



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

ARTISAN CADRE

SUPPORT TRAVEL AGENT

LEVEL 2

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				
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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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17.	Kazeem Kayode	Trainer	National Institute for Hospitality & Tourism, (NIHOTOUR) Abuja FCT	Member
18.	Tina Ejiofor Ogonna	Trainer	National Institute for Hospitality & Tourism, (NIHOTOUR) Abuja FCT	Member
19.	Muhammad Bilyaminu Musa	NSQF Regulatory Agency personnel	National Board for Technical Education (NBTE)	Observer
20.	Maryam Yusha'u Abubakar	NSQF Regulatory Agency personnel	National Board for Technical Education (NBTE)	Observer
21.	Elijah Dabak Sheleph	Trainer	NIHOTOUR/ HT Sector Skills Council Secretariat	Member
22.	Philip Egga Maga	Council Under-Secretary	NIHOTOUR/ HT Sector Skills Council Secretariat	Member/Secretary

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GENERAL INFORMATION

1.0 GENERAL INFORMATION

1.1 The NSQ Framework

The Nigeria Skills Qualifications Framework (NSQF) was approved by the Federal Executive Council in April 2013. The framework is a learning outcome-based 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 TRADE

S/NO	UNIT TITLE	UNIT CODE	CREDIT VALUE	GUIDED LEARNING HOURS
MANDATORY UNITS				
1.	Maintain safe, hygiene and secure environment	HTT-GP-001-L2	3	30
2.	Communicate in work environment	HTT-GP-002-L2	1	10
3.	Team work in Leisure travel and Tourism	HTT-GP-003-L2	3	30
OPTIONAL Units				
4.	support conduct tours	HTT-TA-001-L2	3	30
5	Support record customer service problems	HTT-TA-002-L2	3	30
6	Support ensure passenger and visitor compliance with transport regulatory requirements	HTT-TA-003-L2	3	30
7	Support-with business travel account operations	HTT-TA-004-L2	3	30
8	Support promote leisure opportunities and activities	HTT-TA-005-L2	4	40
9	Support sell and distribute tourism related products and services	HTT-TA-006-L2	3	30
10	Apply ICT documentation	HTT-TA-007-L2	3	30
11	Support passenger and visitors checking - in manually and electronically	HTT-TA-008-L2	4	40
12	Support customer hand over	HTT-TA-009-L2	3	30
13	Support organise events	HTT-TA-010-L2	3	30
14	Support guide customer choose, book and process leisure, travel and tourism services	HTT-TA-011-L2	4	40
15	Support the Process of travel & tourism Services payment	HTT-TA-012-L2	4	40
16	Support sell travel-related products and services *Acronyms: HTT = Hospitality and Tourism Sector GP = General Practice TA = Travel Agent 001 = Unit title L2 = Level	HTT-TA-013-L2	3	30

CADRE: ARTISAN

CAREER PATH: SUPPORT TRAVEL AGENT

NSQ LEVEL: 2

UNIT 01: MAINTAIN SAFE, HYGIENIC AND SECURE WORKING ENVIRONMENT

Unit reference number: HTT-GP- 001-L2

NSQ level: 2

Credit value: 3

Guided learning hours: 30

Unit Purpose:

To enable trainees on the job the knowledge observation, compliance, and adhere to safe, hygiene and safety measures in the job at a workplace 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)

Maintain a safe, hygienic, and secure working environment

LO (Learning outcome)	Criteria:-		Evidence Type				Evidence Ref Page number	
LO1 Maintain personal health and hygiene	1.1	wear clean, neat, and appropriate personal protective equipment						
	1.2	work safely at all times, complying with health, safety, and other relevant regulations and guidelines.						
	1.3	get any 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								
	2.1	State responsibility under the health and safety Act as it relates to own occupation						

health and hygiene	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									
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 the workplace can be obtained									
	4.3	describe the types of hazards in the workplace that may occur and how to prevent and/or deal									

