TRAINING REGULATIONS

TRAVEL SERVICES NC II

TOURISM SECTOR
(TRAVEL AND TOUR)

TABLE OF CONTENTS

TOURISM SECTOR
(TRAVEL AND TOUR)

TRAVEL SERVICES NC II

Page No.

TRAINING REGULATIONS FOR

TRAVEL SERVICES NC II

SECTION 1　　　TRAVEL SERVICES NC II QUALIFICATION

The **TRAVEL SERVICES NC II** Qualification consists of competencies that a person must achieve to manage the travelers request for pre to post trips. It issues necessary travel documents and arranges reservations for travel related services.

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

The Unit of Competency comprising this Qualification includes 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
TRS5113119	Create travel-related reservations and transactions
TRS5113120	Provide assistance in travel documentation preparation
TRS5113121	Issue International Air Transport Association (IATA)-Billing Settlement Plan (BSP) documents and other passage documents

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

- ❑ Reservations Staff
- ❑ Ticketing Staff
- ❑ Travel Documentation Staff

SECTION 2 COMPETENCY STANDARDS

This section gives the details of the contents of the basic, common and core units of competency required in **TRAVEL 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. Required Knowledge	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. Required 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. Client/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. Required Knowledge	2.1. Communication process 2.2. Team structure 2.3. Team roles 2.4. Group planning and decision making
3. Required 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. Required 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. Required 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 for 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. Required 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. Required 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 and attitude 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 Variables
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	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 assessment may be assessed through: 5.1 Interview/questions 5.2 Practical demonstration 5.3 Portfolio of industry information related to trainee's work
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 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 Variables	
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 papers & other paper products 1.7 appropriate handling and disposal of garbage 1.8 cleaning and sanitizing procedures 1.9 personal hygiene

2. Hygiene risk	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	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	2.1 Typical hygiene and control procedures in the hospitality and tourism industries 2.2 Overview of legislation and regulation in relation to food handling, personal and general hygiene 2.3 Knowledge on factors which contribute to workplace hygiene problems 2.4 General hazards in handling of food, linen and laundry and garbage, including major causes of contamination and cross-infection 2.5 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 should 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 OF COMPETENCY **:** **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

VARIABLES	RANGE
1. Hardware and peripheral devices	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	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 4.5 usb flash drives
5. Ergonomic guidelines	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	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 aspects 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. Methods of Assessment	Competency in this unit should be assessed through:
	4.1 Observation
	4.2 Questioning
	4.3 Practical demonstration
5. Resource Implications	5.1 Computer hardware with peripherals
	5.2 Appropriate software
6. Context for 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 in 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. Underpinning Knowledge and Attitude	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. Underpinning 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 should be assessed through:
	5.1 Written examination
	5.1 Practical demonstration
	5.2 Interview
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 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	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	Includes but are not limited to : 2.1 modes of greeting, farewelling and conversation 2.2 body language/use of body gestures 2.3 formality of language
3. Interpersonal skills	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	Customer with specific 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	Protocol and enterprise procedures may include : 5.1 modes of greeting and farewell 5.2 addressing the person by name 5.3 time-lapse before a response 5.4 style manual requirements 5.5 standard letters and proforma

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 and Attitude	2.1 Communication
	    2.1.1 Interactive communication with others
	    2.1.2 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	4.1 Availability of telephone, fax machine, internet, GDS, 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	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	:	**CREATE TRAVEL-RELATED RESERVATIONS AND TRANSACTIONS**
UNIT CODE	:	**TRS5113119**
UNIT DESCRIPTOR	:	This unit deals with the skills and knowledge required to make and administer bookings for tourism or hospitality products and services. It describes the coordination of bookings with suppliers, normally a business to business transaction.

ELEMENT	PERFORMANCE CRITERIA *Italicized* terms are elaborated in the Range of Variables
1. Administer client file and identify booking requirements	1.1 Customers records of new or existing booking requirements are interpreted or created 1.2 Customers' required document and other materials are prepared and issued. 1.3 Customer's records of the financial status are accurately updated in accordance with enterprise procedures. 1.4 Supplier's services to be booked are identified according to the customer's requirements and requests. 1.5 Details of specific products and services which have been sold are identified and confirmed to the customer. 1.6 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. 1.7 Supplier is selected according to any pre-negotiated enterprise arrangements.

