour | 1.1 | comply with programme and timing agreed between the organiser and suppliers | | | | | | | | |
| | 1.2 | deliver services standards and quality agreed | | | | | | | | |
| | 1.3 | Give relevant, clear and accurate information to customers at key points throughout the tour | | | | | | | | |
| | 1.4 | Implement contingency arrangements as at when necessary | | | | | | | | |
| | 1.5 | handle any unforeseen events to minimise disruption and reassure customers | | | | | | | | |
| | 1.6 | maintain goodwill of external suppliers and customers' positive | | | | | | | | |

| | | | | | | | | | | | | |
|--------------------------------------|-----|---|--|--|--|--|--|--|--|--|--|--|
| | | image of the organiser | | | | | | | | | | |
| LO2 | | | | | | | | | | | | |
| Care for customers | 2.1 | maintain a welcoming, calm, and professional approach to customers | | | | | | | | | | |
| | 2.2 | maintain customers' comfort, well-being and enjoyment and create a positive image of the organization | | | | | | | | | | |
| | 2.3 | meet the needs and realistic expectations of customers | | | | | | | | | | |
| | 2.4 | maintain balance customers' awareness of any local expectations | | | | | | | | | | |
| | 2.5 | balance the needs and expectations of individuals with those of the whole group | | | | | | | | | | |
| | 2.6 | identify hazards that can present an unacceptable risk to group members | | | | | | | | | | |
| | 2.7 | take action in case of problems to minimise the effects of disruption | | | | | | | | | | |
| | 2.8 | deal with emergency situations promptly and calmly | | | | | | | | | | |
| | | record emergency action appropriately | | | | | | | | | | |
| LO3 | | | | | | | | | | | | |
| Carry out tour administration | 3.1 | complete all required tour records and customer information for safe keep and security | | | | | | | | | | |
| | 3.2 | ensure customer and baggage check-in and check-out are smooth and efficient | | | | | | | | | | |
| | 3.3 | ensure information bulletins are provided at suitable times and places | | | | | | | | | | |

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|--|-----|--|--|--|--|--|--|--|--|--|--|--|--|
| | 3.4 | ensure all procedures comply with local, national and organisational requirements | | | | | | | | | | | |
| | 3.5 | report factors likely to affect future tours clearly and promptly to relevant officers | | | | | | | | | | | |

| | |
|----------------------------|-------|
| Learners Signature: | Date: |
| Assessors Signature: | Date: |
| IQA Signature (if sampled) | Date: |
| EQA Signature (if sampled) | Date: |

UNIT 005: CUSTOMER SERVICE PROBLEMS**Unit reference number:** HTT-TO-002-L2**NSQ level:** L2**Credit value:** 3**Guided learning hours:** 30**Unit Purpose:**

To acquaint the candidate with competence required in dealing satisfactorily with customer having problems with the services provided

Unit assessment requirements/evidence requirements

Direct Observation (OBS)

Question & Answer (QA)

Witnesses Testimony (WT)

Assignment (ASS)

Personal Statement (PS)

Reflective/Learning Journal (LJ)

Work Product [(WP) attached to OBS/WT]

Recognition of Prior Learning (RPL)

UNIT 005: CUSTOMER SERVICE PROBLEMS

| LO (Learning outcome) | | | Criteria:- | | | | Evidence Type | | | | Evidence Ref Page number | | | |
|--|-----|---|------------|--|--|--|---------------|--|--|--|--------------------------|--|--|--|
| LO1 Support solve immediate customer service problems | 1.1 | ensure prompt response to customer service problems following organisational guidelines | | | | | | | | | | | | |
| | 1.2 | solve customer service problems appropriate authority | | | | | | | | | | | | |
| | 1.3 | work with others to solve customer service problems | | | | | | | | | | | | |
| | 1.4 | ensure to inform customers of the actions being taken | | | | | | | | | | | | |
| | 1.5 | check with customers that they are comfortable with the actions being taken | | | | | | | | | | | | |

