



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

MASTERCRAFT CADRE

TOUR OPERATOR/ADVISOR/OFFICER

LEVEL 3

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)	Member

			Abuja FCT	
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

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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

CADRE: MASTERCRAFT

CAREER PATH: TOUR OPERATOR

NSQ LEVEL: 3

TABLE OF STANDARDS

MANDATORY UNITS				
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2.	Communication in Work Environment	HTT-GP-002-L3	4	40
3.	Team work at Workplace	HTT-GP-003-L3	3	30
OPTIONAL UNIT				
4	Conduct Local Tours	HTT-TO-001-L3	4	30
5	Solving Customer Service Problems	HTT-TO-002-L3	3	30
6	Transport legal, Regulatory, Ethical and Social Requirements	HTT-TO-003-L3	3	30
7	Managing Business Travel Account	HTT-TO-004-L3	3	30
8	Promoting Opportunities and Activities for Individual and Group Leisure Customers	HTT-TO-005-L3	4	40
9	Information for Sales of Tourism -- Related Products and Services	HTT-TO-006-L3	3	30
10	Travel Documentation: Manually and Electronically	HTT-TO-007-L3	3	30
11	Passenger and Visitors Check-in	HTT-TO-008-L3	4	40
12	Customer Service During Handover	HTT-TO-009-L3	3	30
13	Organizing Small Sized Events	HTT-TO-010-L3	3	30
14	Customer Services in Leisure, Travel and Tourism Selection, Booking and Processing	HTT-TO-011-L3	4	40
15	Processing Travel & Tourism Services Payment	HTT-TO-012-L3	4	40
16	Selling Travel-Related Products and Services	HTT-TO-013-L3	3	30
17	Travel Global Distribution Services	HTT-GP-004-	4	40

	(GDS)	L3		
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Acronyms: **HTT**= Hospitality Travel and Tourism Sector

GP= General Practice

TO= Tour Operator

001= Unit number

L3= Level 3

UNIT 001: HEALTH, SAFETY AND ENVIRONMENT

Unit reference number: HTT-GP- 001-L3

NSQ level: L3

Credit value: 3

Guided learning hours: 30

Unit Purpose:

To enable trainee on the job acquire the knowledge, competence and skills to maintain safe, hygiene and safety measures while on job at work place environment

Evidences

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

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.						
	1.5							
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 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							
3.7	follow sound and noise control and protection methods and guidelines							
LO4 Prevent hazards and risks in a safe and secure work environment								
4.1	ensure any hazards or potential hazards are identified and dealt with correctly							
4.2	state where information about health and safety in workplace can be obtained							
4.3	analyse the types of hazards in 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							

LO 5: Emergency procedures	4.5	identify risk elements in workplace environment						
	4.6	discuss how to warn other people about hazards and why this is important						
	4.7	Ensure accidents and near accidents are 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 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						

		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:

LO5 Produce, Retrieve and process leisure travel and tourism information	5.1	Storage of info as appropriate									
	5.2	Store and retrieve information whenever required									
	5.3	Produce and process information as appropriate									
	5.4	Safety of information and info security system.									

Learner' signature:	Date
Assessor's signature:	Date
IQA Signature (If sampled):	Date
EQA Signature (If sampled):	Date

UNIT 003: TEAM WORK AT WORKPLACE

Unit reference number: HTT-GP-003-L3

NSQ level: L3

Credit value: 2

Guided learning hours: 20

Unit Purpose:

To equip the candidate with the knowledge and competence to employ skills in carrying out organizational 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 team work routine	1.1	understand what is required for the work						
	1.2	Adhere to instructions accurately						
	1.3	plan and organize task in order of importance						
	1.4	place everything 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 necessary						
	2.2	ensure that any assistance given is within limits of responsibilities						
	2.3	manage time well in spite of assisting others						
	2.4	ensure information transmitted to others in the team is timely and						

	accurate.									
2.5	maintain cordial working relations with team mates									
2.6	Discuss and resolve any misunderstanding or incidences between the team mate before reporting relevant person									
2.7	report any misunderstandings or incidences in relating with team mates to the relevant person									
2.8	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 and improve learning plan								