2. Request services	2.1 Products and services are requested from suppliers using the appropriate method in accordance with enterprise procedures.
	2.2 Details of the required booking are provided to ensure the customer receives the correct product or service including:
	  2.2.1 Customer details
	  2.2.2 Inclusive date, time and location of commencement and conclusion of service
	  2.2.3 Any pre-negotiated costs and payment detail
	  2.2.4 Nature of service to be provided
	  2.2.5 Special request or requirements
	2.3 Multiple services are requested in the most practical and sequential order.
	2.4 Alternative choices are requested if desired bookings are not available
	2.5 Changes made to original bookings are identified and action flow-on impacts are adjusted accordingly
	2.6 Revisions to bookings are made as requested/required including adjustment to other arrangements, accordingly

ELEMENT	PERFORMANCE CRITERIA *Italicized* terms are elaborated in the Range of Variables
3. Record request and confirmation	3.1 Records of all bookings made are kept including requests and confirmations then filed in accordance with company policies and procedures. 3.2 Files are monitored to ensure that all confirmations have been received and follow up pending bookings/reservations. 3.3 Actions to be taken in relation to bookings are noted and scheduled in accordance with system and/or company policies and procedures.
4. Update and finalize bookings	4.1 Amendments/adjustments made are accurately recorded in accordance with enterprise procedures. 4.2 Payments required by the supplier are processed at the appropriate time in accordance with enterprise procedures. 4.3 Booking changes are relayed to suppliers in accordance with agreed procedures and any contractual arrangements. 4.4 Client's final details and requirements are finalized with suppliers in accordance with the standard operating procedures. 4.5 Clients payment are collected and corresponding proof of payment is provided in accordance to company policies and procedures

RANGE OF VARIABLES

VARIABLE	RANGE
1. Suppliers	May either be: 1.1 Internal 1.2 External to the organization
2. Travel Services	May include: 2.1 Domestic 2.2 International
3. Reservations/Bookings	May include: 3.1 Manually administered 3.2 Electronically administered
4. Customer records	May include: 4.1 A computer generated file 4.2 A manual file
5. Products and services	May include: 5.1 Transportation 5.2 Transfers 5.3 Accommodations 5.4 Entertainment 5.5 Tours 5.6 Cruises 5.7 Entrance to attractions or sites 5.8 Tourist guiding services 5.9 Activities 5.10 Meals 5.11 Functions 5.12 Special items with customer's corporate branding 5.13 Venue bookings 5.14 Speaker services 5.15 Audio visual services 5.16 Meeting or event equipment 5.17 Special event consumable items 5.18 Catering 5.19 Refund Services 5.20 Other requirements of the client
6. Communication System	May be requested or confirmed thru: 6.1 Telephone 6.2 Fax 6.3 Email 6.4 Internet 6.5 Mail/courier service 6.6 Computer Reservation System (CRS) or Global Distribution System (GDS)

7. Confirmation details	May include: 7.1 Cost 7.2 Payment method and deadline

VARIABLE	RANGE
	7.3 Special requests 7.4 Arrangements
8. Types of Reservations/Bookings	May be made for: 8.1 A single product or service 8.2 Multiple products and services making up a complete itinerary 8.3 Groups 8.4 Individuals 8.5 Ad Hoc touring arrangements 8.6 Series tours 8.7 Incentive tours 8.8 Meetings 8.9 Conferences 8.10 A combination of any of the above
9. Amendments/ adjustments to bookings	May include: 9.1 Cancellation of booking 9.2 Change of date, time. 9.3 Change of location of commencement and conclusions of service. 9.4 Reduction or increase in number of bookings held
10. Final customer details	May include: 10.1 Final numbers for a group booking 10.2 Arrival and departure flights and times (or any other form of transportation) 10.3 Final name list 10.4 Final rooming list 10.5 Details of tourist guides/tour managers/crew accompanying customers 10.6 Itinerary – if packaged tour
11. Documents issued to customers	May include: 11.1 Invoices 11.2 Credit notes 11.3 Receipts 11.4 Service Voucher/s 11.5 Tickets (air, sea and land) 11.6 Travel documents (passports, visas, immigration clearances, etc) 11.7 Insurance Certificates 11.8 Information packs 11.9 Travel reminders, itineraries
12. Updating customer/s' financial record	May include: 12.1 Receiving, processing and recording payments 12.2 Generating and issuing invoices and credit notes for changed arrangements 12.3 Checking that the customer has fully paid

