

The background features a decorative graphic consisting of three overlapping circles in shades of blue, arranged in a diagonal line from the top right to the bottom right. Two thin, light blue lines intersect at the top left, forming a large 'V' shape that frames the circles.

Qualification Pack

**Job Profile: Travel agent/ Tour
Operator**

QUALIFICATIONS PACK -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 National Occupational Standards?

Essentially the 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: Travel agent/ Tour Operator

REFERENCE ID: TTS/001

Brief Job Description: *The main task of Travel agent/ Tour Operators is to supply the public with travel services. They do it on behalf of their suppliers, also called principals. Basically we can say that a travel agency operates as a broker, bringing buyer and seller together, for the other suppliers of travel such as hotels, car rentals, ground operators and tour companies.*

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 are some essential qualities to become a successful Travel agent/ Tour Operator.*

Qualifications Pack- Travel agent/ Tour Operator

NOS Code	TTS/001		
JOB ROLE	TRAVEL AGENT/ TOUR OPERATOR		
Credits(NVEQF/NVQF/NSQF) [OPTIONAL]		Version number	
Industry	Hospitality	Drafted on	
Industry Sub-sector	Travel and Tourism	Last reviewed	
Occupation	Travel agent/ Tour Operator	Next review date	
Job Role	Travel agent/ Tour Operator		
Role Description	The main task of Travel agent/ Tour Operators is to supply the public with travel services. They do it on behalf of their suppliers, also called principals. Basically we can say that a travel agency operates as a broker, bringing buyer and seller together, for the other suppliers of travel such as hotels, car rentals, ground operators and tour companies.		
NVEQF/NVQF level	4		
Minimum Educational Qualifications	Preferred Class XII, but Class X is also considered in certain situations		
Maximum Educational Qualifications	Not Applicable		
Training	Not Applicable		
Experience	Not Applicable		
Occupational Standards (OS)	Compulsory: TTS: 4001 Manage the delivery of a tour and travel TTS: 4003 Organise and Supervise Travel TTS: 4004 Deal with travel and tourism emergencies TTS:4005 Contribute to maintaining the quality of travel and tourism operations TTS: 4006 Contribute to business travel account management TTS:3006 Generate increased travel and tourism		

	sales TTS: 2005 Help Tourists/Visitors to choose and book travel services
Performance Criteria	As described in the relevant OS units

Unit Code	TTS: 4001
Unit Title	Manage the delivery of a tour and travel
Description	<ul style="list-style-type: none"> • This unit describes the competence required to professionally manage the `on the-spot' delivery of the published itinerary for an extended tour. • The unit is recommended for staff managing the delivery of tours to given itineraries. • Responsibilities for maintaining Tourist/Visitor well-being and enjoyment, and carrying out tour administration are also included.
Performance criteria <i>You must be able to:</i>	<p>Ensure the delivery of a tour, so that:</p> <ul style="list-style-type: none"> • P1 the programme and timing agreed between the organiser and suppliers is complied with • P2 services are delivered to the standards and quality agreed by the organiser • P3 relevant, clear and accurate information is given to Tourists/Visitors at key points throughout the tour • P4 contingency arrangements are implemented as necessary in response to any problems and disruptions • P5 any unforeseen events are handled to minimise disruption and reassure Tourist/Visitors • P6 the goodwill of external suppliers and Tourist/Visitors' positive image of the organiser is maintained <p>Care for Tourist/Visitors, so that:</p> <ul style="list-style-type: none"> • P7 a welcoming, calm, available and professional approach to Tourists/Visitors is maintained • P8 Tourist/Visitors' comfort, well-being and enjoyment is maintained and a positive impression of the organisation created • P9 the needs and realistic expectations of Tourists/Visitors are met • P10 Tourist/Visitors' awareness of any local expectations is maintained • P11 the needs and expectations of individuals are balanced with those of the whole group

	<ul style="list-style-type: none"> • P12 identified hazards that present an unacceptable risk to group members are avoided • P13 in case of problems prompt action is taken to minimise the effects and maintain goodwill • P14 emergency situations are dealt with promptly and calmly <p>Carry out tour administration, so that:</p> <ul style="list-style-type: none"> • P15 all required tour records and Tourist/Visitor information are complete and are kept safe and secure • P16 Tourist/Visitor and baggage check-in and check-out is smooth and efficient • P17 information bulletins are clear, accurate and provided at suitable times and places • P18 all procedures comply with local, national and organisational requirements • P19 any factors likely to affect future tours are clearly and promptly reported to relevant person(s)
<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 the importance of maintaining good Tourist/Visitor relations and goodwill <p>Industry-specific knowledge and understanding</p> <ul style="list-style-type: none"> • K2 likely causes and consequences of disruptions to the group and others • K3 potential risks to the health, safety and security of tour groups and means of controlling them • K4 the relevant parts of current legislation (H&S, working with minors, equal opportunities, disability discrimination) and their impact on conducting a tour • K5 how to handle groups on a tour including dealing with disruptive Tourist/Visitors • K6 how to ensure the smooth and effective transition of Tourists/Visitors in and out of accommodation and other venues • K7 how to assess risks on an ongoing basis throughout the tour and the importance of doing so • K8 the importance of good time management when

	<p>leading groups</p> <ul style="list-style-type: none"> • K9 the importance of giving accurate information on route and timings, before, during and at the conclusion of the tour • K10 why it is important to brief Tourists/Visitors fully on safety, welfare, local issues • K11 the importance of respecting local customs, environmental, cultural and regulatory requirements in a tour area • K12 factors affecting group behaviour • K13 how age, Tourist/Visitor mix and the size of group can affect the conduct of the tour • K14 the importance of maintaining regular contact with colleagues <p>Context-specific knowledge and understanding</p> <ul style="list-style-type: none"> • K15 the detailed itinerary of the tour(s) and procedures for leading it • K16 features of the itinerary in terms of what will be seen and what will be visited • K17 the type(s) of documentation necessary for the particular tour(s) you are managing and how to complete them • K18 customs, environmental, cultural and regulatory requirements in the tour area • K19 the suppliers to be used and their contractual arrangements • K20 quality standards agreed by the organiser and the way these are to be monitored and measured • K21 the background information you should give to Tourists/Visitors for the tour(s) • K22 the options available and extent of your authority to deal with unforeseen events • K23 the health and safety advice, guidance and procedures relevant to the tour you are conducting • K24 the courses of action to take in the event of problems and emergencies and the local facilities available to deal with them and how to access them
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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. Handle relevant documents regarding the tourist SA2. Document the various tour and tourists requirement</p> <p>SA3. Prepare status and progress reports SA4. Write work updates and to request appropriate information without English language errors regarding grammar or sentence SA5. Complete procedures, bookings and travel arrangement</p>
	Reading Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA6. Interpret travel rules for various countries and destinations SA7. Keep abreast with latest knowledge, procedures for management procedures SA8. Read about new policies, guidelines and rules for tourist from various countries SA9. Keep abreast with latest technology by reading brochures about various tourist rules, destinations, changes in visa and other insurance and rental policies</p>
	Oral Communication
	<p>The user/individual on the job needs to know and understand how to:</p> <p>Discuss task lists, schedules and workloads SA10. Communicate properly and clearly with colleague SA11 Avoid the use of colloquial/informal language, jargons, slangs, acronyms at work place SA12. Greet your Tourists/Visitors in a prompt, friendly and confident way SA13. Use suitable questioning techniques and listening skills with the Tourists/Visitors and tour operators</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. Manage smooth operation of tour service</p> <p>SB3. Offer various services along with the tour package</p> <p>SB4. Provide relevant information</p>
	Plan and organize
	<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: Plan & organize travel arrangements for group of travellers</p> <p>SB3: travellers from various cultural and ethnic background</p> <p>SB4: organize group tours, travel arrangements, VISA, health/travel insurance</p> <p>SB5. Respond to emergency situations</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>
	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

	<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: 4001		
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: 4003
Unit Title	Organise and Supervise Travel
Description	<ul style="list-style-type: none"> This unit is for those who organize travel involving

	<p>children and young people with adult supervision, e.g. for home-to-school travel, educational visits, field studies or sports fixtures.</p> <ul style="list-style-type: none"> • This unit is about organizing and supervising travel for children, young people and adults. Travel may be 'self-powered', e.g. on foot or by bicycle, in an owned or hired vehicle, or by public transport. • This unit contains two elements: <ol style="list-style-type: none"> 1. Make travel arrangements 2. Supervise travel
<p>Performance criteria <i>You must be able to:</i></p>	<p>Make travel arrangements</p> <ul style="list-style-type: none"> • P1 plan travel arrangements that are appropriate to the requirements of the journey and needs of the participants • P2 plan travel arrangements that balance efficiency, cost-effectiveness, comfort and concern for the environment • P3 plan for likely contingencies • P4 plan travel arrangements that are safe and take account of the likely conditions during the journey • P5 provide the participants and members of staff involved with clear, correct and up-to- date information about the travel arrangements in good time • P6 ensure that the participants and staff are fully prepared for the journey • P7 follow all the relevant legal requirements for the journey <p>Supervise travel</p> <ul style="list-style-type: none"> • P8 take reasonable action to ensure the timely departure and arrival of the participants • P9 maintain the safety of the participants during the journey • P10 ensure that equipment, belongings and any travel documents are safe and secure during the

	<p>journey</p> <ul style="list-style-type: none"> • P11 supervise the handling of equipment and belongings to avoid injury and damage • P12 take reasonable action to ensure that vehicles and attachments under your control, and control of these vehicles, conform to organizational and legal requirements • P13 deal with any difficulties during the journey in a way which maintains the safety, security, comfort and goodwill of the participants • P14 keep required records accurate and up-to-date
<p>Knowledge and Understanding : Can be a. Organizational context(Knowledge of company/ organization and its processes) b. Technical Knowledge</p>	<ul style="list-style-type: none"> • K1 the major factors to bear in mind when travel, especially those to do with the safety and security of participants • K2 resources and arrangements that may be necessary for disabled people • K3 travel arrangements which are appropriate to the range of participants, the range of journeys and the types of programme in which you are involved • K4 the importance of ensuring travel arrangements take account of likely conditions and how likely conditions may affect the types of arrangements • K5 the importance of providing participants and other staff with up-to-date and accurate information about travel arrangements in good time: what can go wrong if this is not done • K6 the preparations which both participants and members of staff would have to make for the range of journeys • K7 what kinds of contingencies might occur in the range of journeys and arrangements listed and what plans to make to take account of these • K8 the legal requirements which govern organize travel for participants • K9 what steps to take to ensure the safe and timely

	<p>departure and arrival of participants</p> <ul style="list-style-type: none"> • K10 the importance of ensuring the safety and welfare of participants during the journey and how to do so • K11 types of organize to discourage during the types of journeys listed and how to do so with the range of participants listed • K12 how to maintain the safety and security of equipment, belongings and travel documents during the types of journeys listed • K13 safe handling and storage techniques • K14 organisational and legal requirements for the condition and control of vehicles • K15 types of difficulties which might arise during the journey and how to deal with these • K16 guidelines and good practice concerning the parking of vehicles • K17 records which need to be kept and the importance of doing so
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Skills (S) Additional	
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A. Core skills/ Generic Skills	Writing Skills
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	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1 how to select an appropriate style of writing to suit the degree of formality required and nature of the subject</p> <p>SA2. How to organize written material coherently</p> <p>SA3. How to make meaning clear by writing, proof-reading and re-drafting documents so that spelling, punctuation and grammar are accurate</p> <p>SA4. How to draw and present trends, conclusions and recommendations based on the evidence to hand</p>
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	Reading Skills
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	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5 analyze the various forms tourism data</p> <p>SA6 interpret the data obtained from travelers</p>
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	SA7 Record data of tourist and travelers
	Oral Communication
	The user/individual on the job needs to know and understand how to: SA1. Seek further assistance from colleagues with specialist information to enhance the organization of tours and travels
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. Make decisions pertaining to smooth operation of tour SB2. Make decisions in an emergency situation
	Plan and organize
	The user/individual on the job needs to know and understand how to: SB1: Plan & organize service feedback files/ document SB2: Plan and organize tours and travel as per Tourist/Visitor requirement SB3: Organise all the events planned SB4: Plan the sequence of destination visit so to maximize time and resources
	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 SB3. Manage large groups of tourist SB4. Attract attention of large groups and orient them for the tour
	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

	<p>solution(s)</p> <p>SB 2. Deal with clients lacking the technical background to</p>
	<p>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:</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: 4003		
Credits(NVEQF/NVQF/NSQF) [OPTIONAL]		Version number	
Industry	Hospitality	Drafted on	
Industry Sub-sector	Travel and Tourism	Last reviewed	
		Next review date	

TTS:4004	
Unit Title	Deal with Travel and Tourism Emergencies
Description	<ul style="list-style-type: none"> • This unit describes the competence required to resolve problems and take control in an emergency directly affecting travel and tourism Tourist/Visitors. • The ability to co-ordinate the post-emergency situation, including any necessary recording and reporting activities, is also required. • This unit is equally applicable to those working on-site and in a relevant role in a tour operator's headquarters.
Performance criteria <i>You must be able to:</i>	<p>Respond to problems and emergency situations, so that:</p> <ul style="list-style-type: none"> • P1 an immediate plan of action prioritises needs and is based on an accurate assessment of the emergency situation or problem • P2 escalation of the situation is prevented by prompt and effective action • P3 others assisting with the situation receive clear and relevant instructions • P4 any relevant emergency services are called promptly • P5 correct authorities are alerted to any situation beyond your personal authority or control • P6 danger or distress to Tourists/Visitors in the immediate vicinity is controlled or prevented • P7 an appropriate balance between the needs of individuals and the group as a whole is maintained • P8 responses comply with organizational procedures and local requirements • P9 inconvenience to Tourists/Visitors is taken care of and goodwill maintained • P10 where appropriate, accurate records of critical factors and key information are kept <p>Co-ordinate the post-emergency situation, so that:</p> <ul style="list-style-type: none"> • P11 all affected parties are promptly and clearly notified of the situation and its implications for them

	<ul style="list-style-type: none"> • P12 the support of the correct authorities and sources of assistance is secured • P13 any conflicts between local customs and the organisation’s procedures are resolved • P14 Tourists/Visitors affected by the emergency are aware of the situation and reassured • P15 alternative arrangements are in place for Tourists/Visitors unable to continue with their original plans • P16 sympathetic support is provided as required to those directly affected • P17 full and accurate records of the emergency are available to meet local, legal and the organisation’s requirements
<p>Knowledge and Understanding : Can be a. organizational context(Knowledge of company/ organization and its processes)</p> <p>b. Technical Knowledge</p>	<p>General knowledge and understanding</p> <ul style="list-style-type: none"> • K1 why prompt help and good communications with Tourist/Visitors, colleagues and other affected parties is important • K2 the extent to which taking the correct action helps maintain good Tourist/Visitor relationships and its value to your organization • K3 the importance of giving on-going support to those closely affected by emergencies • Emergency Help Line Numbers such as Police:100, Fire:101, Ambulance:102, Emergency Disaster Management:108, Central Accident and Trauma Services:1099, Emergency medical service in local area:1056 <p>Industry-specific knowledge and understanding</p> <ul style="list-style-type: none"> • K4 action that can be taken to contain and handle the emergency situations listed in “Scope” and the consequences of each • K5 the factors that must be considered in order to arrive at the most suitable course of action and the

	<p>consequences of failure to take such action</p> <ul style="list-style-type: none"> • K6 why different approaches may have to be used when considering the local situation and organizational policy • K7 how to assess emergency situations • K8 factors affecting Tourist/Visitor morale and goodwill in emergency situations <p>Context-specific knowledge and understanding</p> <ul style="list-style-type: none"> • K9 position of emergency exits in the location(s) you are working • K10 location of available emergency equipment and how to use it • K11 emergency contact numbers and the nature of the help available • K12 the role and scope of the local emergency services • K13 the role and scope of the main support services provided by the local authorities and any applicable assistance companies • K14 the types of arrangements that can be made for Tourists/Visitors unable to continue with their plans and how to instigate these • K15 your organisation’s procedures and guidelines for handling emergency situations • K16 the limits of your authority and legal responsibilities for dealing with emergencies • K17 the types of records that must be completed in the event of an emergency and how to complete and submit them
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. Complete the types of records required for the tourists</p>

	SA2. Process insurance, money transactions etc in emergency situations
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA5 interpret the emergency procedures for the Tourists/Visitors from various parts of world or ethnicity SA6 use various types of emergency literature SA 7 why different approaches may have to be used when considering the local situation and 20organizational policy
	Oral Communication
	The user/individual on the job needs to know and understand how to: SA1. Maintain contact with concerned officials in case of emergency SA2. Explain emergency situations SA3. Coordinate with co workers and clients/tourists in emergency situations SA4. Communicate with co workers effectively
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 SB2. Locate and use the available emergency equipment and how to use it
	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 of emergency exits in the location(s) you are working
	Tourist/Visitor centricity
	The user/individual on the job needs to know and understand how to:

	<p>SB3 manage relationship with the Tourist/Visitor who may be stressed, frustrated, confused or angry</p> <p>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:</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 delay</p> <p>SB4. Take control in a calm, professional manner</p> <p>SB5. Make an accurate assessment of the situation taking different needs and potential for escalation into account</p> <p>Sb6. Adapt your approach, as required, in response to changing circumstances</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: 4004		
Credits(NVEQF/NVQF/NSQF) [OPTIONAL]		Version number	
Industry	Hospitality	Drafted on	
Industry Sub-sector	Travel and Tourism	Last reviewed	

Unit Title	Contribute to maintaining the quality of travel operations	Next review date	and tourism
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Description	<ul style="list-style-type: none"> • This unit describes the competence involved in quality assuring day-to-day operations and systems, including security procedures, and maintaining the standard of products and services supplied to travel and tourism Tourists/Visitors by external contractors. Making suitable suggestions for improvements. • The unit is recommended for anyone responsible for ensuring the smooth running of tourism operations.
Performance criteria <i>You must be able to:</i>	<p>Help maintain the quality and security of operations, so that:</p> <ul style="list-style-type: none"> • P1 less experienced colleagues are aware of the standards of performance expected of them and the systems in place to measure them • P2 operations and security procedures are monitored against given measures at specified intervals • P3 any operational deficiencies are promptly rectified • P4 agreed changes and improvements are implemented according to instructions • P5 quality assurance records and reports are complete, accurate and promptly forwarded to the correct person <p>Help maintain the standard of supplied products and services, so that:</p> <ul style="list-style-type: none"> • P6 variations from specification in the delivery of contracted products and services are identified and the reasons for them reported to the appropriate person • P7 the effects on Tourists/Visitors of products and services being below specification are organized, following correct procedures • P8 the goodwill of external suppliers and the good image of the organization is maintained
Knowledge and Understanding : Can be	<p>General knowledge and understanding</p> <ul style="list-style-type: none"> • K1 how to make suggestions for improvement in a constructive way

<p>a. organizational context(Knowledge of company/ organization and its processes)</p> <p>b. Technical Knowledge</p>	<ul style="list-style-type: none"> • K2 the importance of monitoring the quality of operations and taking prompt remedial action • K3 why it is important to identify the causes of problems and to take effective action to resolve them and prevent their recurrence • K4 the importance of keeping yourself and your colleagues up to date on current quality assurance and security procedures • K5 the importance of maintaining and enhancing Tourist/Visitor and supplier goodwill and the image of your organization <p>Industry-specific knowledge and understanding</p> <ul style="list-style-type: none"> • K6 the types of measures available for quality assuring on-site travel and • tourism operations, security and supplier performance • K7 the types of supplier problems that can commonly affect Tourist/Visitors • K8 how to deal with operational quality failures <p>Context-specific knowledge and understanding</p> <ul style="list-style-type: none"> • K9 the contractual obligations of the suppliers in the area(s) for which you are responsible • K10 the items in the area where you work that are classified as ‘high value’ and subject to special security arrangements • K11 any keyholders, their responsibilities and how to contact them • K12 your role and responsibilities for ensuring the quality of operations, maintaining security and the delivery of services by suppliers • K13 the standards of personal performance, service and conduct expected by your organization • K14 organisational policies and procedures covering all workplace operations, security and services
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	<p>provided to Tourist/Visitors</p> <ul style="list-style-type: none"> • K15 your organisation's and local policies for sustainable tourism and how they should be implemented • K16 aspects of current data protection legislation relevant to the information you store and for which you are responsible • K17 the quality control and monitoring systems used in your 26organization and how to apply them • K18 the type(s) of quality control records required by your 26organization and how and when to complete them • K19 the person(s) to whom you should report any quality related problems • K20 how to deal with suppliers and others when things go wrong and the types of remedial action that are available to you
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 catalogues and index systems SA2. Managing small or large inventories SA3. Prepare status and progress reports SA4. Write work updates and to request appropriate information without English language errors regarding grammar or sentence SA5. Prepare standard operating procedures for maintaining quality SA6. Prepare feedback forms and questionnaires for improvising quality</p> <hr/> <p style="text-align: center;">Reading Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. Interpret and apply quality assurance principles</p>

	<p>SA6. Keep abreast with latest knowledge, procedures for quality management procedures</p> <p>SA7. Read comments, suggestions, and responses for the standard procedures</p> <p>SA8. Read about new rules for maintaining quality</p> <p>Oral Communication</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA9. Discuss task lists, schedules and workloads</p> <p>SA10. Develop appropriate questions for various culture heritage sites</p> <p>SA11. Communicate properly and clearly with colleague</p> <p>SA12. 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. Freely share and encourage the sharing of information to keep everyone up to date and well informed</p> <p>SB2. Keep the relevant people aware of any local information or events likely to adversely affect operations</p> <p>SB3. Make suitable recommendations for changes to suppliers clearly explaining the benefits changes would bring to your organisation</p> <p>Plan and organize</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB4: Plan & organize service feedback files/ document</p> <p>SB5: To organize and develop system of catalogues and index systems, and managing small or large groups of tourists</p> <p>SB6: To organize the process of loan of items, insurances, movement, transport and conservation</p> <p>SB7. Respond positively to any agreed changes to operational procedures and or standards of performance</p> <p>Tourist/Visitor centricity</p>

	<p>The user/individual on the job needs to know and understand how to: SB5: manage relationship with the Tourist/Visitor and client</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/ colleagues lacking the technical background to solve the problem on their own SB3. Identify immediate or temporary solutions to resolve delays SB4. Make suitable suggestions for improvements to operational systems, clearly identifying the potential benefits</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: 4005		
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: 4006
Unit Title	Contribute to business file management
Description	<ul style="list-style-type: none"> • This unit describes the competence involved in quality assuring day-to-day operations and systems, including security procedures, and maintaining the standard of products and services supplied to travel and tourism Tourists/Visitors by external contractors. Making suitable suggestions for improvements are also included. • The unit is recommended for anyone responsible for ensuring the smooth running of tourism operations.
Performance criteria <i>You must be able to:</i>	<p>Help maintain the quality and security of operations, so that:</p> <ul style="list-style-type: none"> • P1 less experienced colleagues are aware of the standards of performance expected of them and the systems in place to measure them • P2 operations and security procedures are monitored against given measures at specified intervals • P3 any operational deficiencies are promptly rectified • P4 agreed changes and improvements are implemented according to instructions • P5 quality assurance records and reports are complete, accurate and promptly forwarded to the correct person <p>Help maintain the standard of supplied products and services, so that:</p> <ul style="list-style-type: none"> • P6 variations from specification in the delivery of contracted products and services are identified and the reasons for them reported to the appropriate person • P7 the effects on Tourists/Visitors of products and services being below specification are minimised, following correct procedures • P8 the goodwill of external suppliers and the good image of the organisation is maintained
Knowledge and Understanding :	<p>General knowledge and understanding</p> <ul style="list-style-type: none"> • K1 how to make suggestions for improvement in a

<p>Can be</p> <p>a. organizational context(Knowledge of company/ organization and its processes)</p> <p>b. Technical Knowledge</p>	<p>constructive way</p> <ul style="list-style-type: none"> • K2 the importance of monitoring the quality of operations and taking prompt remedial action • K3 why it is important to identify the causes of problems and to take effective action to resolve them and prevent their recurrence • K4 the importance of keeping yourself and your colleagues up to date on current quality assurance and security procedures • K5 the importance of maintaining and enhancing Tourist/Visitor and supplier goodwill and the image of your organisation <p>Industry-specific knowledge and understanding</p> <ul style="list-style-type: none"> • K6 the types of measures available for quality assuring on-site travel and • tourism operations, security and supplier performance • K7 the types of supplier problems that can commonly affect Tourist/Visitors • K8 how to deal with operational quality failures <p>Context-specific knowledge and understanding</p> <ul style="list-style-type: none"> • K9 the contractual obligations of the suppliers in the area(s) for which you are responsible • K10 the items in the area where you work that are classified as 'high importance ' and subject to special security arrangements • K11 any keyholders, their responsibilities and how to contact them • K12 your role and responsibilities for ensuring the quality of operations, maintaining security and the delivery of services by suppliers • K13 the standards of personal performance, service and conduct expected by your organisation • K14 organisational policies and procedures covering all workplace
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	<p>operations, security and services provided to Tourist/Visitors</p> <ul style="list-style-type: none"> • K15 your organisation's and local policies for sustainable tourism and how they should be implemented • K16 aspects of current data protection legislation relevant to the information you store and for which you are responsible • K17 the quality control and monitoring systems used in your organisation and how to apply them • K18 the type(s) of quality control records required by your organisation and how and when to complete them • K19 the person(s) to whom you should report any quality related problems • K20 how to deal with suppliers and others when things go wrong and the types of remedial action that are available to you
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Skills (S) Additional

A. Core skills/ Generic Skills	Writing Skills
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	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Document the relevant accounts</p> <p>SA2. Document the relevant practices followed for account management</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>
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Reading Skills

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. Interpret types of measures available for quality assuring on-site travel and tourism operations, security and supplier performance</p> <p>SA6. Report quality related problems and issues</p>
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	<p>SA7. Read comments, suggestions, and responses for contribute to business travel management</p> <p>SA8. Read about new travel policies, national and international</p> <p>SA9. Keep abreast with latest technology by reading brochures about various travel destinations</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. Communicate properly and clearly with colleague</p> <p>SA12 Avoid the use of colloquial/informal language, jargons, slangs, acronyms at work place</p> <p>SA13. Freely share and encourage the sharing of information to keep everyone up to date and well informed</p> <p>SA14. Keep the relevant people aware of any local information or events likely to adversely affect operation</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. Make suitable suggestions for improvements to operational systems, clearly identifying the potential benefits</p> <p>SB3. Respond positively to any agreed changes to operational procedures and or standards of performance</p>
	<p>Plan and organize</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB4: Plan & organize service feedback files/ document</p> <p>SB5: To organize and develop system of catalogues and index systems, and managing small or large collections in a cultural heritage organization</p> <p>SB6: To organize the process of loan of items, insurances, movement, transport and conservation</p>

	<p>Tourist/Visitor centricity The user/individual on the job needs to know and understand how to: SB5: manage relationship with the Tourist/Visitor relationship</p>
	<p>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/ colleagues lacking the technical background to solve the problem on their own SB3. identify immediate or temporary solutions to resolve delays SB4. Make suitable recommendations for changes to suppliers clearly explaining the benefits changes would bring to your organisation</p>
	<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</p>
	<p>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</p>

NOS Code	TTS:4006		
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: 3006
Unit Title	Generate increased travel and tourism sales
Description	<ul style="list-style-type: none"> • This unit describes the competence involved in contacting existing and potential Tourists/Visitors to increase the level of sales of travel and tourism products and services, and evaluating your success in increasing sales. • The unit is recommended for staff engaged in direct sales of travel and tourism products.
Performance criteria <i>You must be able to:</i>	<p>Source contacts to increase sales, so that:</p> <ul style="list-style-type: none"> • P1 sales-drive objectives, targets and evaluation methods are identified and agreed with the relevant person(s) • P2 potential sales leads are selected according to agreed criteria • P3 products and services potentially of interest to Tourists/Visitors are identified <p>Promote sales of travel and tourism products and services, so that:</p> <ul style="list-style-type: none"> • P4 Tourists/Visitors and sales leads are contacted using the most effective • methods and times • P5 products and services promoted are based on previous buying history • and potential needs, opportunities for up-selling and switch-selling • P6 sales techniques used are adapted and suit Tourist/Visitor reaction • P7 information provided to potential Tourists/Visitors is valid and suited to their • needs • P8 details of the Tourist/Visitor contact are recorded accurately <p>Evaluate success in increasing sales, so that:</p> <ul style="list-style-type: none"> • P9 valid comparisons are made between the agreed

	<p>objectives and the actual sales achieved, and any variations explained</p> <ul style="list-style-type: none"> • P10 recommendations for future sales-drives are based on sound evaluation and promptly provided to the relevant person(s)
<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 methods of researching a Tourist/Visitor database to identify potential sales leads • K2 how to use selling techniques to make sales, including establishing rapport • K3 how to adapt your sales approach to meet different Tourist/Visitors’ reactions • K4 the place and value of local direct sales drives in promoting sales and identifying Tourist/Visitors’ needs • K5 the benefits and limitations of different means of contacting Tourist/Visitors • K6 the importance of recording Tourist/Visitors’ reactions to sales offerings • K7 the importance of carefully listening/watching to Tourist/Visitors’ reactions during sales conversations <p>Industry-specific knowledge and understanding</p> <ul style="list-style-type: none"> • K8 the range of Tourist/Visitors’ needs for travel and tourism products and services • K9 current economic and social conditions that affect travel and tourism product purchasing • K10 means of evaluating the success of sales-drives • K11 how to effectively present information to Tourists/Visitors to generate interest in products and services • K12 how to recognize opportunities to up-sell and switch-sell • K13 the influence of current conditions on Tourist/Visitors’ reactions to travel and tourism

	<p>sales-drives</p> <ul style="list-style-type: none"> • K14 the importance of providing only accurate and relevant information to potential Tourist/Visitors <p>Context-specific knowledge and understanding</p> <ul style="list-style-type: none"> • K15 the range, features and prices of all available travel and tourism products and services • K16 current promotional deals and sales objectives • K17 the main products and services being offered by competitors • K18 to whom you can refer Tourist/Visitor contacts and from whom you can obtain further information and advice that may be needed
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Skills (S) Additional

A. Core skills/ Generic Skills	Writing Skills
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The user/ individual on the job needs to know and understand how to:

SA1. Write newly formulated policies

SA2. Write product description of newly developed sales and promotion features

SA3. To maintain and record the sales status after implementation / launch of new policies and products

SA4. To communicate properly with clients and colleagues about the products and sales

Reading Skills

The user/individual on the job needs to know and understand how to:

SA5. Evaluate data, draw conclusions and make recommendations for future sales-drives

SA6. Read about various strategies and sales promotions used by competitors

SA7. Keep abreast with latest knowledge, procedures for management procedures

SA8. Read comments, suggestions, and responses for

	<p>developing new sales and promotion activities</p> <p>SA9. Read about new policies regulated by govt for sales of tourism</p> <p>SA10. Keep abreast with latest technology by reading brochures about cultural heritage sites, information sheets, archaeological importance</p>
	Oral Communication
	<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. Discuss the new products</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>SA14. Describe and make sales</p> <p>SA15. Promote new products</p> <p>SA16. Establish good Tourist/Visitor relationship</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>SB1 plan & organize service feedback files/ document</p> <p>SB2 Research existing Tourist/Visitor base to identify potential leads to sales of selected products and services</p> <p>SB5 Identify opportunities for sales in the course of a conversation</p> <p>SB6 Identify “buying signals” from Tourists/Visitors to trigger closure of the sale</p>
	Tourist/Visitor centricity
	<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>SB3 Build and maintain good relationships with new and existing Tourist/Visitors</p> <p>SB4 Adapt approach and language used with Tourists/Visitors in response to their Reactions</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>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>
	<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: 3006		
Unit Code	TTS: 2005		
Credits (NVEQ, NVEQ, NVEQ, NVEQ) [OPTIONAL]		Version number	
Industry	Hospitality	Drafted on	
Industry Sub-sector	Travel and Tourism	Last reviewed	
		Next review date	

	<p>Tourist/Visitors</p> <ul style="list-style-type: none"> • P12 the booking is completed to meet your organisation's procedures and other legal and regulatory requirements • P13 all booking administration is processed promptly, correctly and following your organisation's procedures • P14 booking information and documentation is stored securely following your organisation's procedures and legal requirements <p>Process post-booking documentation, so that:</p> <ul style="list-style-type: none"> • P15 bookings have a supplier confirmation that matches the services booked • P16 the correct copies of booking documents are issued to the relevant person(s) • P17 booking documentation is promptly and accurately updated, when required • P18 all matters outside your work responsibilities or experience are referred to the relevant person(s) <p>Receive, prepare and issue travel documentation, so that:</p> <ul style="list-style-type: none"> • P19 all documentation received matches the travel services booked • P20 any documentation discrepancies are resolved promptly and appropriately before issue to Tourist/Visitors • P21 complete and accurately assembled documentation and any necessary tickets are issued to your Tourists/Visitors within the required time scale and following your organisation's procedure • P22 booking details are clearly reconfirmed to your Tourist/Visitors • P23 all travel arrangements are clearly and fully explained to your Tourists/Visitors in a way they will understand • P24 Tourists/Visitors have fully understood their travel arrangements and are satisfied with your service before they leave your premises
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	<ul style="list-style-type: none"> • P25 all Tourist/Visitor records are completed fully and accurately and passed to the relevant person(s) promptly
<p>Knowledge and Understanding : Can be a. organizational context(Knowledge of company/ organization and its processes)</p> <p>b. Technical Knowledge</p> <p>You need to know and understand:</p>	<p>General knowledge and understanding</p> <ul style="list-style-type: none"> • K1 the relevant parts of the disability discrimination legislation and its implications when giving advice and information to Tourist/Visitors • K2 the main requirements of legislation affecting the collection, storage and use of personal information • K3 the need for maintaining Tourist/Visitor confidentiality • K4 the importance of accurate and secure record keeping <p>Industry-specific knowledge and understanding</p> <ul style="list-style-type: none"> • K5 the location of the most visited outbound destinations in the world for the visitors • K6 the location of major tourist attractions and special events throughout the world • K7 the types of currency in use in major tourist destinations worldwide • K8 the official languages in use in major tourist destinations worldwide • K9 the types of climate found in major tourist destinations worldwide • K10 world time zones and their impact on your Tourist/Visitors • K11 the elements that make up a package • K12 where to find accurate and up to date information to support the booking • K13 passport and visa types and where to find information on visa and passport entry requirements • K14 what information to give Tourists/Visitors to enable them to find out current mandatory and recommended health precautions and regulations • K15 the different entry requirements for EU and non-EU passport holders to major tourist destinations worldwide

