



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

SUPERVISORY CADRE

SUPERVISOR TRAVEL AGENCY OPERATIONS

LEVEL 4

REVIEWED BY

HOSPITALITY & TOURISM SECTOR SKILLS COUNCIL OF NIGERIA (HTSSCN)

Federal Republic of Nigeria

27-28 AUGUST 2024

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) Abuja FCT	Member

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

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GENERAL INFORMATION

1.0 GENERAL INFORMATION

1.1 The NSQ Framework

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

1.2 Context and Goals

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

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

1.3 Vision of the Occupational Trade Standards

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

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

1.4 Aim of the Occupational Trade Standards

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

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

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

1.6 Validation of Occupational Standards

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

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

1.7 Enabling Learners with Special Needs

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

1.8 Promoting Lifelong Learning

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

1.9 Placement of Occupational Trade Standard on the NSQ

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

1.10 Method of Assessment

As validated by the Council, the assessment tasks and activities are designed to ensure that individual learners have the opportunity to demonstrate their achievement of different learning outcomes. One way of ensuring this is directly linking the assessment to the learning outcomes, making the purpose of the assessment clear and transparent, including to

individual learners. Assessment involves gathering, evaluating, analysing, and judging evidence to decide whether a learner has achieved the predefined learning outcomes. It relies on a broad range of formative and summative assessment tools and processes the former providing an insight into learner progress while the latter is rather more formal and provides evidence for future credits and awards upon achieving competencies on desired trade standards.

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

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

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

1.12 Assessment/Evidence Requirements for Occupational Trade Standards

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

Direct Observation (OBS)

Oral Question & Answer (OQA) for Skills based criteria

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

Witnesses Testimony (WT)

Assignment (ASS)

Personal Statement (PS)

Reflective/Learning Journal (LJ)

Work Product [(WP)

Recognition of Prior Learning (RPL)

SECTOR: HOSPITALITY TRAVEL AND TOURISM
OCCUPATIONAL TRADE: TRAVEL AGENCY OPERATIONS
CAREER PATH: SUPERVISOR TRAVEL AGENCY OPERATOR/AGENT/
ADVISOR
CADRE: SUPERVISORY
NSQ LEVEL: 4

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-L4	5	50
2.	Team Work Travel and Tourism Team	HTT-GP-002-L4	4	40
3.	Communicate in the work environment	HTT-GP-003-L4	40	40
OPTIONAL UNIT				
4	Supervise delivery of tour service by types	HTT-TS-001-L4	4	40
5	Monitor and solve customer service problems	HTT-TS-002-L4	4	40
6	Comply with the transport legal, regulatory, ethical and social requirements	HTT-TS-003-L4	4	40
7	Supervise promotion of leisure opportunities and activities for individuals and groups	HTT-TS-004-L4	4	40
8	Supervise processing of travel documents using manual and computer application	HTT-TS-005-L4	5	50
9	Supervise handling of travel documentation	HTT-TS-006-L4	5	50
10	Supervise use of manual and computer devices in checking-in passenger and visitors in air, land and water travel	HTT-TS-007-L4	5	50

11	Supervise customer hand-over service in air, land and water travels	HTT-TS-008-L4	4	40
12	Supervise execution of event	HTT-TS-009-L4	5	50
13	Apply IATA Global Distribution System (GDS) guide customer choose, book and process leisure, travel, hospitality and tourism services	HTT-TS-010-L4	5	50
14	Supervise processing of Travel and Tourism Services Payment	HTT-TS-011-L4	4	40
15	Supervise sale of travel and Tourism related products and services	HTT-TS-012-L4	4	40
16	Supervise Sorting out business travel accounts using manual and e-electronic devices	HTT-TS-013-L4	5	50
17	Provide GDS Services	HTT-TS-014-L4	4	40

Acronyms: **HTT=** Hospitality Travel and Tourism Sector

GP= General Practice

TS= Travel Tourism Supervisor **001=** Unit number **L4=** Level 4

UNIT 01: MAINTAIN SAFE, HYGIENIC AND SECURE WORKING ENVIRONMENT

Unit reference number: **HTT-GP- 001-L4**
NSQ level: **L4**
Credit value: **4**
Guided learning hours: **40**