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate:
	1.1 Interpreted the customer's requirements correctly and confirmed specific services to the customer.
	1.2 Coordinated effectively, the booking process from initial request to finalization of the booking
	1.3 Kept records of all bookings made accurately.
	1.4 Demonstrated knowledge on industry booking systems and procedures for a range of products and services. (The range of products and services booked will vary according to the industry sector and workplace).
2. Required Knowledge	2.1 Booking systems and procedures as appropriate to the specific industry sector.
	2.2 Product knowledge as appropriate to specific industry sector.
	2.3 Principles that underpin reservations and booking procedures.
	2.4 Relationships between different sectors of the tourism industry in relation to reservations and bookings.
	2.5 Negotiated costs, contractual arrangements preferred supplier arrangements in place.
	2.6 Tour components familiarity
3. Required Skills	3.1 Interpretation of the customer's requirements.
	3.2 Interpretation of any quotations previously supplied to customer.
	3.3 Demonstration of skills in booking and coordinating supplier services for multiple and different customer situations and varying products and services (ideally as a component of integrated work activity).
	3.4 Demonstration of skills within a fully-equipped industry-realistic office environment using appropriate computers, printers, information programs and publications.
	3.5 Use of industry-current operational documentation eg. details of supplier contracts and customer files.
	3.6 The completion of coordination of bookings and maintenance of files within timeframes and constraints that reflect typical industry practice.
	3.7 Communication Skills

4. Resource Implications	The following resources should be provided: 4.1 Telephone, fax and email 4.2 Computer with internet connection and reservation system or global distribution system 4.3 Updated brochures 4.4 Updated maps 4.5 Updated Official Airline Guide or GDS 4.6 Updated Official Hotels & Resorts Guide or GDS 4.7 Official Cruiseline Guide or GDS 4.8 Official Train Guide or GDS 4.9 Updated Destination Travel Planner 4.10 Tourism Calendar of Conferences & Events
5. Methods of Assessment	Competency in this unit may be assessed through : 5.1 Evaluation of integrated activities completed by the candidate (may include destinations, products, quotations and ticketing) Simulation/Demonstration 5.2 Case studies to assess ability to complete the booking process for different tourism products, services and customers. 5.3 Written and oral questioning or interview to test knowledge of the principles which underpin booking procedures and the relationship between different sectors of the tourism industry. 5.4 Review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate.
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 with the right equipment.

UNIT OF COMPETENCY	**:**	**PROVIDE ASSISTANCE IN TRAVEL DOCUMENTATION PREPARATION**
UNIT CODE	**:**	**TRS5113120**
UNIT DESCRIPTOR	**:**	This unit deals with the skills and knowledge required to assist clients in preparation of travel documents ie passport, visa, immigration papers in preparation for travel abroad.

ELEMENT	PERFORMANCE CRITERIA *Italicized* terms are elaborated in the Range of Variables
1. Prepare and assist client's passport application	1.1 Information and documentary requirements of client's ***passport*** application is collated in accordance with company policies and procedures and appropriate national and foreign government authorities 1.2 Passport application documents are checked for accuracy, completeness and identified discrepancies are corrected or referred to client where necessary 1.3 Passport application documents are filed with proper ***authorities/***DFA and corresponding fees are paid 1.4 New passport is claimed from appropriate national and foreign government authorities within same day of release 1.5 Passport is logged and released to client according to travel agency policies and procedures
2. Assist client in securing visa and/or permits for country of destination and transit points, as applicable	2.1 ***Visa*** requirements for client's country of destination are determined 2.2 Visa applicant is informed on the requirements and fees required by preferred country of destination 2.3 Where applicable, visa applicant is assisted 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 2.4 Visa documentary requirements are prepared according to the requirements of the country of destination 2.5 Visa applicant is informed of the date of personal appearance or interview at the Embassy, if applicable 2.6 Visa applicant is informed on procedures on how and when the visa is to be released by the Embassy 2.7 Visa is logged and released to client according to travel agency policies and procedures

ELEMENT	PERFORMANCE CRITERIA *Italicized* terms are elaborated in the Range of Variables
3. Assist client's in securing immigration clearance application for travel abroad	3.1 Immigration clearance requirements are inquired and determined from the Immigration department 3.2 Immigration clearance applicant is assisted in paying the fees and in filling up forms required by the immigration department 3.3 Immigration clearance documentary requirements are prepared according to the requirements of the immigration department 3.4 Immigration clearance applicant is informed on procedures on how and when is the clearance to be released by the immigration department 3.5 ***Immigration clearance document*** is logged and released to client according to travel agency policies and procedures
4. Provide assistance in securing additional requirements for travel	4.1 Necessary additional travel documents requirements for visitors, OFWs, minors etc. are inquired and determined 4.2 Applicant is assisted in paying the fees and in filling up forms required by the immigration department 4.3 Documentary requirements are prepared according to the requirements for travel 4.4 Applicant is informed on procedures on how and when is the required travel documents to be released by the immigration department 4.5 Document is logged and released to client according to travel agency policies and procedures

