



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

MASTERCRAFT CADRE

TRAVEL AGENCY AGENT/OPERATOR/ADVISOR

LEVEL 3

REVIEWED BY

**HOSPITALITY & TOURISM SECTOR SKILLS
COUNCIL OF NIGERIA (HTSSCN)**

Federal Republic of Nigeria

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GENERAL INFORMATION

1.0 GENERAL INFORMATION

1.1 The NSQ Framework

The Nigeria Skills Qualifications Framework (NSQF) was approved by the Federal Executive Council in April 2013. The framework is a learning outcome-based qualification encompassing all education and training sectors and all forms of learning. It comprises about nine (9) levels, each being identified by a unique set of Level Descriptors. Each qualification has defined learning outcomes (LO), with each unit comprising the qualification mapped against the Level Descriptors. The Level Descriptors are in turn, classified into three separate strands (categories) covering Knowledge, Skills, and Competence.

1.2 Context and Goals

The decision of the Hospitality and Tourism Sector Skills Council of Nigeria (HTSSCN) to review and develop new occupational trade standards based on the Nigeria Skills Qualifications Framework (NSQF) in Nigeria was driven by a number of challenges including:

- links and gaps between qualifications and the labour market are not strong
- lack of consistency in qualifications
- absence of a system for comparing qualifications to each other
- pathways of progression between qualifications are unclear
- value of qualifications to employers and learners is unclear
- update the original standards with innovations in the occupational trade standards

1.3 Vision of the Occupational Trade Standards

The vision is for these challenges to be addressed through the development of a comprehensive NSQF that will cut across all sectors of education and training, irrespective of the nature or form of learning. The NSQF is envisaged to:

- provide a stronger basis for the understanding, comparison, and recognition of national and foreign qualifications, thereby improving the understanding of employers, parents, and learners of the value of qualifications
- provide fit-for-purpose qualifications that have stronger linkages with labour market and learner needs
- increase the accountability of education and training institutions towards maintaining high-quality standards in their provisions
- improve the opportunities for mobility and progression of learners within and across higher education, vocational, and general education sectors
- promote the concept of lifelong learning through the recognition of all types of learning: formal, non-formal, and informal.

1.4 Aim of the Occupational Trade Standards

The standards are to produce learners with acquired skills and competence capable of carrying out hospitality, travel, tourism, and trade operational tasks with stand-alone occupational trade career path skills for both training standards and frameworks at levels accordingly.

1.5 Design, Level, and Credit of the Occupational Trade Standard

The design and development of occupational trade standards are generally undertaken by the Hospitality and Tourism Sector Skills Council of Nigeria. The Council also has the responsibility for developing, maintaining and updating the standards. The awarding body classifies the qualifications, approves and monitors deliveries at centres and issues qualifications to competent learners.

1.6 Validation of Occupational Standards

All occupational standards placed on the NSQ are to be validated by the Council stakeholders to ensure that they are fit-for-purpose and meet validation standards and the needs of learners or the labour market. It also ensures that the validation standards, processes, and roles of validators are defined and transparent.

As a matter of policy, a Validation Panel of practicing employers, professional experts, and educators/trainers ensure that each occupational standards meet the Validation Standards that the regulatory body oversees. Panel members were selected in a transparent and objective manner and the Validation Panel only judge the validity of occupational standards using the Validation Standards published as provided in the NSQ Handbook. The Panel assigned a Validity Period of three (3) years for every valid standard.

1.7 Enabling Learners with Special Needs

As a matter of policy, the developed standards create an environment that enables learners with special needs to be integrated into the education and training systems and recognising their achievements on the NSQ. By these, the workplaces and centres to handle training must provide equal and suitable opportunities for the integration and access of learners with special needs and recognition of their achievements. Learners with special needs are to be provided with suitable support and resources and ensure their integration and recognition of achievements.

1.8 Promoting Lifelong Learning

The Council pursuant to the NSQF guideline develops the occupational standards to promote Lifelong Learning which aims to recognize prior learning and to further enhance progression pathways between education and training sectors. This is by developing a common understanding of Recognition of Prior Learning (RPL) in the context of the NSQ to be on equal terms with formal learning. With guidance, the training centre is to provide mechanisms for RPL in accordance with the NSQ education and training regulations.

1.9 Placement of Occupational Trade Standard on the NSQ

The occupational trade standards are developed in accordance with the NSQ process for 'Qualification Placement'. These are with the aim of ensuring that the Training Provider/ roles and responsibilities in the 'Qualification Placement' process are clear

and transparent and the arrangements for placing occupational trade standards on the NSQ.

1.10 Method of Assessment

As validated by the Council, the assessment tasks and activities are designed to ensure that individual learners have the opportunity to demonstrate their achievement of different learning outcomes. One way of ensuring this is directly linking the assessment to the learning outcomes, making the purpose of the assessment clear and transparent, including to individual learners. Assessment involves gathering, evaluating, analysing, and judging evidence to decide whether a learner has achieved the predefined learning outcomes. It relies on a broad range of formative and summative assessment tools and processes the former providing an insight into learner progress while the latter is rather more formal and provides evidence for future credits and awards upon achieving competencies on desired trade standards.

