



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					

	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 an 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	identify any hazards or potential hazards and deal with these correctly						
	4.2	state where information about health and safety in workplace can be obtained						
	4.3	describe the types of hazards in the workplace that may occur and how to prevent and/or deal with them						
	4.4	state hazards that can be dealt with personally and those that should be reported to appropriate personnel						
	4.5	identify risk elements in workplace environment						
	4.6	state how to warn other people about hazards and why this is important						

Learners Signature: Assessors Signature: IQA Signature (if sampled)	4.7	state why accidents and near accidents should be reported in a manner that follow due procedures.	Date:	Date:	Date:		
LO 5: Comply with Emergency procedures	4.7	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 aider 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 organizational emergency procedures in particular fire and how these are important to be followed					
	5.6	state the possible causes of fire in the workplace					
	5.7	describe how to minimize 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 organizational security procedures and why these are important					
	5.12	Report all unusual or non-routine incidents to the appropriate personnel					

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:
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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

LO (Learning outcome)	Criteria:-			Evidence Type		Evidence Ref	Page number
LO1 Use a non-complex communication system in a work environment	1.1	Use a simple verbal means to pass the necessary information					
	1.2	Use non-verbal means to pass on necessary information e.g body language					
	1.3	Interpret symbols and signs appropriately					
	1.4	Write in simple non-technical language to pass on information					
LO2 Develop the ability to identify the source of information in a work environment							
	2.1	Locate the source of information in an organization and work environment					
	2.2	Relate appropriately with the source of information					
	2.3	Use the various information flow systems in work environment					
	2.4	Use the various information to avoid challenges in a work situation					
	2.5	Report findings in accordance with procedures in the work environment					
LO3 Demonstrate the use of various communication means in work environment							
	3.1	Locate the various communication equipment in a work environment					
	3.2	Use effectively the various equipment in the work					

		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

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.

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)

LO (Learning outcome)		Criteria:-	Evidence Type			Evidence Ref Page number		
LO1 Assist with travel documentation	1.1	welcome customers in an appropriate manner						
	1.2	Assist in enquiring about customer travel needs						
	1.3	Assist in establishing customer requests in relation to existing travel procedures						
	1.4	Assist in requesting customer travel documents						
	1.5	Assist in determining the acceptability of travel documents						
	1.6	Assist customers appropriately with organisation standards						
LO2 Assist customer in completing relevant documents								
	2.1	Collect documents from customers for processing						
	2.2	The record received documents for processing						
	2.3	provide relevant documents for customer completion						
	2.4	guide customers to carry out document completion.						
LO3 Refer documents to the appropriate officer for action								
	3.1	Forward document to the appropriate officer						
	3.2	Retrieve documents from the appropriate officer upon completion						

	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		
			1	2	3	4	5	
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						

		according to their needs					
LO 2 Assist in processing information relating to passengers in line with the organization's procedures	2.1	ensure that the information given to passengers is complete, accurate, relevant and meets the organisation's requirements					
	2.2	Assist in processing information relating to passengers in line with the organization's procedures					
	2.3	assist in carrying appropriate action to assist passengers who are unfit or incapable of air travel					
	2.4	report passenger requests that are outside your knowledge or experience to the appropriate authority as soon as possible					
	2.5	report any safety or security concerns about passengers to the appropriate authority					
LO 3 Assist in receiving and processing passenger baggage							
	3.1	follow passenger's security questions					

		about baggage in line with the organization's procedures									
3.2		explain to passengers about regulations relating to carrying dangerous goods in line with the organisation's security safety procedures									
3.3		identify unacceptable baggage in line with the organisation's procedures									
3.4		weigh, label, and dispatch passenger baggage in line with the organisation's procedures									
3.5		identify excess baggage charges in line with your organisation's procedures									
3.6		report security concerns relating to baggage to the appropriate authority									