RANGE OF VARIABLES

VARIABLE	RANGE
1. Passport	May be for: 1.1 Filipinos 1.2 Resident Foreign Nationals
2. Visa	May include: 2.1 Worldwide destination 2.2 Tourist 2.3 Temporary Visitors 2.4 Businessman 2.5 Students
3. Immigration Documentation	May include 3.1 Travel Exit clearance & reentry permit 3.2 Extension of visa 3.3 Application of change of visa status 3.4 Annual Registration of foreign nationals 3.5 Application of I-Card 3.6 Travel clearance for person with the same name 3.7 Application of extension of reentry permit 3.8 Payment of Head tax
4. Additional travel documents	4.1 DSWD clearance 4.2 Court clearance 4.3 CFO (Commission on Filipinos Overseas) 4.4 POEA clearance 4.5 NBI clearance 4.6 Bureau of Quarantine vaccination card 4.7 And other similar government agencies

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate: 1.1 Demonstrated knowledge of passport requirements and procedures 1.2 Demonstrate knowledge of visa documentation requirements and procedure 1.3 Demonstrate knowledge of Immigration Exit clearance and Reentry permit procedure and other Immigration procedure requirements . 1.4 Demonstrated ability to correctly apply DFA, Embassies, and Bureau of Immigration rules and procedures within enterprise acceptable timeframes. 1.5 Demonstrated ability to assist clients in acquiring travel documents within the soonest time before date of travel
2. Required Knowledge	2.1 Role of DFA, Embassies, Bureau of Quarantine, TIEZA & Bureau of Immigration in international travel 2.2 DFA, Embassies, Bureau of Quarantine, TIEZA & Bureau of Immigration agency accreditation requirements. 2.3 DFA, Embassies, Bureau of Quarantine, TIEZA & Bureau of Immigration procedures 2.4 DFA, Embassies, Bureau of Quarantine, TIEZA & Bureau of Immigration timeframes. 2.5 DFA, Embassies, Bureau of Quarantine, TIEZA & Bureau of Immigration documentation. 2.6 General understanding of travel documentation procedures. 2.7 Basic and advanced geography and airline geography
3. Required Skills	3.1 Travel documentation handling 3.2 Application of Department of Foreign Affairs, Embassies, Bureau of Quarantine, TIEZA and Bureau of Immigration procedures within enterprise acceptable timeframes and other relevant agencies/ authorities 3.3 Correct pronunciation of destination 3.4 Computer operation (GDS) literacy 3.5 Communication skills
4. Resource implications	The following resources should be provided: 4.1 Telephone, fax, e-mail 4.2 Computer reservations system or global distribution system, internet connection 4.3 Timatic/Maps and updated Atlas 4.4 Updated PTAA Outbound Travel Operations Manual
5. Methods of Assessment	Competency may be assessed through: 5.1 Written exercises, quizzes and tests of DFA, Embassies, Bureau of Quarantine, TIEZA and Bureau of Immigration procedures 5.2 Review of DFA, Embassies, Bureau of Quarantine, TIEZA and Bureau of Immigration application forms, actual or facsimile 5.3 Written and oral questioning or interview to test knowledge of rules and procedures applicable to the completion of DFA, Embassies, Bureau of Quarantine, TIEZA and Bureau of Immigration documents 5.4 Review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate 5.5 Hands on assessment on the knowledge of flight reservation using a GDS
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 with the right assessment equipment.

UNIT OF COMPET ENCY : **ISSUE INFORMATION ON INTERNATIONAL AIR TRANSPORT ASSOCIATION (IATA)-BILLING SETTLEMENT PLAN (BSP) DOCUMENTS AND OTHER PASSAGE DOCUMENTS**

UNIT CODE : **TRS5113121**

UNIT DESCRIPTOR : This unit deals with the knowledge and skills required regarding review of travel documents and Issuance and payment of tickets and Multi Purpose Documents (MPD), tour order, tour vouchers, exchange order, purchase order, booking request and other vouchers issued for inbound and outbound travel.