LO 5: Emergency procedures		with them											
	4.4	state hazards that can be dealt with personally and those that should be reported to the appropriate personnel											
	4.5	identify risk elements in a workplace environment											
	4.6	state how to warn other people about hazards and why this is important											
	4.7	state why accidents and near accidents should be reported in a manner that follows due procedures.											
		follow procedures for raising awareness of hazards											
	5.1	describe the type of emergencies that may happen in the workplace and how to deal with them											
	5.2	Find the first aid equipment and who the registered first aiders are in the workplace											
	5.3	Follow safe lifting and handling techniques that should be followed											
	5.4	Work safely in relevant safety areas											
	5.5	describe organisational 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 minimise the possibility of fire in the workplace											
	5.8	Locate alarms and how to set them on and off											
	5.9	explain why a fire should never											

		be approached unless you are trained to do so.									
5.10		State the importance of following the fire-safe rules									
5.11		describe organisational security procedures and why these are important									
5.12		Report all unusual or non-routine incidents to the appropriate personnel									

Learners Signature:

Date:

Assessors Signature:

Date:

IQA Signature (if sampled)

Date:

EQA Signature (if sampled)

Date:

UNIT 02: TEAM WORK IN LEISURE TRAVEL AND TOURISM

Unit reference number: HTT-GP-002-L2

NSQ level: L2

Credit value: 2

Guided learning hours: 20

Unit Purpose:

To equip the candidate with the knowledge and competence to employ skills in involving colleagues in carrying out organisational functions to achieve its goals

Unit assessment requirements/evidence requirements

Direct Observation (OBS)

Question & Answer (QA)

Witnesses Testimony (WT)

Assignment (ASS)

Personal Statement (PS)

Reflective/Learning Journal (LJ)

Work Product [(WP) attached to OBS/WT]

Recognition of Prior Learning (RPL)

Unit : 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 place one's tasks 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 need be									
	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 team mates							
2.6	report any misunderstandings or incidences in relating with team mates to the relevant person							
2.7	communicate clearly and effectively with team members							
LO3 Develop own skills								
	3.1	seek feedback on work and be able to use the feedback constructively						
	3.2	identify with appropriate persons what aspects of work that are up to standard and what areas to improve						
	3.3	agree on what 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 03: COMMUNICATE AT WORK ENVIRONMENT

Unit reference number: **HTT-GP-003-L2**

NSQ level: **L2**

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) attached to OBS/WT]

Recognition of Prior Learning (RPL)

Communication System in a 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						
LO2 Develop the ability to identify the source of information in a work environment								
	2.1	Locate the source of information in an organisation and work environment						
	2.2	Relate appropriately with 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 to procedure in work environment										
LO3 Demonstrate the use of various communication means in the work environment	3.1	Locate the various communication equipment in a work environment										
	3.2	Use effectively the various equipment in a 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										

Knowledge and understanding

The trainee on the job needs to know and understand:

1. receive and pass information effectively
2. use of or identify communication equipment in leisure, trade, and tourism environment
3. record findings in line with leisure, travel, and tourism standards
4. demonstrate understanding of basic codes in leisure, travel, and tourism environment
5. read and understand instructions in travel and tourism operations.

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

UNIT 04: CONDUCTING TOURS

Unit reference number: HTT-TA-001-L2

NSQ level: L2

Credit value: 3

Guided learning hours: 30

Unit Purpose: To equip the trainee on the job with the required skills and competence to professionally manage the delivery of local tour

Unit assessment requirements/evidence requirements

Direct Observation (OBS)

Question & Answer (QA)

Witnesses Testimony (WT)

Assignment (ASS)

Personal Statement (PS)

Reflective/Learning Journal (LJ)

Work Product [(WP) attached to OBS/WT]

Recognition of Prior Learning (RPL)

Assist in conducting tours

LO (Learning outcome)		Criteria:-		Evidence Type				Evidence Ref Page number			
LO1 Delivery of a tour	1.1	comply with the program and timing agreed between the organiser and suppliers									
	1.2	deliver services standards and quality agreed									
	1.3	give relevant, clear, and accurate information to customers at key points throughout the tour									
	1.4	Implement contingency arrangements when necessary									
	1.5	handle any unforeseen events to minimise disruption and reassure customers									
	1.6	maintain the goodwill of external suppliers and customers' positive									

		image of the organiser									
LO2											
Care for customers	2.1	maintain a welcoming, calm, and professional approach to customers									
	2.2	maintain customers' comfort, well-being, and enjoyment, and create a positive image of the organization									
	2.3	meet the needs and realistic expectations of customers									
	2.4	maintain balanced customers' awareness of any local expectations									
	2.5	balance the needs and expectations of individuals with those of the whole group									
	2.6	identify hazards that can present an unacceptable risk to group members									
	2.7	take action in case of problems to minimise the effects of disruption									
	2.8	deal with emergencies promptly and calmly									
		record emergency action appropriately									
LO3											
Carry out tour administration	3.1	complete all required tour records and customer information for safekeep and security									
	3.2	ensure customer and baggage check-in and check-out are smooth and efficient									
	3.3	ensure information bulletins are provided at suitable times and places									