In the course of training, assessment often relies on the use of several tools and instruments. Assessment tools and instruments can include, but are not limited to:

- Case Studies
- Observed Practical Exercises
- Observed Performance at Work
- Role-play and/or other targeted Group Activity
- Oral, Audio, and Visual Processes and Presentations
- Long-answer questions (reports, proposals for action, specialist articles)
- Short Answer Questions and Structured Questions for oral (Skills based and Written for knowledge-based criteria)
- Selected-Response Items (e.g. multiple-choice).

Assessment processes are both fit-for-purpose, rigorous, and fair, and should be aligned with the level and type of learning provided by the occupational trade standards for qualifications. With assessment practices managed and delivered across a broad range of education and training institutions, it is important to ensure that quality assurance mechanisms are in place with a view to ensuring that assessment is efficiently, effectively, and consistently delivered and that internal and external assessment moderation and verification processes exist.

1.12 Assessment/Evidence Requirements for Occupational Trade Standards

The general assessment method for generating evidence is as follows:-

Direct Observation (OBS)

Oral Question & Answer (OQA) for Skills based criteria

Written Question & Answer (WQA) for knowledge-based criteria

Witnesses Testimony (WT)

Assignment (ASS)

Personal Statement (PS)

Reflective/Learning Journal (LJ)

Work Product [(WP)]

Recognition of Prior Learning (RPL)

SECTOR: HOSPITALITY TRAVEL AND TOURISM
OCCUPATIONAL TRADE: TRAVEL AGENCY OPERATIONS
CADRE: MASTERCRAFT
CAREER PATH: TRAVEL AGENCY OPERATOR/AGENT/ADVISOR
NSQ LEVEL: 3

Acronyms: **HTT**= Hospitality Travel and Tourism Sector
GP= General Practice
TA= Travel Agent
001= Unit number
L3= Level 3

TABLE OF STANDARDS AND CREDIT LOAD

S/N	UNIT TITLE	UNIT REFERENCE NUMBER	CREDIT VALUE	GUIDED LEARNING HOURS
MANDATORY UNIT				
1.	Maintain a safe, hygienic, and secure environment	HTT-GP-001-L3	3	30
2.	Communicate in the work environment	HTT-GP-002-L3	4	40
3.	Team Work Travel and Tourism Team	HTT-GP-003-L3	3	30
OPTIONAL UNIT				
4	Conduct local tours	HTT-TA-001-L3	4	30
5	Attend to simple customer service problems	HTT-TA-002-L3	3	30
6	Comply with the transport legal, regulatory, ethical, and social requirements	HTT-TA-003-L3	3	30
7	Operate business travel account	HTT-TA-004-L3	3	30
8	Promote leisure opportunities and activities for individuals and groups	HTT-TA-005-L3	4	40
9	Disseminate information and sell tourism-related products and services	HTT-TA-006-L3	3	30

10	Carryout travel documentation	HTT-TA-007-L3	3	30
11	Check-in passengers and visitors	HTT-TA-008-L3	4	40
12	Hand over customer services	HTT-TA-009-L3	3	30
13	Provide customer service during handover	HTT-TA-010-L3	3	30
14	Help customers choose, book, and process leisure, travel, and tourism services	HTT-TA-011-L3	4	40
15	Process travel & tourism Services payment	HTT-TA-012-L3	4	40
16	Sell travel-related products and services	HTT-TA-013-L3	3	30
17	Provide GDS Services	HTT-GP-014-L3	4	40

UNIT 01: MAINTAIN SAFE, HYGIENIC AND SECURE WORKING ENVIRONMENT

Unit reference number: HTT-GP- 001-L3

NSQ level: L3

Credit value: 3

Guided learning hours: 30

Unit Purpose:

To enable trainees on the job to acquire the knowledge, competence, and skills to maintain safe, hygiene and safety measures while on the job at a work place environment

Evidence

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.								
	1.5									
LO2 Know how to maintain personal health and										
	2.1	State responsibility under the Health and Safety Act as it relates to own occupation								

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									
	3.7	follow sound and noise control and protection methods and guidelines									
LO4 Prevent hazards and risks in a safe and secure work environment	4.1	identify any hazards or potential hazards and deal with these correctly									
	4.2	state where information about health and safety in 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 with them									

LO 5: Emergency procedures	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: COMMUNICATE AT WORK ENVIRONMENT

Unit reference number: HTT-GP- 002-L3

NSQ level: L3

Credit value: 4

Guided learning hours: 40

Unit purpose:

The unit enables the learner to communicate effectively and relay information that is responsive and subject to change in meeting workers' and employers' needs in the 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)

