TRAINING REGULATIONS

LOCAL GUIDING SERVICES NC II

TOURISM SECTOR
(TRAVEL AND TOUR)

TECHNICAL EDUCATION AND SKILLS DEVELOPMENT AUTHORITY
East Service Road, South Superhighway, Taguig City, Metro Manila

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TOURISM SECTOR
(TRAVEL AND TOUR)

LOCAL GUIDING SERVICES NC II

TRAINING REGULATIONS FOR

LOCAL GUIDING SERVICES NC II

SECTION 1   LOCAL GUIDING SERVICES NC II QUALIFICATION

The **LOCAL GUIDING SERVICES NC II** Qualification consists of competencies that a person must achieve to assist and guide the tourists and coordinate their itinerary from the day of arrival at a specific destination up to the day of departure. They serve as constant traveling companion for the tourists and see to it that whatever is contracted by the tour operator abroad is given as per contract as specified in the itinerary.

This Qualification is packaged from the competency map of the **Tourism Sector (Travel and Tour)** as shown in Annex A

The Units of Competency comprising this Qualification include the following:

CODE NO.	BASIC COMPETENCIES
500311105	Participate in workplace communication
500311106	Work in a team environment
500311107	Practice career professionalism
500311108	Practice occupational health and safety procedures
CODE NO.	**COMMON COMPETENCIES**
TRS311201	Develop and update industry knowledge
TRS311202	Observe workplace hygiene procedures
TRS311203	Perform computer operations
TRS311204	Perform workplace and safety practices
TRS311205	Provide effective customer service
CODE NO.	**CORE COMPETENCIES**
TRS5113116	Research information relevant to locality and tour Itinerary
TRS5113117	Coordinate tour arrangements for clients
TRS5113118	Accompany and guide clients in accordance with the tour itinerary

A person who has achieved this Qualification is competent to be :

❑ Local Guide

SECTION 2 COMPETENCY STANDARDS

This section gives the details of the contents of the basic, common and core units of competency required in **LOCAL GUIDING SERVICES NC II**.

BASIC COMPETENCIES

UNIT OF COMPETENCY : PARTICIPATE IN WORKPLACE COMMUNICATION

UNIT CODE   : 500311105

UNIT DESCRIPTOR   : This unit covers the knowledge, skills and attitudes required to gather, interpret and convey information in response to workplace requirements.

ELEMENT	PERFORMANCE CRITERIA *Italicized* terms are elaborated in the Range of Variables
1. Obtain and convey workplace information	1.1 Specific and relevant information is accessed from ***appropriate sources*** 1.2 Effective questioning, active listening and speaking skills are used to gather and convey information 1.3 Appropriate ***medium*** is used to transfer information and ideas 1.4 Appropriate non-verbal communication is used 1.5 Appropriate lines of communication with supervisors and colleagues are identified and followed 1.6 Defined workplace procedures for the location and ***storage*** of information are used 1.7 Personal interaction is carried out clearly and concisely
2. Participate in workplace meetings and discussions	2.1 Team meetings are attended on time 2.2 Own opinions are clearly expressed and those of others are listened to without interruption 2.3 Meeting inputs are consistent with the meeting purpose and established ***protocols*** 2.4 ***Workplace interactions*** are conducted in a courteous manner 2.5 Questions about simple routine workplace procedures and maters concerning working conditions of employment are asked and responded to 2.6 Meetings outcomes are interpreted and implemented
3. Complete relevant work related documents	3.1 Range of ***forms*** relating to conditions of employment are completed accurately and legibly 3.2 Workplace data is recorded on standard workplace forms and documents 3.3 Basic mathematical processes are used for routine calculations 3.4 Errors in recording information on forms/ documents are identified and properly acted upon 3.5 Reporting requirements to supervisor are completed according to organizational guidelines

RANGE OF VARIABLES

VARIABLE	RANGE
1. Appropriate sources	1.1 Team members 1.2 Suppliers 1.3 Trade personnel 1.4 Local government 1.5 Industry bodies
2. Medium	2.1 Memorandum 2.2 Circular 2.3 Notice 2.4 Information discussion 2.5 Follow-up or verbal instructions 2.6 Face to face communication
3. Storage	3.1 Manual filing system 3.2 Computer-based filing system
4. Forms	4.1 Personnel forms, telephone message forms, safety reports
5. Workplace interactions	5.1 Face to face 5.2 Telephone 5.3 Electronic and two way radio 5.4 Written including electronic, memos, instruction and forms, non-verbal including gestures, signals, signs and diagrams
6. Protocols	6.1 Observing meeting 6.2 Compliance with meeting decisions 6.3 Obeying meeting instructions

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate:
	1.1 Prepared written communication following standard format of the organization
	1.2 Accessed information using communication equipment
	1.3 Made use of relevant terms as an aid to transfer information effectively
	1.4 Conveyed information effectively adopting the formal or informal communication
2. Underpinning Knowledge and Attitudes	2.1 Effective communication
	2.2 Different modes of communication
	2.3 Written communication
	2.4 Organizational policies
	2.5 Communication procedures and systems
	2.6 Technology relevant to the enterprise and the individual's work responsibilities
3. Underpinning Skills	3.1 Follow simple spoken language
	3.2 Perform routine workplace duties following simple written notices
	3.3 Participate in workplace meetings and discussions
	3.4 Complete work related documents
	3.5 Estimate, calculate and record routine workplace measures
	3.6 Basic mathematical processes of addition, subtraction, division and multiplication
	3.7 Ability to relate to people of social range in the workplace
	3.8 Gather and provide information in response to workplace requirements
4. Resource Implications	4.1 Fax machine
	4.2 Telephone
	4.3 Writing materials
	4.4 Internet
5. Methods of Assessment	5.1 Direct Observation
	5.2 Oral interview and written test
6. Context of Assessment	6.1 Competency may be assessed individually in the actual workplace or through accredited institution

UNIT OF COMPETENCY : **WORK IN TEAM ENVIRONMENT**

UNIT CODE : **500311106**

UNIT DESCRIPTOR : This unit covers the skills, knowledge and attitudes to identify role and responsibility as a member of a team.

ELEMENT	PERFORMANCE CRITERIA *Italicized* terms are elaborated in the Range of Variables	
1. Describe team role and scope	1.1	The *role and objective of the team* is identified from available *sources of information*
	1.2	Team parameters, reporting relationships and responsibilities are identified from team discussions and appropriate external sources
2. Identify own role and responsibility within team	2.1	Individual role and responsibilities within the team environment are identified
	2.2	Roles and responsibility of other team members are identified and recognized
	2.3	Reporting relationships within team and external to team are identified
3. Work as a team member	3.1	Effective and appropriate forms of communications used and interactions undertaken with team members who contribute to known team activities and objectives
	3.2	Effective and appropriate contributions made to complement team activities and objectives, based on individual skills and competencies and *workplace context*
	3.3	Observed protocols in reporting using standard operating procedures
	3.4	Contribute to the development of team work plans based on an understanding of team's role and objectives and individual competencies of the members.

RANGE OF VARIABLES

VARIABLE	RANGE
1. Role and objective of team	1.1 Work activities in a team environment with enterprise or specific sector 1.2 Limited discretion, initiative and judgement maybe demonstrated on the job, either individually or in a team environment
2. Sources of information	2.1 Standard operating and/or other workplace procedures 2.2 Job procedures 2.3 Machine/equipment manufacturer's specifications and instructions 2.4 Organizational or external personnel 2.5 Visitor/supplier instructions 2.6 Quality standards 2.7 OHS and environmental standards
3. Workplace context	3.1 Work procedures and practices 3.2 Conditions of work environments 3.3 Legislation and industrial agreements 3.4 Standard work practice including the storage, safe handling and disposal of chemicals 3.5 Safety, environmental, housekeeping and quality guidelines

EVIDENCE GUIDE

1. Critical aspects of competency	Assessment requires evidence that the candidate:
	1.1 Operated in a team to complete workplace activity
	1.2 Worked effectively with others
	1.3 Conveyed information in written or oral form
	1.4 Selected and used appropriate workplace language
	1.5 Followed designated work plan for the job
	1.6 Reported outcomes
2. Underpinning Knowledge and Attitude	2.1 Communication process
	2.2 Team structure
	2.3 Team roles
	2.4 Group planning and decision making
3. Underpinning Skills	3.1 Communicate appropriately, consistent with the culture of the workplace
4. Resource Implications	The following resources MUST be provided:
	4.1 Access to relevant workplace or appropriately simulated environment where assessment can take place
	4.2 Materials relevant to the proposed activity or tasks
5. Methods of Assessment	Competency may be assessed through:
	5.1 Observation of the individual member in relation to the work activities of the group
	5.2 Observation of simulation and or role play involving the participation of individual member to the attainment of organizational goal
	5.3 Case studies and scenarios as a basis for discussion of issues and strategies in teamwork
6. Context for Assessment	6.1 Competency may be assessed in workplace or in a simulated workplace setting
	6.2 Assessment shall be observed while task are being undertaken whether individually or in group

UNIT OF COMPETENCY : **PRACTICE CAREER PROFESSIONALISM**

UNIT CODE   : **500311107**

UNIT DESCRIPTOR   : This unit covers the knowledge, skills and attitudes in promoting career growth and advancement.

ELEMENT	PERFORMANCE CRITERIA *Italicized* terms are elaborated in the Range of Variables	
1. Integrate personal objectives with organizational goals	1.1	Personal growth and work plans are pursued towards improving the qualifications set for the profession
	1.2	Intra- and interpersonal relationships are maintained in the course of managing oneself based on performance *evaluation*
	1.3	Commitment to the organization and its goal is demonstrated in the performance of duties
2. Set and meet work priorities	2.1	Competing demands are prioritized to achieve personal, team and organizational goals and objectives.
	2.2	*Resources* are utilized efficiently and effectively to manage work priorities and commitments
	2.3	Practices along economic use and maintenance of equipment and facilities are followed as per established procedures
3. Maintain professional growth and development	3.1	*Trainings and career opportunities* are identified and availed of based on job requirements
	3.2	*Recognitions* are -sought/received and demonstrated as proof of career advancement
	3.3	*Licenses and/or certifications* relevant to job and career are obtained and renewed

RANGE OF VARIABLES

VARIABLE	RANGE
1. Evaluation	1.1 Performance Appraisal 1.2 Psychological Profile 1.3 Aptitude Tests

2. Resources	2.1 Human
	2.2 Financial
	2.3 Technology
	    2.3.1 Hardware
	    2.3.2 Software

3. Trainings and career opportunities	3.1 Participation in training programs
	    3.1.1 Technical
	    3.1.2 Supervisory
	    3.1.3 Managerial
	    3.1.4 Continuing Education
	3.2 Serving as Resource Persons in conferences and workshops

4. Recognitions	4.1 Recommendations 4.2 Citations 4.3 Certificate of Appreciations 4.4 Commendations 4.5 Awards 4.6 Tangible and Intangible Rewards
5. Licenses and/or certifications	5.1 National Certificates 5.2 Certificate of Competency 5.3 Support Level Licenses 5.4 Professional Licenses

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate:
	1.1 Attained job targets within key result areas (KRAs)
	1.2 Maintained intra - and interpersonal relationship in the course of managing oneself based on performance evaluation
	1.3 Completed trainings and career opportunities which are based on the requirements of the industries
	1.4 Acquired and maintained licenses and/or certifications according to the requirement of the qualification
2. Underpinning Knowledge	2.1 Work values and ethics (Code of Conduct, Code of Ethics, etc.)
	2.2 Company policies
	2.3 Company-operations, procedures and standards
	2.4 Fundamental rights at work including gender sensitivity
	2.5 Personal hygiene practices
3. Underpinning Skills	3.1 Appropriate practice of personal hygiene
	3.2 Intra and Interpersonal skills
	3.3 Communication skills
4. Resource Implications	The following resources **MUST** be provided:
	4.1 Workplace or assessment location
	4.2 Case studies/scenarios
5. Methods of Assessment	Competency may be assessed through:
	5.1 Portfolio Assessment
	5.2 Interview
	5.3 Simulation/Role-plays
	5.4 Observation
	5.5 Third Party Reports
	5.6 Exams and Tests
6. Context of Assessment	6.1 Competency may be assessed in the work place or in a simulated work place setting

UNIT OF COMPETENCY :   PRACTICE OCCUPATIONAL HEALTH AND SAFETY PROCEDURES

UNIT CODE   :   500311108

UNIT DESCRIPTOR   :   This unit covers the outcomes required to comply with regulatory and organizational requirements for occupational health and safety.

ELEMENT	PERFORMANCE CRITERIA *Italicized* terms are elaborated in the Range of Variables
1. Identify hazards and risks	1.1 *Safety regulations* and workplace safety and hazard control practices and procedures are clarified and explained based on organization procedures 1.2 *Hazards/risks* in the workplace and their corresponding indicators are identified to minimize or eliminate risk to co-workers, workplace and environment in accordance with organization procedures 1.3 *Contingency measures* during workplace accidents, fire and other emergencies are recognized and established in accordance with organization procedures
2. Evaluate hazards and risks	2.1 Terms of maximum tolerable limits which when exceeded will result in harm or damage are identified based on threshold limit values (TLV) 2.2 Effects of the hazards are determined 2.3 OHS issues and/or concerns and identified safety hazards are reported to designated personnel in accordance with workplace requirements and relevant workplace OHS legislation
3. Control hazards and risks	3.1 Occupational Health and Safety (OHS) procedures for controlling hazards/risks in workplace are consistently followed 3.2 Procedures for dealing with workplace accidents, fire and emergencies are followed in accordance with organization OHS policies 3.3 *Personal protective equipment (PPE)* is correctly used in accordance with organization OHS procedures and practices 3.4 Appropriate assistance is provided in the event of a workplace emergency in accordance with established organization protocol
4. Maintain OHS awareness	4.1 *Emergency-related drills and trainings* are participated in as per established organization guidelines and procedures 4.2 *OHS personal records* are completed and updated in accordance with workplace requirements

RANGE OF VARIABLES

VARIABLE	RANGE
1. Safety regulations	May include but are not limited to: 1.1 Clean Air Act 1.2 Building code 1.3 National Electrical and Fire Safety Codes 1.4 Waste management statutes and rules 1.5 Philippine Occupational Safety and Health Standards 1.6 DOLE regulations on safety legal requirements 1.7 ECC regulations

2. Hazards/Risks	May include but are not limited to:
	2.1 Physical hazards – impact, illumination, pressure, noise, vibration, temperature, radiation
	2.2 Biological hazards- bacteria, viruses, plants, parasites, mites, molds, fungi, insects
	2.3 Chemical hazards – dusts, fibers, mists, fumes, smoke, gasses, vapors
	2.4 Ergonomics
	    2.4.1 Psychological factors – over exertion/ excessive force, awkward/static positions, fatigue, direct pressure, varying metabolic cycles
	    2.4.2 Physiological factors – monotony, personal relationship, work out cycle

3. Contingency measures	May include but are not limited to: 3.1 Evacuation 3.2 Isolation 3.3 Decontamination 3.4 Calling emergency personnel
4. PPE	May include but are not limited to: 4.1 Mask 4.2 Gloves 4.3 Goggles 4.4 Hair Net/cap/bonnet 4.5 Face mask/shield 4.6 Ear muffs 4.7 Apron/Gown/coverall/jump suit 4.8 Anti-static suits
5. Emergency-related drills and training	5.1 Fire drill 5.2 Earthquake drill 5.3 Basic life support/CPR 5.4 First aid 5.5 Spillage control 5.6 Decontamination of chemical and toxic 5.7 Disaster preparedness/management
6. OHS personal records	6.1 Medical/Health records 6.2 Incident reports 6.3 Accident reports 6.4 OHS-related training completed

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate:
	1.1 Explained clearly established workplace safety and hazard control practices and procedures
	1.2 Identified hazards/risks in the workplace and its corresponding indicators in accordance with company procedures
	1.3 Recognized contingency measures during workplace accidents, fire and other emergencies
	1.4 Identified terms of maximum tolerable limits based on threshold limit value- TLV.
	1.5 Followed Occupational Health and Safety (OHS) procedures for controlling hazards/risks in workplace
	1.6 Used Personal Protective Equipment (PPE) in accordance with company OHS procedures and practices
	1.7 Completed and updated OHS personal records in accordance with workplace requirements
2. Underpinning Knowledge	2.1 OHS procedures and practices and regulations
	2.2 PPE types and uses
	2.3 Personal hygiene practices
	2.4 Hazards/risks identification and control
	2.5 Threshold Limit Value -TLV
	2.6 OHS indicators
	2.7 Organization safety and health protocol
	2.8 Safety consciousness
	2.9 Health consciousness
3. Underpinning Skills	3.1 Practice of personal hygiene
	3.2 Hazards/risks identification and control skills
	3.3 Interpersonal skills
	3.4 Communication skills
4. Resource Implications	The following resources must be provided:
	4.1 Workplace or assessment location
	4.2 OHS personal records
	4.3 PPE
	4.4 Health records
5. Methods of Assessment	Competency may be assessed through:
	5.1 Portfolio Assessment
	5.2 Interview
	5.3 Case Study/Situation
6. Context for Assessment	6.1 Competency may be assessed in the work place or in a simulated work place setting