Unit Purpose:

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

Evidences

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 wound treated by the appropriate and qualified person in the work place												
	1.4	Report illness and infection promptly to the appropriate persons.												
	1.5													
LO2 Know how to maintain personal														
	2.1	State responsibility under the health and safety Act as it relates												

	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:

UNIT02: TEAM WORK AT TRAVEL AND TOURISM TEAM

Unit reference number: **HTT GP 002-L4**
NSQ level: **L4**
Credit value: **2**
Guided learning hours: **20**

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)

Unit 15:

LO (Learning outcome)		Criteria:-	Evidence Type				Evidence Ref Page number			
LO1 Plan and organise team work routine	1.1	understand what is required for the work								
	1.2	Adhere to instructions accurately								
	1.3	plan and organize task 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										
	2.1	support team members when necessary								

UNIT 03: COMMUNICATE AT WORK ENVIRONMENT

Unit reference number: **HTT-GP 003-L4**
NSQ level: **L4**
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' need in work environment.

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 Demonstrate skills in Information recording and reporting	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.									
LO2											

Carry Information Delivery	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 task relating to work routine									
	2.5	Ability to communicate in one local and one internal lang.									
LO3 Demonstrate skills in communication gadgets usage	3.1	Knowledge of different type of comm. gadgets									
	3.2	Use codes of communication in conveying information as specified									
	3.3	Select appropriate communication gadget for a specific information									
	3.4	Identify and apply different channels of communication									
LO4 Demonstrate skills to 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 Demonstrate skills in produce, Retrieve and process 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

UNIT04: SUPERVISE DELIVERY OF TOURS

Unit reference number: **HTT-TS-001-L4**
NSQ level: **L4**
Credit value: **4**
Guided learning hours: **40**

Unit Purpose:

To equip the trainee Supervisor on the job with the required skills and competence to professionally plan, organize and manage the delivery of local tour

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 Supervise execution of organize tour	1.1	Supervise execution of tour in accordance with agreed terms.								
	1.2	ensure compliance with programme and timing agreed between the organiser and suppliers								
	1.3	Monitor recording of tour sales activities using the electronic system application								
LO 2 Exhibit skills in delivery of a tour	2.1	supervise delivery of services standards and quality agreed								
	2.2	issue relevant, clear and accurate information to customers at key points throughout the tour								
	2.3	Ensure effective implementation of contingency arrangements								

UNIT05: MONITOR AND SOLVE CUSTOMER SERVICE PROBLEMS

Unit reference number: HTT-TS -002-L4

NSQ level: L4

Credit value: 4

Guided learning hours: 40

Unit Purpose:

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

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)

Monitor and solve customer service problems

LO (Learning outcome)		Criteria:-	Evidence Type				Evidence Ref Page number			
LO1 Solve immediate customer service problems	1.1	ensure prompt response to customer service problems following organisational guidelines								
	1.2	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								

[illegible]

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

UNIT 06: COMPLY WITH THE TRANSPORT LEGAL, REGULATORY, ETHICAL AND SOCIAL REQUIREMENTS

Unit reference number: **HTT-TS-003-L4**
NSQ level: **L4**
Credit value: **4**
Guided learning hours: **40**

Purpose:

To equip the Supervisory candidate on the job with the knowledge and skills to ensure compliance with operational tasks at workplace

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 Plan, organise, coordinate, execute and supervise tour operations	1.1	gather relevant data to plan recreation and tourism destination transport needs												
	1.2	ensure necessary basic knowledge of the health, safety, legal, social and ethical requirements are observed												
	1.3	Supervise transport operations in the required standards												
	1.4	Supervise transport operations with attention on the legal, regulatory , ethical and social requirements												
LO2 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 area of responsibility												
	2.2	Ensure adherence to policies and procedures to make sure the organisation meets all the necessary requirements												

LO3 implement transport regulations	2.3	ensure that relevant people have clear understanding of the policies and procedures											
	2.4	monitor the way policies and procedures are put into practice and provide support											
	2.5	Report any policy observation challenge to the Manager											
	3.1	review and promote a climate of openness about meeting and not meeting the 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											
	3.5	supervise operations (registration, keeping records, etc.)											