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

UNIT 004: CONDUCT LOCAL TOURS

Unit reference number: HTT-TO-001-L3

NSQ level: L3

Credit value: 3

Guided learning hours: 30

Unit Purpose:

To equip the trainee on the job with the required skills and competence to professionally plan, organize and 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)]

Recognition of Prior Learning (RPL)

UNIT 004: CONDUCT LOCAL TOURS

LO (Learning outcome)		Criteria:-	Evidence Type					Evidence Ref Page number	
LO1 Guide local tour	1.1	Guide tour in accordance with agreed terms.							
	1.2	ensure compliance with programme and timing agreed between the organiser and suppliers							
	1.3	commence and complete recording of tour sales activities using the electronic system application							
LO 2 Delivery local tour	2.1	carryout delivery of services standards and quality agreed							
	2.2	issue relevant, clear and accurate information to customers at key points throughout the tour							
	2.3	Implement contingency							

	arrangements when necessary							
2.4	handle any unforeseen events to minimise disruption and reassure customers							
2.5	maintain goodwill of external suppliers and customers' positive image of the organiser							
LO3								
Care for tourcustomers	3.1	maintain a welcoming, calm, and professional approach to customers						
	3.2	maintain customers' comfort, well-being, enjoyment and a positive impression of the organisation						
	3.3	meet the needs and realistic expectations of customers						
	3.4	maintain balanced customers' awareness of any local expectations						
	3.5	ensure a balanced need and expectations of individuals with those of the whole group						
	3.6	identify hazards that present unacceptable risk to group members						
	3.7	take action in case of problems to minimise the effects of disruption						
	3.8	deal with emergency situations promptly and calmly						
		record emergency action appropriately						
LO4								
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										
3.4	ensure all procedures comply with local, national and organisational requirements										
3.5	report any 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: SOLVING CUSTOMER SERVICE PROBLEMS

Unit reference number: HTT-T0 -002-L3

NSQ level: L3

Credit value: 3

Guided learning hours: 30

Unit Purpose:

To acquaint the candidate with competence and skills 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: SOLVING CUSTOMER SERVICE PROBLEMS

LO (Learning outcome)		Criteria:-		Evidence Type				Evidence Ref Page number	
LO1 Attend to immediate customer service problems	1.1	ensure prompt response to customer service problems following organisational guidelines							
	1.2	find and solve customer service problems with sufficient authority							
	1.3	guide and 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							
	1.6	investigate and solve problems with service systems and procedures that might affect customers before they become aware of them							
	1.7	inform managers and colleagues of the steps taken to solve specific problems							

LO2 Identify repeated customer service problems and options for solving them	2.1	recognise and review documents repeated customer service problems									
	2.2	assess the options for dealing with a repeated customer service problem and consider the advantages and disadvantages of each option									
	2.3	review work with others to select the best option for solving a repeated customer service problem, balancing customer expectations with the needs of the organization									
	2.4										
LO3 Take action to avoid the repetition of customer service problems	3.1	ensure to obtain the approval of officer with sufficient authority to reduce the chance of a problem being repeated									
	3.2	take action on agreed solution									
	3.3	inform the customers in a positive and clear manner of steps being taken to solve any service problems									
	3.4	report the changes made and adjust them appropriately									

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

UNIT 006: TRANSPORT LEGAL, REGULATORY, ETHICAL AND SOCIAL REQUIREMENTS

Unit reference number: HTT-TO-003-L3

NSQ level: L3

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: TRANSPORT LEGAL, REGULATORY, ETHICAL AND SOCIAL REQUIREMENTS

LO (Learning outcome)		Criteria:-		Evidence Type				Evidence Ref Page number	
LO1 Identify need and demand for transport	1.1	gather relevant data to plan recreation and tourism destination transport needs							
	1.2	Acquire necessary basic knowledge of the health, safety, legal, social and ethical requirements							
	1.3	ensure transport operations are executed in line with the required standards							
	1.4	manage transport operations with attention on the legal, regulatory, ethical and social requirements							
Comply with transport legal, regulatory, ethical and social requirements	2.1	monitor the relevant legal, regulatory, ethical and social requirements and the effect that they have on area of responsibility							
	2.2	develop effective policies and							

