



Federal Ministry of Education



Regulatory Body



Sector Skills Council

NIGERIA SKILLS QUALIFICATION FRAMEWORK

NATIONAL OCCUPATIONAL STANDARDS FOR HOSPITALITY TRAVEL AND TOURISM SECTOR

TRAVEL AGENCY OPERATION TRADE

CRAFTSMAN CADRE

ASSISTANT TRAVEL AGENCY OPERATOR/AGENT/ADVISOR

LEVEL 1

REVIEWED BY

HOSPITALITY & TOURISM SECTOR SKILLS COUNCIL OF NIGERIA (HTSSCN)

Federal Republic of Nigeria

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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 qualification 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 are not strong
- lack of consistency in qualifications
- absence of a system for comparing qualifications to each other
- pathways of progression between qualifications are unclear
- value of qualifications to employers and learners is unclear
- update the original standards with 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, 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, processes, and roles of validators are defined and transparent.

As a matter of policy, a Validation Panel of practicing employers, professional experts, and educators/trainers ensure that each occupational standards meet the Validation Standards that 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 create an environment that enables learners with special needs to be integrated into the education and training systems and recognising 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 develops 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 is 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 the Training Provider/ roles and responsibilities in the 'Qualification Placement' process are clear and transparent and the arrangements for placing occupational trade standards 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 the assessment clear and transparent, including to individual learners. Assessment involves gathering, evaluating, analysing, and judging evidence 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 competencies on desired trade standards.

In the course of training, assessment often relies on the use of several 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 are 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 for generating evidence is 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: TRAVEL AGENCY OPERATIONS

CAREER PATH: ASSISTANT TRAVEL AGENCY OPERATOR/AGENT

CADRE: CRAFTSMAN

NSQ LEVEL: 1

TABLE OF STANDARDS AND CREDIT LOAD

S/N	UNIT TITLE	UNIT REFERENCE NUMBER	CREDIT VALUE	GUIDED LEARNING HOURS
MANDATORY UNIT				
1.	Occupational Health and Safety	HTT-GP-001-L1	3	30
2.	Team-work	HTT-GP-002-L1	3	30
3.	Communication	HTT-GP-003-L1	1	10
OPTIONAL UNIT				
4.	Travel, Leisure & Tourism Information	HTT-TA-001-L1	2	20
5	Travel documentation	HTT-TA-002-L1	2	20
6	Passenger and visitor checking-in	HTT-TA-003-L1	3	30
7	Customer service practices	HTT-TA-004-L1	2	20
8	Event Tasks	HTT-TA-005-L1	2	20
9	Travel, Leisure and Tourism Services	HTT-TA-006-L1	3	30
10	Travel, and Tourism Service Payment	HTT-TA-007-L1	2	20
11	Travel-related products and services	HTT-TA-008-L1	3	30

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

**UNIT 001: OCCUPATIONAL HEALTH AND SAFETY IN TRAVEL, LEISURE AND TOURISM
WORK ENVIRONMENT**

Unit reference number: **HTT-GP-001-L1**
NSQ level: **1**
Credit value: **3**

Guided learning hours: 30

Unit Purpose:

To enable trainees to acquire knowledge, skills, and competence to observe and maintain a 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)

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 cuts, grazes, and wounds treated by the appropriate and qualified person in the workplace								
	1.4	Report illness and infection promptly to the appropriate persons.								
LO2 Know how to maintain personal health and hygiene										
	2.1	State responsibility under the Health and Safety Act as it relates to own occupation								
	2.2	Follow general rules on hygiene that must be followed								
	2.3	identify correct Personal Protection Equipment such as Head protection, foot protection, face and eye protection, hand and body protection, and regulatory protection								
	2.4	explain the importance of maintaining good personal hygiene								

[illegible]

[illegible]

EQA Signature (if sampled)

Date:

UNIT 002: TEAMWORK IN TRAVEL LEISURE AND TOURISM

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 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)]

Recognition of Prior Learning (RPL)