ELEMENT	PERFORMANCE CRITERIA *Italicized* terms are elaborated in the Range of Variables
1. Gather the necessary information and other travel related data	1.1 *Information* are recorded as received 1.2 *Travel data* are encoded through electronic or manual means 1.3 Travel data are validated with clients and any other travel related information in accordance with company procedures 1.4 Supplementary information recorded and cleared with client in accordance to company procedures
2. Perform sales and service tasks	2.1 Total cost of travel requirements are calculated based on updated local or International rates 2.2 Information, are forwarded to the travel counselor in accordance with the company procedures
3. Issue tickets, Multi Purpose Documents (MPD) and other travel related documents	3.1 Information are inputted through automated system such as Computer Reservation System (CRS) or Global Distribution System (GDS), etc. 3.2 Information are inputted manually in the absence of any computerized system 3.3 *Tickets* are written manually or generated through automated system in accordance with supplier and company procedures
4. Network for latest fare and tariff information	4.1 All travel rules and travel related services are determined and documented in accordance with supplier and company procedures 4.2 Tariff rules and regulations are gathered and implemented in accordance with supplier and company procedures 4.3 Schedule of fare / fees are obtained from airlines and other suppliers 4.4 Information on International Air Transport Association (IATA) tariff, billing and settlement plans are obtained and documented for schedule of remittance and papers

RANGE OF VARIABLES

VARIABLE	RANGE
1. Information	May include: 1.1 Company name 1.2 First Name 1.3 Middle Initial / Name 1.4 Last Name 1.5 Title of the passenger (Mr., Ms., Mrs., Mstr., Mist., Inf) 1.6 Address 1.7 Date of Birth 1.8 Birthplace 1.9 Gender 1.10 Telephone Number 1.11 Zip Code 1.12 Age 1.13 Type of passenger 1.14 Overseas Filipino Workers (OFW) 1.15 Number of passenger 1.16 Senior Citizen 1.17 Language 1.18 Medical 1.19 Dietary requirement 1.20 Residency status 1.21 Nationality 1.22 Passport Number, validity, date & place of issuance 1.23 Visa 1.24 Handicap
2. Travel data	May include: 2.1 Flight or Voyage Number 2.2 Estimated Time of Departure (ETD) & Arrival (ETA) 2.3 Date of flight / departure 2.4 Time of flight / departure 2.5 Place of origin 2.6 Place of destination 2.7 Type of booking class / services 2.8 Type of equipment used 2.9 Meals served on board 2.10 Elapse Time of travel 2.11 Type of aircraft/ship/vehicle use

3. Tickets	3.1 Fares – Adult, Child, Infant, Senior Citizen
	  3.1.1 First Class, booking class, refundability, endorsability, restrictions and validity
	  3.1.2 Business Class, booking class, refundability, endorsability restrictions and validity
	  3.1.3 Economy Class, booking class, refundability, endorsability, restrictions and validity
	  3.1.4 Promo Fares, booking class, refundability, endorsability, restrictions and validity
	3.2 Air
	3.3 Sea
	3.4 Land

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate: 1.1 Performed sales and service tasks 1.2 Issued tickets, Multi Purpose Documents (MPD) and other travel related documents 1.3 Obtained information on International Air Transport Association (IATA) tariff of different carriers, billing and settlement plans

2. Required Knowledge and Attitude	2.1 Systems, Processes and Operations
	    2.1.1 Travel document requirements eg. Passport, visa & immigration clearances
	    2.1.2 In-flight services
	    2.1.3 Option date for ticketing
	    2.1.4 Reservations and ticketing and payment
	    2.1.5 Amendment Restrictions and Cancellation charges
	    2.1.6 Baggage allowance
	2.2 Codes and Regulations
	    2.2.1 Filipnos & Foreign nationals requirements for visa\ and immigration clearances
	    2.2.2 Types of Booking Class / services
	    2.2.3 Types of rooms, cabins, seats and menu, vehicle models

3. Required Skills	3.1 Effective use of telephone, telefax, computer reservation system or global distribution system, internet and email 3.2 Effective communication skills 3.3 Networking for latest fares and tariff information 3.4 Communication Skills 3.5 Computer (GDS) operation
4. Resource Implications	The following resources should be provided: 4.1 Telephone, fax, computer reservation system or global distribution system, internet and e – mail 4.2 Updated IATA Ticketing Manual 4.3 Updated IATA Travel Agents' Manual 4.4 Updated Cruise line Guide or GDS 4.5 Updated Official Airline Guide or GDS 4.6 Updated Train Guide or GDS 4.7 Updated PTAA Outbound Travel Manual
5. Methods of Assessment	Competency in this unit may be assessed through: 5.1 Written test 5.2 Demonstration 5.3 Portfolios of evidence and third party workplace reports of on-the-job performance by the candidate
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

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 Travel Services NC II.