		procedures to make sure the organisation meets all the necessary requirements									
	2.3	ensure that relevant people have clear understanding of the policies and procedures									
	2.4	monitor the way policies and procedures are put into practice and provide support									
LO3 Meet transportation requirements	3.1	review and promote a climate of openness about meeting and not meeting transportation requirements									
	3.2	certify and correct any failures to meet the requirements									
	3.3	analyse reasons for not meeting requirements and adjust the policies and procedures to reduce the likelihood of failures in the future									
	3.4	assess full reports about any failures to meet the requirements to the relevant stakeholders									

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

UNIT 007: MANAGING BUSINESS TRAVEL ACCOUNT

Unit reference number: HTT-TO-004-L3
NSQ level: L3
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 008 : PROMOTING OPPORTUNITIES AND ACTIVITIES FOR INDIVIDUAL AND GROUP LEISURE CUSTOMERS

LO (Learning outcome)	Criteria:-	Evidence Type				Evidence Ref Page number	
LO1 Supply information on business travel usage	1.1	gathered travel-related information from relevant sources on a regular and frequent basis, using time and cost-effective methods					
	1.2	carried out travel arrangements and costs accurately record and track against agreed current travel policies					
	1.3	Sum up costs for the customers base on valid and accurate information					
	1.4	support provide travel-related information and advice to the relevant person(s) in accurate, current and prompt manner to assist the updating of travel					

		policies									
	1.5	supply of accurate business travel usage information supplied to the relevant person(s) in the correct format at the time required									
LO2 Assist ensure compliance customer with travel policy											
	2.1	Support to ensure travellers established booking is accurate, complete and current									
	2.2	compare the requested travel arrangements against the traveller's current profile and company travel policy before making any travel arrangements									
	2.3	Find out any deviations from current policy are tactfully pointed out and the traveller is guided in gaining the necessary authorisation									
	2.4	Support to ensure that suitable and cost effective alternative recommendations are made to enable customers to keep within their budget and meet their requirements									
	2.5	ensure travellers are aware of any current incentives that would enable them to keep within budget and or enjoy improved services									
	2.6	assess handle report on any infringements of travel policy to the relevant person(s) following the organization's procedures									

Learners Signature:

Date:

Assessors Signature:

Date:

IQA Signature (if sampled)

Date:

EQA Signature (if sampled)

Date:

UNIT 008 : PROMOTING OPPORTUNITIES AND ACTIVITIES FOR INDIVIDUAL AND GROUP LEISURE CUSTOMERS

Unit reference number: HTT-T0-005-L3

NSQ level: L3

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)]

Recognition of Prior Learning (RPL)

UNIT 008 : PROMOTING OPPORTUNITIES AND ACTIVITIES FOR INDIVIDUAL AND GROUP LEISURE CUSTOMERS

LO (Learning outcome)		Criteria:-	Evidence Type				Evidence Ref Page number	
LO1 Raise awareness of the value of leisure opportunities and activities for individuals	1.1	find out from the audience who may have an interest in leisure opportunities for individuals						
	1.2	communicate with the identified audience to establish their current perceptions of and interest in the value of leisure activities for individuals or groups.						
	1.3	present clear, accurate and relevant information to the audience about the benefits that leisure activities can bring to individuals and groups.						

	1.4	Present clear, accurate and relevant information to the audience about the impact of discrimination, oppression and social exclusion on individuals and groups.									
	1.5	present accurate and relevant information to the audience about ways of offering leisure opportunities and activities to individuals and groups.									
	1.6	initiate the opportunity to ask questions and confirm their understanding of the information provided									
	1.7	guide people to other appropriate sources of information when they need information and advice that is outside the expertise to provide									
	1.8	Report challenge constructively in relation to attitudes and behaviour which are ill informed, misguided, abusive or discriminatory									
	1.9	support people to become champions in the provision of leisure opportunities for individuals, supporting them to raise the awareness for others									
	LO2										
	Support to negotiate the provision of leisure opportunities and activities for individuals	2.1	report people who are suitable and able to provide leisure opportunities and activities.								
		2.2	profile people who can provide leisure opportunities and activities								
		2.3	Identify people to consider their capacity to offer leisure opportunities and activities to individuals and their duty to make any reasonable								