[illegible]

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|----------------------------|-------|
| Learners Signature: | Date: |
| Assessors Signature: | Date: |
| IQA Signature (if sampled) | Date: |
| EQA Signature (if sampled) | Date: |

UNIT 006: PASSENGER AND VISITOR COMPLIANCE WITH THE TRANSPORT LEGAL, REGULATORY, ETHICAL AND SOCIAL REQUIREMENTS

Unit reference number: HTT-TO-003-L2
NSQ level: L2
Credit value: 3
Guided learning hours: 30

Unit Purpose:

To equip the candidate on the job with the knowledge and skills to enable compliance with operational tasks at workplace

Unit assessment requirements/evidence requirements

Direct Observation (OBS)
 Question & Answer (QA)
 Witnesses Testimony (WT)
 Assignment (ASS)
 Personal Statement (PS)
 Reflective/Learning Journal (LJ)
 Work Product [(WP) attached to OBS/WT]
 Recognition of Prior Learning (RPL)

UNIT 006: PASSENGER AND VISITOR COMPLIANCE WITH THE TRANSPORT LEGAL, REGULATORY, ETHICAL AND SOCIAL REQUIREMENTS

| LO (Learning outcome) | | | Criteria:- | | | | Evidence Type | | | | Evidence Ref Page number | | | |
|---|-----|--|------------|--|--|--|---------------|--|--|--|-----------------------------|--|--|--|
| LO1 Support ensure passenger/visit or comply with transport legal, regulatory, | 1.1 | Support monitor passenger/visitor the relevant legal, regulatory and the effect that they have on area of responsibility | | | | | | | | | | | | |
| | 1.2 | Support ensure compliance with procedures to make sure the organisation meets all the necessary requirements | | | | | | | | | | | | |
| | 1.3 | Support ensure that passenger/visitors have clear understanding of the policies and | | | | | | | | | | | | |

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|---|-----|---|--|--|--|--|--|--|--|--|
| LO 2 Support ensure passenger/visit or compliance with service ethical and social requirements | | procedures | | | | | | | | |
| | 2.1 | Support ensure observation of ethical and social requirements | | | | | | | | |
| | 2.2 | Supportmonitor the way policies and procedures are put into practice and provide support | | | | | | | | |
| | 2.2 | promote a climate of openness about meeting and not meeting the requirements | | | | | | | | |
| | 2.3 | identify and correct any failures to meet the requirements | | | | | | | | |
| | 2.4 | identify reasons for not meeting requirements and adjust the policies and procedures to reduce the likelihood of failures in the future | | | | | | | | |
| | 2.5 | provide full reports about any failures to meet the requirements to the relevant stakeholders | | | | | | | | |

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| Learners Signature: | Date: |
| Assessors Signature: | Date: |
| IQA Signature (if sampled) | Date: |
| EQA Signature (if sampled) | Date: |

Date:
Date:
Date:

EQA Signature (if sampled)Date:

UNIT 007: BUSINESS TRAVEL ACCOUNT OPERATIONS**Unit reference number:** HTT-TO-004-L2**NSQ level:** L2**Credit value:** 3**Guided learning hours:** 30**Unit Purpose:**

To assist the trainee with the required knowledge and competence to track and supply business travel information in relation to usage and costs against agreed travel policies

Unit assessment requirements/evidence requirements

Direct Observation (OBS)

Question & Answer (QA)

Witnesses Testimony (WT)

Assignment (ASS)

Personal Statement (PS)

Reflective/Learning Journal (LJ)

Work Product [(WP) attached to OBS/WT]

Recognition of Prior Learning (RPL)