Unit 9: Work Effectively as Part of a Travel, Leisure and Tourism Team

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 tasks 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 the limits of own responsibilities										
	2.3	manage time well despite assisting others										
	2.4	ensure information transmitted to others in the team is timely										
	2.5	maintain cordial working relations with teammates										
	2.6	report any misunderstandings or incidences in relating with teammates 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 has to be improved during work										
	3.4	agree on a learning plan with the appropriate person										
	3.5	seek opportunity to review and develop a learning plan										

Learners Signature:

Date:

Assessors Signature:

Date

IQA Signature (if sampled)

Date:

EQA Signature (if sampled)

Date:

UNIT 003: COMMUNICATION AT TRAVEL, LEISURE AND TOURISM WORKPLACE

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)

Communicate at Work Environment

[illegible]

		environment											
	3.3	Pass information effectively to the right person											
	3.4	Pass information effectively using symbols, signs, and codes											
	3.5	Obey instructions in line with the 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-TA-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 leisure, travel, 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)

Assist with Leisure Travel and Tourism Information

[illegible]

LO3 Assist in referring Customer Queries												
	3.1	Take appropriate action where customer queries cannot be answered										
	3.2	Identify appropriate quarters to refer to customer queries.										
	3.3	Guide customers 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-TA- 002-L1
NSQ level: L1
Credit value: 2
Guided learning hours: 20

Unit Purpose:

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

Recognition of Prior Learning (RPL)

[illegible]

	3.3	Act on documents as directed by the appropriate officer									
	3.4	Record received documents									

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

UNIT 006: PASSENGER AND VISITOR CHECK-IN

Unit reference number: HTT-TA-003-L1

NSQ level: L1

Credit value: 3

Guided learning hours: 30

Unit Purpose:

To enable the candidate to 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)

LO (Learning outcome)		Criteria:-	Evidence Type				Evidence Ref Page number			
LO1 Assist check-in passengers or visitor	1.1	Assist passengers in a friendly way at all times								
	1.2	Process passenger documents for validity								
	1.3	Handle documentary discrepancies in line with your organisation's procedures								
	1.4	Process documents in line with the organisation's procedures								
	1.5	Identify and allocate seats, services, and facilities to passengers and visitors according to their requests, needs, and status								
	1.6	provide ticket and boarding information to passengers								

UNIT 007: CUSTOMER SERVICE PRACTICES

Unit reference number: **HTT-TA- 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)

Maintain customer service practices

LO (Learning outcome)	Criteria:-	Evidence Type	Evidence Ref Page number
LO 1: Agree to 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 the 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 colleagues of	

EQA Signature (if sampled)

Date:

UNIT 008: **EVENT TASKS**

Unit reference number: **HTT-TA-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

Recognition of Prior Learning (RPL)

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 getting all resources, and personnel in place and ready							
	1.3	assist to prepare for staff and personnel briefing							
LO 2 Assist in overseeing the work of key personnel and other stakeholders throughout the event, using effective communication	2.1	Ask for authorisation for each stage of the event to take place							
	2.2	Assist and oversee the work of key personnel and other stakeholders throughout the event, using effective communication							
	2.3	oversee the work of key personnel and other stakeholders throughout the event, using effective communication							
	3.1	Assist in running events dealing with any simple problems							
	3.2	follow and recognise change during the event							
LO 3 Assist in the running of the event	3.3	Assist and keep all those involved in the event informed of relevant developments							
	3.4	Assist in maintaining required records of the event							

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

UNIT 009:LEISURE, TRAVEL AND TOURISM SERVICES

Unit reference number: **HTT-TA- 006- L1**
NSQ level: **L1**
Credit value: **3**
Guided learning hours: **30**

Unit Purpose:

To equip the trainee with the knowledge and skills to help prospective tourists to choose their itinerary, and 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)

Assist customers in choosing, booking, and processing leisure, travel, and tourism services.

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

	4.6	assist in completing all customer records and pass such to the relevant person(s) promptly.										
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Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

UNIT 010: TRAVEL AND TOURISM SERVICES PAYMENT

Unit reference number:HTT-TA-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)

Assist in Processing travel and tourism services payment

[illegible]

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

UNIT 011: TRAVEL-RELATED PRODUCTS AND SERVICES

Unit reference number: HTT-TA-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 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 8: Assist in Selling travel-related products and services

[illegible]