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

Deliver information	2.1	Receive and understand information relating to work routine.									
	2.2	Receive relevant information from the right personnel									
	2.3	Communicate relevant information to the right personnel									
	2.4	Use information to carry out tasks relating to work routine									
	2.5	Ability to communicate in one local and one internal language.									
LO3 Understand and Use communication gadgets	3.1	Knowledge of different types of comm. gadgets									
	3.2	Use codes of communication in conveying information as specified									
	3.3	Select the appropriate communication gadget for specific information									
	3.4	Identify and apply different channels of communication									
LO4 Communicate technical information to colleagues											
	4.1	Communicate technical information to colleagues clearly and effectively									
	4.2	Confirm information has been understood									

		and provide clarification where necessary									
	4.3	Interpret diagrams and pictorial information									
LO5 Produce, Retrieve, and process leisure travel and tourism information	5.1	Storage of info as appropriate									
	5.2	Store and retrieve information whenever required									
	5.3	Produce and process information as appropriate									
	5.4	Safety of information and info security system.									

Learner signature:	Date
Assessor's signature:	Date
IQA Signature (If sampled):	Date
EQA Signature (If sampled):	Date

UNIT 03: TEAMWORK AT TRAVEL AND TOURISM WORKPLACE

Unit reference number: HTT-GP-003-L3

NSQ level: L3

Credit value: 2

Guided learning hours: 20

Unit Purpose:

To equip the candidate with the knowledge and competence to employ skills in carrying out 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)

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 teamwork routine	1.1	understand what is required for the work						
	1.2	Adhere to instructions accurately						
	1.3	plan and organize 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 necessary						
	2.2	ensure that any assistance given is						

	within the limits of responsibilities								
2.3	manage time well despite assisting others								
2.4	ensure information transmitted to others in the team is timely and accurate.								
2.5	maintain cordial working relations with teammates								
2.6	Discuss and resolve any misunderstanding or incidences between the teammates before reporting the relevant person								
2.7	report any misunderstandings or incidences in relating with teammates to the relevant person								
2.8	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 opportunities to review, develop and improve learning plan							

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

UNIT 04: CONDUCT LOCAL TOURS

Unit reference number: HTT-TA-001-L3

NSQ level: L3

Credit value: 4

Guided learning hours: 40

Unit Purpose:

To equip the trainee on the job with the required skills and competence to professionally plan, organize and 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)]

Recognition of Prior Learning (RPL)

LO (Learning outcome)	Criteria:-		Evidence Type		Evidence Ref Page number	
LO1 Guide local tour	1.1	Guide tour following agreed terms.				
	1.2	ensure compliance with the programme and timing (itinerary) agreed between the organiser and suppliers				
	1.3	commence and complete the recording of tour sales activities using the electronic system application				
LO 2 Deliver local tour services	2.1	carry delivery of service standards and quality agreed				
	2.2	issue relevant, clear, and accurate information to customers at key points throughout the tour				

	2.3	Implement contingency arrangements when necessary									
	2.4	handle any unforeseen events to minimise disruption and reassure customers									
	2.5	maintain the goodwill of external suppliers and customers' positive image of the organiser									
LO3											
Care for tour customers	3.1	maintain a welcoming, calm, and professional approach to customers									
	3.2	Ensure customers' comfort, well-being, and enjoyment and create a positive impression of the organisation									
	3.3	meet the needs and realistic expectations of customers									
	3.4	maintain balanced customers' awareness of any local expectations									
	3.5	ensure a balanced need and expectations of individuals with those of the whole group									
	3.6	identify hazards that present unacceptable risk to group members									
	3.7	take action in case of problems to minimise the effects of disruption									
	3.8	deal with emergencies promptly and calmly									
		record emergency action appropriately									
LO4											
Carry out tour	3.1	complete all required tour records and customer information for safe									

administration		keep 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 any factors likely to affect future tours clearly and promptly to relevant officers									

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

UNIT 05: ATTEND TO SIMPLE CUSTOMER SERVICE PROBLEMS

Unit reference number: HTT-TA -002-L3

NSQ level: L3

Credit value: 3

Guided learning hours: 30

Unit Purpose:

To acquaint the candidate with the competence and skills required in dealing satisfactorily with customers having problems with the services provided

Unit assessment requirements/evidence requirements

Direct Observation (OBS)

Question & Answer (QA)

Witnesses Testimony (WT)

Assignment (ASS)

Personal Statement (PS)

Reflective/Learning Journal (LJ)

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

Recognition of Prior Learning (RPL)

Unit 2: Attend to simple customer service problems

LO (Learning outcome)		Criteria:-		Evidence Type				Evidence Ref Page number			
LO1 Attend to immediate customer service problems	1.1	ensure prompt response to customer service problems following organizational guidelines									
	1.2	find and solve customer service problems with sufficient authority									
	1.3	guide and work with others to solve customer service problems									
	1.4	ensure to inform customers of the actions being taken									
	1.5	check with customers that they are comfortable with the actions being taken									
	1.6	investigate and solve problems with service systems and procedures that might affect customers before they become aware of them									
	1.7	inform managers and colleagues of the steps taken to solve specific									

		problems										
LO2 Identify repeated customer service problems and options for solving them	2.1	recognise and review documents on repeated customer service problems										
	2.2	assess the options for dealing with a repeated customer service problem and consider the advantages and disadvantages of each option										
	2.3	review 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	ensure to obtain the approval of officer with sufficient authority 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	report the changes made and adjust them appropriately										