UNIT 007: BUSINESS TRAVEL ACCOUNT OPERATION

| LO (Learning outcome) Criteria:- | | | Evidence Type | | | | Evidence Ref Page number | | | |
|---|-----|--|---------------|--|--|--|--------------------------|--|--|--|
| LO1 Support to maintain and supply information on business travel usage | 1.1 | Support in gathering travel-related information from relevant sources on a regular and frequent basis, using time and cost-effective methods | | | | | | | | |
| | 1.2 | Support in carrying out travel arrangements and costs accurately recorded and tracked against agreed current travel policies | | | | | | | | |

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| Learners Signature: | Date: |
| Assessors Signature: | Date: |
| IQA Signature (if sampled) | Date: |
| EQA Signature (if sampled) | Date: |

UNIT 008: LEISURE, TRAVEL AND TOURISM OPPORTUNITIES AND ACTIVITIES

Unit reference number: TL-TO-005-L2

NSQ level: L2

Credit value: 3

Guided learning hours: 30

Unit Purpose:

To equip the candidate with the knowledge and competence to raise awareness of the value of leisure activities and negotiate specific arrangements for leisure opportunities and activities

Unit assessment requirements/evidence requirements

Direct Observation (OBS)

Question & Answer (QA)

Witnesses Testimony (WT)

Assignment (ASS)

Personal Statement (PS)

Reflective/Learning Journal (LJ)

Work Product [(WP) attached to OBS/WT]

Recognition of Prior Learning (RPL)

UNIT 008: LEISURE, TRAVEL AND TOURISM OPPORTUNITIES AND ACTIVITIES

| LO (Learning outcome) | | Criteria:- | Evidence Type | | | | Evidence Ref Page number | | | |
|--|-----|--|---------------|--|--|--|--------------------------|--|--|--|
| LO1 Support create activity awareness | 1.1 | Support identify the customer's interest in leisure opportunities. | | | | | | | | |
| | 1.2 | Support communicate with the identified customers to establish their current views on service demanded | | | | | | | | |
| | 1.3 | Support present clear, accurate and relevant information to the audience about the benefits of service | | | | | | | | |

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|---|-----|---|--|--|--|--|--|--|--|--|--|
| LO2 Support correct impressions on organisation activities | 2.1 | Support present clear, accurate and relevant information to the audience on service opportunities and activities | | | | | | | | | |
| | 2.2 | Support offer opportunity to customers to ask questions and confirm their understanding of the information provided | | | | | | | | | |
| | 2.3 | Support direct customers and organisations to other appropriate sources for information | | | | | | | | | |
| | 2.4 | Support correct customers' ill informed attitudes and behaviour which are misguided, abusive or discriminatory | | | | | | | | | |
| | 2.5 | encourage customers in providing opportunities to raise the awareness others | | | | | | | | | |
| LO 3 Support Negotiate activity opportunities | | | | | | | | | | | |
| | 3.1 | Support provide leisure opportunities and activities | | | | | | | | | |
| | 3.2 | Support explain organisation role and responsibilities on activity opportunities | | | | | | | | | |
| | 3.3 | Support customers to consider offers on activity adjustments needed | | | | | | | | | |
| | 3.4 | Identify and report potential challenges, rewards and any resources which will be required | | | | | | | | | |

LO 3

**Support Negotiate
activity
opportunities**

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| Learners Signature: | Date: |
| Assessors Signature: | Date: |
| IQA Signature (if sampled) | Date: |
| EQA Signature (if sampled) | Date: |

UNIT 009: DISTRIBUTION OF TOURISM - RELATED PRODUCTS AND SERVICES

Unit reference number: HTT-TO-006-L 2

NSQ level: L 2

Credit value: 2

Guided learning hours: 20

Unit Purpose:

To equip the trainee with the knowledge and competence to disseminate information and sales of leisure, travel and tourism products and services

Unit assessment requirements/evidence requirements

Direct Observation (OBS)

Question & Answer (QA)

Witnesses Testimony (WT)

Assignment (ASS)

Personal Statement (PS)

