



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
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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 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 OPERATION****CADRE: MASTERCRAFT****CAREER PATH: TOUR OPERATOR****NSQ LEVEL: 3****TABLE OF STANDARDS**

MANDATORY UNITS				
1.	Health, Safety and Environment	HTT-GP-001-L3	3	30
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

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		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: COMMUNICATE IN WORK ENVIRONMENT

Unit reference number: HTT-GP- 002-L3

NSQ level: L3

Credit value: 4

Guided learning hours: 40

Unit purpose:

The unit enables the learner to communicate effectively and relay information 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) attached to OBS/WT]

Recognition of Prior Learning (RPL)

UNIT 002: COMMUNICATE IN WORK ENVIRONMENT

Learning Outcome		Criteria	Evidence type				Evidence reference page number			
LO1 Record and report Information	1.1	Record findings in line with travel and tourism operations record keeping								
	1.2	Read and understand instructions								
	1.3	Demonstrate understanding of communication codes								
	1.4	Report information on work activities appropriately and timely.								
	1.5									
LO2 Deliver information										
	2.1	Receive and understand information relating to work routine.								

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									

[illegible]

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

Unit reference number:	HTT-TO-001-L3
NSQ level:	L3
Credit value:	3
Guided learning hours:	30

To equip the trainee on the job with the required skills and competence to professionally plan, organize and manage the delivery of local tour

- 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)

[illegible]

[illegible]

	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-TO -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								

[illegible]

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								

[illegible]

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-TO-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.								

[illegible]

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 reference number:	HTT-TO- 007-L3
NSQ level:	L3
Credit value:	3
Guided learning hours:	30

To enable the trainee acquire the necessary knowledge, skills and competence to carry out necessary travel documentation.

- 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)

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

[illegible]

		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		

[illegible]

		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:

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 ussupport to ensure proper change is taken during the event to minimise disruption									

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

[illegible]

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

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							

[illegible]

	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 number**HTT-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								

[illegible]

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: