



Federal Ministry of Education



Regulatory Body



Sector Skills Council

NIGERIA SKILLS QUALIFICATION FRAMEWORK

NATIONAL OCCUPATIONAL STANDARDS FOR HOSPITALITY TRAVEL AND TOURISM SECTOR

TRAVEL AND TOURISM TRADE

MASTARCRAFT CADRE

TRAVEL AND TOURISM SERVICE 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 qualifications 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 is not strong
- lack of consistency in qualifications
- absence of a system for comparing qualifications to each other
- pathways of progression between qualifications is unclear
- value of qualifications to employers and learners is unclear
- update the original standards with new 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 and 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 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, process and roles of validators are defined and transparent.

As a matter of policy, a Validation Panel of practising employers, professional experts and educators/trainers ensure that each occupational standards meet the Validation Standards which 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 creates the environment that enables learners with special needs to be integrated into the education and training systems and recognizing 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 develop 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 are 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 Training Provider/ roles and responsibilities in the 'Qualification Placement' process are clear, transparent and the arrangements for placing occupational trade standard 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 assessment clear and transparent, including to individual learners. Assessment involves gathering, evaluating, analysing and judging

evidence in order 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 competences on desired trade standards.

In the course of training, assessment often relies on the use of a number of 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 is 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 of generating evidences are 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 AND TOURISM
CADRE: MASTERCRAFT
CAREER PATH: TRAVEL AND TOURISM SERVICE ADVISOR
NSQ LEVEL: 3 STANDARDS AND CREDIT LOAD

S/N	UNIT TITLE	UNIT REFERENCE NUMBER	CREDIT VALUE	GUIDED LEARNING HOURS
Mandatory Units				
1.	Maintain safe, hygiene and secure environment	HTT-GP-001-L3	3	30
2.	Communicate in work environment	HTT-GP-002-L3	4	40
3.	Team Work travel and Tourism Team	HTT-GP-003-L3	3	30
Optional Units				
4	Delivery local tours	HTT-LS-001-L3	4	30
5	Solve basic customer service problems	HTT-LS-002-L3	3	30
6	Comply with the transport legal, regulatory, ethical and social requirements	HTT-LS-003-L3	3	30
7	Manage simple business travel account	HTT-LS-004-L3	3	30
8	Promote leisure opportunities and activities for individuals and groups	HTT-LS-005-L3	4	40
9	Disseminate information and sell tourism related products and services	HTT-LS-006-L3	3	30
10	Carryout travel documentation	HTT-LS-007-L3	3	30
11	Check-in passenger and visitors	HTT-LS-008-L3	4	40
12	Hand over customer services	HTT-LS-009-L3	3	30
13	Organise Small Size Events	HTT-LS-010-L3	3	30

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 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)

Unit01: Maintain a safe, hygienic and secure working environment

[illegible]

[illegible]

	4.5	Identify risk elements in 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 follow due procedures.									
		Follow procedures of raising awareness of hazards									
LO 5: Emergency procedures	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 is 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 emergencies procedures in particular fire and how these are important to be followed									
	5.6	State the possible causes for 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' need in work environment..

Unit assessment requirements/evidence requirements

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

Unit 02:

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								

[illegible]

process leisure travel and tourism information		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: TEAM WORK 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)

Unit 03: Work effectively as part of a Travel, Leisure and Tourism Team

[illegible]

[illegible]

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

UNIT 04: CONDUCT LOCAL TOURS

Unit reference number: HTT-LS-001-L3

NSQ level: L3

Credit value: 4

Guided learning hours: 30

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)

Unit 4:

LO (Learning outcome)			Criteria:-	Evidence Type				Evidence Ref Page number
LO1 Guide local tour	1.1	Guide tour in accordance with agreed terms.						
	1.2	Ensure compliance with programme and timing agreed between the organiser and suppliers						
	1.3	Commence and complete recording of tour sales activities using the electronic system application						
LO 2 Delivery local tour	2.1	Carryout 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	Implement contingency arrangements when necessary						
	2.4	Handle any unforeseen events to minimise disruption and reassure customers						
	2.5	Maintain goodwill of external suppliers and customers' positive image of the organiser						

[illegible]

UNIT 05: ATTEND TO SIMPLE CUSTOMER SERVICE PROBLEMS

Unit Purpose:

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

Unit assessment requirements/evidence requirements

Direct Observation (OBS)

Question & Answer (QA)

Witnesses Testimony (WT)

Assignment (ASS)

Personal Statement (PS)

Reflective/Learning Journal (LJ)

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

Recognition of Prior Learning (RPL)

Unit 05: 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 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								
LO2 Identify repeated customer service problems and options for solving them										
	2.1	Recognise and review documents repeated customer service problems								
	2.2	Assess the options for dealing with a repeated customer service								

- 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)

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)

[illegible][illegible]

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-LS-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 in relation to usage and costs against agreed travel policies

Unit assessment requirements/evidence requirements

Direct Observation (OBS)

Question & Answer (QA)

Witnesses Testimony (WT)

Assignment (ASS)

Personal Statement (PS)

Reflective/Learning Journal (LJ)

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

Recognition of Prior Learning (RPL)

Unit 7: Contribute to business travel account management

Unit 7: 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	Gathered travel-related information from relevant sources-on a regular and frequent basis, using time and cost-effective methods										
	1.2	Carried out travel arrangements and costs accurately recorded and tracked against agreed current travel policies										
	1.3	Sum up costs for the customers based on valid and accurate information										
	1.4	Support provide travel-related information and advice to the relevant person(s) in accurate, current and prompt manner to assist the updating of travel policies										
	1.5	Supply of accurate business travel usage information supplied to the relevant person(s) in the correct format at the time required										
LO2												
Assist ensure	2.1	Support to ensure travellers established booking is accurate,										

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)

Unit 08:

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.								

	2.5	Assess the willingness and capacity of people and organisation's to provide leisure opportunities and activities for individuals										
LO3 Support Monitor provision 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	Support to 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 basic adjustments, including those that are legally required, that people and organisations will need to make										
	3.5	Negotiate common agreement on who will make the adjustments and how they will be resourced										
	3.6	Ensure all agreements in writing										
	3.7	Follow appropriate actions to enable the 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-LS-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 9: Disseminate Information and sell tourism-related products and services

Unit 5: 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 customer the benefits of tourist product to ensure clear, accurate generation of interest							
	1.3	Provide customers the opportunities to fully discuss and explore features and benefits							
	1.4	Provide clearly relevant terms, conditions and legal requirements relating to sale							
	1.5	Explain relevant terms and conditions connected to sales of tour 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 10: CARRY OUT TRAVEL DOCUMENTATION MANUALLY AND ELECTRONICALLY

Unit reference number: **HTT-LS- 007-L3**
 NSQ level: **L3**
 Credit value: **3**
 Guided learning hours: **30**

Unit Purpose:

To enable the trainee 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)

Unit 10: carry out necessary travel documentation manually and electronically

Unit 10: 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 customer in appropriate manner									
	1.2	Enquire customer's travel needs									
	1.3	Monitor customer's request in relation to existing travel procedures									
	1.4	Meet request of customer's travel documentations									
	1.5	Carry out process for acceptability of travel documents using manual and electronic device									
	1.6	Guide customer appropriately with organisation standards									
LO2 Assist customer to complete relevant documents											
	2.1	Ensure 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	Guide customer to carry out document completion.									
	2.5										
	2.6										
LO3 Refer documents to appropriate officer for action											
	3.1	Ensure document is forwarded to appropriate office									
	3.2	Inspect retrieved documents from appropriate office upon									

		completion											
	3.3	Direct documents to 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 11:CHECK-IN PASSENGERS AND VISITORS

Unit reference number: **HTT-LS-008-L3**
 NSQ level: **L3**
 Credit value: **3**
 Guided learning hours: **30hrs**

Unit Purpose:

To enable the candidate to acquire the knowledge, skills and competence needed to check-in and check-out 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)

Unit 11:

LO (Learning outcome)		Criteria:-	Evidence Type				Evidence Ref Page number			
LO1 Receive and check in passenger 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 passenger through 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 process of documents 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 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 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 practice.								
	2.3	Inspect and report unacceptable baggage in line with the organisation's procedures and Global best practice to the appropriate authority								
	2.4	Monitor weigh, label and dispatch of passenger baggage in line with the organisation's procedures								

	2.5	Monitor implementation of excess baggage charges in line with your organisation's procedures									
	2.6	Assess and report security concerns relating to baggage to the appropriate authority									

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

UNIT 12: HAND OVER CUSTOMER SERVICE

Unit reference number: **HTT –LS- 009-L3**
NSQ level: **L3**
Credit value: **3**

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

- 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)

[illegible]

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

- 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)

[illegible]

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