COMMON COMPETENCIES

UNIT OF COMPETENCY : DEVELOP AND UPDATE INDUSTRY KNOWLEDGE

UNIT CODE   : TRS311201

UNIT DESCRIPTOR   : This unit of competency deals with the knowledge, skills required to access, increase and update industry knowledge. It includes seek information on the industry and update industry knowledge

ELEMENT	PERFORMANCE CRITERIA *Italicized* items are elaborated in the Range of Variable
1. Seek information on the industry	1.1 ***Sources of information*** on the industry are correctly identified and accessed
	1.2 ***Information to assist effective work performance*** is obtained in line with job requirements
	1.3 Specific information on sector of work is accessed and updated
	1.4 Industry information is correctly applied to day-to-day work activities
2. Update industry knowledge	2.1 Informal and/or formal research is used to update general knowledge of the industry
	2.2 Updated knowledge is shared with customers and colleagues as appropriate and incorporated into day-to-day working activities

RANGE OF VARIABLES

VARIABLE	RANGE
1. Information sources	May include : 1.1　media 1.2　reference books 1.3　libraries 1.4　unions 1.5　industry associations 1.6　industry journals 1.7　internet 1.8　personal observation and experience
2. Information to assist effective work performance	May include: 2.1　different sectors of the industry and the services available in each sector 2.2　relationship between tourism and hospitality 2.3　relationship between the industry and other industries 2.4　industry working conditions 2.5　legislation that affects the industry 　　　2.5.1　liquor 　　　2.5.2　health and safety 　　　2.5.3　hygiene 　　　2.5.4　gaming 　　　2.5.5　workers compensation 　　　2.5.6　consumer protection 　　　2.5.7　duty of care 　　　2.5.8　building regulations 2.6　trade unions environmental issues and requirements 2.7　industrial relations issues and major organizations 2.8　career opportunities within the industry 2.9　work ethic required to work in the industry and industry expectations of staff 2.10　quality assurance

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate:
	1.1 Knew key sources of information on the industry
	1.2 Updated industry knowledge
	1.3 Accessed and used industry information
2. Required Knowledge	2.1 Overview of quality assurance in the industry
	2.2 Role of individual staff members
	2.3 Industry information sources
3. Required Skills	3.1 Time management
	3.2 Ready skills needed to access industry information
	3.3 Basic competency skills needed to access the internet
4. Resource Implications	The following resources should be provided:
	4.1 Sources of information on the industry
	4.2 Industry knowledge
5. Methods of Assessment	Competency in this unit must be assessed through:
	5.1 Interview/questions
	5.2 Practical demonstration
	5.3 Portfolio of industry information related to trainee's work
6. Context of Assessment	6.1 Assessment may be done in the workplace or in a simulated workplace setting (assessment centers)
	6.2 Assessment activities are carried out through TESDA's accredited assessment center

UNIT OF COMPETENCY : OBSERVE WORKPLACE HYGIENE PROCEDURES

UNIT CODE : TRS311202

UNIT DESCRIPTOR : This unit of competency deals with the knowledge, skills and attitudes in observing workplace hygiene procedures. It includes following hygiene procedures and identifying and preventing hygiene risks.

ELEMENT	PERFORMANCE CRITERIA *Italicized* items are elaborated in the Range of Variable	
1. Follow hygiene procedures	1.1	Workplace *hygiene procedures* are implemented in line with enterprise and legal requirements
	1.2	Handling and storage of items are undertaken in line with enterprise and legal requirements
2. Identify and prevent hygiene risks	2.1	Potential *hygiene risks* are identified in line with enterprise procedures
	2.2	Action to *minimize* and *remove risks* are taken within scope of individual responsibility of enterprise/legal requirements
	2.3	Hygiene risks beyond the control of individual staff members are reported to the appropriate person for follow up

RANGE OF VARIABLES

VARIABLE	RANGE
1. Hygiene procedures	May include : 1.1 safe and hygienic handling of food and beverage 1.2 regular hand washing 1.3 correct food storage 1.4 appropriate and clean clothing 1.5 avoidance of cross-contamination 1.6 safe handling disposal of linen and laundry 1.7 appropriate handling and disposal of garbage 1.8 cleaning and sanitizing procedures 1.9 personal hygiene

2. Hygiene risk	May include:
	2.1 bacterial and other contamination arising from poor handling of food
	2.2 inappropriate storage of foods
	2.3 storage at incorrect temperatures
	2.4 foods left uncovered
	2.5 poor personal hygiene practices
	2.6 poor work practices
	    2.6.1 cleaning
	    2.6.2 housekeeping
	    2.6.3 food handling
	    2.6.4 vermin
	    2.6.5 airborne dust
	2.7 cross-contamination through cleaning inappropriate cleaning practices
	2.8 inappropriate handling of potentially infectious linen
	2.9 contaminated wastes such as blood and body secretions
	2.10 disposal of garbage and contaminated or potentially contaminated wastes

3. Minimizing or removing risk	May include: 3.1 auditing staff skills and providing training 3.2 ensuring policies and procedures are followed strictly 3.3 audits or incidents with follow up actions

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate : 1.1 Followed hygiene procedures 1.2 Identified and responded to hygiene risk 1.3 Practiced personal grooming and hygiene
2. Required Knowledge	2.2 Typical hygiene and control procedures in the hospitality and tourism industries 2.3 Overview of legislation and regulation in relation to food handling, personal and general hygiene 2.4 Knowledge on factors which contribute to workplace hygiene problems 2.5 General hazards in handling of food, linen and laundry and garbage, including major causes of contamination and cross-infection 2.6 Sources of and reasons for food poisoning
3. Required Skills	3.1 Ability to follow correct procedures and instructions 3.2 Ability to handle operating tools/ equipment 3.3 Application to hygiene principles
4. Resource Implications	The following resources should be provided: 4.1 Hygiene procedures, actual or simulated workplace, products used in hotel/restaurant /tourism workplace
5. Methods of Assessment	Competency in this unit must be assessed through: 5.1 Written examination 5.2 Practical demonstration
6. Context for Assessment	6.1 Assessment may be done in the workplace or in a simulated workplace setting (assessment centers) 6.2 Assessment activities are carried out through TESDA's accredited assessment center

UNIT TITLE : **PERFORM COMPUTER OPERATIONS**

UNIT CODE : **TRS311203**

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes and values needed to perform computer operations which includes inputting, accessing, producing and transferring data using the appropriate hardware and software

ELEMENT	PERFORMANCE CRITERIA *Italicized* terms are elaborated in the Range of Variables	
1. Plan and prepare for task to be undertaken	1.1	Requirements of task are determined
	1.2	Appropriate **hardware** and **software** is selected according to task assigned and required outcome
	1.3	Task is planned to ensure **OH & S guidelines** and procedures are followed
2. Input data into computer	2.1	Data are entered into the computer using appropriate program/application in accordance with company procedures
	2.2	Accuracy of information is checked and information is saved in accordance with standard operating procedures
	2.3	Inputted data are stored in *storage media* according to requirements
	2.4	Work is performed within **ergonomic guidelines**
3. Access information using computer	3.1	Correct program/application is selected based on job requirements
	3.2	Program/application containing the information required is accessed according to company procedures
	3.3	**Desktop icons** are correctly selected, opened and closed for navigation purposes
	3.4	Keyboard techniques are carried out in line with OH & S requirements for safe use of keyboards
4. Produce/output data using computer system	4.1	Entered data are processed using appropriate software commands
	4.2	Data are printed out as required using computer hardware/peripheral devices in accordance with standard operating procedures
	4.3	Files and data are transferred between compatible systems using computer software, hardware/ peripheral devices in accordance with standard operating procedures
5. Maintain computer equipment and systems	5.1	Systems for cleaning, minor *maintenance* and replacement of consumables are implemented
	5.2	Procedures for ensuring security of data, including regular back-ups and virus checks are implemented in accordance with standard operating procedures
	5.3	Basic file maintenance procedures are implemented in line with the standard operating procedures

RANGE OF VARIABLES

VARIABLE	RANGE
1. Hardware and peripheral devices	May include: 1.1 Personal computers 1.2 Networked systems 1.3 Communication equipment 1.4 Printers 1.5 Scanners 1.6 Keyboard 1.7 Mouse
2. Software	May include: 2.1 Word processing packages 2.2 Data base packages 2.3 Internet 2.4 Spreadsheets
3. OH & S guidelines	May include: 3.1 OHS guidelines 3.2 Enterprise procedures
4. Storage media	May include: 4.1 diskettes 4.2 CDs 4.3 zip disks 4.4 hard disk drives, local and remote
5. Ergonomic guidelines	May include: 5.1 Types of equipment used 5.2 Appropriate furniture 5.3 Seating posture 5.4 Lifting posture 5.5 Visual display unit screen brightness
6. Desktop icons	May include: 6.1 directories/folders 6.2 files 6.3 network devices 6.4 recycle bin
7. Maintenance	May include: 7.1 Creating more space in the hard disk 7.2 Reviewing programs 7.3 Deleting unwanted files 7.4 Backing up files 7.5 Checking hard drive for errors 7.6 Using up to date anti-virus programs 7.7 Cleaning dust from internal and external surfaces