	adjustments needed							
2.4	identify involved the potential challenges, rewards and any resources which will be required							
2.5	assess the willingness and capacity of people and organisation's to provide leisure opportunities and activities for individuals							
LO3 Support Monitor provision of leisure opportunities and activities for customers	3.1	Support to monitor and agree with people and organisations who are willing to be offered leisure opportunities						
	3.3	Support to categories the type of leisure opportunities and activities that can be offered, the number of individuals who can be catered for and any reasonable restrictions on who may be offered the opportunities						
	3.4	interpret basic adjustments, including those that are legally required, that people and organisations will need to make						
	3.5	negotiate common agreement on who will make the adjustments and how they will be resourced						
	3.6	Ensure all agreements are made in writing						
	3.7	Follow appropriate actions to enable the leisure opportunities and activities to be accessed						
	3.8	reports on processes and outcomes, within confidentiality agreements and according to legal and work setting requirements						

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

UNIT 009: INFORMATION FOR SALES OF TOURISM --RELATED PRODUCTS AND SERVICES

Unit reference number: HTT-TO-006-L3

NSQ level: L3

Credit value: 3

Guided learning hours: 30

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: INFORMATION FOR SALES OF TOURISM --RELATED PRODUCTS AND SERVICES

LO (Learning outcome)	Criteria:-	Evidence Type					Evidence Ref Page number
LO1 Promote features and benefits of tourism products and services	1.1	compare those features of tourism products and services that accurately match customers' needs					
	1.2	Explain to customer the benefits of tourist product to ensure clear, accurate generation of interest					
	1.3	provide customers the opportunities to fully discuss and explore features and benefits					
	1.4	provide clearly relevant terms, conditions and legal requirements relating to sale					
	1.5	explain relevant terms and conditions connected to sales of tour to the customers					
LO2 Identify customers' requirements							
	2.1	ensure suitable options of tourism products and services that best match the customers' needs are					

		identified and offered									
	2.2	apply opportunities to sell extra tourism products and services at a suitable time in the discussion with customers									
	2.3	provide offered alternatives relevant to customer request									
	2.4	monitor appropriate action taken where customers' queries cannot be answered									
LO3 Close sales											
	3.1	review customers' intention to buy at a suitable time in your discussion									
	3.2	monitor to ensure that customers are positively reassured following their buying choice									
	3.3	compile and provide extra tourism products and services to be sold									
	3.4	compare to ensure that the total cost of all products and services is given to customers									
	3.5	assess to ensure that the sale meets the organisation's procedures and legal requirements									

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

UNIT 010: TRAVEL DOCUMENTATION: MANUALLY AND ELECTRONICALLY

Unit reference number: HTT-T0-007-L3

NSQ level: L3

Credit value: 3

Guided learning hours: 30

Unit Purpose:

To enable the trainee acquire the necessary knowledge, skills and competence to carry out necessary 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: TRAVEL DOCUMENTATION: MANUALLY AND ELECTRONICALLY

LO (Learning outcome)	Criteria:-			Evidence Type			Evidence Ref Page number		
LO1 Receive and treat travel documentation	1.1	ensure welcoming of customer in appropriate manner							
	1.2	enquire customer's travel needs							
	1.3	monitor customer's request in relation to existing travel procedures							
	1.4	meet request of customer's travel documentations							
	1.5	carry out process for acceptability of travel documents using manual and electronic device							
	1.6	guide customer appropriately with organisation standards							
LO2 Assist customer to complete relevant documents									
	2.1	ensure collection of documents from customer to be processed							
	2.2	inspect recorded documents received for processing							
	2.3	ensure provision of relevant documents for customer completion							
	2.4	guide customer to carry out document completion.							

	2.5										
	2.6										
LO3 Refer documents to appropriate officer for action											
	3.1	ensure document is forwarded to appropriate office									
	3.2	inspect retrieved documents from appropriate office upon completion									
	3.3	direct documents to appropriate office									
	3.4	ensure received documents are recorded									

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

UNIT 011: PASSENGERS AND VISITORS CHECK-IN

Unit reference number: HTT-TO-008-L3
NSQ level: L3
Credit value: 3
Guided learning hours: 30hrs

Unit Purpose:

To enable the candidate to acquire the knowledge, skills and competence needed to check-in and check-out 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: PASSENGERS AND VISITORS CHECK-IN

LO (Learning outcome)	Criteria:-			Evidence Type		Evidence Ref Page number	
LO1 Receive and check in passenger or visitors manually and electronically	1.1	ensure passenger or visitor is welcome in a polite and friendly manner at all times					
	1.2	ensure passenger or visitor is dealt with in a polite and friendly way at all times					
	1.3	Take passenger through the process of manual and electronic validation and application of documents					
	1.4	Handle documentary discrepancies in line with your organisation's procedures					

	1.5	ensure process of documents in line with the organisation's procedures and Global best practice						
	1.6	Cross check allocated seats, services and facilities to passengers and visitors according to their requests, needs and status						
	1.7	ensure provision of ticket and boarding information to passengers according to their needs						
	1.8	monitor to ensure that the information given to passengers is complete, accurate, relevant and meets the organisation's requirements and best Global practice						
	1.9	ensure appropriate action to deal with passengers who are unfit or incapable of air, land and water travel						
	1.10	assess passenger requests which are outside the knowledge or experience to						

		appropriate authority as soon as possible						
	1.11	monitor and report any safety or security concerns about passengers to the appropriate authority						
LO2 Receive and process passenger baggage	2.1	analyse passengers security questions about baggage in line with the organisation's procedures						
	2.2	explain to passengers about regulations relating to carrying dangerous goods in line with the organisation's security safety procedures and Global best practice.						
	2.3	inspect and report unacceptable baggage in line with the organisation's procedures and Global best practice to the appropriate authority						
LO 3 monitor weigh, label and dispatch of passenger baggage in line with the organisation's procedures	3.1	monitor weigh, label and dispatch of passenger baggage in line with the organisation's procedures						
	3.2	monitor implementation of excess baggage charges in line with your organisation's						

		procedures									
	3.3	assess and report security concerns relating to baggage to the appropriate authority									

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

UNIT 012: CUSTOMER SERVICE DURING HANDOVER

Unit reference number: HTT –TO- 009-L3

NSQ level: L3

Credit value: 3

Guided learning hours: 30

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: CUSTOMER SERVICE DURING HANDOVER

LO (Learning outcome)	Criteria:-			Evidence Type		Evidence Ref Page number	
LO 1: Agree joint responsibilities in a customer service team	1.1	monitor and assess services or products involved in delivering that rely on effective teamwork					
	1.2	monitor steps in the customer service delivery process that rely on exchange of information between colleagues					
	1.3	inspect completion of customer services as agreed with colleagues when it is right to pass responsibility for completing action to another					
	1.4	reconfirm agreement with colleagues how information should					

		be exchanged between one to complete a customer service action							
	1.5	inspect and ensure reminders are passed on responsibility colleague for completing a customer service action							
LO2 Check customer service actions by working together with colleagues through teamwork involvement	2.1	ensure use of reminders to identify when to check that a customer service action has been completed							
	2.2	ensure identification of all details of customer service actions with colleague due for completion							
	2.3	cross-check with colleague on the outcome of their completing the customer service action as agreed							
LO 3 complete the next customer service's actions of colleagues not done and take actions	3.1	ensure completion of the next customer service actions of colleagues not done and take actions as previously agreed							
	3.2	work with colleagues to review the way in which customer service actions are shared							
	3.3	Describe how to complete the next customer service actions of colleagues							

		not done and take actions									
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Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

UNIT 013: ORGANISE SMALL-SIZE EVENTS**Unit reference number:** HTT-TO-010-L3**NSQ level:** L3**Credit value:** 3**Guided learning hours:** 30**Unit Purpose:**

To equip the trainee with the required knowledge, skills and competence to support in the routine event operations