	3.4	ensure all procedures comply with local, national, and organisational requirements										
	3.5	report factors likely to affect future tours clearly and promptly to relevant officers										

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

UNIT 05: SOLVE CUSTOMER SERVICE PROBLEMS

Unit reference number: HTT-TA-002-L2

NSQ level: L2

Credit value: 3

Guided learning hours: 30

Unit Purpose:

To acquaint the candidate with competence 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)

Solve customer service problems

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

		problems										
LO2 Identify repeated customer service problems and options for solving them	2.1	identify repeated customer service problems										
	2.2	identify the options for dealing with a repeated customer service problem and consider the advantages and disadvantages of each option										
	2.3	work with others to select the best option for solving a repeated customer service problem, balancing customer expectations with the needs of the organisation										
	2.4											
LO3 Take action to avoid the repetition of customer service problems	3.1	obtain the approval of somebody with appropriate authority to change organisational guidelines in order to reduce the chance of a problem being repeated										
	3.2	take action on the agreed solution										
	3.3	inform the customers in a positive and clear manner of steps being taken to solve any service problems										
	3.4	monitor the changes made and adjust them appropriately										

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

Date:
 Date:
 Date:

EQA Signature (if sampled)

Date:

UNIT 06: RECORD CUSTOMER SERVICE PROBLEMS

Unit reference number: HTT-TA-003-L2

NSQ level: L2

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 the 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)

To ensure passenger/visitor compliance with the transport legal, regulatory, ethical and social requirements

LO (Learning outcome)		Criteria:-			Evidence Type			Evidence Ref Page number		
LO1 Ensure passengers/visitors comply with transport legal, regulations	1.1	Monitor passenger/visitor and advise on the relevant legal regulations and the effect that they have on areas of responsibility								
	1.2	Ensure compliance with procedures to make sure the organisation meets all the necessary requirements								
	1.3	Ensure that passengers/visitors have a clear understanding of the policies and procedures								
LO 2 Ensure passenger /visitor compliance with service	2.1	Ensure observation of ethical and social requirements								
	2.2	Monitor the way policies and procedures are put into practice and provide support								

ethical and social requirements	2.2	promote a climate of openness about meeting and not meeting the requirements									
	2.3	identify and correct any failures to meet the requirements									
	2.4	identify reasons for not meeting requirements and adjust the policies and procedures to reduce the likelihood of failures in the future									
	2.5	provide full reports about any failures to meet the requirements to the relevant stakeholders									
	LO 3 Know ethical and value-based approaches to governance and how to put them into practice	3.1	Explain the importance of having an ethical and value-based approach to governance and how to put this into practice								
		3.2	Mention the relevant legal requirements governing the running of a business								
		3.3	Identify the current and emerging social attitudes to management practice and the importance of being sensitive to them.								

Knowledge and understanding

The trainee on the job needs to know and understand:

1. The importance of having an ethical and value-based approach to governance and how to put this into practice
2. The relevant legal requirements governing the running of a business
3. The current and emerging social attitudes to management practice and the importance of being sensitive to them.

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

UNIT 07: BUSINESS TRAVEL ACCOUNT OPERATIONS

Unit reference number: HTT-TA-004-L2
NSQ level: L2
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)

Business travel account operations

LO (Learning outcome)		Criteria:-	Evidence Type					Evidence Ref Page number		
LO1 Maintain and supply information on business travel usage	1.1	Support in gathering travel-related information from relevant sources on a regular and frequent basis, using time and cost-effective methods								
	1.2	Support in carrying out travel arrangements and costs accurately recorded and tracked against agreed current travel policies								
	1.3	Forward basic details for cost control analysis for customers to the appropriate officer								

