



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				
S/N	NAME	DESIGNATION	ORGANISATION/ ASSOCIATION/UNION	POSITION
1.	Prof. Bassey Esu	Trainer	Institute of Tourism Professionals of Nigeria (ITPN)	Chairman
2.	Nura Sani Kangiwa	Director General/CEO	NIHOTOUR/ HT Sector Skills Council Secretariat	Member
3.	Chief Abiodun Odusanwo	Operator/Employer (Chairman BoD HT Sector Skills Council of Nigeria	Institute of Tourism Professionals of Nigeria (ITPN	Member
4.	Ieren A. Emmanuel	Operator/Employer	Owende Catering School Abuja FCT	Member
5.	Katto Ola Emmanuel	Operator/Employer	Mastermind Catering and Culinary Institute, Abuja FCT	Member
6.	Amos Opoola	Operator/Employer	Hospitality & Tourism Management Association of Nigeria (HATMAN)	Member
7.	Tongrit Julie	Operator/Employer	Orit Travel & Tours, Abuja FCT	Member
8.	Aturu Samson	Operator/Employer	Hospitality & Tourism Management Association of Nigeria (HATMAN)	Member
9.	Chef Fatima Haruna	Operator/Employer	Chef Fatima Culinary Academy	Member
10.	Libabatu Timohy Avong	Operator/Employer	Event Worth, Abuja	Member
11.	Abinbola Ogunlusi	Operator/Employer	QMDCI Hospitality	Member
12.	Florence Oyelade Adedayo-Tayo	Operator/Employer	QMDCI Hospitality	Member
13.	Babayomi Omojola	Operator/Employer	Institute of Tourism Professionals of Nigeria (ITPN)	Member
14.	Ibrahim Baba	Trainer	National Institute for Hospitality & Tourism, Abuja FCT	Member
15.	Foluke Okoroma	Trainer	National Institute for Hospitality & Tourism, (NIHOTOUR) Abuja FCT	Member
16.	Asufi Stella	Trainer	National Institute for Hospitality & Tourism (NIHOTOUR)	Member

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

## TABLE OF CONTENTS

0.0 TABLE OF CONTENTS.

1.0 GENERAL INFORMATION

2..0 **NSQ LEVEL 2: TRAVEL AGENT SUPPORT OPERATOR**

UNIT	TITLE
<b>Unit 01</b>	Maintain safe, hygiene and secure environment
<b>Unit 02</b>	Communicate in work environment
<b>Unit 03</b>	Team work in Leisure travel and Tourism
<b>Unit 04</b>	support conduct tours
<b>Unit 05</b>	Support record customer service problems
<b>Unit 06</b>	Support ensure passenger and visitor compliance with transport regulatory requirements
<b>Unit 07</b>	Support-with business travel account operations
<b>Unit 08</b>	Support promote leisure opportunities and activities
<b>Unit 09</b>	Support sell and distribute tourism related products and services
<b>Unit 10</b>	Apply ICT documentation
<b>Unit 11</b>	Support passenger and visitors checking -in manually and electronically
<b>Unit 12</b>	Support customer hand over
<b>Unit 13</b>	Support organise events
<b>Unit 14</b>	Support guide customer choose, book and process leisure, travel and tourism services
<b>Unit 15</b>	Support the Process of travel & tourism Services payment
<b>Unit 16</b>	Support sell travel-related products and services

## **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
<b>MANDATORY UNITS</b>				
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
<b>OPTIONAL Units</b>				
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												

[illegible]





## 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												

[illegible]

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			
<b>LO1</b> <b>Use a non-complex communication system in a work environment</b>	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												
<b>LO2</b> <b>Develop the ability to identify the source of information in a work environment</b>														
	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												

[illegible]

### 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.

<b>Learners Signature:</b>	<b>Date:</b>
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
<b>EQA Signature (if sampled)</b>	<b>Date:</b>



## 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  <b>Delivery of a tour</b>	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												



	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											

<b>Learners Signature:</b> Assessors Signature: IQA Signature (if sampled)	<b>Date:</b>  Date: Date:
<b>EQA Signature (if sampled)</b>	<b>Date:</b>

## 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 <b>Solve immediate customer service problems</b>	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												

[illegible]

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

<b>ethical and social requirements</b>	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			
<b>LO1</b>  <b>Maintain and supply information on business travel usage</b>	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								





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 &amp; 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  <b>Support to create activity awareness</b>	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								

<b>LO2</b> <b>Support to correct impressions on organisation activities</b>	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									
<b>LO 3</b> <b>Support and Negotiate activity opportunities</b>											
	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 <b>Support and Promote the features and benefits of tourism products and services</b>	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												



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)

<b>Learners Signature:</b>	<b>Date:</b>
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
<b>EQA Signature (if sampled)</b>	<b>Date:</b>

**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								

[illegible]

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								







## 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			
LO 1: <b>Maintain joint responsibilities with the customer service team</b>	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									



	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								



<b>Support, organise and stage manage event function</b>		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									
<b>LO 4 Support monitor event</b>	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									

<b>Learners Signature:</b>	<b>Date:</b>
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
<b>EQA Signature (if sampled)</b>	<b>Date:</b>

**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  <b>Help customers to identify their product selection</b>	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									
<b>LO2 Assist in Travel services bookings and process post-booking documentation</b>											
	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										
<b>LO3 issuing travel documentation</b>											
	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									



## 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  <b>Identify customers' travel and tourism needs</b>	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												





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