



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

CRAFTSMAN CADRE

ASSISTANT TOUR OPERATOR

LEVEL 1

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				
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
3.	Chief Abiodun Odusanwo	Operator/Employer (Chairman BoD HT Sector Skills Council of Nigeria	Institute of Tourism Professionals of Nigeria (ITPN)	Member
4.	Ieren A. Emmanuel	Operator/Employer	Owende Catering School Abuja FCT	Member
5.	Katto Ola Emmanuel	Operator/Employer	Mastermind Catering and Culinary Institute, Abuja FCT	Member
6.	Amos Opoola	Operator/Employer	Hospitality & Tourism Management Association of Nigeria (HATMAN)	Member
7.	Tongrit Julie	Operator/Employer	Orit Travel & Tours, Abuja FCT	Member
8.	Aturu Samson	Operator/Employer	Hospitality & Tourism Management Association of Nigeria (HATMAN)	Member
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
13.	Babayomi Omojola	Operator/Employer	Institute of Tourism Professionals of Nigeria (ITPN)	Member
14.	Ibrahim Baba	Trainer	National Institute for Hospitality & Tourism, Abuja FCT	Member
15.	Foluke Okoroma	Trainer	National Institute for Hospitality & Tourism, (NIHOTOUR) Abuja FCT	Member

16.	Asufi Stella	Trainer	National Institute for Hospitality & Tourism (NIHOTOUR) Abuja FCT	Member
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
20.	Maryam Yusha'u Abubakar	NSQF Regulatory Agency personnel	National Board for Technical Education (NBTE)	Observer
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

TABLE OF CONTENT

- 0.0 TABLE OF CONTENTS.
- 1.0 GENERAL INFORMATION
- 2..0 **NSQ LEVEL 1: TOUR OPERATION ASSISTANT/OFFICER**

STANDARD NO.	TITLE
Unit 01	Health, safety, Environment
Unit 02	Team work at Workplace
Unit 03	Communicate in work environment
Unit 04	Leisure, Travel and Tourism Information
Unit 05	Travel documentation
Unit 06	Passenger and visitor check-in
Unit 07	Customer Service practices
Unit 08	Carrying Out Event Tasks
Unit 09	Leisure, Travel and Tourism Customer Booking Services
Unit 10	Leisure, Travel and Tourism Services Payment
Unit 11	Sell Travel-Related Products and Services

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 by 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 Written 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 OPERATIONS

CADRE: CRAFTSMAN

CAREER PATH: ASSISTANT TOUR OPERATOR

NSQ LEVEL: 1

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-L1	3	30
2.	Team work at Workplace	HTT-GP-002-L1	3	30
3.	Communication in Work Environment	HTT-GP-003-L1	1	10
OPTIONAL UNIT				
4.	Travel, Leisure & Tourism Information	HTT-TO-001-L1	2	20
5	Travel Documentation	HTT-TO-002-L1	2	20
6	Passenger and Visitor Checking-in	HTT-TO-003-L1	3	30
7	Customer Service Practices	HTT-TO-004-L1	2	20
8	Carrying Out Event Tasks	HTT-TO-005-L1	2	20
9	Travel, Leisure and Tourism Customer Booking Services	HTT-TO-006-L1	3	30
10	Travel, Leisure and Tourism Payment Services	HT-TO-007-L1	2	20
11	Sell Travel-Related Products and Services	HTT-TO-008-L1	3	30

***Acronyms:** **HTT**= Hospitality and Tourism Sector **GP**= General Practice **TA**= Assistant **II** **001**= Unit title **L1**= Level 1

UNIT 001: HEALTH, SAFETY AND ENVIRONMENT**Unit reference number:** HTT-GP-001-L1**NSQ level:** 1**Credit value:** 3**Guided learning hours:** 30**Unit Purpose:**

To enable the trainee acquire knowledge, skills and competence to observe and maintain safe hygienic work environment and to attain ethical standards at work.