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

UNIT 06: COMPLIANCE WITH TRANSPORT REGULATORY REQUIREMENTS

Unit reference number: HTT-TA-003-L3

NSQ level: L3

Credit value: 3

Guided learning hours: 30

Unit Purpose:

To equip the candidate on the job with the knowledge and skills to enable compliance with operational tasks at 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)

Ensure compliance with transport regulatory requirements

LO (Learning outcome)		Criteria:-			Evidence Type			Evidence Ref Page number		
LO1 Identify needs and demands for transport	1.1	gather relevant data to plan recreation and tourism destination transport needs								
	1.2	Acquire necessary basic knowledge of the health, safety, legal, social, and ethical requirements								
	1.3	execute transport operations to the required standards								
	1.4	manage transport operations with attention to the legal, regulatory, ethical, and social requirements								
Comply with transport legal, regulatory, ethical, and social requirements	2.1	monitor the relevant legal, regulatory, ethical, and social requirements and the effect that they have on the area of responsibility								
	2.2	develop effective policies and procedures to make sure the organisation meets all the requirements								

	2.3	ensure that relevant people have a clear understanding of the policies and procedures										
	2.4	monitor the way policies and procedures are put into practice and provide support										
LO3 Meet transportation requirements	3.1	review and promote a climate of openness about meeting and not meeting transportation requirements										
	3.2	certify and correct any failures to meet the requirements										
	3.3	analyse reasons for not meeting requirements and adjust the policies and procedures to reduce the likelihood of failures in the future										
	3.4	assess full reports about any failures to meet the requirements to the relevant stakeholders										

Learners Signature:

Date:

Assessors Signature:

Date:

IQA Signature (if sampled)

Date:

EQA Signature (if sampled)

Date:

UNIT 07: OPERATE BUSINESS TRAVEL ACCOUNT

Unit reference number: HTT-TA-004-L3
NSQ level: L3
Credit value: 3
Guided learning hours: 30

Unit Purpose:

To assist the trainee with the required knowledge and competence to track and supply business travel information about 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)

Contribute to business travel account management

LO (Learning outcome)		Criteria:-	Evidence Type			Evidence Ref Page number		
LO1 Supply information on business travel usage	1.1	Gather travel-related information from relevant sources on a regular and frequent basis, using time and cost-effective methods						
	1.2	Carry out travel arrangements and costs accurately. Record and track against current travel policies						
	1.3	Sum up costs for the customers based on valid and accurate information						
	1.4	support and provide travel-related information and advice to the relevant person(s) accurate, current, and prompt manner, to assist in the updating of travel policies						
	1.5	Ensure accurate business travel usage information is supplied to						

		the relevant person(s) in the correct format at the time required										
LO2												
Ensure compliance customer with the travel policy	2.1	Support to ensure travellers established booking is accurate, complete, and current										
	2.2	compare the requested travel arrangements against the traveller's current profile and company travel policy before making any travel arrangements										
	2.3	Ensure any deviations from current policy are tactfully pointed out and the traveller is guided in gaining the necessary authorisation										
LO 3 Ensure travellers are aware of any current incentives that would enable them to keep within budget and or enjoy improved services	3.1	Ensure suitable and cost-effective alternative recommendations are made to enable them to keep within their budget and meet their requirements										
	3.2	Ensure travellers are aware of any current incentives that would enable them to keep within budget and or enjoy improved services										
	3.3	Assess and handle report on any infringements of travel policy to the relevant person(s) following the organization's procedures										

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

UNIT 08: PROMOTE LEISURE OPPORTUNITIES TO CUSTOMERS AND GROUPS

Unit reference number: HTT-TA-005-L3
NSQ level: L3
Credit value: 3
Guided learning hours: 30

Unit Purpose:

To equip the candidate with the knowledge and competence to raise awareness of the value of leisure activities and negotiate specific arrangements for leisure opportunities and activities

Unit assessment requirements/evidence requirements

Direct Observation (OBS)
 Question & Answer (QA)
 Witnesses Testimony (WT)
 Assignment (ASS)
 Personal Statement (PS)
 Reflective/Learning Journal (LJ)
 Work Product [(WP)]
 Recognition of Prior Learning (RPL)

LO (Learning Outcome)	Criteria:-		Evidence Type				Evidence Ref Page number	
LO1 Raise awareness of the value of leisure opportunities and activities for individuals	1.1	find out from the audience who may have an interest in leisure opportunities for individuals						
	1.2	Communicate with the identified audience to establish their current perceptions of and interest in the value of leisure activities for individuals or groups.						
	1.3	Present clear, accurate, and relevant information to the audience about the benefits that leisure activities can bring to individuals and groups.						
	1.4	Present clear, accurate, and relevant information to the audience about the impact of discrimination, oppression, and social exclusion on individuals and groups.						

	1.5	Present accurate and relevant information to the audience about ways of offering leisure opportunities and activities to individuals and groups.										
	1.6	initiate the opportunity to ask questions and confirm their understanding of the information provided										
	1.7	guide people to other appropriate sources of information when they need information and advice that is outside the expertise you provide										
	1.8	Report any challenges constructively about attitudes and behavior that are ill-informed, misguided, abusive, or discriminatory										
	1.9	Encourage people to become champions in the provision of leisure opportunities for individuals, supporting them in raising awareness for others										
	LO2 Negotiate the provision of leisure opportunities and activities for individuals											
	2.1	Report people who are suitable and able to provide leisure opportunities and activities.										
	2.2	profile people who can provide leisure opportunities and activities										
	2.3	Identify people to consider their capacity to offer leisure opportunities and activities to individuals and their duty to make any reasonable adjustments needed										

	2.4	identify and solveth the potential challenges, rewards, and any resources that will be required									
	2.5	assess the willingness and capacity of people and organisations to provide leisure opportunities and activities for individuals									
LO3 Support Monitoring the pr ovision of leisure opportunities and activities for customers	3.1	Support to monitor and agree with people and organisations who are willing to be offered leisure opportunities									
	3.3	Categorise the type of leisure opportunities and activities that can be offered, the number of individuals who can be catered to, and any reasonable restrictions on who may be offered the opportunities									
	3.4	interpret basic adjustments, including those that are legally required, that people and organisations will need to make									
	3.5	negotiate a common agreement on who will make the adjustments and how they will be resourced									
	3.6	Ensure all agreements are in writing									
	3.7	Follow appropriate actions to enable leisure opportunities and activities to be accessed									
	3.8	reports on processes and outcomes, within confidentiality agreements and according to legal and work-setting requirements									

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

UNIT 09: DISSEMINATE INFORMATION AND SELL TOURISM-RELATED PRODUCTS AND SERVICES

Unit reference number: HTT-TA-006-L3

NSQ level: L3

Credit value: 3

Guided learning hours: 30

Unit Purpose:

To equip the trainee with the knowledge and competence to disseminate information and sales of leisure, travel, and tourism products and services

Unit assessment requirements/evidence requirements

Direct Observation (OBS)

Question & Answer (QA)

Witnesses Testimony (WT)

Assignment (ASS)

Personal Statement (PS)

Reflective/Learning Journal (LJ)

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

Recognition of Prior Learning (RPL)

Unit : Disseminate Information and sell tourism-related products and services

LO (Learning outcome)	Criteria:-			Evidence Type			Evidence Ref Page number		
LO1 Promote features and benefits of tourism products and services	1.1	compare those features of tourism products and services that accurately match customers' needs							
	1.2	Explain to customers the benefits of tourist products to ensure clear, accurate generation of interest							
	1.3	provide customers the opportunities to fully discuss and explore features and benefits							
	1.4	provide relevant terms, conditions, and legal requirements relating to the sale							
	1.5	explain relevant terms and conditions connected to sales of tours to the customers							
LO2 Identify customers' requirements									
	2.1	review and provide suitable options of tourism products and services that best match the							

		customers' needs are identified and offered									
	2.2	apply opportunities to sell extra tourism products and services at a suitable time in the discussion with customers									
	2.3	provide offered alternatives relevant to customer request									
	2.4	monitor appropriate action taken where customers' queries cannot be answered									
LO3 Close sales											
	3.1	review customers' intention to buy at a suitable time in your discussion									
	3.2	monitor to ensure that customers are positively reassured following their buying choice									
	3.3	compile and provide extra tourism products and services to be sold									
	3.4	compare to ensure that the total cost of all products and services is given to customers									
	3.5	assess to ensure that the sale meets the organisation's procedures and legal requirements									

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

UNIT 010: CARRY OUT TRAVEL DOCUMENTATION MANUALLY AND ELECTRONICALLY

Unit reference number: HTT-TA- 007-L3

NSQ level: L3

Credit value: 3

Guided learning hours: 30

Unit Purpose:

To enable the trainee to acquire the necessary knowledge, skills, and competence to carry out necessary 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)

Carry out necessary travel documentation manually and electronically

LO (Learning outcome)		Criteria:-			Evidence Type			Evidence Ref Page number		
LO1 Receive and treat travel documentation	1.1	ensure welcoming of customers in an appropriate manner								
	1.2	enquire about customer's travel needs								
	1.3	monitor customer's request in relation to existing travel procedures								
	1.4	Meet the request for the customer's travel documentation								
	1.5	carry out the process for acceptability of travel documents using manual and electronic device								
	1.6	guide customers appropriately with organisation standards								
LO2 Assist customer in completing relevant documents										
	2.1	ensure collection of documents from customers to be processed								
	2.2	inspect recorded documents received for processing								

	2.3	ensure the provision of relevant documents for customer completion										
	2.4	guide customers to carry out document completion.										
	2.5											
	2.6											
LO3 Refer documents to appropriate officer the for action												
	3.1	ensure the document is forwarded to the appropriate office										
	3.2	inspect retrieved documents from the appropriate office upon completion										
	3.3	direct documents to the appropriate office										
	3.4	ensure received documents are recorded										

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

UNIT 011: CHECK-IN PASSENGERS AND VISITORS

Unit reference number: HTT-TA-008-L3

NSQ level: L3

Credit value: 3

Guided learning hours: 30

Unit Purpose:

To enable the candidate to acquire the knowledge, skills, and competence needed to check in and check 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
		1	2	3	4	
LO1 Receive and check in passengers or visitors manually and electronically	1.1	ensure passenger or visitor is welcome in a polite and friendly manner at all times				
	1.2	ensure passenger or visitor is dealt with in a polite and friendly way at all times				
	1.3	Take passengers through the process of documents for validity and applicability manually and electronically				
	1.4	Handle documentary discrepancies in line with your organisation's procedures				

	1.5	ensure the process of documents is in line with the organisation's procedures and Global best practice									
	1.6	Cross-check allocated seats, services, and facilities to passengers and visitors according to their requests, needs, and status									
	1.7	ensure provision of ticket and boarding information to passengers according to their needs									
	1.8	monitor to ensure that the information given to passengers is complete, accurate, relevant, and meets the organisation's requirements and best Global practice									
	1.9	ensure appropriate action to deal with passengers who are unfit or incapable of air, land, and water travel									
	1.10	assess passenger requests that are outside the knowledge or experience to the appropriate authority as soon as possible									

	1.1 1	monitor and report any safety or security concerns about passengers to the appropriate authority									
LO2 Receive and process passenger baggage	2.1	Analyse passengers security questions about baggage in line with the organisation's procedures									
	2.2	explain to passengers about regulations relating to carrying dangerous goods in line with the organisation's security safety procedures and Global best practices.									
	2.3	inspect and report unacceptable baggage in line with the organisation's procedures and Global best practices to the appropriate authority									
LO 3 Monitor implementation of excess baggage charges in line with your organisation's procedures	3.1	monitor weighing, labeling, and dispatch of passenger baggage in line with the organisation's procedures									
	3.2	monitor implementation of excess baggage charges in line with your organisation's procedures									

	3.3	assess and report security concerns relating to baggage to the appropriate authority										
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Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

UNIT 012: HAND OVER CUSTOMER SERVICE

Unit reference number:	HTT –TA- 009-L3
NSQ level:	L3
Credit value:	3
Guided learning hours:	30

Unit Purpose:

To equip the candidate with both the knowledge and skills of routinely assisting in checking effective completion of customer services activities.

Unit assessment requirements/evidence requirements

Direct Observation (OBS)
 Question & Answer (QA)
 Witnesses Testimony (WT)
 Assignment (ASS)
 Personal Statement (PS)
 Reflective/Learning Journal (LJ)
 Work Product [(WP) attached to OBS/WT]
 Recognition of Prior Learning (RPL)

Unit : Maintain customer service through effective handover

LO (Learning outcome)	Criteria:-			Evidence Type			Evidence Ref Page number
LO 1: Agree to joint responsibilities in a customer service team	1.1	monitor and assess services or products involved in delivering that rely on effective teamwork					
	1.2	monitor steps in the customer service delivery process that rely on the exchange of information between colleagues					
	1.3	inspect completion of customer services as agreed with colleagues when it is right to pass responsibility for completing action to another					
	1.4	reconfirm agreement with colleagues					

		on how information should be exchanged between one to complete a customer service action										
	1.5	inspect and ensure reminders are passed on to a responsible colleague for completing a customer service action										
LO2 Check customer service actions by working together 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 colleague due for completion										
	2.3	cross-check with colleagues on the outcome of their completing the customer service action as agreed										
LO 3 Ensure completion of the next customer service actions of colleagues not done and take actions as previously agreed	3.1	ensure completion of the next customer service actions of colleagues not done and take actions as previously agreed										
	3.2	work with colleagues to review the way in which customer service actions are shared										
	3.3	Explain how to ensure completion of the next customer service										

		actions of colleagues not done and take actions as previously agreed										
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Knowledge and understanding

Candidates on the job need to know and understand how to assist in ensuring that:

1. Recognise the organisation's customer service procedures for the services or products you are involved in delivering
2. Locate the appropriate colleagues to pass responsibility to for completing particular customer service actions
3. Ensure information is passed between colleagues effectively
4. Initiate ways to remind yourself of actions that need to be checked when you have passed on responsibility to a colleague
5. Recognise the importance of checking tactfully with a colleague whether they have completed the customer service actions you were expecting
6. Identify opportunities for contributing to the way customer service actions are shared in customer service processes

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

UNIT 013: ORGANISE SMALL SIZE EVENTS

Unit reference number: HTT-TA-010-L3

NSQ level: L3

Credit value: 3

Guided learning hours: 30

Unit Purpose:

To equip the trainee with the required knowledge, skills and competence to support in the routine event operations

Unit assessment requirements/evidence requirements

Direct Observation (OBS)

Question & Answer (QA)

Witnesses Testimony (WT)

Assignment (ASS)

Personal Statement (PS)

Reflective/Learning Journal (LJ)

Work Product [(WP)]

Recognition of Prior Learning (RPL)

Organize small size events

LO (Learning outcome)	Criteria:-			Evidence Type			Evidence Ref Page number		
LO1 Handle small size Events	1.1	follow the agreed plans for the event							
	1.2	identify all resources and personnel in place for a function							
	1.3	prepare for staff and personnel briefing							
	1.4	confirm authorisation for each stage of the event to take place							
LO 2 Support handling event arrangements	2.1	Support the work of key personnel and other stakeholders using effective communication							
	2.2	deal effectively with any problem that arises using the event							
	2.3	Support to ensure proper change is taken during the event to minimise disruption							
LO 3	3.1	review and keep all those involved in the event informed of							

Review and keep all those involved in the event informed of relevant developments		relevant developments									
	3.2	maintain required records on the event									
	3.3	Explain how to maintain required records on the event									

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

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

Unit reference number: HTT-TA- 011-L3

NSQ level: L3

Credit value: 4

Guided learning hours: 40

Unit Purpose:

To equip the trainee with the knowledge and skills in support of prospective tourists to choose their itinerary, book and process travel documents accordingly.

Unit assessment requirements/evidence requirements

Direct Observation (OBS)

Question & Answer (QA)

Witnesses Testimony (WT)

Assignment (ASS)

Personal Statement (PS)

Reflective/Learning Journal (LJ)

Work Product [(WP)]

Recognition of Prior Learning (RPL)

Unit : Support customers in choosing, booking, and processing leisure, travel, and tourism services.

LO (Learning outcome)		Criteria:-		Evidence Type					Evidence Ref Page number	
LO1 Support customers in identifying their product selection	1.1	ensure customers' travel services requirements are identified								
	1.2	recognise customers' needs.								
	1.3	calculate and add up the total costs of the travel arrangements								
	1.4	assess total sums of travel arrangements to customers.								
	1.5	recognise customers' acceptance of the proposed arrangements.								
	1.6	reconfirm customers' consent to record the necessary information.								
	1.7	inspect record of information promptly, accurately, and in the required format								
	1.8	ensure maintaining confidentiality of information.								
	1.9	Support the process and storage of information to meet organisational and legal requirements								

	1.10	handle objections to personal information being recorded to maintain good customer relations										
LO2 Support handling of travel services bookings and post-booking documentation	2.1	match travel services and any additional services accurately with agreed details										
	2.2	complete booking to meet organisation's procedures and other legal and regulatory requirements.										
	2.3	assess processing of all booking administration promptly, correctly and following own organisation's procedures.										
	2.4	monitor storage of booking information and documentation securely following your organisation's procedures and legal requirements.										
	2.5	reconfirm bookings' status to match the booked services.										
	2.6	certify issuance of correct booking documents to the relevant person(s).										
	2.7	assess and refer all matters outside work responsibilities or experience to the relevant person(s).										
	2.8											
LO3 Issue travel documents	3.1	review and ensure all documentation received matches the travel services booked.										
	3.2	monitor and identify any documentation discrepancies before issuance to customers.										
	3.3	inspect and complete 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		review all travel arrangements clearly to customers in a way they will understand.									
3.5		guide explanations to customers of their travel arrangements before they leave your premises.									
3.6		inspect completion of all customer records and pass such to the relevant person(s) promptly.									

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

UNIT 015: PROCESS TRAVEL AND TOURISM SERVICES PAYMENT

Unit reference number: HTT-TA-012-L3

NSQ level: L3

Credit value: 4

Guided learning hours: 40

Unit Purpose:

To acquaint the trainee with the different methods, processes of payments, and issuance of related documents.

Unit assessment requirements/evidence requirements

Direct Observation (OBS)

Question & Answer (QA)

Witnesses Testimony (WT)

Assignment (ASS)

Personal Statement (PS)

Reflective/Learning Journal (LJ)

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

Recognition of Prior Learning (RPL)

Process travel and tourism services payment

LO (Learning outcome)	Criteria:-			Evidence Type			Evidence Ref Page number		
LO1 Receive payments	1.1	monitor to ensure customers are aware of the amount to be paid							
	1.2	monitor to ensure customers are aware of the methods of payment that are acceptable and any charges or restrictions that may be attached							
	1.3	monitor to ensure the organisation's policies and procedures are followed regarding payment discrepancies, non-cash payments, transaction values, and limits							
	2.1	monitor to ensure that change is given for cash payments where necessary							
	2.2	monitor to maintain the security of cash and other payments							
	2.3	monitor to ensure correct procedures to maintain confidentiality of customers' purchases and payment information							
LO 2 monitor to ensure correct procedures to maintain confidentiality of customers' purchases and payment									

information												
LO 3												
Issue receipts and store payments	3.1	monitor to ensure all internal payment records are completed accurately and follow the organisation's procedures										
	3.2	monitor ensure that customers receive legible and accurate receipts										
	3.3	monitor to ensure all payments are stored securely and protected										
	3.4											