	1.4	Support in providing travel-related information and advice to the relevant person(s)									
	1.5	Supply accurate business travel usage information to the relevant person(s)									
LO2 Assist customers in complying with relevant policy	2.1	ensure that the profile of the traveler established with the travel agent personnel is accurate, complete, and current									
	2.2	Compare the requested travel arrangements against the traveler's current profile and company travel policy before making any travel arrangements									
	2.3	Identify any deviations from the current policy are tactfully pointed out and the traveller is guided in gaining the necessary authorisation									
LO 3 Ensure that travellers are aware of any general current incentives to enjoy improved services	3.1	Refer travellers to the appropriate office to enable them to keep within their budget and meet their requirements									
	3.2	Support and ensure that travellers are aware of any general current incentives to enjoy improved services									
	3.3	Report any infringements of travel policy to the relevant person(s) following the organization's procedures									

Learners Signature:

Date:

Assessors Signature:

Date:

IQAs Signature (if sampled)

Date:

EQA Signature (if sampled)

Date:

UNIT 08: PROMOTE LEISURE TRAVEL AND TOURISM ACTIVITIES

Unit reference number: HTT-TA-005-L2
NSQ level: L2
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) attached to OBS/WT]
Recognition of Prior Learning (RPL)

Promotion of leisure opportunities and activities for individuals

LO (Learning outcome)	Criteria:-		Evidence Type				Evidence Ref Page number			
LO1 Support to create activity awareness	1.1	Identify the customer's interest in leisure opportunities.								
	1.2	Communicate with the identified customers to establish their current views on the service demanded								
	1.3	Present clear, accurate, and relevant information to the audience about the benefits of the service								

LO2 Support to correct impressions on organisation activities	2.1	Present clear, accurate, and relevant information to the audience on service opportunities and activities										
	2.2	Offer an opportunity for customers to ask questions and confirm their understanding of the information provided										
	2.3	Direct customers and organisations to other appropriate sources for information										
	2.4	Correct customers' ill-informed attitudes and behavior which are misguided, abusive, or discriminatory										
	2.5	Encourage customers by providing opportunities to raise the awareness of others										
LO 3 Support and Negotiate activity opportunities												
	3.1	Provide leisure opportunities and activities										
	3.2	Explain the organisation role and responsibilities in activity opportunities										
	3.3	Assist customers in considering offers on activity adjustments needed										
	3.4	Identify and report potential challenges, rewards and/or any resources that will be required										

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

UNIT 09: SUPPORT, SELL AND DISTRIBUTE TOURISM RELATED PRODUCTS AND SERVICES

Unit reference number: HTT-TA-006-L2

NSQ level: L2

Credit value: 2

Guided learning hours: 20

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)

LO (Learning outcome)		Criteria:-	Evidence Type				Evidence Ref Page number			
LO1 Support and Promote the features and benefits of tourism products and services	1.1	Identify those features of tourism products and services that accurately match customers' needs								
	1.2	Support to ensure that benefits are communicated, accurately, and in a way that generates interest from customers								
	1.3	Give customers the opportunities to fully discuss and explore features and benefits								
	1.4	Describe to customers clearly the								

		relevant terms, conditions, and legal requirements relating to the sale									
	1.5	explain to customers relevant terms and conditions connected to sales of tour									
LO2 Identify your customers' requirements	2.1	Offer basic suitable options of tourism products and services that best match your customers' needs.									
	2.2	Offer opportunities for selling extra tourism products and services at a suitable time in the discussion with customers									
	2.3	offer customers other alternatives relevant to their request									
	2.4	Report appropriate action where customers' queries cannot be answered									
LO3 Close the deal	3.1	seek customers' intention to buy at a suitable time in your discussion									
	3.2	Reassure customers of the benefits of buying choice									
	3.3	Assist in identifying extra tourism products and services to be sold									
	3.4	Collect and pass the total cost of all products and services to customers									
	3.5	ensure that the sale meets your organisation's procedures and legal requirements									

Knowledge and understanding

Candidates on the job need to know and understand:

- 1) The sources of information (paper-based, electronic, and social media, colleagues) relating to products and services and how to use and interpret them
- 2) How to use selling techniques to make sales, including establishing rapport; investigating needs (including the use of open and closed questioning

techniques, and listening skills); matching up needs and wants; presenting features and benefits; offering alternatives; gaining commitment and closing the sale

