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SELF-ASSESSMENT GUIDE

Qualification	TRAVEL SERVICES NC II		
Unit of Competency Covered	<ul style="list-style-type: none"> • Create travel-related reservations and transactions • Provide assistance in travel documentation preparation • Issue International Air Transport Association (IATA) – Billing Settlement Plan (BSP) documents and other passage documents 		
<p>Instruction:</p> <ul style="list-style-type: none"> • Read each of the questions in the left-hand column of the chart. • Place a check in the appropriate box opposite each question to indicate your answer. 			
Can I?	YES	NO	
CREATE TRAVEL-RELATED RESERVATIONS AND TRANSACTIONS			
• Interprets or creates customers records of new or existing booking requirements			
• Prepares and issues customers' required document and other materials			
• Updates customer's records of the financial status accurately in accordance with enterprise procedures.			
• Identifies supplier's services to be booked according to the customer's requirements and requests.			
• Identifies and confirms details of specific products and services which have been sold to the customer.			
• Where no specific product/s or service/s has been confirmed to the customer, appropriate suppliers are selected to ensure customer needs are met according to prices quoted.			
• Selects supplier according to any pre-negotiated enterprise arrangements.			
• Request products and services from suppliers using the appropriate method in accordance with enterprise procedures.			
• Provides details of the required booking to ensure the customer receives the correct product			
• Requests multiple services in the most practical and sequential order.			
• Requests alternative choices if desired bookings are not available			
• Identifies changes made to original bookings and action flow-on impacts are adjusted accordingly			

<ul style="list-style-type: none"> • Make revisions to bookings as requested/required including adjustment to other arrangements, accordingly 		
<ul style="list-style-type: none"> • Keeps records of all bookings made including requests and confirmations then filed in accordance with company policies and procedures. 		
<ul style="list-style-type: none"> • Monitors files to ensure that all confirmations have been received and follow up pending bookings/reservations. 		
<ul style="list-style-type: none"> • Schedules actions to be taken in relation to bookings are noted and in accordance with system and/or company policies and procedures. 		
<ul style="list-style-type: none"> • Records amendments/adjustments made accurately in accordance with enterprise procedures. 		
<ul style="list-style-type: none"> • Relays booking changes to suppliers in accordance with agreed procedures and any contractual arrangements. 		
<ul style="list-style-type: none"> • Finalizes client's final details and requirements with suppliers in accordance with the standard operating procedures. 		
<ul style="list-style-type: none"> • Processes payments required by the supplier at the appropriate time in accordance with enterprise procedures. 		
<ul style="list-style-type: none"> • Collects clients payment and corresponding proof of payment is provided in accordance to company policies and procedures 		
<ul style="list-style-type: none"> • Collates Information and documentary requirements of client's passport application in accordance with company policies and procedures and appropriate national and foreign government authorities 		
<ul style="list-style-type: none"> • Checks passport application documents for accuracy, completeness and identified discrepancies are corrected or referred to client where necessary 		
<ul style="list-style-type: none"> • Files passport application documents to proper authorities/DFA and corresponding fees are paid 		
<ul style="list-style-type: none"> • Claims new passport from appropriate national and foreign government authorities within same day of release 		
<ul style="list-style-type: none"> • Logs passport and releases to client according to travel agency policies and procedures 		
PROVIDE ASSISTANCE IN TRAVEL DOCUMENTATION PREPARATION		
<ul style="list-style-type: none"> • Determines visa requirements for client's country of destination 		
<ul style="list-style-type: none"> • Informs visa applicant on the requirements and fees required by preferred country of destination 		
<ul style="list-style-type: none"> • Assists visa applicant where applicable in paying the fees, securing appointments and in filling up and submitting the accomplished forms required by the country of destination and/or transit points 		
<ul style="list-style-type: none"> • Prepares visa documentary requirements according to the requirements of the country of destination 		

<ul style="list-style-type: none"> • Informs visa applicant of the date of personal appearance or interview at the Embassy, if applicable 		
<ul style="list-style-type: none"> • Informs visa applicant on procedures on how and when the visa is to be released by the Embassy 		
<ul style="list-style-type: none"> • Logs visa and releases to client according to travel agency policies and procedures 		
<ul style="list-style-type: none"> • Inquires immigration clearance requirements and determines from the Immigration department 		
<ul style="list-style-type: none"> • Assists immigration clearance applicant in paying the fees and in filling up forms required by the immigration department 		
<ul style="list-style-type: none"> • Prepares immigration clearance documentary requirements according to the requirements of the immigration department 		
<ul style="list-style-type: none"> • Informs immigration clearance applicant on procedures on how and when is the clearance to be released by the immigration department 		
<ul style="list-style-type: none"> • Logs immigration clearance document and releases to client according to travel agency policies and procedures 		
<ul style="list-style-type: none"> • Inquires necessary additional travel documents requirements for visitors, OFWs, minors etc. are determined 		
<ul style="list-style-type: none"> • Assists applicant in paying the fees and in filling up forms required by the immigration department 		
<ul style="list-style-type: none"> • Prepares documentary requirements according to the requirements for travel 		
<ul style="list-style-type: none"> • Informs applicant on procedures on how and when is the required travel documents to be released by the immigration department 		
<ul style="list-style-type: none"> • Logs and releases document to client according to travel agency policies and procedures 		
PROVIDE ASSISTANCE IN TRAVEL DOCUMENTATION PREPARATION		
<ul style="list-style-type: none"> • Records information as received 		
<ul style="list-style-type: none"> • Encodes travel data through electronic or manual means 		
<ul style="list-style-type: none"> • Validates travel data with clients and any other travel related information in accordance with company procedures 		
<ul style="list-style-type: none"> • Records supplementary information and clears with client in accordance to company procedures 		
<ul style="list-style-type: none"> • Calculates total cost of travel requirements based on updated local or International rates 		
<ul style="list-style-type: none"> • Forwards information to the travel counselor in accordance with the company procedures 		

<ul style="list-style-type: none"> • Inputs information through automated system such as Computer Reservation System (CRS) or Global Distribution System (GDS), etc. 		
<ul style="list-style-type: none"> • Inputs information manually in the absence of any computerized system 		
<ul style="list-style-type: none"> • Tickets manually written or generated through automated system in accordance with supplier and company procedures 		
<ul style="list-style-type: none"> • Determines all travel rules and travel related services and documents in accordance with supplier and company procedures 		
<ul style="list-style-type: none"> • Gathers Tariff rules and regulations and implement in accordance with supplier and company procedures 		
<ul style="list-style-type: none"> • Obtains schedule of fare / fees from airlines and other suppliers 		
<ul style="list-style-type: none"> • Obtains information on International Air Transport Association (IATA) tariff, billing and settlement plans and document for schedule of remittance and papers 		
<p>I agree to undertake assessment in the knowledge that information gathered will only be used for professional development purposes and can only be accessed by concerned assessment personnel and my manager/supervisor.</p>		
<p>Candidate's Name and Signature</p>	<p>Date :</p>	