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

UNIT 016: SELL TRAVEL-RELATED PRODUCTS AND SERVICES

Unit reference numberHTT-TA-013-L3

NSQ level: L3

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	inspect to ensure travel and tourism products and services that best match the customer's needs								
	1.2	generate customer information, record, process, and store on books and computers to meet the organisation's procedures and legal requirements								
	1.3	monitor and identify any additional requirements of the customer								
	1.4	present customers with clear responses to queries, and solutions to issues								
	1.5	provide customers with clear and accurate 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	monitor and justify selling 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	monitor to ensure customers' objections are dealt with positively									
	2.5	Access relevant terms, conditions and legal requirements relating to sale clearly									
LO3 Close the sale	3.1	Seek customers' intention to buy tour service at a suitable time in the discussion									
	3.2	Carry out effective sales of extra travel and tourism products and services that are identified									
	3.3	monitor ensure the total cost of all products and services is given to customers									
	3.4	monitor to ensure any follow-up with customers complies with organisational and legal requirements									
	3.5	Secure and reassure customers by following their buying decision									

	3.6 Follow up and check the organisation's procedures and legal requirements in sales of tour products and services										
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Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

UNIT 017: PROVIDE TRAVEL GLOBAL DISTRIBUTION SYSTEM SERVICES (GDS)

Unit reference number HTT-TA-014-L3

NSQ level: L3

Credit value: 4

Guided learning hours: 40

Unit Purpose:

To acquire knowledge, understanding and skills of GDS fares associated with inventory on behalf of the air carrier. To gain an understanding and application of electronic ticketing to track passenger transportation. To get familiar with the multi-purpose document to interline accountable traffic documents, dates and prices

Unit assessment requirements/evidence requirements

Direct Observation (OBS)

Question & Answer (QA)

Witnesses Testimony (WT)

Assignment (ASS)

Personal Statement (PS)

Reflective/Learning Journal (LJ)

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

Recognition of Prior Learning (RPL)

LO (Learning outcome)	Criteria:-		Evidence Type					Evidence Ref Page number		
LO 1 Know and understand Global Distribution System (GDS)	1.1	Explain GDS								
	1.2	Describe how GDS is Helpful for a Smaller Travel and tourism Agency								
	1.3	Explain the Working of GDS in Travel								
	1.4	Explain the Evolution of GDS								
	1.5	Risk of Booking with GDS								
LO 2 Demonstrate ability to Construct Fares	2.1	Identify Air Fares								
	2.2	Generate and compute GDS Fare								
	2.3	Explain terminologies for Air Fare								
	2.4	Construct fares based on types of Journeys								
	2.5	Apply Fare Basis								
	2.6	Apply Steps of Fare Construction								
LO 3 Handle Electronic	3.1	Describe Electronic Ticket								
	3.1	Explain Coupon Status Indicators								

Ticketing	3.3	Handle Electronic Tickets									
	3.4	Write passenger Receipts									
	3.5	Identify and explain Form of Passenger Check-In									
	3.6	Handle Infant Ticketing									
	3.7	Access Passenger Departure Areas									
LO 4											
Carry out Electronic Miscellaneous Documentations (EMD)	4.1	Explain Purpose of EMD									
	4.2	Carry out Acceptance of the EMD									
	4.3	Provide Limitation of Value of the EMD									
	4.4	Apply Limitation of Display to Travel Agents									
	4.5	Handle Issuance of EMD									
	4.6	Apply Minimum Data Elements to be Shown in the EMD									
	4.7	Control handling of EMD									
LO 5	5.1	Explain the Purpose of MPD									
Complete Multi-Purpose Document (MPD)	5.2	General Conditions									
	5.3	Completion of the Automated MPD									
	5.4	Completion of the Manual MPD									
LO 6	6.1	Explain Issuance									
Issue Prepaid Ticket Advice (PTA)	6.2	Explain Refunds									
	6.3	Handle PTAs for Electronic Tickets									
	6.5	Complete MCO for a PTA									
	6.6	Handle Ticket Issued Against a PTA									
LO 7	7.1	DescribeEndorsements									
Changes to											

Passenger Tickets	7.2	Change Reservations									
	7.3	Change Routing After Carriage Has Commenced									
	7.4	Make monetary Entries									
	7.5	Recalculate fares using Procedures After Travel Has Commenced									
	7.6	Recalculate fares Caused by Rerouting									
	7.7	Process and Accept Credit Cards									
	7.8	Change Routing Before Carriage Commenced									
	7.9	Apply Reissue/Exchange Procedures From Paper to Electronic Ticket									
LO 8 Carry out Refunds services	8.1	Explain Refund Overview									
	8.2	Provide Agents Refund Voucher									
	8.3	Carry out MCO Refunds									
	8.4	Reroute and Refund in Case of Death									

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