EVIDENCE GUIDE

1. Critical aspect of competency	Assessment requires evidence that the candidate:
	1.1 Selected and used hardware components correctly and according to the task requirement
	1.2 Identified and explain the functions of both hardware and software used, their general features and capabilities
	1.3 Produced accurate and complete data in accordance with the requirements
	1.4 Used appropriate devices and procedures to transfer files/data accurately
	1.5 Maintained computer system
2. Required Knowledge	2.1 Basic ergonomics of keyboard and computer use
	2.2 Main types of computers and basic features of different operating systems
	2.3 Main parts of a computer
	2.4 Storage devices and basic categories of memory
	2.5 Relevant types of software
	2.6 General security
	2.7 Viruses
	2.8 OH & S principles and responsibilities
	2.9 Calculating computer capacity
3. Required Skills	3.1 Reading skills required to interpret work instruction
	3.2 Communication skills
4. Resource Implications	The following resources should be provided:
	4.1 Computer hardware with peripherals
	4.2 Appropriate software
5. Methods of Assessment	Competency in this unit may be assessed through:
	5.1 Observation
	5.2 Questioning
	5.3 Practical Demonstration
6. Context of Assessment	6.1 Assessment may be conducted in the workplace or in a simulated environment

UNIT OF COMPETENCY : PERFORM WORKPLACE AND SAFETY PRACTICES

UNIT CODE : TRS311204

UNIT DESCRIPTOR : This unit of competency deals with the knowledge, skills and attitudes in following health, safety and security practices. It includes dealing with emergency situations and maintaining safe personal presentation standards.

ELEMENT	PERFORMANCE CRITERIA *Italicized* items are elaborated on the Range of Variables
1. Follow workplace procedures for health, safety and security practices	1.1 Correct *health, safety and security procedures* are followed in line with legislation, regulations and enterprise procedures 1.2 *Breaches* of health, safety and security procedures are identified and reported in line with enterprise procedure 1.3 Suspicious behavior or unusual occurrence are reported in line with enterprise procedure
2. Deal with emergency situations	2.1 *Emergency* and potential emergency situations are recognized and appropriate action are taken within individual's scope of responsibility 2.2 Emergency procedures are followed in line with enterprise procedures 2.3 Assistance is sought from colleagues to resolve or respond to emergency situations 2.4 Details of emergency situations are reported in line with enterprise procedures
3. Maintain safe personal presentation standards	3.1 Safe personal standards are identified and followed in line with enterprise requirements

RANGE OF VARIABLES

VARIABLE	RANGE
1. Health, safety and security procedures	May include: 1.1 use of personal protective clothing and equipment 1.2 safe posture including sitting, standing, bending 1.3 manual handling including lifting, transferring 1.4 safe work techniques including knives and equipment, handling hot surfaces, computers and electronic equipment 1.5 safe handling of chemicals, poisons and dangerous materials 1.6 ergonomically sound furniture and work stations 1.7 emergency fire and accident 1.8 hazard identification and control 1.9 security of documents, cash, equipment, people 1.10 key control systems
2. Breaches of procedure	May include: 2.1 loss of keys 2.2 strange or suspicious persons 2.3 broken or malfunctioning equipment 2.4 loss of property, goods or materials 2.5 damaged property or fittings 2.6 lack of suitable signage when required 2.7 lack of training on health and safety issues 2.8 unsafe work practices
3. Emergency	May include: 3.1 personal injuries 3.2 fire 3.3 electrocution 3.4 natural calamity i.e. earthquake/flood 3.5 criminal acts i.e. robbery

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate :
	1.1 Complied with industry practices and procedures
	1.2 Used interactive communication with others
	1.3 Complied with workplace safety, security and hygiene practices
	1.4 Identified faults & problems and the necessary corrective action
	1.5 Promoted public relation among others
	1.6 Complied with quality standards
	1.7 Responded to emergency situations in line with enterprise guidelines
	1.8 Complied with proper dress code
2. Required Knowledge	2.1 Communication
	2.1.1 Interactive communication with others
	2.1.2 Interpersonal skills
	2.1.3 Good working attitude
	2.1.4 Ability to work quietly; with cooperation; patience, carefulness, cleanliness and aesthetic values
	2.1.5 Ability to focus on task at hand
	2.2 Systems, Processes and Operations
	2.2.1 Workplace health, safety and security procedures
	2.2.2 Emergency procedures
	2.2.3 Personal presentation
	2.3 Safety Practices
	2.3.1 Proper disposal of garbage
	2.3.2 Practice safety measures
	2.3.3 5S Implementation
3. Required Skills	3.1 Ability to make decision
	3.2 Time management
	3.3 Ability to offer alternative steps
	3.4 Care in handling and operating equipment
4. Resource Implications	The following resources should be provided:
	4.1 Procedures Manual on safety, security, health and emergency
	4.2 Availability of tools, equipment, supplies and materials
5. Methods of Assessment	Competency in this unit must be assessed through:
	5.1 Written examination
	5.2 Practical demonstration
	5.3 Interview
6. Context of Assessment	6.1 Assessment may be done in the workplace or in a simulated workplace setting (assessment centers)
	6.2 Assessment activities are carried out through TESDA's accredited assessment center

UNIT OF COMPETENCY : PROVIDE EFFECTIVE CUSTOMER SERVICE

UNIT CODE   : TRS311205

UNIT DESCRIPTOR   : This unit of competency deals with the knowledge, skills and attitudes in providing effective customer service. It includes greeting customer, identifying customer needs, delivering service to customer, handling queries through telephone, fax machine, internet and email and handling complaints, evaluation and recommendation.

ELEMENT	PERFORMANCE CRITERIA *Italicized* items are elaborated in the Range of Variables	
1. Greet customer	1.1	Guests are greeted in line with enterprise procedure
	1.2	Verbal and non-verbal communications are appropriate to the given situation
	1.3	*Non verbal communication* of customer is observed responding to customer
	1.4	Sensitivity to *cultural and social differences* is demonstrated
2. Identify customer needs	2.1	Appropriate *interpersonal skills* are used to ensure that customer needs are accurately identified
	2.2	*Customer needs* are assessed for urgency so that priority for service delivery can be identified
	2.3	Customers are provided with information
	2.4	Personal limitation in addressing customer needs is identified and where appropriate, assistance is sought from supervisor
3. Deliver service to customer	3.1	Customer needs are promptly attended to in line with *enterprise procedure*
	3.2	Appropriate rapport is maintained with customer to enable high quality service delivery
	3.3	Opportunity to enhance the quality of service and products are taken wherever possible
4. Handle queries through telephone, fax machine, internet and email	4.1	Use telephone, computer, fax machine, internet efficiently to determine customer requirements
	4.2	Queries/ information are recorded in line with enterprise procedure
	4.3	Queries are acted upon promptly and correctly in line with enterprise procedure
5. Handle complaints, evaluation and recommendations	5.1	Guests are greeted with a smile and eye-to-eye contact
	5.2	Responsibility for resolving the complaint is taken within limit of responsibility
	5.3	Nature and details of complaint are established and agreed with the customer
	5.4	Appropriate action is taken to resolve the complaint to the customers satisfaction wherever possible

RANGE OF VARIABLES

VARIABLE	RANGE
1. Non-verbal communication	May include: 1.1 body language 1.2 dress and accessories 1.3 gestures and mannerisms 1.4 voice tonality and volume 1.5 use of space 1.6 culturally specific communication customs and practices
2. Cultural and social differences	May include: 2.1 modes of greeting, farewelling and conversation 2.2 body language/ use of body gestures 2.3 formality of language
3. Interpersonal skills	May include: 3.1 interactive communication 3.2 public relation 3.3 good working attitude 3.4 sincerity 3.5 pleasant disposition 3.6 effective communication skills
4. Customer needs	May include : 4.1 those with a disability 4.2 those with special cultural or language needs 4.3 unaccompanied children 4.4 parents with young children 4.5 pregnant women 4.6 single women
5. Enterprise procedure	May include: 5.1 modes of greeting and farewelling 5.2 addressing the person by name 5.3 time-lapse before a response 5.4 style manual requirements 5.5 standard letters and proformas

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate : 1.1 Complied with industry practices and procedures 1.2 Used interactive communication with others 1.3 Complied with occupational, health and safety practices 1.4 Promoted public relation among others 1.5 Complied with service manual standards 1.6 Demonstrated familiarity with company facilities, products and services 1.7 Applied company rules and standards 1.8 Applied telephone ethics 1.9 Applied correct procedure in using telephone, fax machine, internet 1.10 Handled customer complaints

2. Required Knowledge	2.1 Communication
	    3.3.1 Interactive communication with others
	    3.3.2 Interpersonal skills/ social graces with sincerity
	2.2 Safety Practices
	    2.2.1 Safe work practices
	    2.2.2 Personal hygiene
	2.3 Attitude
	    2.3.1 Attentive, patient and cordial
	    2.3.2 Eye-to-eye contact
	    2.3.3 Maintain teamwork and cooperation
	2.4 Theory
	    2.4.1 Selling/upselling techniques
	    2.4.2 Interview techniques
	    2.4.3 Conflict resolution
	    2.4.4 Communication process
	    2.4.5 Communication barriers

3. Required Skills	3.1 Effective communication skills 3.2 Non-verbal communication - body language 3.3 Good time management 3.4 Ability to work calmly and unobtrusively effectively 3.5 Ability to handle telephone inquiries and conversations 3.6 Correct procedure in handling telephone inquiries 3.7 Proper way of handling complaints
4. Resource Implications	The following resources should be provided: 4.1 Availability of telephone, fax machine, internet, etc. 4.2 Availability of data on projects and services; tariff and rates, promotional activities in place etc. 4.3 Availability of office supplies
5. Methods of Assessment	Competency in this unit must be assessed through: 5.1 Written examination 5.2 Practical demonstration
6. Context for Assessment	6.1 Assessment may be done in the workplace or in a simulated workplace setting (assessment centers) 6.2 Assessment activities are carried out through TESDA's accredited assessment center

CORE COMPETENCIES

UNIT OF COMPETENCY :	**RESEARCH INFORMATION RELEVANT TO THE LOCALITY AND TOUR ITINERARY**
UNIT CODE :	**TRS5113116**
UNIT DESCRIPTOR :	This unit deals with the knowledge, skills and attitudes required to access and research information about a specific location/destination for developing and completing the itinerary of a tour package. The local guide always undertakes this competency whenever the itinerary includes extra-ordinary sites and sights.

ELEMENT	PERFORMANCE CRITERIA *Italicized* terms are elaborated in the Range of Variables

1. Source information	1.1 Research sources and *appropriate methodologies* are selected based on the type of information sought
	1.2 *Essential information on the locality/ destination* is identified
	1.3 *Local sites, sights, events and features* are identified in consultation with other tour guides, colleagues and company officials
	1.4 Sites and sights are assessed for client suitability including:
	   1.4.1 accessibility
	   1.4.2 features, benefits and significance
	   1.4.3 environmental impact; historical value

2. Arrange information	2.1 Researched information is classified, arranged and filed for reference 2.2 Multiple components to create maximum value and interest are combined and integrated *2.3* Information researched are classified and filed in a logical manner according to client's interest 2.4 Company officials are informed of changes in costs of tour components based on researched information 2.5 Revised costs structures to include full details of all changes, inclusions, exclusions and add -on are presented to company officials 2.6 Changes in response to feedback from visitors/colleagues are reviewed and adjusted 2.7 Legal requirements are checked and incorporated in the files based on national and local statutes
3. Develop tour scripts and commentaries relevant to the tour itinerary and/or to the interest of the clients	3.1 Tour spiels are developed in accordance with *requirements of specific tour itineraries or specific* clients of the locality 3.2 Appropriate commentary and tour spiels are prepared based on research conducted 3.3 On a case-to-case basis, tour spiel are tailored-fit to the interest of the clients 3.4 Commentary and tour spiel that are acceptable to the clients, without political or religious attachments are developed 3.5 Tour spiel and itinerary are presented to the tour operator for information prior to implementation

RANGE OF VARIABLES

VARIABLE	RANGE
1. Appropriate methodologies	May include: 1.1 desk research 1.2 personal contact with tourism authorities 1.3 product suppliers 1.4 distribution networks 1.5 ocular inspections and sharing of information with industry colleagues
2. Essential information on the locality/destination	May include: 2.1 Climate and geography – location and major geo-physical features; weather patters of the locality; extreme weather conditions and seasons 2.2 Environment, flora and fauna – an overview of native flora and fauna and their characteristics; major natural attractions and the key features in the locality; the natural environment as a tourism asset 2.3 History – overview of Philippine history and the history of the region – main events, dates, characters and structures 2.4 Philippines and Indigenous Culture – art, theatre, music and literature – key performer, writers and artists; major works by the Filipinos and major cultural events; Architecture – major styles and their proponents; Key cultural structures in the locality. Indigenous cultures and activities within the local area (if any) 2.5 Religion and Education – religious make-up Filipino society; religious beliefs, practices and events in the locality; K-12. Filipino as the national language; English as a second language. Local languages 2.6 Government and governance – political units of governance; political parties, major political figures, current political issues. 2.7 Transportation and other services – mainstream modes of transport in the locality and the Philippines; other support: banking services, communications, health, sanitation 2.8 Economy – key elements: agriculture, trade and industry. Major local and Philippine products; current issues of the economy; science and technology: key inventions or discoveries 2.9 Fruits, food, beverages and crafts. Best known local national dishes and fruits. Native drinks and local handicrafts. 2.10 Social structure, life style and Filipino family and social values. "utang na loob" and "pakikisama

VARIABLE	RANGE
3. Local sites,sights, events and features	May include: 3.1 man-made attractions and structures 3.2 natural attractions and locations 3.3 sites of historical events 3.4 religious and cultural festivals 3.5 conference and social events 3.6 extraordinary natural formations 3.7 special events or festivities 3.8 indigenous peoples 3.9 flora and fauna 3.10 remote and inaccessible places 3.11 special interest/activities
4. Visitors profiles	May include: 4.1 Economy – agriculture, aqua-culture, trade, commerce and industry 4.2 Social Sciences – geography, history, heritage, culture, music, arts, crafts 4.3 Environment – climate, endemic flora, fauna, fruits, environmental protection and conservation 4.4 Religion, Education, Sports and Governance – K to 12, political and sports figures 4.5 Support Services – transportation and accessibility, banking and finance, health and sanitation, food and beverages
5. Requirements of specific visitors	May include: 5.1 accommodations, attractions, accessibility, budget, product or service 5.2 preference, time-constraints, cultural, political and religious issues 5.3 Special interest integrated w/in a wider tour program (e.g scuba diving, land-based or sea based)

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate: 1.1 Sourced and wrote a range of spiel on different sites and sights 1.2 Developed and delivered a tour spiel that meets both visitor expectations and needs and the requirements of the enterprise 1.3 Demonstrated knowledge of the components of the tour or tour itinerary product 1.4 Demonstrated working knowledge of the client's profile
2. Required Knowledge	2.1 Local regulations and their impact on the tour itinerary 2.2 Industry practices relevant to sites and sights 2.3 Knowledge of the clients' interest in relation to the tour itinerary 2.4 Industry practices in the packaging of tour products as appropriate to different sectors 2.5 Tour spiel formats 2.6 Research methodology
3. Required Skills	3.1 Use of electronic resources for research 3.2 Communication skills 3.3 Spiel constructions sequencing and development skills
4. Resource Implications	The following resources should be provided: 4.1 Access to a simulated work environment e.g. mock tour 4.2 Activities that allow the candidate to create range of guiding scenarios and situations for the various types of visitor e.g. role play 4.3 Adequate timeframes for the assessment process 4.4 Presence of typical constraints in the guiding activity (e.g. schedules, weather conditions, time limitations, budget)
5. Methods of Assessment	Competency in this unit may be assessed through: 5.1 Interview on the knowledge of tour package components and information relevant the tour itinerary and the visitors' profile 5.2 Demonstration on how to plan and conduct a tour visit to a sites and sights 5.3 Observation of the delivery process through simulation or actual performance 5.4 Review of portfolios of evidence 5.5 Third party workplace reports of on-the-job performance
6. Context for Assessment	6.1 Assessment may be done in the workplace or in a simulated workplace setting (accredited TESDA assessment centers)

UNIT OF COMPETENCY : **COORDINATE TOUR ARRANGEMENTS FOR CLIENTS**

UNIT CODE : **TRS5113117**

UNIT DESCRIPTOR : This unit covers the knowledge, skills, and attitude required for coordinating the tour arrangements included in the tour itinerary and making provisions for additional changes and revisions as contracted by a tour operator or tour organizer.