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

UNIT 07: PROMOTE LEISURE OPPORTUNITIES AND ACTIVITIES FOR INDIVIDUAL AND GROUPS

Unit reference number: **HTT-TS-004-L4**
NSQ level: **L4**
Credit value: **4**
Guided learning hours: **40**

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

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)

Support promote leisure opportunities and activities for individuals

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	review and 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	verify to present clear, accurate and relevant information to the audience about the benefits that leisure activities can bring to individuals and groups.								

	1.4	execute presentation of clear, accurate and relevant information to the audience about the impact of discrimination, oppression and social exclusion on individuals and groups.									
	1.5	execute clear presentation of 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 and organisations to other appropriate sources of information when they need information and advice that is outside the expertise to provide									
	1.8	assess challenge constructively in relation to attitudes and behaviour which are ill informed, misguided, abusive or discriminatory									
	1.9	support people and organisations to become champions in the provision of leisure opportunities for individuals, supporting them to raise the awareness for others									
LO2											
Negotiate the provision of leisure opportunities and activities for individuals	2.1	locate people and organisations who are suitable and able to provide leisure opportunities and activities.									
	2.2	explain the role and responsibilities to people and organisations who can provide leisure opportunities and activities									

	2.3	Make adjustment on people and organisations based on their capacity to offer leisure opportunities and activities to individuals and their duty to make any reasonable adjustments needed								
	2.4	analyse with those involved the potential challenges, rewards and any resources which will be required								
	2.5	assess the willingness and capacity of people and organisations to provide leisure opportunities and activities for individuals								
LO3 Monitor the provision of leisure opportunities and activities for individuals	3.1	monitor and agree with people and organisations who are willing to be offered leisure opportunities								
	3.3	categories the type of leisure opportunities and activities that can be offered, the number of individuals who can be catered for and any reasonable restrictions on who may be offered the opportunities								
	3.4	interpret any adjustments, including those that are legally required, that people and organisations will need to make								
	3.5	negotiate agreement on who will make the adjustments and how they will be resourced								
	3.6	assess and confirm all agreements in writing								
	3.7	review appropriate actions to enable the leisure opportunities and activities to be accessed								

	3.8	inspect records and reports on processes and outcomes, within confidentiality agreements and according to legal and work setting requirements								
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Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

UNIT 08: SUPERVISE PROCESSING OF TRAVEL INFORMATION DOCUMENTS USING MANUAL AND COMPUTER APPLICATION

Unit reference number: **HTT-TS-005-L4**

NSQ level: **L4**

Credit value: **5**

Guided learning hours: **50**

Purpose:

To equip the trainee Supervisor with the knowledge and competence to process travel Information documents using manual and computer application

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)

Supervise process of travel Information documents using manual and computer application

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

requirements		that best match the customers' needs are identified and offered									
	2.2	Support opportunities to sell extra tourism products and services at a suitable time in the discussion with customers									
	2.3	offer alternatives relevant to customer travel request									
	2.4	take appropriate action taken where customers' queries cannot be answered									
LO3 Demonstrate skills to close travel sales with customer											
	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									
LO 4 Demonstrate understanding and skills in processing electronic travel document	4.1	Identify electronic travel documents processed in air, land and water travels and transport									
	4.2	Carry out processing of e-passport									
	4.3	Carry out process of e-visa									
	4.4	generate visa information management system									
	4.5	Initiate Electronic travel authorization									
	4.6	-Initiate									
LO5 Supervise Handling of visa application											
	5.1	Initiate Case management system									
		Booking and scheduling system									
	5.2	Review document and receipt									
	5.3	Data input validation and transfer									

and processing solution	5.5	Collect biometric, validation and transfer											
	5.6	Payment and transfer system											
LO6 Supervise handling of e-Passport documentati on	6.1	Identify passport document											
	6.2	Supervise document collection											
	6.3	Supervise delivery of passport document											
	6.4	Verify document											
	6.5	Facilitate interview documentation											
	6.6	Assess Health documentation											
	6.6	Facilitate DNA test											

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

UNIT 09: SUPERVISE HANDLING OF TRAVEL DOCUMENTATION

Reference number: **HTT-TS- 006-L4**
NSQ level: **L4**
Credit value: **5**
Guided learning hours: **50**

Purpose:

To enable the trainee acquire the necessary knowledge, skills and competence to supervise carrying out of necessary travel documentation.

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 treat travel documentation	1.1	supervise welcoming of customer in appropriate manner												
	1.2	Collate details of customer's travel needs												
	1.3	monitor customer's request in relation to existing travel procedures												
	1.4	ensure customer gets travel documentations in request												
	1.5	supervise process for acceptability of travel documents												
	1.6	Supervise guides directed to customer is appropriate with organisation standards												
LO2 Supervise completion of relevant documents for travel customer														
	2.1	supervise collection of documents from customer to be processed												
	2.2	inspect recorded documents received for processing												
	2.3	ensure provision of relevant documents for customer completion												
	2.4	Ensure customer carry out appropriate document												

**UNIT 010: SUPERVISE USE OF MANUAL AND COMPUTER DEVICES IN CHECKING-IN
PASSENGER AND VISITORS IN AIR, LAND AND WATER TRAVEL**

Reference number: HTT-TS-007-L4

NSQ level: L4

Credit value: 5

Guided learning hours: 50 GLH

Purpose:

To enable the candidate to acquire the knowledge, skills and competence needed to supervise check-in and check-out passengers and visitors at travel and tourism terminals and entry points

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)

Checking-in passengers and visitors

LO (Learning outcome)		Criteria:-	Evidence Type				Evidence Ref Page number			
LO1 Receive and check in passenger or visitor	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 passenger through process of documents for validity and applicability								
	1.4	Supervise Handling of documentary discrepancies in line with your organisation's procedures								
	1.5	monitor and ensure process of documents in line with the organisation's procedures and Global best practice								
	1.6	Review 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	monitor to ensure appropriate action to deal with passengers who are unfit or incapable of air travel									
	1.10	Make sure passenger requests which are outside the knowledge or experience to appropriate authority as soon as possible									
	1.11	monitor and report any safety or security concerns about passengers to the appropriate authority									
LO2 Supervise Receiving and processing of passenger baggage											
	2.1	Supervise taking of passengers through 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 practice.									
	2.3	Supervise inspection and report of unacceptable baggage in line with the organisation's procedures and Global best									

UNIT 011: SUPERVISE CUSTOMER HAND-OVER SERVICE IN AIR, LAND AND WATER TRAVELS

Reference number: HTT-TS- 008-L4
NSQ level: L4
Credit value: 4
Guided learning hours: 40

Purpose:

To equip the candidate with both the knowledge and skills of routinely supervising effective checking-ins and completion of customer services activities.

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 customer service through effective handover

LO (Learning outcome) Criteria:-			Evidence Type				Evidence Ref Page number			
LO 1: Organise joint responsibilities in a customer service team	1.1	initiate services or products delivering that rely on effective teamwork								
	1.2	observe steps in the customer service delivery process that rely on exchange of information between colleagues								
	1.3	Supervise completion of customer services as agreed with colleagues r--esponsibility for completing action to another								
	1.4	reconfirm agreement with colleagues how information should be exchanged between one to complete a customer service action								
	1.5	inspect and ensure reminders are passed on responsibility colleague for completing a customer service action								
LO2 Check customer service actions	2.1	assess and ensure use of reminders to identify when to check that a customer service action has been completed								

through working together with colleagues LO 3 supervise work with colleagues to review the way in which customer service actions are shared	2.2	ensure identification of all details of customer service actions with colleague due for completion									
	2.3	monitor and cross-check with colleague on the outcome of their completing the customer service action as agreed									
	3.1	monitor and ensure completion of the next customer service actions of colleagues not done and take actions as previously agreed									
	3.2	Explain how to work with colleagues to review the way in which customer service actions are shared									
	3.3	supervise work with colleagues to review the way in which customer service actions are shared									

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

UNIT 012: SUPERVISE EXECUTION OF AN EVENT

Unit reference number: HTT-TS-009-L4
NSQ level: L4
Credit value: 5
Guided learning hours: 50

Unit Purpose:

To equip the trainee with the required knowledge, skills and competence to supervise routine operations 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)

Supervise effective execution of an event

LO (Learning outcome)			Criteria:-				Evidence Type				Evidence Ref Page number			
LO1 Stage management function	1.1	Supervise implementation of agreed plans for the event												
	1.2	Inspect all resources, personnel in place in readiness for a function												
	1.3	monitor preparation for staff and personnel briefing												
LO 2 Supervise the running of event and deal effectively with any problem that arise using the risk management plan	2.1	confirm authorisation for each stage of the event to take place												
	2.2	supervise the work of key personnel and other stakeholders throughout the event, using effective communication												
	2.3	supervise the running of event and deal effectively with any problem that arise using the risk management plans												
LO 3	3.1	Observe changes during the event to minimise disruption												

Observe changes during the event to minimise disruption	3.2	review and keep all those involved in the event and informed of relevant developments								
	3.3	assess and maintain required records on the event								

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

**UNIT 013: APPLY IATA GLOBAL DISTRIBUTION SYSTEM (GDS) TO GUIDE CUSTOMER
CHOOSE, BOOK AND PROCESS LEISURE, TRAVEL, HOSPITALITY AND TOURISM SERVICES**

Unit reference number: **HTT-TS- 010-L4**
NSQ level: **L4**
Credit value: **5**
Guided learning hours: **50**

Unit Purpose:

To equip the trainee with the knowledge and skills in helping 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) attached to OBS/WT]
 Recognition of Prior Learning (RPL)

**Apply IATA Global Distribution System (GDS) to guide customer choose, book and process
leisure, travel, hospitality and tourism services**

LO (Learning outcome)		Criteria:-	Evidence Type				Evidence Ref Page number			
LO1 Help customers in identify their product selection	1.1	monitor and supervise identification of customers' travel services requirements								
	1.2	Maintain recognition of customers' needs.								
	1.3	cross check passenger calculations and add up total costs of the travel arrangements								
	1.4	monitor total of travel arrangement customers								
	1.5	recognise customers' acceptance of the proposed arrangements.								
	1.6	reconfirm customers' consent to record the necessary information.								
	1.7	Supervise and inspect record of information promptly, accurately and in the required format								
	1.8	ensure maintaining of confidentiality of information.								

	1.9	inspect process and store information to meet organisational and legal requirements									
	1.10	review and handle objections to personal information being recorded to maintain good customer relations									
LO2 Travel services bookings and process post- booking documentation											
	2.1	assess and match travel services and any additional services accurately with agreed details									
	2.2	inspect completion of 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 matches 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 of travel documentation											
	3.1	ensure all documentation received matches the travel services booked.									
	3.2	identify any documentation discrepancies before issuance to customers.									
	3.3	inspect and complete accurately									

UNIT 014: SUPERVISE PROCESSING OF TRAVEL AND TOURISM SERVICES PAYMENT

Unit reference number: **HTT TS-011-L4**
NSQ level: **L4**
Credit value: **4**
Guided learning hours: **40**

Unit Purpose:

To acquaint the trainee with the supervisory role processing payments methods 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	ensure customers are aware of the amount to be paid								
	1.2	Inform customers of the methods of payment that are acceptable and any charges or restrictions that any 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								
	1.4	monitor to ensure that change is given for cash payments where necessary								
	1.5	monitor to maintain the security of cash and other payments								
	1.6	monitor to ensure correct procedures to maintain confidentiality of customers' purchases and payment information								

[illegible]

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

UNIT 015: SUPERVISE SALE OF TRAVEL AND TOURISM RELATED PRODUCTS AND SERVICES

Unit reference number: HTT-TS-012-L4
NSQ level: L4
Credit value: 4
Guided learning hours: 40

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)

Supervise Sell travel-related products and services

LO (Learning outcome)			Criteria:-				Evidence Type				Evidence Ref Page number			
LO1 Supervise attendance to customers' travel and tourism needs	1.1	Supervise the delivery of travel and tourism products and services that best match the customer's needs												
	1.2	Collate customer information, record, process, and store on books and computers to meet the organisation's procedures and legal requirements												
	1.3	monitor any additional requirements of the customer												
	1.4	Respond to customers' queries, and give solutions to issues												
	1.5	Monitor information issued on travel and tourism services, costs, legal requirements, and additional services at the close of the sale												

LO2 Supervise promotion activities on travel tourism features and benefits												
	2.1	supervise sales to customers on travel and tourism services that match their needs and are in line with organisational policies										
	2.2	Create awareness of the benefits of travel services to generate further interest from the customer										
	2.3	offer opportunities for customers to fully discuss and explore features and benefits										
	2.4	Deal with customers' objections positively										
	2.5	Ensure customer's access to relevant terms, conditions, and legal requirements relating to sales clearly										
LO3 Close sales on leisure travel and tourism services												
	3.1	Engage customers' attention 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	ensure the total cost of all products and services is given to customers										
	3.4	monitor operations 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 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 016: SUPERVISE SORTING OUT OF BUSINESS TRAVEL ACCOUNTS USING MANUAL AND E-ELECTRONIC DEVICES

Unit reference number: **HTT-TS-013-L4**
NSQ level: **L4**
Credit value: **5**
Guided learning hours: **50**

Purpose:

To assist the trainee Supervisor with the required knowledge and skills competence to track and ensure supply of business travel information in relation to usage and costs against agreed travel policies

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 : Supervise sorting out business travel accounts using manual and e-electronic devices

LO (Learning outcome)			Criteria:-				Evidence Type				Evidence Ref Page number			
LO1 Supervise supply of information on business travel usage	1.1	gathered travel-related information from relevant internet/manual sources on a regular and frequent basis, using time and cost-effective methods												
	1.2	supervise travel arrangements and costs accurately recorded and tracked against agreed current travel policies												
	1.3	Monitor cost control for the customers based on valid and accurate information												
	1.4	supervise travel-related information supply and advice to the relevant person(s) in accurate, current and prompt manner to												

		assist the updating of travel fares policies											
	1.5	Apply manual and e-electronic sources to monitor and supply of accurate business travel usage information supplied to the relevant person(s) in the correct format at the time required											
LO2													
Supervise adherence to travel policy observance	2.1	monitor to ensure profile of the traveller established with the travel booking personnel 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	investigate any deviations from current policy are tactfully pointed out and the traveller is guided in gaining the necessary authorization											
	2.4	rectify suitable and cost effective alternative recommendations are made to enable them to keep within their budget and meet their requirements											
	2.5	monitor to ensure travellers are aware of any current incentives that would enable them to keep within budget and or enjoy improved services											
	2.6	handle report on any infringements of travel policy to the relevant person(s) following the organization's procedures Report more serious problems to											
LO3		Identify sources of suitable travel account information											

[illegible]

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

UNIT 017: HANDLE GLOBAL DISTRIBUTION SYSTEM SERVICES (GDS)

Unit reference number **HTT-TS-014-L4**

NSQ level: **L4**

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 Handle Global Distribution System (GDS)	1.1	Explain GDS												
		Describe GDS services in Smaller Travel and Tourism Agency												
		Explain the Working of GDS in Travel to junior operatives												
		Explain the Evolution of GDS to junior operatives												
		Handle the Risk of Booking with GDS												
LO 2 Supervise Construction of Fares	2.1	Ensure the Air Fares application meets the conditions												
		Supervise generation and computation of GDS Fare												
		Explain terminologies for Air Fare to junior operatives												
		Construct fares based on types of Journeys												
		Apply Fare Basis												
		Apply Steps of Fare Construction												
LO 3	3.1	Describe Electronic Ticket												

LO 7 Supervise Changes to Passenger Tickets	7.1	Describe Endorsements											
		Change Reservations											
		Change Routing After Carriage Has Commenced											
		Make monetary Entries											
		Recalculate fares using Procedures After Travel Has Commenced											
		Recalculate fares Caused by Rerouting											
		Process and Accept Credit Cards											
		Change Routing Before Carriage Commenced											
		Apply Reissue/Exchange Procedures From Paper to Electronic Ticket											
LO 8 Supervise Refunds services	8.1	Explain Refund Overview											
		Provide Agents Refund Voucher											
		Carry out MCO Refunds											
		Reroute and Refund in Case of Death											

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