	<ul style="list-style-type: none"> • K16 car rental terms and abbreviations • K17 main conditions of rental including eligibility (e.g. age, endorsements) • K18 the car insurance provision offered by the car hire suppliers used by your organisation, including collision damage waiver, personal accident insurance and top ups • K19 sources of information on major parking operators at the main airports • K20 sources of information on airport taxi and transport arrangements to major departure points • K21 types of travel insurance available including amounts of cover, conditions, exclusions and excesses • K22 what products are and are not covered • K23 the meaning of basic terms and abbreviations used on travel documentation • K24 the booking terms and conditions and any restrictions applying to the travel and additional services you are booking • K25 3-letter airport codes and how to encode and decode them • K26 types of tickets available for travel services and any conditions attached to their issue • K27 methods of making documents available to Tourist/Visitors • K28 the consequences of making booking errors • K29 the consequences of incorrectly issuing and processing documents • K30 how to read and interpret maps to identify major seaports and airports, tourist destinations, capital cities, major cities and country groups in the world • K31 how to present costings to Tourist/Visitors • K32 how to explain relevant booking conditions and restrictions so that they are understood by your Tourist/Visitors • K33 how to use and interpret reference sources to
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	<p>provide information and costings for different Tourist/Visitor groups and pricing tariffs.</p> <ul style="list-style-type: none"> • K34 how to determine Tourist/Visitors' eligibility for different insurance products (e.g. regarding age, pregnancy, medical history, etc.) • K35 how to interpret the travel arrangement information on travel documentation • K36 how to complete suppliers' manual or electronic booking documentation • K37 how to use the phonetic alphabet • K38 how to complete tickets, vouchers and associated documentation • K39 how to ensure tickets, vouchers and associated documentation are accurate • K40 why it is important to ensure that information provided to Tourists/Visitors is accurate and up to date • K41 the consequences of misrepresentation (e.g. in the context of brochure amendments and or updates) during discussions with Tourist/Visitors • K42 the value of Tourist/Visitor information to: <ul style="list-style-type: none"> • K42.1 establishing current trends in travel and tourism Tourist/Visitors' wants and needs • K42.2 tailoring offers to specific Tourist/Visitors' profiles • K42.3 maintaining contact with Tourists/Visitors and building Tourist/Visitor loyalty • K43 the importance of following organisational systems for recording and processing information and that these differ between organisations • K44 how and when to question Tourists/Visitors about passports and visas and any health requirements <p>Context-specific knowledge and understanding</p> <ul style="list-style-type: none"> • K45 what information needs to be collected to meet company needs • K46 how information must be collected, processed
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	<p>and stored to meet organisation and legal requirements</p> <ul style="list-style-type: none"> • K47 your organisation's procedures relating to the sale of travel services and insurance and the importance of following them • K48 your organisation's procedures for hand-over of travel documentation • K49 your organisation's position on preferred operators • K50 your organisation's procedures for completing and processing manual and/or computer bookings, processing booking documentation, monitoring and logging bookings • K51 your organisation's procedures for the distribution and storage of booking documentation (including tickets, vouchers, and policies, etc.) • K52 the types of travel documentation that can be issued and completed in your workplace • K53 your legal obligations when advising Tourist/Visitors, including general requirements of package holiday legislation, including ATOL financial protection arrangements (if appropriate); booking conditions; passport, visa, health and insurance requirements, including current, applicable regulatory guidelines for insurance selling • K54 the limits of your responsibility for handling documentation discrepancies and to whom you should report any problems
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Skills (S) Additional

A. Core skills/ Generic Skills	Writing Skills
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	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Handle insurance, passport, visa, health and insurance requirements</p> <p>SA2. Document the various Tourist/Visitor requirements</p>
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	<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>SA5. Complete vouchers, ticketing procedure, bookings and travel arrangement</p>
	<p>Reading Skills</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA6. Interpret travel and VISA rules for various countries and destinations</p> <p>SA7. Keep abreast with latest knowledge, procedures for management procedures</p> <p>SA8. Interpret travel insurance, rental car agreements and hotel arrangements</p> <p>SA9. Read about new policies, guidelines and rules for tourist from various countries</p> <p>SA10. Keep abreast with latest technology by reading brochures about various tourist rules, destinations, changes in visa and other insurance and rental policies</p>
	<p>Oral Communication</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA11. Discuss task lists, schedules and workloads</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>SA14. Greet your Tourists/Visitors in a prompt, friendly and confident way</p> <p>SA15. Use suitable questioning techniques and listening skills and record the Result</p> <p>SA16. Question your Tourists/Visitors on their travel requirements to identify their requirements</p> <p>SA17. Take opportunities to offer additional services</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. Offer tailor made/customised travel package</p> <p>SB3. Offer various services along with the tour package</p> <p>SB4. Provide relevant information</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: Plan & organize travel arrangements for group of travelers</p> <p>SB3: travelers from various cultural and ethnic background</p> <p>SB4: organize group tours, travel arrangements, VISA, health/travel insurance</p> <p>SB5. Respond to emergency situations</p>
	<p>Tourist/Visitor centricity</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB3 manage relationship with the Tourist/Visitor who may be stressed, frustrated, confused or angry</p> <p>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:</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>
	<p>Analytical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p>

	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

NOS Code	TTS: 2005		
Credits(NVEQF/NVQF/NSQF) [OPTIONAL]		Version number	
Industry	Hospitality	Drafted on	
Industry Sub-sector	Travel and Tourism	Last reviewed	
		Next review date	