ELEMENT	PERFORMANCE CRITERIA *Italicized* terms are elaborated in the Range of Variables
1. Perform pre-arrival checks	1.1 Inclusions of the tour itinerary are determined as to **client's requirements** 1.2 Tours components that are for the visitors' personal account are determined based on enterprise policy 1.3 Reserved tour components are verified and changes effected as necessary 1.4 **Required tour documents** are collected and **cash advances** are secured, as necessary
2. Coordinate tour arrangements	2.1 Delivery of tour components are supervised in accordance with tour arrangements 2.2 Compliance of suppliers of reserved tour components are checked 2.3 Proper accounting of money paid or accounts dues to and from visitors and/or **suppliers** are conducted based on enterprise instructions and procedures 2.4 **Relevant information** on the suppliers services, amenities and facilities is provided 2.5 Optional visitors' request from the suppliers are facilitated 2.6 Visitors are politely reminded to pay for all **expenses of a personal nature**
3. Resolve complaints and other emergencies	3.1 Resolution of **complaints** and **other emergencies** are given assistance based on enterprise policy 3.2 Nature of complaint with supplier concerned is evaluated 3.3 Appropriate solutions are determined and applied 3.4 Concerned government authorities are notified about the situation whenever necessary 3.5 Tour operator or organizer are notified about the situation 3.6 All incidents are documented in final report
4. Perform post-departure activities	4.1 Revisions and cancellations of services rendered or not rendered are reported in accordance with enterprise guidelines and procedures 4.2 Additional revenue or expenses incurred are accounted 4.3 Clients' feedbacks are reported based on enterprise policy 4.4 Report on expenses incurred in connection with the tour itinerary submitted

RANGE OF VARIABLES

VARIABLE	RANGE
1. Clients' requirements (Needs of the group)	May include: 1.1 revised hotel accommodations 1.2 revised food requirements 1.3 seating arrangements in the tour vehicle 1.4 any other need arising from the tour itinerary
2. Required tour documents and cash advances	May include: 2.1 Name list and/or rooming list 2.2 Exchange voucher 2.3 Tour or exchange order 2.4 Cash advanced for payment of service 2.5 Cash advanced for contingency/emergency purposes
3. Tour suppliers	May include: 3.1 Providers of tour services or components 3.2 Providers of optional or additional services or components
4. Relevant information	May include: 4.1 Expenses of a personal natures, such as cover charges, minimum charges, optional amenities (TV or refrigerator in room) 4.2 Description of suppliers' location, highlights, facilities, services and rates when applicable
5. Visitor's feedbacks	May include: 5.1 Over-charging 5.2 Charging for items not consumed 5.3 Charges for items available but not availed of 5.4 Purchased of fake or imitation material 5.5 Excess luggage charges 5.6 Upgrade or down grade of services 5.7 Unwarranted delays and cancellations 5.8 Poor quality/quantity of food/drinks 5.9 Poor performance of technical equipment 5.10 Poor transportation services
6. Emergencies	May include: 6.1 Theft and robbery 6.2 Snatching 6.3 Muggings 6.4 Road and other accidents 6.5 Illness/sickness 6.6 Injury or death
7. Expenses of personal nature	May include: 7.1 Alcoholic drinks 7.2 Postage and phone calls 7.3 Laundry 7.4 Meals not included in the tour package or tour itinerary

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate: 1.1 Performed pre – arrival checks 1.2 Coordinated tour arrangements 1.3 Resolved complaints and other emergencies 1.4 Performed post – departure activities

2. Required Knowledge	2.1 Check-in and check-out procedures
	     2.1.1 Transportation company
	     2.1.2 Lodging establishment
	     2.1.3 Any other establishment
	 2.2 Standard Operating Procedures
	     2.2.1 Transportation company
	     2.2.2 Lodging establishment
	     2.2.3 Other visitor-related establishments
	 2.3 Knowledge of room categories, room types and published rates and the schedules of airlines, shipping companies, bus / train companies
	 2.4 Knowledge of other suppliers' locations, amenities, service, facilities, highlights and rates
	 2.5 Local/municipal travel tour regulation and ordinances
	 2.6 Accommodations, restaurants, shopping sites and tourism-related establishments in the locality/destination

3. Required Skills	3.1 English language–fluency and effective communication skills 3.2 Use of telephone, fax and two – way radio 3.3 Cultural sensitivity awareness and practices 3.4 Decision-making and problem solving skills 3.5 People skills (Emotional Quotient (EQ))
4. Resource Implications	The following resources should be provided: 4.1 Telephone / two – way radio, fax and computer 4.2 Workplace location
5. Methods of Assessment	Competency in this unit may be assessed through: 5.1 Interview 5.2 Written test 5.3 Observation and simulated or actual demonstration
6. Context for Assessment	6.1 Assessment may be done in the workplace or in a simulated workplace setting (Accredited TESDA assessment centers)

UNIT OF COMPETENCY : **ACCOMPANY AND GUIDE CLIENTS IN ACCORDANCE WITH THE TOUR ITINERARY**

UNIT CODE : **TRS5113118**

UNIT DESCRIPTOR : This unit covers the knowledge and skills required for accompanying and guiding clients, perform safety practices and resolve complaints and other emergencies in locality as contracted by a tour operator or local organization.

ELEMENT	PERFORMANCE CRITERIA *Italicized* terms are elaborated in the Range of Variables
1. Meet and assist the clients upon arrival at the destination	1.1 Composition and *responsibility of the local ~~tour~~ guide* are determined as per company policies and procedures 1.2 Arrival schedules are checked 1.3 Reservations of the tour itinerary are double-checked 1.4 Tour itinerary is checked for compliance with clients' requirements 1.5 Clients are met and greeted at the gateway 1.6 Clients are segregated from the general crowd to give welcome briefing before boarding 1.7 Clients' baggage is checked and boarded 1.8 Clients are accompanied to the place of lodging and a welcome spiel and relevant commentary are delivered 1.9 Assistance is provided with the registration formalities at the place of lodging during check-in 1.10 Clients are reminded of the next activity
2. Accompany and guide the clients while on tour	2.1 *Appropriate attire* is worn during tour 2.2 *Personal hygiene* as per accepted social norms is observed and practiced 2.3 Pick up points, routing and stopovers are coordinated with tourist vehicle driver 2.4 Clients are provided with a summary of the days' activities – routings, stop overs and durations at the start of the activity 2.5 Clients are provided assistance and questions/concerned are addressed 2.6 Clients movements are properly and safely managed during tour stop overs and walkabout~~s~~ 2.7 Head counts are conducted before starting the tour, during and after the activity – or whenever or wherever possible 2.8 Optional tours are recommended and sold 2.9 Clients are reminded of safety precautions 2.10 Vehicles are checked for *belonging* left behind after every tour 2.11 Situation awareness and presence of mind is practiced at all times to prevent accidents and other unforeseen situations

ELEMENT	PERFORMANCE CRITERIA *Italicized* terms are elaborated in the Range of Variables
3. Deliver of information, tour spiels and commentaries	3.1 Relevant and timely commentaries are provided 3.2 Relevant and timely instructions are provided, when needed 3.3 Proper posture and position is assumed at all times 3.4 Commentaries are delivered with proper voice modulation and pronunciation 3.5 Appropriate terminologies and up-to-date information are used at all times 3.6 Positive interaction and rapport with visitors is developed and practiced
4. Resolve complaints and other emergencies	4.1 ***Complaints*** are addressed and referred to the person/s concerned 4.2 Visitors comfort is ensured throughout the tour 4.3 Stress situations are avoided and handled tactfully 4.4 Damage control in abnormal situations is adopted without blaming anybody 4.5 Tour operator is notified of the remedial measures in abnormal situations 4.6 Best solutions to abnormal situations are determined and applied with the company's approval
5. Provides send-off assistance in hotel departure formalities	5.1 Assistance is provided with check-out formalities at the place of lodging in accordance with establishment procedures 5.2 Collection of luggage and boarding of visitors' luggage are overseen 5.3 Return of hotel room keys or room access cards are overseen 5.4 Visitors are accompanied to the departure place – airport, pier or bus station 5.5 Relevant information en route is provided and bade good bye to visitors
6. Develop tour guide - tour driver work relationship (teamwork)	6.1 Coach current registration is checked 6.2 Driver's complete name is sought and rapport is established before the tour begins 6.3 Sound system (PA) and microphone are double checked 6.4 Cleanliness and condition of the coach are always checked, especially the defective seats or armrest 6.5 Full loaded first aid kit in the coach and fire extinguisher are checked 6.6 Driver is made familiar with the given itinerary – routes and stopovers – before the tour starts 6.7 Driver's attitude and protocol to passengers are observed and corrected gently, if driver has an attitude problem 6.8 Things left behind inside the coach after the tour are double-checked 6.9 Driver's meals and physical condition are checked, especially on long trips 6.10 Whenever applicable, assistance is provided to the driver when unexpected developments occur(eg.flat tires) 6.11 Due recognition is given to driver for a job well done

RANGE OF VARIABLES

VARIABLE	RANGE
1. Responsibility of local guide	May include: 1.1 The use of map, compass, ballpen, pencil, camera, two-way radio, cell phone, whistle, banner, hat, bull horn, sun block, lotion, first aid kit
2. Appropriate attire	2.1 Authorized tour guide apparel is based on the type of tour and type of visitor to be guided 2.2 Tour guide name plate is desirable
3. Personal hygiene	3.1 Social norms require individual to bath, comb hair, brush teeth, cut nails, iron clothes and polish shoes
4. Personal belongings	4.1 Visitors' personal belonging range from jewelry, to clothing and money
5. Relevant information	May include: 5.1 Economy – agriculture, aqua-culture, trade, commerce and industry 5.2 Social Sciences – geography, history, heritage, culture, music, arts, crafts 5.3 Environment – climate, endemic flora. fauna, fruits, environmental protection and conservation 5.4 Religion, Education, Sports and Governance – K-12, political and sports figures 5.5 Support Services – transportation and accessibility, banking and finance, health and sanitation, food and beverage 5.6 Current events and holidays
6. Complaints	May include: 6.1 Loss of luggage 6.2 Lost, misplaced or damaged personal belongings and documents 6.3 Pilferage 6.4 Also includes arrangements not in accordance with the reservations or delayed delivery of services

EVIDENCE GUIDE

1. Critical Aspects of Competency	Assessment requires evidence that the candidate: 1.1 Met and assisted the visitors upon arrival 1.2 Accompanied and guided visitors while on tour 1.3 Delivered information, tour spiels and commentaries 1.4 Resolved complaints and other emergencies 1.5 Provided send off assistance in hotel departure activities 1.6 Developed tour guide-tour driver relationship (teamwork)
2. Required Knowledge	General knowledge of the Philippines and specific knowledge of the locality including: 2.1 Climate (weather patterns including any extreme conditions, impact of climate on lifestyle, stories associated with climate in a local area) 2.2 Geography and geology (major land formations/landmarks/natural attractions and their key features for both Philippines and local region) 2.3 History (historical development of Philippines and the locality, major historical events and prominent individuals, key dates, overview of Philippine indigenous history) 2.4 Architecture (major styles and their proponents, key buildings and structures both in Philippines and the local area) 2.5 Cultural elements (overview of indigenous cultures within the Philippines, different cultures within the Philippines and the local area, cultural activities, local customs) 2.6 Art, theatre, music and literature (key performers, writers and artists, major works by the Filipinos, major cultural events) 2.7 Religion (religious make-up for Filipinos and the local area, religious practices) 2.8 Natural environment and tourism (how the environment is a tourism asset, impacts of tourism on the environment, land management in Philippines including the role of National Parks). 2.9 Flora and fauna (overview of native flora and fauna, their characteristics and key locations) 2.10 Government and politics (general structure, political system, major political figures, current political issues) 2.11 Transport (main transport systems, usage of different forms of transport across Philippines, historical development of different forms of transport) 2.12 Agriculture (Philippines history as a primary producer, key products of the Philippines, current issues) 2.13 Science and technology (Philippine contribution both past and present, prominent individuals, key discoveries)

	2.14 Sport (main Filipinos sporting activities, Philippines sporting record, local sporting focus, sporting facilities, sporting comparisons with other countries or areas)
	2.15 Economy (overview of current state of the economy, key features of the local economy and local industry).
	2.16 Trade (Philippines key exports and its main trading partners)
	2.17 Education (overview of school and higher education systems, comparisons of systems to those of other countries)
	2.18 Food (Local dishes and produce)
	2.19 Local wines and spirits
	2.20 Lifestyle (key features of the day-to-day living patterns of Philippines and local people, family and social customs)
	2.21 Shopping (key locations, local products)
	2.22 Tourism services and local facilities of interest to visitors (currency exchange locations, tour booking offices, accommodation, attractions, banks, dry cleaners, medical facilities)
	2.23 Current events in Philippines and the local region
	Knowledge of the form of government or geo-politics but not political ideas
	2.24 Tour guide's code of ethics
3. Required Skills	3.1 Ability to speak fluently In English and the local dialects
	3.2 Ability to use office equipment
	3.3 Ability to tactfully answer and handle sensitive question and situation
4. Resource Implications	The following resources should be provided:
	4.1 Access to workplace location
	4.2 Access to telephone, two-way radio, fax, computer and any relevant equipment for tour guiding
5. Methods of Assessment	Competency in this unit may be assessed through:
	5.1 Interview
	5.2 Written test
	5.3 Simulated or actual demonstration (mock tour and/or role play)
	5.4 Observation
6. Context of assessment	6.1 Assessment may be done in the workplace or in a simulated workplace setting (Accredited TESDA assessment centers)

SECTION 3 TRAINING STANDARDS

These standards are set to provide technical and vocational education and training (TVET) providers with information and other important requirements to consider when designing training programs for **Local Guiding Services NC II**.

3.1   CURRICULUM DESIGN

Course Title: LOCAL GUIDING SERVICES   NC Level: NC II

Nominal Training Duration: 18 Hrs. (Basic)
                                              18 Hrs. (Common)
                                              160 Hrs. (Core)

Course Description:

This course is designed to enhance the knowledge, skills and attitudes of an individual in the field of LOCAL GUIDING SERVICES NC II such as coordinating tour program/itinerary; guiding and accompanying tourist in a locality in accordance with industry standards. It covers the basic, common and core competencies.

BASIC COMPETENCIES

Unit of Competency	Learning Outcomes	Methodology	Assessment Approach
1. Participate in workplace communication	1.1 Obtain and convey workplace information 1.2 Complete relevant work related documents 1.3 Participate in workplace meeting and discussion	Group discussion Interaction	Demonstration Observation Interviews/ questioning
2. Work in a team environment	2.1 Describe and identify team role and responsibility in a team. 3.4 Describe work as a team member	Discussion Interaction	Demonstration Observation Interviews/ questioning
3. Practice career professionalism	3.1 Integrate personal objectives with organizational goals 3.2 Set and meet work priorities 3.3 Maintain professional growth and development	Discussion Interaction	Demonstration Observation Interviews/ questioning
4. Practice occupational health and safety	4.1 Evaluate hazard and risks 4.2 Control hazards and risks 4.3 Maintain occupational health and safety awareness	Discussion Plant tour Symposium	Observation Interview

COMMON COMPETENCIES

Unit of Competency	Learning Outcomes	Methodology	Assessment Approach
1. Develop and update industry knowledge	1.1 Seek information on the industry 1.2 Update continuously relevant industry knowledge	Lecture Group Discussion Individual/ Group Assignment	Interviews/ Questioning Individual/Group Project or Report
2. Observe workplace hygiene procedures	2.1 Follow hygiene procedures 2.2 Identify and prevent hygiene risk	Lecture Demonstration Role-play	Demonstration Written Examination Interviews/ Questioning
3. Perform computer operations	3.1 Plan and prepare task to be undertaken 3.2 Input data into a computer 3.3 Assess information using computer 3.4 Produce/ output data using computer system 3.5 Maintain computer system	Lecture Group Discussion Tutorial or self-pace	Interviews/ Questioning Demonstration Observation
4. Perform workplace and safety practices	4.1 Practice workplace procedures for health, safety and security practices 4.2 Deal with emergency situations 4.3 Maintain safe personal presentation standards	Lecture Demonstration Role-play Simulation	Demonstration Interviews/ Questioning Written Examination
5. Provide effective customer service	5.1 Greet customers 5.2 Identify customer needs 5.3 Deliver service to customer 5.4 Handle queries through telephone, fax machine, internet and email 5.5 Handle complaints, evaluation and recommendations	Lecture Demonstration Role-play Simulation	Demonstration Interviews/ Questioning Observation

CORE COMPETENCIES

Unit of Competency	Learning Outcomes	Methodology	Assessment Approach
1. Research information relevant to the locality and tour itinerary	1.1 Sources information 1.2 Arranges and files Information 1.3 Develops tour scripts and commentaries relevant to the tour itinerary and the interest of the clients	Demonstration Discussion Fieldtrips to gateway terminals & transport companies	Written examination Demonstration of practical skills
2. Coordinate tour arrangements for clients	2.1 Performs pre-arrival checks 2.2 Manages tour arrangements 2.3 Resolves complaints and other emergencies 2.4 Performs post-departure activities	Demonstration Discussion Fieldtrips to nearby destinations	Written examination Demonstration of practical skills
3. Accompany and guide clients in accordance with the tour itinerary	3.1 Meets and assist the clients upon arrival at the destination 3. 2 Accompanies and guides clients while on tour 3.3 Delivers information, tour spiels and commentaries 3.4 Resolves complaints and other emergencies 3.5 Provides send-off assistance and hotel departure formalities 3.6 Develops tour guide-tour driver work relationship (teamwork)	Demonstration Discussion Fieldtrips to nearby destinations	Written examination Demonstration of practical skills

3.2   TRAINING DELIVERY

The delivery of training should adhere to the design of the curriculum. Delivery should be guided by the 10 basic principles of competency-based TVET.

- The training is based on curriculum developed from the competency standards;
- Learning is modular in its structure;
- Training delivery is individualized and self-paced;
- Training is based on work that must be performed;
- Training materials are directly related to the competency standards and the curriculum modules;
- Assessment is based in the collection of evidence of the performance of work to the industry required standard;
- Training is based both on and off-the-job components;
- Allows for recognition of prior learning (RPL) or current competencies;
- Training allows for multiple entry and exit; and
- Approved training programs are nationally accredited.

The competency-based TVET system recognizes various types of delivery modes, both on and off-the-job as long as the learning is driven by the competency standards specified by the industry. The following training modalities may be adopted when designing training programs:

- The dualized mode of training delivery is preferred and recommended. Thus programs would contain both in-school and in-industry training or fieldwork components. Details can be referred to the Dual Training System (DTS) Implementing Rules and Regulations.
- Modular/self-paced learning is a competency-based training modality wherein the trainee is allowed to progress at his own pace. The trainer facilitates the training delivery
- Peer teaching/mentoring is a training modality wherein fast learners are given the opportunity to assist the slow learners.
- Supervised industry training or on-the-job training is an approach in training designed to enhance the knowledge and skills of the trainee through actual experience in the workplace to acquire specific competencies prescribed in the training regulations.
- Distance learning is a formal education process in which majority of the instruction occurs when the students and instructor are not in the same place. Distance learning may employ correspondence study, or audio, video or computer technologies.

3.3   TRAINEE ENTRY REQUIREMENTS

Trainees or students wishing to gain entry into this course should satisfy   the following requirements:

- can communicate well in oral and written language; and
- can perform basic mathematical computation.

This list does not include specific institutional requirements such as educational attainment, appropriate work experience, and others that may be required of the trainees by the school or training center delivering the TVET program.

3.4 TOOLS, EQUIPMENT AND MATERIALS

LOCAL GUIDING SERVICES – NC II

Recommended materials, tools and equipment for the training of 25 trainees for Local Guiding Services NC II

QTY	TOOLS	QTY	EQUIPMENT	QTY	MATERIALS
25	General Information Sheets	1	Bull-horn	12	Computer with Internet access
6	Destination brochures	1	Whistle	1	Tourist bus with public address system
6	Actual suppliers' brochures	1	Tour flag/tour banner		
1	Enterprise Policies and Procedures Manual - SOP	25	Writing material		
3	Sample tour itinerary	1	White board with white board markers		
25	List of sample tour components				
25	Sample accounting documents – petty cash and cash advance voucher	1	First aid kit		
25	Sample tour voucher/exchange order	3	Man-made indoor tourist attraction or site		
25	Sample reservation request and confirmation slips	3	Natural or man-made outdoor tourist site or attraction		
25	List of emergency services with contact details				
25	Transportation fares and schedules				
25	List of significant historical events and figures				
25	List of major natural and man-made attractions				
25	Relevant data (socio-economic, trade/industry, etc)				
25	Glossary of travel and tour terms				

*NOTE: Implementation of the training program can be made possible through a MOA between the **Training school** and **Industry** for the use of the facilities. This is in response to the limitations of schools due to high cost of equipment. Air-conditioned vehicles can be hired on a per trip basis subject to requirement.

3.5   TRAINING FACILITIES

LOCAL GUIDING SERVICES – NC II

Based on a class size of 25 students/trainees:

Space Requirement	Size in Meters	Area in Sq. Meters	Total Area in Sq. Meters
Student/Trainee Working Space	1 x 1 m.	1 sq. m.	25 sq. m
Lecture/Demo Room	8 x 5 m.	40 sq. m.	40 sq. m.
Learning Resource Center	3 x 5 m.	15 sq. m.	15 sq. m.
Facilities/Equipment/ Circulation Area			24 sq. m.
		Total workshop area:	**104 sq. m.**

3.6   TRAINERS' QUALIFICATION FOR TOURISM SECTOR (TRAVEL AND TOUR)

LOCAL GUIDING SERVICES – NC II

TRAINER'S QUALIFICATIONS

- Must be a holder of National TVET Trainer Certification (NTTC) Level I in Local Guiding Services NC II
- Duly Licensed by the LGU (Provincial, City or Municipal Level) and duly Accredited by the Department of Tourism DOT
- Must be computer-literate
- Must have at least 2 years job/industry experience

3.7   INSTITUTIONAL ASSESSMENT

Institutional assessment is undertaken by trainees to determine their achievement of units of competency. A certificate of achievement is issued for each unit of competency.

SECTION 4 NATIONAL ASSESSMENT AND CERTIFICATION ARRANGEMENTS

4.1   To attain the National Qualification of **LOCAL GUIDING SERVICES NC II**, the candidate must demonstrate competence through package-type full qualification assessment sequentially covering the core units of competency listed in Section 1. Successful candidates shall be awarded a National Certificate signed by the TESDA Director General.

4.2   Assessment shall focus on the core units of competency. The basic and common units shall be integrated or assessed concurrently with the core units.

4.3   The following are qualified to apply for assessment and certification:

    4.3.1 Graduates of formal, non-formal and informal including enterprise-based training programs
    4.3.2 Experienced workers (wage employed or self employed)

4.4   The guidelines on assessment and certification are discussed in detail in the *"Procedures Manual on Assessment and Certification"* and *"Guidelines on the Implementation of the Philippine TVET Qualification and Certification System* **(PTQCS).**

COMPETENCY MAP - TOURISM Sector
(Travels and Tours)
LOCAL GUIDING SERVICES NC II

CORE COMPETENCIES

Operate an authorized information system	Plan and implement minimal impact operations	Book and coordinate supplier services	Accompany and guide clients in accordance with the tour itinerary	Process air documentation	Administer billing and settlement plan	Book travel related reservation	Operate tours in a remote area
Receive and process reservations	Apply advanced airfare rules and procedures	Maintain a product inventory	Prepare and present tour commentaries or activities	Conduct pre-departure checks	Provide campsite catering	Apply advance airfare rules and procedures	Coordinate and operate a tour
Administer billing and settlement plan	Coordinate tour arrangements for clients	Allocate tour resources	Access and interpret product information	Set-up and operate a campsite	Develop and maintain general knowledge required by guides	Construct normal international fares	Manage extended touring programs
Construct promotional international fares	Source and provide destination information advice	Plan and develop interpretive activities	Operate a computerized reservation system	Offer arrival and departure assistance	Interpret aspects of local indigenous Filipino culture	Prepare specialized interpretive content (cultural and heritage environment)	

COMMON COMPETENCIES

Develop and update industry knowledge	Observe workplace hygiene procedures	Perform computer operations	Perform workplace safety practices
			Provide effective customer service

BASIC COMPETENCIES

Receive and respond to workplace communication	Work with others	Demonstrate work values	Practice housekeeping procedures (5S)	Participate in workplace communication	Work in team environment	Practice career professionalism	Practice occupational health and safety	Lead workplace communication	Lead small teams
Develop and practice negotiation skills	Solve problems related to work activities	Use mathematical concepts and techniques	Use relevant technologies	Utilize specialized communication skills	Develop teams and individuals	Apply problem-solving techniques in the workplace	Plan and organize work	Collect, analyze and organize information	Promote environmental protection

DEFINITION OF TERMS

OPERATIONS MANAGER   refers to the head of the operations department that coordinates all activities pertaining to the services of all groups and individual.

SUPPLIER   refers to hotels, restaurants, resorts, transportation operators and other entities that supplies and accommodates tourists.

TOUR COORDINATOR   is a person who assist the arrival and departure of local and foreign tourist, delivery with the tour guide the schedule of tour programs and coordinate transportation services, baggage at the airports, hotels and restaurants arrangements, and other matters relating to the itinerary of the tourist.

TOURIST GUIDE   is a person who manages and accompanies local or foreign tourists or other visitors within the country in order to provide information and explanations on matters relating to history, archaeology, culture and places of interests and in general, any matter which may promote the country's tourism.

TOUR OPERATOR   is an entity that assembles and is responsible for the delivery of the various tour package components for commercial or other purposes.

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