Reflective/Learning Journal (LJ)

Work Product [(WP) attached to OBS/WT]

Recognition of Prior Learning (RPL)

UNIT 009: DISTRIBUTION OF TOURISM - RELATED PRODUCTS AND SERVICES

| LO (Learning outcome) | | | Criteria:- | | | | Evidence Type | | | | Evidence Ref Page number | | | |
|--|-----|--|------------|--|--|--|---------------|--|--|--|--------------------------|--|--|--|
| LO1 Support to Promote the features and benefits of tourism products and services | 1.1 | Support to identify those features of tourism products and services that accurately match customers' needs | | | | | | | | | | | | |
| | 1.2 | Support to ensure benefits are communicated clearly, accurately and in a way which generates interest from customers | | | | | | | | | | | | |
| | 1.3 | give customers the opportunities to fully discuss and explore features and benefits | | | | | | | | | | | | |
| | 1.4 | Describe to customers clearly the | | | | | | | | | | | | |

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| Learners Signature: | Date: |
| Assessors Signature: | Date: |
| IQA Signature (if sampled) | Date: |
| EQA Signature (if sampled) | Date: |

UNIT 010: BASIC LEISURE TRAVEL AND TOURISM ICT DOCUMENTATION**Unit reference number:** HTT-TO- 007-L2**NSQ level:** L2**Credit value:** 2**Guided learning hours:** 20**Unit Purpose:**

To enable the trainee acquire the necessary knowledge, skills and competence to assist in travel documentation.

Unit assessment requirements/evidence requirements:

Direct Observation (OBS)

Question & Answer (QA)

Witnesses Testimony (WT)

Assignment (ASS)

Personal Statement (PS)

Reflective/Learning Journal (LJ)

Work Product [(WP) attached to OBS/WT]

Recognition of Prior Learning (RPL)

UNIT 010: BASIC LEISURE TRAVEL AND TOURISM ICT DOCUMENTATION

| LO (Learning outcome) | | | Criteria:- | | | | Evidence Type | | | | Evidence Ref Page number | | | |
|--|-----|--|------------|--|--|--|---------------|--|--|--|-----------------------------|--|--|--|
| LO1 Receive and assist with basic electronic compurised documentation | 1.1 | welcome customer in appropriate manner | | | | | | | | | | | | |
| | 1.2 | enquire customer's basic needs | | | | | | | | | | | | |
| | 1.3 | Support customers establish their request in relation to existing procedures | | | | | | | | | | | | |
| | 1.4 | request customer's travel documents | | | | | | | | | | | | |
| | 1.5 | Support determine acceptability of travel documents | | | | | | | | | | | | |

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| Learners Signature: | Date: |
| Assessors Signature: | Date: |
| IQA Signature (if sampled) | Date: |
| EQA Signature (if sampled) | Date: |

UNIT 011: PASSENGER AND VISITOR CHECK-IN : MANUALLY AND ELECTRONICALLY

Unit reference number: HTT-TO-008-L2
NSQ level: L2
Credit value: 3
Guided learning hours: 30

Unit Purpose:

To enable the candidate the knowledge and skills and competence needed to assist in check-in and check-out of passengers and visitors at travel and tourism terminals and entry points

Unit assessment requirements/evidence requirements

Direct Observation (OBS)
Question & Answer (QA)
Witnesses Testimony (WT)
Assignment (ASS)
Personal Statement (PS)
Reflective/Learning Journal (LJ)
Work Product [(WP) attached to OBS/WT]
Recognition of Prior Learning (RPL)

UNIT 011: PASSENGER AND VISITOR CHECK-IN : MANUALLY AND ELECTRONICALLY

| LO (Learning outcome) | Criteria:- | Evidence Type | Evidence Ref Page number |
|---|------------|--|--------------------------|
| LO1 Support to check in passenger or visitor | 1.1 | Deal with passengers in a polite and friendly way at all times | |
| | 1.2 | Support to process passenger electronic documents for validity before processing | |
| | 1.3 | Support to handle electronic documents and any discrepancies in | |