Unit assessment/evidence requirements

Direct Observation (OBS)

Question & Answer (QA)

Witnesses Testimony (WT)

Assignment (ASS)

Personal Statement (PS)

Reflective/Learning Journal (LJ)

Work Product [(WP)]

Recognition of Prior Learning (RPL)

UNIT 001: HEALTH, SAFETY AND ENVIRONMENT

LO (Learning outcome)		Criteria:-		Evidence Type				Evidence Ref Page number			
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 person with 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											
	2.1	State responsibility under the health and safety Act as it relates to own occupation									

hygiene	2.2	Follow general rules on hygiene that must be followed									
	2.3	identify correct personal Protection Equipment such as Head protective, foot protection, face and eye protection, hand and body protection and regulatory protection									
	2.4	explain the importance of maintaining good personal hygiene									
	2.5	describe how to deal with cuts, grazes and wounds and why it is important to do so									
LO3 Maintain a safe and secure workplace											
	3.1	state the importance of working in a healthy, safe and secure workplace									
	3.2	report any accidents or near accidents quickly and accurately to the appropriate personnel									
	3.3	follow health, hygiene, safety and security procedures during work									
	3.4	follow emergency procedures									
	3.5	follow organisational security procedure									
	3.6	ensure the disposal of waste and pollution									
LO4 Prevent hazards and risks in a safe and secure work environment											
	4.1	identify any hazards or potential hazards and deal with these correctly									
	4.2	state where information about health and safety in workplace can be obtained									
	4.3	describe the types of hazards in									

LO 5: Comply with Emergency procedures		the workplace that may occur and how to prevent and/or deal with them									
	4.4	state hazards that can be dealt with personally and those that should be reported to appropriate personnel									
	4.5	identify risk elements in workplace environment									
	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									
	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 are 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	Demonstrate 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 safety rules										
	5.11	describe organisational security procedures and why these are important										
	5.12	Report all unusual or non-routine incidents to the appropriate personnel										

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

UNIT 002: TEAM WORK AT WORKPLACE

Unit reference number: **HTT-GP-002-L1**

NSQ level: **L1**

Credit value: **3**

Guided learning hours: **30**

Unit Purpose: To equip the candidate with the knowledge, skills and competence required to involve 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)]

Recognition of Prior Learning (RPL)

UNIT 002: 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 one's task in order of importance									
	1.4	place everything needed for work within reach									
	1.5	seek assistance if in need and from the relevant person									
	1.6	provide work output in due time as agreed									
LO2 Work effectively with members of own team											
	2.1	assist team members when they ask									
	2.2	ensure that any assistance given is within limits of own responsibilities									
	2.3	manage time well in spite of									

		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									

Learners Signature:

Date:

Assessors Signature:

Date

IQA Signature (if sampled)

Date:

EQA Signature (if sampled)

Date:

Unit 003: COMMUNICATION IN WORK ENVIRONMENT**Unit reference number:** HTT-GP-003-L1**NSQ level:** L1**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.

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)]

Recognition of Prior Learning (RPL)

Unit 003: 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							
	1.4	Write in simple non technical language to pass information							
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										
	2.5	Report findings in accordance with procedures 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										

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

UNIT 004: LEISURE, TRAVEL & TOURISM INFORMATION

Unit reference number: HTT TO-001-L1

NSQ level: L1

Credit value: 2

Guided learning hours: 20

Unit Purpose: To equip the trainee with the knowledge and competence to dispatch information on Travel, Leisure and Tourism .

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)]

Recognition of Prior Learning (RPL)

UNIT 004: LEISURE, TRAVEL & TOURISM INFORMATION

LO (Learning outcome)		Criteria:-			Evidence Type			Evidence Ref Page number		
LO1 Assist dispatch information on features services	1.1	Assist share only relevant and approved information on features and benefits of tourism products-and services.								
	1.2	Assist to get information to the appropriate locations and target audience/customers.								
	1.3	Forward records of dispatched information to the appropriate officer.								
LO2 Assist identify										
	2.1	Assist to identify customer needs								

customers' requirement	2.2	Assist customer to match products and services that best meet their needs.										
	2.3	Assist to offer customers relevant information on their request										
LO3 Assist refer Customer Queries												
	3.1	Take appropriate action where customer queries cannot be answer										
	3.2	Identify appropriate quarters to refer customer queries.										
	3.3	Guide customer to the appropriate personnel.										
	3.4	Follow organisational procedures and requirements.										