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

UNIT 007: CUSTOMER SERVICE PRACTICES

Unit reference number: HTT-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						

		their responsibilities for completing a customer service action										
LO2 Assist in checking customer service actions by working with colleagues	2.1	use reminders to identify when to check that a customer service action has been completed										
	2.2	identify all details of customer service actions on colleagues due for completion										
	2.3	assist and cross-check with colleagues on the outcome of their completing the customer service action as agreed										
LO 3 assist and look at simple basic work with colleagues	3.1	assist and identify the next customer service actions of colleagues completed and act on it as previously agreed										
	3.2	assist and look at work with colleagues to review the way in which customer service actions are shared										
	3.3	Explain how to look at work with colleagues to review the way in which customer service actions are shared										

Learners Signature:

Date:

Assessors Signature:

Date:

IQA Signature (if sampled)

Date:

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

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 5: Assist in carrying out event tasks

LO (Learning outcome)	Criteria:-			Evidence Type		Evidence Ref Page number	
LO1 Assist stage management function	1.1	assist and follow agreed plans for the event					
	1.2	assist to 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 recognisechange 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							

LO 3 process post-booking documentation		meet the organisation's procedures and other legal and regulatory requirements.					
	2.3	.					
	2.4	assist and store booking information and documentation securely following your organisation's procedures and legal requirements.					
	3.1	assist and process all booking administration promptly, correctly, and following own organisation's procedures					
	3.2	assist in confirming bookings' status to match the booked services.					
	3.3	issue correct booking documents to the relevant person(s).					
LO 4 Assist issue travel documents							
	4.1	assist and match all received booked travel documentation					
	4.2	identify any documentation discrepancies before issuance to					
		customers.					
	4.3	Assist, complete and accurately					
		assemble documentation and any necessary tickets that are issued to your customers within the required time frame and following your organisation's procedure					
	4.4	assist and describe all travel arrangements clearly to customers in a way they will understand.					
	3.5	assist in explaining to customers their travel arrangements before they leave your premises					

	4.6	assist 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)

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 in Processing travel and tourism services payment

LO (Learning outcome)		Criteria:-	Evidence Type					Evidence Ref Page number	
LO1 Assist in receiving payments	1.1	assist and make customers aware of the amount to be paid							
	1.2	assist and ensure customers are aware of the methods of payments that are acceptable and any charges or restrictions that may be attached							
	1.3	assist and ensure the organisation's policies and procedures are followed regarding payment discrepancies, non-cash payments, transaction values, and limits							
LO 2 assist and maintain the security of cash and other payments	2.1	Assist and ensure that change is given for cash payments							
	2.2	assist and maintain the security of cash and other payments							
	2.3	assist and ensure correct procedures to maintain the confidentiality of customers' purchases and payment information							
LO 3 Assist in issuing receipts and store payments									
	3.1	assist and ensure that all internal payment records are completed accurately and follow the organisation's procedures							
	3.2	assist and ensure that customers receive legible and accurate receipts							
	3.3	assist and ensure all payments are stored securely and protected							

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

UNIT 011: 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

LO (Learning outcome)		Criteria:-		Evidence Type		Evidence Ref Page number	
LO1 Assist in identifying customers' travel and tourism needs	1.1	assist and describe travel and tourism products and services that best match the customer's needs					
	1.2	assist and explain to customers how information is recorded, processed, and stored to meet the organisation's procedures and legal requirements					
	1.3	assist and identify any additional requirements of the customer					
	1.4	assist customers with clear responses to queries, and solutions to issues					
	1.5	assist and provide customers with clear and accurate information on travel and tourism services, costs, legal requirements, and additional services at the close of the sale					
LO2 Assist promote the features and benefits of travel and tourism products and services							
	2.1	assist and sell to customers, travel and tourism services that match their needs and are in line with organisational policies					
	2.2	assist and promote the benefits of travel services to generate further interest from the customer					
	2.3	offer customers opportunities to fully discuss and explore features and benefits					
	2.4	assist and ensure customers' objections are dealt with positively					

	2.5	assist and describe relevant terms, conditions and legal requirements relating to sale clearly										
LO3 Assist close the sale	3.1	assist to ensure the customers' intention to buy is sought out at a suitable time in the discussion										
	3.2	assist and sell extra travel and tourism products and services that are identified and sold effectively										
	3.3	assist and ensure the total cost of all products and services is given to customers										
	3.4	assist and reassure customers they are positively following their buying decision										
	3.5	assist and 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: