

The page features a decorative graphic consisting of three overlapping blue circles of varying sizes, arranged in a diagonal line from the top right to the bottom right. The circles are composed of concentric layers of different shades of blue. Two thin, light blue lines intersect at the top left and extend diagonally across the page, framing the circles.

Qualification Pack

Job Profile: Tour Guide

QUALIFICATIONS PACK –TOUR GUIDE

OCCUPATIONAL STANDARDS FOR TRAVEL AND TOURISM

About Travel and Tourism Industry

Tourism is the largest industry of the world. It is the sum of the phenomenon and relationship arising from travel and stay of non-residents in so far as they do not lend to permanent residence

Tourism is probably the first largest foreign exchange earner and therefore has unprecedented multiplier effect on development and economic change. Tourism singly can solve our balance of payment problem as witnessed and recorded in the case of several countries of Asia-Pacific. It is a fast emerging and developing industry, which has probably no match in the Indian industrial scenario.

Tourism is the only subject which can provide complete knowledge of our great country i.e. our culture, traditions, our social history, hidden treasures of our country (natural beauty, monuments, places of pilgrimages etc.), development scenario and aspirations. Tourism is the pass out for international understanding, peace and prosperity

Tourism in India is a large industry. The World Travel and Tourism Council calculated that tourism generated \$121 billion or 6.4% of the nation's GDP in 2011. It was responsible for 39.3 million jobs, 7.9% of its total employment. The GDP of the tourism sector has expanded 229% between 1990 and 2011. The sector is predicted to grow at an average annual rate of 7.7% in the next decade. In a 2011 forecast the World Travel and Tourism Council predicted the annual growth to be 8.8% between 2011 and 2021. This gave India the fifth rank among countries with the fastest growing tourism industry. India has a large medical tourism sector which is expected to grow at an estimated rate of 30% annually to reach about 9,500 crore by 2015.

According to provisional statistics 6.29 million foreign tourists arrived in India in 2011, an increase of 8,9% from 5.78 million in 2010. This ranks India as the 38th country in the world in terms of foreign tourist arrivals. Domestic tourist visits to all states and Union Territories numbered 850.86 million. Domestic tourists visited the states Uttar Pradesh, Andhra Pradesh and Tamil Nadu most frequently. Chennai, Delhi, Mumbai and Agra have been the four most visited cities of India by foreign tourists during the year 2011. Worldwide,

Chennai is ranked 41 by the number of foreign tourists, while Delhi is ranked at 50, Mumbai at 57 and Agra at 65.

Tourism has the largest potential for employment as compare to other sectors directly and indirectly. A balanced vocational oriented education to students is the need of the hour to satisfy the ever increasing demand of the modern tourism because at present tourism potential is very high and fast. Nature has gifted India with natural beauty, hill stations and the unique culture. The richness of our past with great landmark monuments and breathtaking scenic beauty are more important than the legendary Indian Hospitality which a tourist is bound to get. CBSE has taken a much desired step to meet this challenge in right direction by framing a curriculum for tourism education at the +2 stage.

ABOUT OCCUPATIONAL STANDARDS:

What are Occupational Standards?

Essentially National Occupational Standards (NOS) are benchmarks of good practice. They specify the standard of performance an individual must achieve when carrying out a function in the workplace, together with the relevant underpinning knowledge and understanding.

How they are used?

Occupational Standards (OS) are often used to inform the content of qualifications and training programmes. However, they can also be used for all types of human resource management and development, for example:

- Workforce planning
- Performance appraisal and development systems
- Job descriptions
- Workplace coaching
- Reflective practice and continuing professional development.

SECTOR: Hospitality

SUB-SECTOR: Travel and Tourism

OCCUPATION: Tour Guide

REFERENCE ID: TTS/002

Brief Job Description: *As a tour guide, the job will involve introducing tourists to the unique and popular attractions, such as historical monuments, botanical gardens, Parks, museums, art galleries and other areas of cultural interest. If you enter this profession, your primary responsibilities will include planning and organising tours around a certain area of interest. As a tour guide, you will play the role of a cultural ambassador, offering commentary and interesting information, which will allow visitors to fully experience and enjoy the social, cultural and historical highlights of the place. Most guides work as a freelancer, but you can also be registered with a local, regional or national tourism regulation board. Some tour guides are also employed by licensed tour operators, travel guide companies, the National Trust and local councils.*

Personal Attributes: *This job requires individuals to have patience, and confidence. The work ethics characterized by dedication and persistence and the ability to deal tactfully with Tourists/Visitors and keeping the tourists engaged are some essential qualities to become a successful tour guide.*

Qualifications Pack- Tour Guide

NOS Code	TTS/002		
JOB ROLE	TOUR GUIDE		
Credits(NVEQF/NVQF/NSQF) [OPTIONAL]		Version number	
Industry	Hospitality	Drafted on	
Industry Sub-sector	Travel and Tourism	Last reviewed	
Occupation	Tour Guide	Next review date	
Job Role	Tour Guide		
Role Description	<p>As a tour guide, the job will involve introducing tourists to the unique and popular attractions, such as historical monuments, botanical gardens, Parks, museums, art galleries and other areas of cultural interest. If you enter this profession, your primary responsibilities will include planning and organising tours around a certain area of interest. As a tour guide, you will play the role of a cultural ambassador, offering commentary and interesting information, which will allow visitors to fully experience and enjoy the social, cultural and historical highlights of the place. Most guides work as a freelancer, but you can also be registered with a local, regional or national tourism regulation board. Some tour guides are also employed by licensed tour operators, travel guide companies, the National Trust and local councils.</p>		
NVEQF/NVQF level	4		
Minimum Educational	At least class X passed, with relevant knowledge		

Qualifications	
Maximum Educational Qualifications	Not Applicable
Training	Not Applicable
Experience	Not Applicable
Occupational Standards (OS)	<p>Compulsory:</p> <p>TTS: 1004 Research travel and destination information</p> <p>TTS: 1003 Research and Identify local museums as tourist destination and search relevant data</p> <p>TTS: 2001 Manage own diary and travel arrangement</p> <p>TTS: 2002 Present a commentary for guided tour to museum art site</p> <p>TTS: 3001 Deliver and evaluate interpretive commentaries</p> <p>TTS: 3005 Assist Tourist/Visitor during the tour</p>
Performance Criteria	As described in the relevant OS units

Occupational Standards

Unit Code	TTS: 1004
Unit Title	Research and Identify local museums as tourist destination and search relevant data
Description	<ul style="list-style-type: none">• The focus of this unit is on the research that is necessary to maintain and identify an accurate picture of existing and potential travel and tourism destinations for local attractions/museums.• Features such as facilities, local developments, transport links and attractions change over time and it is important that descriptions of destinations are up-to-date, whether that information is supplied to potential Tourists/Visitors or other organisations (such as travel agencies).• The unit is recommended for those people responsible for keeping travel and destination information up-to- date and accurate for local resources

<p>Performance criteria <i>You must be able to:</i></p>	<p>Research travel destination and product information, so that:</p> <ul style="list-style-type: none"> • P1 suitable opportunities are recognised and used to collect useful data and information relating to local travel destinations and products • P2 reliable sources of information that meet your given research objectives are identified and used • P3 any gaps in sets of data are identified and their impact on conclusions assessed • P4 data and information are collected using a variety of suitable methods to meet your organisation's requirements • P5 data and information are collected at times and frequency to meet your research objectives • P6 all data and information collected is accurate and up to date, taking account of potential partiality of sources • P7 data and information are accurately recorded and presented in the format required • P8 data is stored securely using the organisation's information system(s) correctly and is available to appropriate colleagues.
<p>Knowledge and Understanding : Can be</p> <p>a. organizational context(Knowledge of company/ organization and its processes)</p> <p>b. Technical Knowledge <i>You need to know and understand:</i></p>	<p>General knowledge and understanding</p> <ul style="list-style-type: none"> • K1 methods of collecting data and information and their advantages and disadvantages • K2 how to gather information from telephone calls, face to face conversations, printed documents, electronic and on-line sources • K3 how to check the validity and currency of data and information • K4 the importance of collecting and recording data and information accurately • K5 the importance of ensuring that data and information sources are reliable and current

	<p>Industry-specific knowledge and understanding</p> <ul style="list-style-type: none"> • K6 where to find reliable data and information, how to access them and when to use them • K7 how to use electronic inputting and recording systems • K8 when it is necessary to seek additional sources to verify information and how support can be obtained to deal with verification problems • K9 the variety of topics on which Tourists/Visitors typically require information • K10 why it is necessary to highlight gaps in sets of data and how such gaps can impact on conclusions <p>Context-specific knowledge and understanding</p> <ul style="list-style-type: none"> • K11 why items of data and information are needed and how they will be used • K12 how to use your organisation's data and information systems • K13 your organisation's requirements and procedures for: <ul style="list-style-type: none"> • K13.1 recording and storing data and information • K13.2 processing data and information • K13.3 presenting the outcomes of research • K13.4 disposal of data which is inaccurate, out-of-date or irrelevant
Skills (S) Additional	
A. Core skills/ Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Document methods, logs, tasks list for the research and identification</p> <p>SA2. Prepare status and progress reports</p> <p>SA3. Record all the information used and obtained while carrying out research and identification of local tourists spots</p>

	<p>SA4. Write work updates and to request appropriate information without English language errors regarding grammar or sentence</p>
	<p>Reading Skills</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. Read about local tourist location, museums, cultural heritage sites</p> <p>SA6. Keep abreast with latest knowledge, procedures for assessment procedures</p> <p>SA7. Read the journals related to tourism, various local tourist spots of various cultural heritage sites</p> <p>SA8. Read about new and emerging trends in on how to promote local tourism</p> <p>SA9. Keep abreast with latest technology by reading brochures about cultural heritage sites, information sheets, archaeological importance and their assessment process</p>
	<p>Oral Communication</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA10. Discuss task lists, schedules and workloads</p> <p>SA11. Develop appropriate questions for various culture heritage sites</p> <p>SA12. Communicate properly and clearly with colleague</p> <p>SA13 Avoid the use of colloquial/informal language, jargons, slangs, acronyms at work place</p>
<p>B. Professional Skills</p>	<p>Decision Making</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Make decisions pertaining to the concerned area of work</p> <p>SB2. Use cost-effective and time-efficient means to gather, store and retrieve relevant information</p>

	<p>SB3. Comply with, and ensure that others comply with, legal requirements, industry regulations, organisational policies and professional codes</p> <p>SB4. Enlist the support of colleagues where necessary to help identify sources, secure information and to verify findings</p> <p>SB5. Monitor the validity and reliability of information gathered</p> <p>SB6. Check that information derived is fit for purpose and adjust collection and analysis processes as necessary</p> <p>SB7. Reflect regularly on your own and others' experiences and use these to inform future action</p>
	<p>Plan and organize</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB2: Plan & organize service feedback files/ document</p> <p>SB3: Identify and plan research related to local museums, tourist spots etc.</p> <p>SB4: Plan and organize short trips to local tourist spots</p> <p>SB5: To organize and arrange boarding/ lodging facilities at various local tourist destinations</p>
	<p>Tourist/Visitor centricity</p> <p>The user/individual on the job needs to know and understand how</p>
	<p>Problem Solving</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB. 1 think through the problem, evaluate the possible</p>

	<p>solution(s) and suggest an optimum /best possible solution(s)</p> <p>SB 2. Think about various ways to popularize local tourism</p> <p>SB3. Think through various methods to search for local spots that can become areas of interest for tourists</p> <p>SB4 . Identify immediate or temporary solutions to resolve delays</p> <p>Analytical Thinking</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB. 1 use the existing data to arrive at specific data points</p> <p>SB.2 use the existing data points for improving the call resolution time</p> <p>SB.3 use the existing data points to generate required reports for business</p> <p>Critical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action</p>

NOS Code	TTS:1004		
Credits(NVEQF/NVQF/NSQF) [OPTIONAL]		Version number	

Industry	Hospitality	Drafted on	
Industry Sub-sector	Travel and Tourism	Last reviewed	
		Next review date	

Unit Code	TTS:1003
Unit Title	<ul style="list-style-type: none"> • Research Travel and Destination Information
Description	<ul style="list-style-type: none"> • The focus of this unit is on the research that is necessary to maintain an accurate picture of existing and potential travel and tourism destinations. • Features such as facilities, local developments, transport links and attractions change over time and it is important that descriptions of destinations are up-to-date, whether that information is supplied to potential Tourists/Visitors or other organisations (such as travel agencies). • The unit is recommended for those people responsible for keeping travel and destination information up-to- date and accurate.
Performance criteria <i>You must be able to:</i>	Research travel destination and product information , so that: <ul style="list-style-type: none"> • P1 suitable opportunities are recognised and used to collect useful data and information relating to travel destinations and products • P2 reliable sources of information that meet your given research objectives are identified and used • P3 any gaps in sets of data are identified and their impact on conclusions assessed • P4 data and information are collected using a variety of suitable methods to meet your organisation's requirements • P5 data and information are collected at times and frequency to meet your research objectives • P6 all data and information collected is accurate and

	<p>up to date, taking account of potential partiality of sources</p> <ul style="list-style-type: none"> • P7 data and information are accurately recorded and presented in the format required • P8 data is stored securely using the organisation's information system(s) correctly and is available to appropriate colleagues
<p>Knowledge and Understanding : Can be a. organizational context(Knowledge of company/ organization and its processes) b. Technical Knowledge <i>You need to know and understand:</i></p>	<p>General knowledge and understanding</p> <ul style="list-style-type: none"> • K1 methods of collecting data and information and their advantages and disadvantages • K2 how to gather information from telephone calls, face to face conversations, printed documents, electronic and on-line sources • K3 how to check the validity and currency of data and information • K4 the importance of collecting and recording data and information accurately • K5 the importance of ensuring that data and information sources are reliable and current <p>Industry-specific knowledge and understanding</p> <ul style="list-style-type: none"> • K6 where to find reliable data and information, how to access them and when to use them • K7 how to use electronic inputting and recording systems • K8 when it is necessary to seek additional sources to verify information and how support can be obtained to deal with verification problems • K9 the variety of topics on which Tourists/Visitors typically require information • K10 why it is necessary to highlight gaps in sets of data and how such gaps can impact on conclusions <p>Context-specific knowledge and understanding</p> <ul style="list-style-type: none"> • K11 why items of data and information are needed and how they will be used

	<ul style="list-style-type: none"> • K12 how to use your organisation's data and information systems • K13 your organisation's requirements and procedures for: <ul style="list-style-type: none"> • K13.1 recording and storing data and information • K13.2 processing data and information • K13.3 presenting the outcomes of research • K13.4 disposal of data which is inaccurate, out-of-date or irrelevant
Skills (S) Additional	
A. Core skills/ Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Document methods, logs, tasks list for the research and identification</p> <p>SA2. Prepare status and progress reports</p> <p>SA3. Record all the information used and obtained while carrying out research and identification of local tourists spots</p> <p>SA4. Write work updates and to request appropriate information without English language errors regarding grammar or sentence</p>
	Reading Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. Read about local tourist location, museums, cultural heritage sites</p> <p>SA6. Keep abreast with latest knowledge, procedures for assessment procedures</p> <p>SA7. Read the journals related to tourism, various local tourist spots of various cultural heritage sites</p> <p>SA8. Read about new and emerging trends in on how to</p>

	<p>promote local tourism SA9. Keep abreast with latest technology by reading brochures about cultural heritage sites, information sheets, archaeological importance and their assessment process</p> <p>Oral Communication</p>
	<p>The user/individual on the job needs to know and understand how to: SA10. Discuss task lists, schedules and workloads SA11. Develop appropriate questions for various culture heritage sites SA12. Communicate properly and clearly with colleague SA13 Avoid the use of colloquial/informal language, jargons, slangs, acronyms at work place</p>
B. Professional Skills	Decision Making
	<p>The user/individual on the job needs to know and understand how to: SB1. Make decisions pertaining to the concerned area of work</p> <p>SB2. Use cost-effective and time-efficient means to gather, store and retrieve relevant information</p> <p>SB3. Comply with, and ensure that others comply with, legal requirements, industry regulations, organisational policies and professional codes</p> <p>SB4. Enlist the support of colleagues where necessary to help identify sources, secure information and to verify findings</p> <p>SB5. Monitor the validity and reliability of information gathered</p> <p>SB6. Check that information derived is fit for purpose and adjust collection and analysis processes as necessary</p>

	<p>SB7. Reflect regularly on your own and others' experiences and use these to inform future action</p>
	<p>Plan and organize</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>Sb1 : plan & organize service feedback files/ document SB2: Plan & organize service feedback files/ document</p> <p>SB3: Identify and plan research related to local/ national/ international museums, tourist spots etc.</p> <p>SB4: Plan and organize short trips to local/ national / international tourist spots</p> <p>SB5: To organize and arrange boarding/ lodging facilities at various tourist destinations</p>
	<p>Tourist/Visitor centricity</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1: to know the potential Tourist/Visitor, identify their interest and to research the tourist spots based on their thought process</p>
	<p>Problem Solving</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Use cost-effective and time-efficient means to gather, store and retrieve relevant information</p> <p>SB2. Comply with, and ensure that others comply with, legal requirements, industry regulations, organisational policies and professional codes</p> <p>SB3. Enlist the support of colleagues where necessary to help identify sources, secure information and to verify findings</p> <p>SB4. Monitor the validity and reliability of information gathered</p>

	<p>SB5. Check that information derived is fit for purpose and adjust collection and analysis processes as necessary</p> <p>SB6. Reflect regularly on your own and others' experiences and use these to inform future action</p> <p>SB. 7 think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s)</p> <p>SB8. identify immediate or temporary solutions to resolve delays</p>
	<p>Analytical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB. 1 use the existing data to arrive at specific data points</p> <p>SB.2 use the existing data points for improving the call resolution time</p> <p>SB.3 use the existing data points to generate required reports for business</p>
	<p>Critical Thinking</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action</p>

NOS CODE:	TTS:1003		
Credits(NVEQF/NVQF/NSQF) [OPTIONAL]		Version number	
Industry	Hospitality	Drafted on	
Industry Sub-sector	Travel and Tourism	Last reviewed	
		Next review date	

Unit Code	TTS: 2001
Unit Title	Manage Own Diary and Travel Arrangements
Description	Manage your own diary and make your own travel and accommodation arrangements in line with your organisation's procedures.
Performance criteria <i>You must be able to:</i>	<ul style="list-style-type: none"> • P1 assess the need for meetings, their purpose and possible alternative methods of dealing with business • P2 make best use of your time by prioritising • P3 make requests for meetings providing appropriate supporting information • P4 identify and confirm optimum times and locations for meetings, avoiding conflicts • P5 negotiate / renegotiate arrangements, where necessary • P6 record, view and update diary entries regularly • P7 make your diary available to colleagues • P8 arrange your own travel and accommodation using the most efficient and cost effective means and in line with your organisations procedures • P9 keep an appropriate record of travel, accommodation and other expenses • P10 submit travel and accommodation expenses in line with your organisations procedures
Knowledge and Understanding : Can be a. organizational context(Knowledge of company/	<ul style="list-style-type: none"> • K1 the purpose and benefits of managing own time and commitments to achieve desired results • K2 methods of time and diary • K3 how to identify when meetings or other events are necessary

<p>organization and its processes)</p> <p>b. Technical Knowledge</p>	<ul style="list-style-type: none"> • K4 other options to having meetings or other types of events • K5 how to prioritise events and commitments • K6 the purpose and value of making your diary available to colleagues • K7 the types of travel arrangements and accommodation that need to be made and how to do make these • K8 the optimum methods of travel and accommodation and organizational requirements for travel, accommodation and different types of expenses • K9 the purpose and benefits of considering costs
<p>Skills (S) Additional</p>	
<p>A. Core skills/ Generic Skills</p>	<p>Writing Skills</p>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Document all travel schedules and arrangements</p> <p>SA2. managing various types of travel schedules</p> <p>SA3. Prepare status and progress reports</p> <p>SA4. Write work updates and to request appropriate information without English language errors regarding grammar or sentence</p> <p>SA 5. Keep an appropriate record of travel, accommodation and other expenses</p>
	<p>Reading Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA6. record, view and update diary entries regularly</p> <p>SA7. Keep abreast with latest knowledge, procedures for management procedures</p> <p>SA8. To update other employees / colleagues regularly about various time schedules / tours/ events</p>
	<p>Oral Communication</p>
	<p>The user/individual on the job needs to know and</p>

	<p>understand how to:</p> <p>SA10. Discuss task lists, schedules and workloads</p> <p>SA11. Develop appropriate questions for management of diary events</p> <p>SA12. Communicate properly and clearly with colleague</p> <p>SA13 Avoid the use of colloquial/informal language, jargons, slangs, acronyms at work place</p>
B. Professional Skills	Decision Making
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Make decisions pertaining to the concerned area of work</p> <p>SB2.About to develop appropriate system of catalogues and index systems, and managing small or large collections in a cultural heritage organisation.</p>
	Plan and organize
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB3: Plan & organize service feedback files/ document</p> <p>SB4: Plan, organize and manage the diary events</p>
	Tourist/Visitor centricity
	<p>The user/individual on the job needs to know and understand how to:</p> <p>Manage the diary events/ travels for clients and Tourists/Visitors</p>
	Problem Solving
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB. 1 think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s)</p> <p>SB 2. deal with clients lacking the technical background to solve the problem on their own</p> <p>SB3. identify immediate or temporary solutions to resolve delays</p>

	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB. 1 use the existing data to arrive at specific data points SB.2 use the existing data points for improving the call resolution time SB.3 use the existing data points to generate required reports for business
	Critical Thinking
	The user/individual on the job needs to know and understand how to: apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action
Specific Skills Required	Specific skills SB1. managing resources SB2 . using technology

NOS Code			
Credits(NVEQF/NVQF/NSQF) [OPTIONAL]		Version number	
Industry	Hospitality	Drafted on	
Industry Sub-sector	Travel and Tourism	Last reviewed	
		Next review date	

Unit Code	TTS: 2002
Unit Title	Present a commentary for guided tour to museum, art site
Description	<ul style="list-style-type: none"> • This unit describes the competence of presenting factual information within a single fixed route commentary framework to accompany a guided tour. • Evaluating your own performance and using feedback to improve your presentation is also included. • The unit is recommended for anyone providing commentaries for groups of visitors.
Performance criteria <i>You must be able to:</i> You must be able to	<p>Present a commentary to Tourist/Visitors, so that:</p> <ul style="list-style-type: none"> • P1 information presented is accurate • P2 commentary is delivered within the time allowed • P3 presentation aids suitable for the immediate environment are used where necessary • P4 any presentation aids are used correctly and safely • P5 the interest of the group is maintained and their enjoyment of the tour enhanced • P6 Tourists/Visitors are encouraged to ask questions, seek clarification and make comments at identified and suitable points • P7 clear and accurate summaries and additional information points are provided if requested <p>Evaluate, update and improve your presentation to Tourist/Visitors, so that:</p> <ul style="list-style-type: none"> • P8 relevant success indicators for the commentary and its presentation are identified • P9 feedback from Tourists/Visitors on the commentary is collected and recorded using suitable methods • P10 any feedback relevant to other people is passed on promptly • P11 changes and improvements made to the commentary presentation are based on the results of

	<p>appropriate dress, grooming)</p> <p>Context-specific knowledge and understanding</p> <ul style="list-style-type: none"> • K19 the content of the fixed-route commentary you are delivering • K20 any specific additional information likely to be requested by Tourists/Visitors for the tour and commentary you are delivering • K21 the success factors relevant to the commentary given • K22 any organisational requirements affecting the commentaries are presented to the Tourist/Visitors • K23 the type(s) of feedback that must be forwarded to others and the procedure for doing so
Skills (S) Additional	
A. Core skills/ Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Document all travel schedules and arrangements</p> <p>SA2. Prepare status and progress reports</p> <p>SA3. Write work updates and to request appropriate information without English language errors regarding grammar or sentence</p> <p>SA 4. Develop, write and present appropriate commentaries for the tourist group</p> <p>SA 5. Keep an appropriate record of dates and times for presentation of commentaries</p>
	<p>Reading Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA6. Keep information about people from various culture, countries</p> <p>SA7. Know about target audience, verbal cues, how use effectively the verbal skills to keep the audience engaged and interested</p>

	<p>SA8. Keep abreast with latest knowledge, procedures for management procedures</p> <p>SA9. To update other employees / colleagues regularly about various time schedules / tours/ events</p> <p>SA10. Keep update regarding the various news, events, findings related to the site/ museum</p>
	<p>Oral Communication</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA10. to create rapport with Tourist/Visitors</p> <p>SA11. to collect and prioritize relevant feedback</p> <p>SA12. To use commentary as connection medium with audience</p> <p>SA13. Effectively use the technical knowledge and details about the site under visit</p> <p>SA13. Communicate properly and clearly with colleague</p> <p>SA14. Avoid the use of colloquial/informal language, jargons, slangs, acronyms at work place</p>
B. Professional Skills	Decision Making
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Make decisions pertaining to the concerned area of work</p>
	Plan and organize
	<p>The user/individual on the job needs to know and understand how to:</p> <p>1 Position yourself and the group in the best possible position for them to see and hear your commentary</p> <p>2 Use delivery techniques effectively to maintain the interest of the group and enhance their enjoyment of the tour</p> <p>3 Draw the attention of your group to the key features of your commentary</p>
	Tourist/Visitor centricity
	The user/individual on the job needs to know and

	<p>understand how to: SB3 manage relationship with the Tourist/Visitor who may be stressed, frustrated, confused or angry SB4 Build Tourist/Visitor relationship and use Tourist/Visitor centric approach</p>
	<p>Problem Solving</p> <p>The user/individual on the job needs to know and understand how to: SB. 1 think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s) SB 2. deal with clients lacking the technical background to solve the problem on their own SB3. identify immediate or temporary solutions to resolve delays</p>
	<p>Analytical Thinking</p> <p>The user/individual on the job needs to know and understand how to: SB. 1 use the existing data to arrive at specific data points SB.2 use the existing data points for improving the call resolution time SB.3 use the existing data points to generate required reports for business</p>
	<p>Critical Thinking</p> <p>The user/individual on the job needs to know and understand how to: apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action</p>

NOS CODE:	TTS: 2002		
Credits(NVEQF/NVQF/NSQF) [OPTIONAL]		Version number	
Industry	Hospitality	Drafted on	
Industry Sub-sector	Travel and Tourism	Last reviewed	
		Next review date	

Unit Code	TTS: 3001
Unit Title	Deliver and evaluate interpretative commentaries
Description	<ul style="list-style-type: none"> • This unit describes the competence necessary to deliver non-routine, 'multi-faceted' interpretative commentaries covering a broad range of topics that are flexible in their delivery and responsive to your audience's expectations and reactions. • The ability to deliver complex commentaries for a geographical area and a variety of sites and subjects is required. • Updating and improving your commentaries as a result of feedback and self-evaluation is also included. • The unit is recommended for delivering more complex interpretative commentaries to more knowledgeable visitors.
Performance criteria <i>You must be able to:</i>	<p>Deliver interpretative commentaries, so that:</p> <ul style="list-style-type: none"> • P1 key expectations of your Tourists/Visitors are identified and met by the interpretative commentary • P2 Tourists/Visitors can see and hear your commentary without obstructing others • P3 Tourist/Visitors' health, safety and security are maintained • P4 information presented is valid and accurate • P5 commentary content and delivery techniques are adapted to maintain your Tourist/Visitors' interest, and enhance their enjoyment throughout the tour in response to the environment, Tourist/Visitors' known interests, expectations and their reactions • P6 necessary adaptations to the tour itinerary are made in response to Tourist/Visitors' requests and

	<p>to meet their known needs and expectations</p> <ul style="list-style-type: none"> • P7 Tourists/Visitors are encouraged to ask questions, seek clarification and make comments at suitable points in the commentary • P8 any presentation aids are suitable for the immediate environment and used correctly • P9 clear and accurate summaries and additional information are provided when requested <p>Evaluate, update and improve interpretative commentaries, so that:</p> <ul style="list-style-type: none"> • P10 Tourist/Visitor feedback on the commentary performance is collected and accurately recorded using suitable opportunities • P11 evaluation is made against both relevant success indicators and feedback on your commentary and its presentation • P12 suitable changes and improvements to your commentary presentation are made, based on the results of your evaluation of feedback received, and your own self-assessment
<p>Knowledge and Understanding : Can be a. organizational context(Knowledge of company/ organization and its processes) b. Technical Knowledge</p>	<p>General knowledge and understanding</p> <ul style="list-style-type: none"> • K1 why, when and how to use presentation equipment • K2 how to find out about the group and their interests, needs and expectations • K3 the need to react appropriately to current events, people and situations <p>Industry-specific knowledge and understanding</p> <ul style="list-style-type: none"> • K4 when and how to tailor presentations to take advantage of the immediate environment • K5 characteristics of different types of group and their needs in relation to a presentation (e.g. people with hearing impairment, children, people with English as a second language, visually impaired)

	<ul style="list-style-type: none"> • K6 when and how to reinforce links with different aspects of the groups' previous and future situations and experiences • K7 why group and self positioning is important and how to position yourself and your group effectively • K8 how to structure, present and time your commentary so Tourists/Visitors are alerted in good time to what lies ahead • K9 why and how questions should be encouraged and how to handle them • K10 how to focus on key points and reinforce them when necessary • K11 the consequences of inadequate and inaccurate information • K12 the importance of personal appearance (e.g. appropriate dress, grooming) • K13 why rapport needs to be created and why sensitivity is important • K14 why questions should be repeated to the whole group <p>Context-specific knowledge and understanding</p> <ul style="list-style-type: none"> • K15 factual and other information associated with the tours and areas, sites and subjects for which you are expected to give interpretative commentaries • K16 any specific additional information likely to be requested by your Tourists/Visitors for the tour and commentary you are delivering
Skills (S) Additional	
A. Core skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to:

	<p>SA1. Document all travel schedules and arrangements</p> <p>SA2. Prepare status and progress reports</p> <p>SA3. Write work updates and to request appropriate information without English language errors regarding grammar or sentence</p> <p>SA 4. Keep an appropriate record of dates and times for presentation of commentaries</p> <p>SA 5. Write and present appropriate commentaries for the tourist group</p>
	<p>Reading Skills</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA6. Keep information about people from various culture, countries</p> <p>SA7. Know about target audience, verbal cues, how use effectively the verbal skills to keep the audience engaged and interested</p> <p>SA8. Keep abreast with latest knowledge, procedures for management procedures</p> <p>SA9. To update other employees / colleagues regularly about various time schedules / tours/ events</p> <p>SA10. Keep update regarding the various news, events, findings related to the site/ museum</p>
	<p>Oral Communication</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA10. to create rapport with Tourist/Visitors</p> <p>SA11. to collect and prioritise relevant feedback</p> <p>SA12. To use commentary as connection medium with audience</p> <p>SA13. Effectively use the technical knowledge and details about the site under visit.</p> <p>SA13. Communicate properly and clearly with colleague</p> <p>SA14. Avoid the use of colloquial/informal language, jargons, slangs, acronyms at work place</p> <p>SB9. Record and pass on any feedback relevant to other</p>

	people promptly
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. Make decisions pertaining to the concerned area of work
	Plan and organize
	The user/individual on the job needs to know and understand how to: SB1: plan & organize service feedback files/ document SB2 Position yourself and the group in the best possible position for them to see and hear your commentary SB3 Use delivery techniques effectively to maintain the interest of the group and enhance their enjoyment of the tour SB4 Draw the attention of your group to the key features of your commentary
	Tourist/Visitor centricity
	The user/individual on the job needs to know and understand how to: SB1 manage relationship with the Tourist/Visitor who may be stressed, frustrated, confused or angry SB2 Build Tourist/Visitor relationship and use Tourist/Visitor centric approach
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB. 1 think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s) SB 2. deal with clients lacking the technical background to solve the problem on their own SB3. identify immediate or temporary solutions to resolve delays

	<p>SB4. Place yourself and the group in the best possible position</p> <p>SB5. Present and time the delivery of information in a way which alerts Tourists/Visitors to what lies ahead</p> <p>SB6. Spot and warn Tourists/Visitors of any potential hazards and risks</p> <p>SB7. Link different aspects of your Tourist/Visitors' previous and future situations and experiences as you progress through the tour</p> <p>SB8. Draw the attention of your group to the key features of your commentary</p> <p>SB9. Undertake impromptu tailoring of your commentary content in response to the environment, your Tourist/Visitor's known interests, expectations and their reactions throughout the tour</p> <p>SB9. Tailor your style and delivery techniques throughout the tour to maintain your Tourist/Visitors' interest, enhance their enjoyment and meet their needs and interests using any presentation aids correctly and safely</p>
	<p>Analytical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB. 1 use the existing data to arrive at specific data points</p> <p>SB.2 use the existing data points for improving the call resolution time</p> <p>SB.3 use the existing data points to generate required reports for business</p>
	<p>Critical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action</p>

NOS Code	TTS: 3001		
Credits(NVEQF/NVQF/NSQF) [OPTIONAL]		Version number	
Industry	Hospitality	Drafted on	
Industry Sub-sector	Travel and Tourism	Last reviewed	
		Next review date	

Unit Code	TTS: 3005
Unit Title	Assist Tourist/Visitor during the tour
Description	<ul style="list-style-type: none"> • This unit describes the competence required to offer assistance to travel Tourists/Visitors in a variety of areas commonly encountered by staff in travel agencies and shops. This includes making changes to bookings initiated by the Tourist/Visitor and or travel service supplier. • The unit is recommended for all staff in contact with Tourists/Visitors and responsible for Tourist/Visitor bookings, and any queries about bookings or changes that may need to be made
Performance criteria <i>You must be able to:</i>	<ul style="list-style-type: none"> • P1 Tourists/Visitors are clear about any implications arising from their query and receive accurate and complete information to resolve it • P2 Tourists/Visitors are offered a range of suitable courses of action and reassurance, where necessary • P3 Tourist/Visitors' consent to any course of action is secured before it is implemented and the agreed course of action is implemented promptly and accurately <p>Identify and make changes to bookings, so that:</p> <ul style="list-style-type: none"> • P4 Tourists/Visitors are informed promptly and accurately of any changes to their booking and the financial and other implications of any change • P5 Tourists/Visitors are offered, where available, a range of suitable alternative courses of action to resolve any problems arising from changes and their preferences are accurately established • P6 agreed booking changes are made and all records are promptly and

	<p>accurately updated</p> <ul style="list-style-type: none"> • P7 communications with suppliers are polite and professional at all times • P8 Tourists/Visitors are issued with suitably amended documentation within the required time scale following your organisation's procedures <p>Advise Tourists/Visitors on how to make travel related claims and complaints, so that:</p> <ul style="list-style-type: none"> • P9 travel related claims and complaints procedures are clearly explained to Tourist/Visitors • P10 Tourist/Visitors' questions are answered correctly • P11 Tourists/Visitors fully understand the process they need to follow and the correct documentation is issued • P12 Tourists/Visitors are satisfied with your service
<p>Knowledge and Understanding : Can be a. organizational context(Knowledge of company/ organization and its processes) b. Technical Knowledge</p>	<p>General knowledge and understanding</p> <ul style="list-style-type: none"> • K1 whom to refer any matters outside your work responsibilities or experience and the extent of your own authority when handling queries and changes to bookings • K2 relevant travel service booking conditions, including financial penalties, and how these can affect the way you handle changes and or Tourist/Visitors' queries • K3 the courses of action that can be offered to resolve Tourist/Visitors' queries and changes • K4 how to question Tourists/Visitors to find out what alternatives will meet their needs • K5 the consequences of failing to complete all actions fully, promptly and correctly <p>Industry-specific knowledge and understanding</p> <ul style="list-style-type: none"> • K6 your legal obligations for advising Tourist/Visitors, including general requirements of package holiday legislation, if relevant; booking

	<p>conditions; passport, visas, health and insurance requirements</p> <ul style="list-style-type: none"> • K7 a travel agent's main responsibilities under current industry legislation and codes of practice for handling booking changes, queries and advising on claims and complaints procedures • K8 how to calculate and explain additional payments, refunds, amendment charges, cancellation charges and compensatory payments in a way Tourists/Visitors will understand • K9 how to explain changes and the reasons for them and possible courses of action • K10 how to seek and obtain Tourist/Visitor agreement to a particular course of action • K11 how to action changes to bookings initiated by both the company and Tourist/Visitors • K12 the importance of clear and accurate communication • K13 how you can adapt your communication methods to suit the different needs of Tourist/Visitors <p>Context-specific knowledge and understanding</p> <ul style="list-style-type: none"> • K14 your organisation's procedures for <ul style="list-style-type: none"> • K14.1 making changes to Tourist/Visitor bookings • K14.2 handling booking and other queries • K14.3 completing Tourist/Visitors' records • K15 how to access original booking details, identify and record the changes PPL TT04 • K16 why it is important to explain all of the available alternatives (e.g. potential loss of the booking) • K17 what documents need to be completed, how to complete them and what happens to them • K18 the claims and complaints procedures and documentation for the suppliers used by your organisation • K19 why it is important to handle changes,
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	<p>Tourist/Visitor queries, claims and complaints in a way that maintains goodwill and enhances your organisation's public image</p> <ul style="list-style-type: none"> • K20 how to communicate effectively with Tourists/Visitors and suppliers whilst assessing information, using reference material and making changes in order to maintain goodwill and your organisation's reputation
Skills (S) Additional	
A. Core skills/ Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Prepare relevant data and operating procedures for assisting clients and Tourists/Visitors</p> <p>SA2. Prepare status and progress reports</p> <p>SA3. Write work updates and to request appropriate information without English language errors regarding grammar or sentence</p> <p>SA 4. Keep an appropriate record</p>
	Reading Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. Keep information about people from various culture, countries and assist them accordingly</p> <p>SA6. Know about target audience, verbal cues, how to use effectively the verbal skills to assist travelers</p> <p>SA7. Keep abreast with latest knowledge, procedures safety and travel procedures</p> <p>SA8. To update other employees / colleagues regularly about various time schedules / tours/ events</p> <p>SA10. Keep update regarding the various news, events, findings related travel itineraries</p>

	<p>Oral Communication</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA1 Express apologies to your Tourists/Visitors in the event of changes made by suppliers</p> <p>SA2 Communicate with your Tourists/Visitors in a way that maintains their goodwill and confidence in you and your organization</p> <p>SA3 Be clear and accurate in your explanations</p> <p>SA4 Use varied vocabulary and expressions to suit your purpose and adapting what and how much you say to suit different situations</p> <p>SA5 Show you are listening closely and responding appropriately (e.g. by using your own and interpreting other's body language)</p>
B. Professional Skills	<p>Decision Making</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Make decisions pertaining to the concerned area of work</p>
	<p>Plan and organize</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1: Plan & organize service feedback files/ document</p> <p>SB2 Be present for clients and Tourist/Visitors, whenever required</p>
	<p>Tourist/Visitor centricity</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1 manage relationship with the Tourist/Visitor who may be stressed, frustrated, confused or angry</p> <p>SB2 Build Tourist/Visitor relationship and use Tourist/Visitor centric approach</p>
	<p>Problem Solving</p>
	<p>The user/individual on the job needs to know and understand how to:</p>

	<p>SB. 1 think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s)</p> <p>SB3. identify immediate or temporary solutions to resolve problems</p> <p>SB4. Place yourself and the group in the best possible position</p> <p>SB5. Present and time the delivery of information in a way which alerts Tourists/Visitors to what lies ahead</p> <p>SB6. Spot and warn Tourists/Visitors of any potential hazards and risks</p> <p>SB7. Link different aspects of your Tourist/Visitors' previous and future situations and experiences as you progress through the tour</p>
	<p>Analytical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB. 1 use the existing data to arrive at specific data points</p> <p>SB.2 use the existing data points for improving the call resolution time</p> <p>SB.3 use the existing data points to generate required reports for business</p>
	<p>Critical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action</p>

NOS CODE	TTS: 3005		
Credits(NVEQF/NVQF/NSQF) [OPTIONAL]		Version number	
Industry	Hospitality	Drafted on	
Industry Sub-sector	Travel and Tourism	Last reviewed	
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