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 013: ORGANISE SMALL-SIZE EVENTS

LO (Learning outcome)		Criteria:-		Evidence Type			Evidence Ref Page number		
LO1 Handle small size Events	1.1	follow agreed plans for the event							
	1.2	identify all resources and personnel in place for a function							
	1.3	prepare for staff and personnel briefing							
	1.4	confirm authorisation for each stage of the event to take place							
LO 2 Support handle event arrangements	2.1	Support the work of key personnel and other stakeholders using effective communication							
	2.2	deal effectively with any problem that arise during the event							
	2.3	Support to ensure proper change is taken during the event to minimise disruption							
	3.1	Review and keep all those involved in the event informed of							

LO 3 Support to ensure proper change is taken during the event to minimise disruption		relevant developments										
	3.2	maintain required records on the event										
	3.3	Explain how to support to ensure proper change is taken during the event to minimise disruption										

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

UNIT 014: CUSTOMER SERVICES IN LEISURE, TRAVEL AND TOURISM SELECTION, BOOKING AND PROCESSING

Unit reference number: HTT-TO- 011-L3

NSQ level: L3

Credit value: 4

Guided learning hours: 40

Unit Purpose:

To equip the trainee with the knowledge and skills in support of 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)]

Recognition of Prior Learning (RPL)

UNIT 014: CUSTOMER SERVICES IN LEISURE, TRAVEL AND TOURISM SELECTION, BOOKING AND PROCESSING

LO (Learning outcome)		Criteria:-		Evidence Type			Evidence Ref Page number	
LO1 Support customers identify their product selection	1.1	ensure customers' travel services requirements are identified						
	1.2	recognise customers' needs.						
	1.3	calculate and add up total costs of the travel arrangements						
	1.4	assess total sums of travel arrangement to customers.						
	1.5	recognise customers' acceptance of the proposed arrangements.						
	1.6	reconfirm customers' consent to record the necessary information.						
	1.7	inspect record of information promptly, accurately and in the required format						
	1.8	ensure maintaining of confidentiality of information.						
	1.9	Ensure the process and storage of information meets organisational and legal						

		requirements					
	1.10	handle objections to personal information being recorded to maintain good customer relations					
LO2 Support handling of travel services bookings and post-booking documentation	2.1	match travel services and any additional services accurately with agreed details					
	2.2	complete booking to meet organisation's procedures and other legal and regulatory requirements.					
	2.3	assess processing of all booking administration promptly, correctly and following own organisation's procedures.					
	2.4	monitor storage of booking information and documentation securely following your organisation's procedures and legal requirements.					
	2.5	reconfirm bookings' status to matches the booked services.					
	2.6	certify issuance of correct booking documents to the relevant person(s).					
	2.7	assess and refer all matters outside work responsibilities or experience to the relevant person(s).					
LO3 Issue travel documents							
	3.1	review and ensure all documentation received matches the travel services booked.					
	3.2	monitor and identify any documentation discrepancies before issuance to customers.					
	3.3	inspect and complete accurately assemble documentations and ensure any necessary tickets are issued to your customers within					

		the required time scale and following your organisation's procedure									
3.4		review all travel arrangements clearly to customers in a way they will understand.									
3.5		guide explanations to customers their travel arrangements before they leave your premises.									
3.6		inspect completion of all customer records and pass such to the relevant person(s) promptly.									

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

UNIT 015: PROCESSING TRAVEL AND TOURISM SERVICES PAYMENT

Unit reference number: HTT-TO-012-L3

NSQ level: L3

Credit value: 4

Guided learning hours: 40

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: PROCESSING TRAVEL AND TOURISM SERVICES PAYMENT

LO (Learning outcome)		Criteria:-	Evidence Type					Evidence Ref Page number	
LO1 Receive payments	1.1	monitor to ensure customers are aware of the amount to be paid							
	1.2	monitor to ensure customers are aware of the methods of payments that are acceptable and any charges or restrictions that any be attached							
	1.3	monitor to ensure the organisation's policies and procedures are followed regarding payment discrepancies, non- cash payments, transaction values, and limits							
LO 2 Ensure that change is given for cash	2.1	monitor to ensure that change is given for cash payments where necessary							
	2.2	monitor to maintain the security of cash and other payments							

payments where necessary	2.3	monitor to ensure correct procedures to maintain confidentiality of customers' purchases and payment information										
LO 3 Issue receipts and store payments	3.1	monitor to ensure all internal payment records are completed accurately and follow the organisation's procedures										
	3.2	monitor ensure that customers receive legible and accurate receipts										
	3.3	monitor to ensure all payments are stored securely and protected										
	3.4											