- 3) How to communicate effectively with customers in a sales situation
- 4) The need for confidentiality and the implications of data protection legislation
- 5) The relevant parts of the disability discrimination legislation and its implications when giving advice and information to customers
- 6) The main requirements of legislation when dealing with customers
- 7) The names and locations of key geographical features in the locality and the country are (e.g major mountains and mountain ranges, major waterways, key man-made features, islands and lakes, and national parks)

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

UNIT 010: SUPPORT to PROVIDE BASIC LEISURE TRAVEL AND TOURISM ICT DOCUMENTATION

Unit reference number: HTT-TA- 007-L2
NSQ level: L2
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) attached to OBS/WT]
 Recognition of Prior Learning (RPL)

LO (Learning outcome)		Criteria:-		Evidence Type			Evidence Ref Page number	
LO1 Receive and assist with basic electronic computerised documentation	1.1	welcome customers in an appropriate manner						
	1.2	enquire about customer's basic needs						
	1.3	Support customers to establish their request in relation to existing procedures						
	1.4	request customer's travel documents						
	1.5	Determine the acceptability of travel documents						

	1.6	Assist and guide customers appropriately with organisation standards									
LO2 Assist customer in completing relevant documents using manual and electronic device	2.1	collect documents from customers to be processed									
	2.2	Assist with computerized and manual device records and documentation processing									
	2.3	Support and provide relevant documents for customer completion									
	2.4	Guide customers in completing travel documents									
LO3 Refer documents to the appropriate officer for action	3.1	Forward documents to the appropriate office									
	3.2	retrieve documents from the appropriate office upon completion									
	3.3	Act on documents as directed by the appropriate office									
	3.4	Support by recording of received documents									

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

UNIT 011: SUPPORT THE MANUAL AND ELECTRONIC CHECKING-IN FOR PASSENGERS AND VISITORS

Unit reference number: HTT-TA-008-L2
NSQ level: L2
Credit value: 3
Guided learning hours: 30

Unit Purpose:

To enable the candidate the knowledge and 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 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)

LO (Learning outcome)	Criteria:-			Evidence Type			Evidence Ref Page number
LO1 Check-in passenger or visitor	1.1	Interact with passengers in a polite and friendly way at all times					
	1.2	Process passenger electronic documents for validity before processing					
	1.3	Handle electronic documentary discrepancies in line					

		with your organisation's procedures									
	1.4	Process electronic documents in line with the organisation's procedures									
	1.5	Identify, and allocate seats, services, and facilities to passengers and visitors according to their electronic requests, needs, and status									
	1.6	Provide ticket and boarding information to passengers electronically according to their needs									
LO 2 Identify, and allocate seats, including other facilities to passengers and visitors according to their electronic requests, needs, and status	2.1	ensure that the information given to passengers electronically is complete, accurate, relevant, and meets the organisation's requirements									
	2.2	Process electronic information relating to passengers in line with the organisation's procedures									
	2.3	Support and carry out appropriate electronic procedures for passengers who are									

		unfit or incapable of air travel									
	2.4	Report passenger electronic requests which are outside the knowledge or experience to the appropriate authority as soon as possible									
	2.5	report any safety or security concerns about passengers electronic related matters to the appropriate authority									
LO 3 Support in Receiving and processing passenger baggage electronically	3.1	Ensure compliance on passenger security electronic-related questions, about baggage in line with the organisation's procedures									
	3.2	Explain to passengers about electronic regulations relating to carrying dangerous goods in line with the organisation's security safety procedures									
	3.3	Identify unacceptable baggage electronically in line with the organisation's procedures									
	3.4	Use electronic devices to weigh,									

		label, and dispatch passenger baggage in line with the organisation's procedures									
	3.5	Identify excess baggage charges electronically in line with the organisation's procedures									
	3.6	Support in reporting security concerns relating to baggage from electronic devices to the appropriate authority									

Knowledge and understanding

The trainee on the job needs to know and understand:

- 1) The basic custom and immigration information about airline destinations and necessary documents
- 2) The organisation's procedures for dealing with documentary discrepancies including invalid tickets, incorrect tickets, visa discrepancies, and passport discrepancies

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

UNIT 012: HANDLING CUSTOMER HANDOVER

Unit reference number:	HTT-TA- 009-L2
NSQ level:	L2
Credit value:	2
Guided learning hours:	20

Unit Purpose:

To equip the candidate with both the knowledge and skills of routine assisting in checking the effective completion of customer service 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)