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| | | travel | | | | | | | | | | | |
| | 1.10 | report passengerelectronic requests which are outside the knowledge or experience to appropriate authority as soon as possible | | | | | | | | | | | |
| | 1.11 | report any safety or security concerns about passengers electronic related mattersto the appropriate authority | | | | | | | | | | | |
| LO2 Support in Receiving and processing passenger baggage electronically | | | | | | | | | | | | | |
| | 2.1 | Ensure compliance on passengers security electronicrelatedque stions about baggage in line with the organisation's procedures | | | | | | | | | | | |
| | 2.2 | Support to explain to passengers about electronicregulations relating to carrying dangerous goods in line with the organisation's security safety procedures | | | | | | | | | | | |
| | 2.3 | Support to identify unacceptable baggageelectronically in line with the organisation's procedures | | | | | | | | | | | |
| LO 3 | 3.1 | Support use electronic device to weigh, label and | | | | | | | | | | | |

UNIT 012: HANDLING CUSTOMER HANDOVER SERVICES

Unit reference number: HTT-TU- 009-L2
NSQ level: L2
Credit value: 2
Guided learning hours: 20

Unit Purpose:

To equip the candidate with both the knowledge and skills of routinely assist in checking effective completion of customer services activities.

Unit assessment requirements/evidence requirements

Direct Observation (OBS)
 Question & Answer (QA)
 Witnesses Testimony (WT)
 Assignment (ASS)
 Personal Statement (PS)
 Reflective/Learning Journal (LJ)
 Work Product [(WP) attached to OBS/WT]
 Recognition of Prior Learning (RPL)

UNIT 012: HANDLING CUSTOMER HANDOVER SERVICES

| LO (Learning outcome) | Criteria:- | Evidence Type | Evidence Ref Page number |
|---|------------|--|--------------------------|
| LO 1: Support joint responsibilities in customer service team | 1.1 | Support to identify services involved in delivery that rely on effective teamwork | |
| | 1.2 | Support to identify steps in the customer service delivery process that rely on exchange of information between colleagues | |

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| | 1.3 | Support to complete customer services as agreed with colleagues when it is right to pass responsibility for completing action to another | | | | | | | | | | |
| | 1.4 | confirm agreement with colleagues how information should be exchanged between one to complete a customer service action | | | | | | | | | | |
| | 1.5 | Support to ensure reminders are passed on responsibly colleague for completing a customer service action | | | | | | | | | | |
| LO2 Support to check that customer service actions with colleagues through teamwork involvement | | | | | | | | | | | | |
| | 2.1 | Support to ensure use of reminders to identify when to check that a customer service action has been completed | | | | | | | | | | |
| | 2.2 | Support to ensure identification of all details of customer service actions with colleague due for completion | | | | | | | | | | |
| | 2.3 | Support cross-check with colleague on the outcome of their completing the customer service action as agreed | | | | | | | | | | |
| LO 3 Support reporting customer problems | 3.1 | Support to identify the next customer service actions of colleagues not | | | | | | | | | | |

UNIT 013: ORGANISATION OF EVENTS

Unit reference number: HTT-TU-010-L2
NSQ level: L2
Credit value: 2
Guided learning hours 20

Unit Purpose:

To equip the trainee with the required knowledge, skills and competence to assist in the routen operations and management of event functions

Unit assessment requirements/evidence requirements

Direct Observation (OBS)
 Question & Answer (QA)
 Witnesses Testimony (WT)
 Assignment (ASS)
 Personal Statement (PS)
 Reflective/Learning Journal (LJ)
 Work Product [(WP) attached to OBS/WT]
 Recognition of Prior Learning (RPL)