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

UNIT 016: SELLING OF TRAVEL-RELATED PRODUCTS AND SERVICES**Unit reference number**HTT-TO-013-L3**NSQ level:** L3**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: SELLING OF TRAVEL-RELATED PRODUCTS AND SERVICES

LO (Learning outcome)	Criteria:-		Evidence Type				Evidence Ref Page number	
LO1 Identify customers' travel and tourism needs	1.1	inspect to ensure travel and tourism products and services that best match the customer's needs						
	1.2	generate customer's information, record, process and store on books and computer to meet the organisation's procedures and legal requirements						
	1.3	monitor and identify any additional requirements of the customer						
	1.4	present customers with clear responses to queries, and solutions to issues						
	1.5	provide customer with clear and accurate information on travel and tourism services, costs, legal requirements and additional						

	services at the close of the sale							
LO2								
Promote features and benefits of travel and tourism products and services	2.1	monitor and justify 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 generates further interest from the customer						
	2.3	offer customers opportunities to fully discuss and explore features and benefits						
	2.4	monitor to ensure customers' objections are dealt with positively						
	2.5	Access relevant terms, conditions and legal requirements relating to sale clearly						
LO3								
Close the sale	3.1	Seek customers' intention to buy tour service at a suitable time in the discussion						
	3.2	Carry out effective sell of extra travel and tourism products and services that are identified						
	3.3	monitor ensure the total cost of all products and services is given to customers						
	3.4	monitor to ensure any follow-up with customers complies with organisational and legal requirements						
	3.5	Secure and reassure customers by following their buying decision						

3.6	Follow up and check organisation's procedures and legal requirements in sales of tour product and services										
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Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

UNIT 017: TRAVEL GLOBAL DISTRIBUTION SYSTEM SERVICES (GDS)

Unit reference numberHTT-TO-013-L3

NSQ level: L3

Credit value: 4

Guided learning hours: 40

Unit Purpose:

To acquire knowledge, understanding and skills of GDS fares associated with inventory on behalf of the air carrier. To gain an understanding and application of electronic ticketing to track passenger transportation. To get familiar with the multi-purpose document to interline accountable traffic documents, dates and prices

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 017: TRAVEL GLOBAL DISTRIBUTION SYSTEM SERVICES (GDS)

LO (Learning outcome)	Criteria:-		Evidence Type				Evidence Ref Page number	
LO 1 Know and understand Global Distribution System (GDS)	1.2	Explain GDS						
		Describe how GDS is Helpful for a Smaller Travel and tourism Agency						
		Explain the Working of GDS in Travel						
		Explain the Evolution of GDS						
		Risk of Booking with GDS						
LO 2 Demonstrate ability to Construct Fares	2.1	Identify Air Fares						
		Generate and compute GDS Fare						
		Explain terminologies for Air Fare						
		Construct fares based on types of Journeys						
		Apply Fare Basis						
		Apply Steps of Fare Construction						
LO 3	3.1	Describe Electronic Ticket						

LO 7 Changes to Passenger Tickets	7.1	Describe Endorsements									
		Change Reservations									
		Change Routing After Carriage Has Commenced									
		Make monetary Entries									
		Recalculate fares using Procedures After Travel Has Commenced									
		Recalculate fares Caused by Rerouting									
		Process and Accept Credit Cards									
		Change Routing Before Carriage Commenced									
		Apply Reissue/Exchange Procedures From Paper to Electronic Ticket									
LO 8 Carry out Refunds services	8.1	Explain Refund Overview									
		Provide Agents Refund Voucher									
		Carry out MCO Refunds									
		Reroute and Refund in Case of Death									

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