LO (Learning outcome)	Criteria:-		Evidence Type				Evidence Ref Page number			
			1.1	1.2	1.3	1.4	1.5	1.6		
LO 1: Maintain joint responsibilities with the customer service team			1.1	Identify services involved in delivery that rely on effective teamwork						
			1.2	Identify steps in the customer service delivery process that rely on the exchange of information between colleagues						
			1.3	Support and complete customer services as agreed with colleagues when						

		it is right to pass responsibility for completing action to another									
	1.4	confirm agreement with colleagues on how information should be exchanged between one to complete a customer service action									
	1.5	Ensure reminders are passed on responsibly to colleagues for completing a customer service action									
LO2 Check customer service actions with colleagues through teamwork involvement	2.1	Ensure the use of reminders to identify when to check that a customer service action has been completed									
	2.2	Ensure identification of all details of customer service actions with colleagues is due for completion									
	2.3	Support and cross-check with colleagues on the outcome of their completing the customer service action as agreed									
Report customer problems	3.1	Identify the next customer service actions of colleagues not completed and take actions as previously agreed									

	3.2	examine work with colleagues to review how customer service actions are shared Report customer problems and complaints									
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Learners Signature:

Date:

Assessors Signature:

Date:

IQA Signature (if sampled)

Date:

EQA Signature (if sampled)

Date:

UNIT 013: SUPPORT IN ORGANISING EVENTS

Unit reference number:	HTT-TA-010-L2
NSQ level:	L2
Credit value:	2
Guided learning hours:	20

Unit Purpose:

To equip the trainee with the required knowledge, skills and competence to assist in the routen 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 :

LO (Learning outcome)		Criteria:-		Evidence Type			Evidence Ref Page number	
LO 1 Support with event planning inputs	1.1	Report the type of event request						
	1.2	Enumerate a demographic profile for the event						
	1.3	Register the event						
	1.4	Identify facility for reservation and invitations						
LO 2 Assist identify events inputs	2.1	Identify supplies required						
	2.2	bring up the event budget worksheet						
	2.3	set up access for disabilities						
	2.4	Assist with inputs on meals to be served						
	2.5	Identify demand for audio-visual						
LO 3	3.1	Support and follow agreed plans for						

Support, organise and stage manage event function		the event									
	3.2	get all resources, and personnel in place and ready									
	3.3	assist to prepare for staff and personnel briefing									
	3.4	confirm authorisation for each stage of the event to take place									
	3.5	oversee the work of key personnel and other stakeholders throughout the event, using effective communication									
	3.6	monitor the running of events and deal effectively with any problem that arises using the risk management plans									
	3.7	ensure proper change is taken during the event to minimise disruption									
	3.8	keep all those involved in the event informed of relevant developments									
	3.9	maintain required records on the event									
LO 4 Support monitor event	4.1	Assist review event goals and appraising activities against planned works									
	4.2	Assist in checking whether the budget met event goals									
	4.3	Check the quality of delivery during the event									
	4.4	Assist in assessing internal and external services engaged									
	4.5	Identify areas of challenges during event execution									

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

**UNIT 014: SUPPORT and GUIDE CUSTOMERS CHOOSE, BOOK AND PROCESS
LEISURE, TRAVEL AND TOURISM SERVICES**

Unit reference number: HTT-TA- 011-L2

NSQ level: L2

Credit value: 3

Guided learning hours: 30

Unit Purpose:

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

Unit : Support and guide customers to choose, book, and process leisure, travel, and tourism services.

LO (Learning outcome)	Criteria:-		Evidence Type					Evidence Ref Page number	
LO1 Help customers to identify their product selection	1.1	Identify customers' travel service requirements							
	1.2	Recognise customers' needs.							
	1.3	Support to add up the total costs of the travel arrangements							
	1.4	Help to explain the total package arrangement.							
	1.5	Recognise customers' acceptance of the proposed arrangements.							
	1.6	Support to confirm customers' consent to record the necessary information.							