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

UNIT 005:**TRAVEL DOCUMENTATION****Unit reference number:****HTT-TO- 002-L1****NSQ level:****L1****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)
 Recognition of Prior Learning (RPL)

UNIT 005:**TRAVEL DOCUMENTATION**

LO (Learning outcome)		Criteria:-		Evidence Type				Evidence Ref Page number	
LO1 Receive and assist with travel documentation	1.1	welcome customer in appropriate manner							
	1.2	Assist to enquire customer travel needs							
	1.3	Assist to establish customer request in relation to existing travel procedures							
	1.4	Assist in requesting for customer travel documents							
	1.5	Assist determine acceptability of travel documents							

	1.6	Assist guide customer appropriately with organisation standards										
LO2 Assist customer to complete relevant documents	2.1	Assist collect documents from customer for processing										
	2.2	Record received documents for processing										
	2.3	provide relevant documents for customer completion										
	2.4	guide customer to carry out document completion.										
LO3 Refer documents to appropriate officer for action	3.1	Forward document to appropriate office										
	3.2	Retrieve documents from appropriate office upon completion										
	3.3	Act on documents as directed by the appropriate office										
	3.4	Record received documents										

EQA Signature (if sampled)

Date:

UNIT 006: PASSENGER AND VISITOR CHECK-IN**Unit reference number:** HTT-TO-003-L1**NSQ level:** L1**Credit value:** 3**Guided learning hours:** 30**Unit Purpose:**

To enable the candidate acquire the knowledge, 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/evidence requirements

Direct Observation (OBS)

Question & Answer (QA)

Witnesses Testimony (WT)

Assignment (ASS)

Personal Statement (PS)

Reflective/Learning Journal (LJ)

Work Product [(WP)]

Recognition of Prior Learning (RPL)

UNIT 006: PASSENGER AND VISITOR CHECK-IN

LO1 Assist check-in passenger or visitor	1.1	Receive with passengers in a polite and friendly way at all times										
	1.2	assist to process passenger documents for validity and applicability before processing										
	1.3	Assist to handle documentary discrepancies in line with your										

		organisation's procedures									
	1.4	assist to process documents in line with the organisation's procedures									
LO 2 Assist to identify and allocate seats, services and facilities to passengers and visitors according to their requests, needs and status	2.1	identify and allocate seats, services and facilities to passengers and visitors according to their requests, needs and status									
	2.2	provide ticket and boarding information to passengers according to their needs									
	2.3	ensure that the information given to passengers is complete, accurate, relevant and meets the organisation's requirements									
	2.4	Assist in processing information relating to passengers in line with the organisation's procedures									
	2.5	assist to carryout appropriate action to deal with passengers who are unfit or incapable of air travel									

	2.6	report passenger requests which are outside your knowledge or experience to your supervisor as soon as possible									
	2.7	report any safety or security concerns about passengers to your supervisor									
LO 3 Assist receive and process passenger baggage	3.1	follow passengers security questions about baggage in line with the organisation's procedures									
	3.2	explain to passengers about regulations relating to carrying dangerous goods in line with the organisation's security safety procedures									
	3.3	identify unacceptable baggage in line with the organisation's procedures									
	3.4	weigh, label and dispatch passenger baggage in line with the organisation's procedures									
	3.5	identify excess baggage charges in line with your									

		organisation's procedures										
3.6		report security concerns relating to baggage to the appropriate authority										

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

UNIT 007: CUSTOMER SERVICE PRACTICES**Unit reference number:** HTT-T0- 004- L1**NSQ level:** L1**Credit value:** 2**Guided learning hours:** 20**Unit Purpose:**

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

Unit assessment/evidence requirements

Direct Observation (OBS)

Question & Answer (QA)

Witnesses Testimony (WT)

Assignment (ASS)

Personal Statement (PS)

Reflective/Learning Journal (LJ)

Work Product [(WP)]

Recognition of Prior Learning (RPL)

UNIT 007: CUSTOMER SERVICE PRACTICES

LO (Learning outcome)	Criteria:-		Evidence Type				Evidence Ref Page number		
LO 1: Agree joint responsibilities in a customer service team	1.1	identify services or products whose delivery is reliant on effective teamwork							
	1.2	identify steps in the customer service delivery process that rely on exchange of information between colleagues							
	1.3	assist in completing							

		customer services as agreed with colleagues when it is right to pass responsibility for completing action to another person										
	1.4	agree with colleagues on how information should be exchanged between one another to complete a customer service action										
	1.5	identify ways of reminding colleague on responsibilities for completing a customer service action										
LO2 Assist check customer service actions through working with colleagues	2.1	use reminders to identify when to check that a customer service action has been completed										
	2.2	identify all details of customer service actions on colleague due for completion										
	2.3	assist and cross-check with colleague on the outcome of their completing the customer service action as agreed										
LO 3	3.1	assist and identify the next customer service actions of colleagues completed and act on it as previously										

		agreed									
	3.2	assist and look at work with colleagues to review the way in which customer service actions are shared									
	3.3	Explain how to identify the next customer service actions of colleagues completed and act on it as previously agreed									

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

UNIT 008: CARRYING OUT EVENT TASKS

Unit reference number: HTT-T0-005-L1
NSQ level: L1
Credit value: 2
Guided learning hours: 20

Unit Purpose:

To equip the trainee with the required knowledge, skills and competence to assist in the routine 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 008: CARRYING OUT EVENT TASKS

LO (Learning outcome)		Criteria:-	Evidence Type					Evidence Ref Page number		
LO1 Assist stage management function	1.1	assist and follow agreed plans for the event								
	1.2	assist to get all resources, personnel in place and ready								
	1.3	assist to prepare for staff and personnel briefing								
	2.1	Ask for authorisation for each stage of the event to take place								

LO 2 Assist and oversee the work of key personnel and other stakeholders	2.2	Assist key personnel and other stakeholders throughout the event, using effective communication										
	2.3	Assist in the running of event dealing with any simple problems										
	2.2	follow and recognise change during the event										
LO 3 Assist running of event	3.1	Explain how to follow and recognise changes during the event										
	3.2	Assist and keep all those involved in the event informed of relevant developments										
	3.3	Assist maintain required records on the event										

1.

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

UNIT 009: LEISURE, TRAVEL AND TOURISM CUSTOMER BOOKING SERVICES

Unit reference number: HTT-TO- 006- L1

NSQ level: L1

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 009: LEISURE, TRAVEL AND TOURISM CUSTOMER BOOKING SERVICES

LO (Learning outcome)		Criteria:-		Evidence Type		Evidence Ref Page number
Help customers in identify their product selection	LO1	1.1	assist and Identify customers' travel services requirements			
		1.2	assist and recognise customers' needs.			
		1.3	assist and add up total costs of the travel arrangements			
		1.4	assist and explain total of travel arrangement to customers.			

	1.5	recognise customers' acceptance of the proposed arrangements.										
	1.6	obtain customers' consent to record the necessary information.										
	1.7	record information promptly, accurately and in the required format.										
	1.8	maintain confidentiality of information.										
	1.9	Assist, process and store information to meet organisational and legal requirements										
	1.10	assist in handling objections to personal information being recorded to maintain good customer relations										
LO2 Assist with travel services bookings												
	2.1	assist and match travel services and any additional services accurately with agreed details										
	2.2	assist and complete booking to meet organisation's procedures and other legal and regulatory requirements.										
	2.3	.										
LO 3 process post-booking documentation	2.4	assist and store booking information and documentation securely following your organisation's procedures and legal requirements.										
	3.1	assist and process all booking administration promptly, correctly and following own organisation's procedures										
	3.2	assist to confirm bookings' status to match the booked services.										

	3.3	issue correct booking documents to the relevant person(s).										
	3.3	assist and refer all matters outside work responsibilities or experience to the relevant person(s)										
LO 4 Assist issue travel documents												
	4.1	assist and match all received booked travel documentation										
	4.2	identify any documentation discrepancies before issuance to										
		customers.										
	4.3	Assist, complete and accurately assemble documentation and any necessary tickets that are issued to your customers within the required time frame and following your organisation's procedure										
	4.4	assist and describe all travel arrangements clearly to customers in a way they will understand.										
	3.5	assist in explaining to customers their travel arrangements before they leave your premises										
	4.6	assist to complete all customer records and pass such to the relevant person(s) promptly.										

1)

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

UNIT 010: LEISURE, TRAVEL AND TOURISM SERVICES PAYMENT

Unit reference number: HTT-TO-007-L1

NSQ level: L1

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 8: 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: LEISURE, TRAVEL AND TOURISM SERVICES PAYMENT

LO (Learning outcome)	Criteria:-		Evidence Type				Evidence Ref Page number			
	1.1	1.2								
LO1 Assist receive payments	1.1	assist and make customers aware of the amount to be paid								
	1.2	assist and ensure customers are aware								

		of the methods of payments that are acceptable and any charges or restrictions that may be attached										
	1.3	assist and ensure the organisation's policies and procedures are followed regarding payment discrepancies, non-cash payments, transaction values, and limits										
LO 2 Maintain security and confidentiality	2.1	Assist and ensure that change is given for cash payments										
	2.2	assist and maintain the security of cash and other payments										
	2.3	assist and to ensure correct procedures to maintain confidentiality of customers' purchases and payment information										
LO 3 Assist issue receipts and store payments	3.1	assist and ensure that all internal payment records are completed accurately and follow the organisation's procedures										
	3.2	assist and ensure that customers receive legible and accurate receipts										

	3.3	assist and ensure all payments are stored securely and protected										
--	-----	--	--	--	--	--	--	--	--	--	--	--

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

UNIT 011: SELL TRAVEL-RELATED PRODUCTS AND SERVICES

Unit reference number: HTT-TO-008-L1

NSQ level: L1

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 011: SELL TRAVEL-RELATED PRODUCTS AND SERVICE

LO (Learning outcome)	Criteria:-			Evidence Type			Evidence Ref Page number		
LO1 Assist identify customers' travel and tourism needs	1.1	describe travel and tourism products and services that best match the customer's needs							
	1.2	explain to customer on how information is recorded, processed and stored to meet the organisation's procedures and							

	legal requirements										
1.3	identify any additional requirements of the customer										
1.4	assist customers with clear responses to queries, and solutions to issues										
1.5	assist customer with clear and accurate information on travel and tourism services, costs, legal requirements and additional services at the close of the sale										
LO2											
Assist promote the features and benefits of travel and tourism products and services	2.1	sell to customers, travel and tourism services that match their needs and are in line with organisational policies									
	2.2	promote benefits of travel services to generate further interest from the customer									
	2.3	offer customers opportunities to fully discuss and explore features and benefits									
	2.4	ensure customers' objections are dealt with positively									
	2.5	assist and describe relevant terms, conditions and legal requirements relating to sale clearly									
	3.1	ensure the customers' intention to buy is sought out at a suitable time in the discussion									
	3.2	sell extra travel and tourism products and services that are identified and sold effectively									

3.3	ensure the total cost of all products and services is given to customers										
3.4	reassure customers they are positively following their buying decision										
3.5	ensure that the sale meets the organisation's procedures and legal requirements										

1.

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