UNIT 013: ORGANISATION OF EVENTS

| LO (Learning outcome) | | Criteria:- | Evidence Type | | | | Evidence Ref Page number | | | |
|--|-----|--|---------------|--|--|--|--------------------------|--|--|--|
| LO 1 Support with event planning inputs | 1.1 | Assist report the type of event request | | | | | | | | |
| | 1.2 | Assist enerate a demographic profile for the event | | | | | | | | |
| | 1.3 | Assist register the event | | | | | | | | |
| | 1.4 | Assist identify facility for reservation and invitations | | | | | | | | |
| LO 2 Assist indentify events inputs | 2.1 | Assist identify supplies required | | | | | | | | |
| | 2.2 | Assist bring up event budget worksheet | | | | | | | | |
| | 2.3 | Assist in set up access for disabilities | | | | | | | | |

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| Learners Signature: | Date: |
| Assessors Signature: | Date: |
| IQA Signature (if sampled) | Date: |
| EQA Signature (if sampled) | Date: |

UNIT 014: CUSTOMER TOUR SELECTION AND BOOKING SERVICES

Unit reference number: HTT-TO- 011-L2

NSQ level: L2

Credit value: 3

Guided learning hours: 30

Unit Purpose:

To equip the trainee with the knowledge and skills in helping prospective tourists to choose their itinerary, book and process travel documents accordingly.

Unit assessment requirements/evidence requirements

Direct Observation (OBS)

Question & Answer (QA)

Witnesses Testimony (WT)

Assignment (ASS)

Personal Statement (PS)

Reflective/Learning Journal (LJ)

Work Product [(WP) attached to OBS/WT]

Recognition of Prior Learning (RPL)

UNIT 014: CUSTOMER TOUR SELECTION AND BOOKING SERVICE

| LO (Learning outcome) | | Criteria:- | Evidence Type | | | | Evidence Ref Page number | | | |
|---|-----|--|---------------|--|--|--|--------------------------|--|--|--|
| LO1 Help customers in identify their product selection | 1.1 | Support to identify customers' travel services requirements | | | | | | | | |
| | 1.2 | Support to recognise customers' needs. | | | | | | | | |
| | 1.3 | Support to add up total costs of the travel arrangements | | | | | | | | |
| | 1.4 | Support to explain the total package arrangement. | | | | | | | | |
| | 1.5 | Support to recognise customers' acceptance of the proposed arrangements. | | | | | | | | |
| | 1.6 | Support to confirm customers' | | | | | | | | |

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| | | consent to record the necessary information. | | | | | | | | | | | |
| | 1.7 | Support to ensure record of information promptly, accurately and in the required format. | | | | | | | | | | | |
| | 1.8 | maintain confidentiality of information. | | | | | | | | | | | |
| | 1.9 | Support to process and store information to meet organisational and legal requirements | | | | | | | | | | | |
| | 1.10 | report objections to personal information being recorded to maintain good customer relations | | | | | | | | | | | |
| LO2 Support in Travel services bookings and process post-booking documentation | | | | | | | | | | | | | |
| | 2.1 | Support to match travel services and any additional services accurately with agreed details | | | | | | | | | | | |
| | 2.2 | Support to complete booking to meet organisation's procedures and other legal and regulatory requirements. | | | | | | | | | | | |
| | 2.3 | Support to process all booking administration promptly, correctly and following own organisation's procedures using GDS Services. | | | | | | | | | | | |
| | 2.4 | Support ensure storage of booking information and documentation securely following your organisation's procedures and legal requirements. | | | | | | | | | | | |
| | 2..5 | Support to confirm bookings' status to matches the booked services. | | | | | | | | | | | |
| | 2.6 | Support to issue correct booking documents to the relevant person(s). | | | | | | | | | | | |
| | 2.7 | refer all matters outside work responsibilities or experience to the relevant person(s). | | | | | | | | | | | |
| | 2.8 | | | | | | | | | | | | |
| LO3 | | | | | | | | | | | | | |