	1.7	Support to ensure a record of information promptly, accurately, and in the required format.									
	1.8	maintain confidentiality of information.									
	1.9	Support, process, and store information to meet organisational and legal requirements									
	1.10	report objections to personal information being recorded to maintain good customer relations									
LO2 Assist in Travel services bookings and process post-booking documentation	2.1	Match travel services and any additional services accurately with the agreed details									
	2.2	Complete booking to meet the organisation's procedures and other legal and regulatory requirements.									
	2.3	Process all booking administration promptly, correctly, and following own organisation's procedures.									
	2.4	Ensure the storage of booking information and documentation securely following your organisation's procedures and legal requirements.									
	2.5	Confirm bookings' status to match the booked services.									
	2.6	Issue correct booking documents to the relevant person(s).									
	2.7	refer all matters outside work responsibilities or experience to the relevant person(s).									
	2.8										
LO3 issuing travel documentation	3.1	ensure all documentation received matches the travel services booked.									
	3.2	Assist in identifying any documentation discrepancies									

		before issuance to customers.									
3.3		Complete and accurately assemble documentation and any necessary tickets are issued to your customers within the required time scale and following your organisation's procedure									
3.4		Describe all travel arrangements clearly to customers in a way they will understand.									
3.5		explain to customers their travel arrangements before they leave your premises.									
3.6		complete 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 THE TRAVEL AND TOURISM SERVICES PAYMENT

Unit reference number: **HTT-TA-012-L2**

NSQ level: **L2**

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.

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 : Processing the travel and tourism services payment

LO (Learning outcome)	Criteria:-			Evidence Type			Evidence Ref Page number
LO1 Receive payments	1.1	Ensure to make customers aware of the amount to be paid					
	1.2	Ensure customers are aware of the methods of payment that are acceptable and any charges or restrictions that any be attached					
	1.3	Ensure the organisation's policies and procedures are					

		followed regarding payment discrepancies, non-cash payments, transaction values, and limits										
	2.1	Ensure that change is given for cash payments										
LO 2 maintain the security of cash and other payments	2.2	maintain the security of cash and other payments										
	2.3	Ensure correct procedures to maintain the confidentiality of customers' purchases and payment information										
LO 3 Support in issuing receipts and store payments	3.1	Ensure all internal payment records are completed accurately and follow the organisation's procedures										
	3.2	Ensure that customers receive legible and accurate receipts										
	3.3	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 016: SUPPORT AND SELL TRAVEL-RELATED PRODUCTS AND SERVICES

Unit reference number: HTT-TA-013-L2

NSQ level: L2

Credit value: 3

Guided learning hours: 30

Unit Purpose: To assist in making customers aware of the choices available to them when booking leisure or business travel and any additional services that they need.

Unit assessment requirements/evidence requirements

Direct Observation (OBS)

Question & Answer (QA)

Witnesses Testimony (WT)

Assignment (ASS)

Personal Statement (PS)

Reflective/Learning Journal (LJ)

Work Product [(WP) attached to OBS/WT]

Recognition of Prior Learning (RPL)

Sell travel-related products and services

LO (Learning outcome)		Criteria:-			Evidence Type			Evidence Ref Page number		
LO1 Identify customers' travel and tourism needs	1.1	Identify travel and tourism products and services that best match the customer's needs								
	1.2	Assist explain to the customer how information is recorded, processed, and stored on books and computers to meet the organisation's procedures and legal requirements								
	1.3	Assist in identifying any additional requirements of the customer								
	1.4	Present customers with clear responses to queries, and solutions to issues								

	1.5	Provide customers with clear and accurate basic information on travel and tourism services, costs, legal requirements, and additional services at the close of the sale											
LO2 promote features and benefits of travel and tourism products and services	2.1	Sell to customers, travel and tourism services that match their needs and are in line with organisational policies											
	2.2	Promote benefits of travel services to generate further interest from the customer											
	2.3	Offer customers opportunities to fully discuss and explore features and benefits											
	2.4	Ensure customers' objections are dealt with positively											
	2.5	describe relevant terms, conditions, and legal requirements relating to sale clearly											
LO3 Close the sale	3.1	Seek customers' intention to buy at a suitable time during the discussion											
	3.2	Sell extra travel and tourism products and services that are identified and sold effectively											
	3.3	Ensure the total cost of all products and services is given to customers											
	3.4	Follow-up with customers in compliance with organisational and legal requirements											
	3.5	Reassure customers positively, following their buying decision											

3.6	ensure the sale meets the organisation's procedures and legal requirements										
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Learners Signature:	Date:
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Assessors Signature:	Date:
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IQA Signature (if sampled)	Date:
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EQA Signature (if sampled)	Date:
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