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| Support in issuing travel documentation | 3.1 | ensure all documentation received matches the travel services booked. | | | | | | | | | |
| | 3.2 | Support to identify any documentation discrepancies before issuance to customers. | | | | | | | | | |
| | 3.3 | Support to complete and accurately assemble documentation and any necessary tickets are issued to your customers within the required time scale and following your organisation's procedure | | | | | | | | | |
| | 3.4 | describe all travel arrangements clearly to customers in a way they will understand. | | | | | | | | | |
| | 3.5 | explain to customers their travel arrangements before they leave your premises. | | | | | | | | | |
| | 3.6 | complete all customer records and pass such to the relevant person(s) promptly. | | | | | | | | | |

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| Learners Signature: | Date: |
| Assessors Signature: | Date: |
| IQA Signature (if sampled) | Date: |
| EQA Signature (if sampled) | Date: |

UNIT 015: TRAVEL AND TOURISM CUSTOMER PAYMENT SERVICES

Unit reference number: HTT-TO-012-L2

NSQ level: L2

Credit value: 2

Guided learning hours: 20

Unit Purpose:

To acquaint the trainee with the different methods, processes of payments and issuance of related documents.

Unit assessment requirements/evidence requirements

Direct Observation (OBS)

Question & Answer (QA)

Witnesses Testimony (WT)

Assignment (ASS)

Personal Statement (PS)

Reflective/Learning Journal (LJ)

Work Product [(WP) attached to OBS/WT]

Recognition of Prior Learning (RPL)

UNIT 015: TRAVEL AND TOURISM CUSTOMER PAYMENT SERVICES

| LO (Learning outcome) | | | Criteria:- | | | | Evidence Type | | | | Evidence Ref Page number | | | |
|------------------------------------|-----|---|------------|--|--|--|---------------|--|--|--|-----------------------------|--|--|--|
| LO1 Support Receive payments | 1.1 | Support to ensure make customers aware of the amount to be paid | | | | | | | | | | | | |
| | 1.2 | Support to ensure customers are aware of the methods of payments that are acceptable and any charges or restrictions that any be attached | | | | | | | | | | | | |
| | 1.3 | Support to ensure the organisation's policies and procedures are followed regarding payment discrepancies, | | | | | | | | | | | | |

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| Learners Signature: | Date: |
| Assessors Signature: | Date: |
| IQA Signature (if sampled) | Date: |
| EQA Signature (if sampled) | Date: |

UNIT 016: SELL TRAVEL-RELATED PRODUCTS AND SERVICES

Unit reference number: HTT-TO-013-L2

NSQ level: L2

Credit value: 3

Guided learning hours: 30

Unit Purpose: To assist in making customers aware of the choices available to them when booking leisure or business travel and any additional services that they need.

Unit assessment requirements/evidence requirements

Direct Observation (OBS)

Question & Answer (QA)

Witnesses Testimony (WT)

Assignment (ASS)

Personal Statement (PS)

Reflective/Learning Journal (LJ)

Work Product [(WP) attached to OBS/WT]

Recognition of Prior Learning (RPL)

UNIT 016: SELL TRAVEL-RELATED PRODUCTS AND SERVICES

| LO (Learning outcome) Criteria:- | | | Evidence Type | | | | Evidence Ref Page number | | | |
|---|-----|---|---------------|--|--|--|--------------------------|--|--|--|
| LO1 Support identify customers' travel and tourism needs | 1.1 | Support identify travel and tourism products and services that best match the customer's needs | | | | | | | | |
| | 1.2 | Assist explain to customer how information is recorded, processed and stored on books and computer to meet the organisation's procedures and legal requirements | | | | | | | | |
| | 1.3 | Assist identify any additional requirements of the customer | | | | | | | | |
| | 1.4 | Assist present customers with clear responses to queries, and | | | | | | | | |