3.1 CURRICULUM DESIGN

Course Title: TRAVEL SERVICES   **NC Level: NC II**

Nominal Training Duration: **28 Hrs. (Basic)**
                                                                      28 Hrs. (Common)
                                                                      272 Hrs. (Core)
                                                                      328 Hours
Course Description:

This course is designed to enhance the knowledge, skills and attitudes of an individual in the field of tour servicing in accordance with industry standards. It covers specialized competencies such as; facilitate Issuance of travel documents; and arrange and make reservations for travel related services. 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 2.2 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 2.1 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. Create travel-related reservations and transactions	1.1 Administer client file and identify booking requirements 1.2 Request services 1.3 Record request and confirmation 1.4 Update and finalize bookings	• Demonstration • Discussion • Lectures • Supervised Industry Training (SIT) • Hands On Training in Laboratory	• Written examination per subject • Demonstration of practical skills • Individual/ Group Project or Report
2. Provide assistance in travel documentation preparation	2.1 Prepare and assist client's passport application 2.2 Assist client in securing visa and/or permits for country of destination and transit points, as applicable 2.3 Assist client's in securing immigration clearance application for travel abroad 2.4 Provide assistance in securing additional requirements for travel eg.vaccination card from Bureau of Quarantine etc	• Demonstration • Discussion • Lectures • Supervised Industry Training (SIT)	• Written examination • Demonstration of practical skills • Individual/ Group Project or Report
3. Issue IATA-BSP Documents and Other Passage Document 's	3.1 Gather necessary information and other travel related data 3.2 Perform sales and service tasks 3.3 Issue tickets, Multipurpose Documents (MPD) and other travel related document's 3.4 Network for latest fare and tariff information	• Demonstration • Discussion • Lectures • Supervised Industry Training (SIT)	• Written examination • Demonstration of practical skills • Individual/ Group Project or Report

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 possess the following requirements:

- must have completed 10-year basic education
- can communicate by 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

TRAVEL SERVICES – NC II

Recommended list of tools, equipment and materials for the training of 25 trainees for **Travel Services NC II.**

FACILITIES		EQUIPMENT		SUPPLIES AND MATERIALS	
QTY		**QTY**		**QTY**	
					SUPPLIES
	Workshop	1 unit	Projector screen		Writing materials
	Laboratory	1 unit	Overhead projector		Requisition forms
	Audio-visual room	1 unit	Electric fan		Sample booking forms
	Lecture room	1 set	First aid cabinet		Record books
	Storage/ stock room	1 pc	Filing cabinet		Envelopes, folders
		1 unit	Fire extinguisher		**Accessories**
		1 unit	Emergency light		Complete laboratory outfit
		1 unit	directional signage		Working devices
		1 unit	air condition		Padlocks
		1 unit	Telephones		Keys
		1 unit	computers with internet connection		**References**
		1 unit	TV		Brochures
		1 unit	Video player		Manuals
		1 unit	Fax machine		Charts
		1 unit	LCD		Map
		1	Licensed Software on Computerized Reservation System		CD's
		1	Licensed on Word Processing, Worksheet, Presentation and Database Presentation and Database		Video Tapes
					Pictures
					Updated Official Airline Guide
					Updated documentation Manual
					Updated travel agent ticketing Manual
					Used plane tickets
					Updated BSP Manual
					Updated Travel Agent Handbook
					Updated Passenger and Tariff manual

3.5   TRAINING FACILITIES

TRAVEL SERVICES – NC II

Based on a class intake of 25 students/trainees:

SPACE REQUIREMENT	SIZE IN METERS	AREA IN SQ. METERS	TOTAL AREA IN SQ. METERS
• Building (permanent)			
• Student/Trainee Working Space	1m x 1m	1 sq. meter	25 sq. meters
• Contextual Learning Laboratory	8m x 5m	40 sq. meters	40 sq. meters
• Lecture Room	8m x 5m	40 sq. meters	40 sq. meters
• Learning Resource Center	3m x 5m	15 sq. meters per class	15 sq. meters per class
• Facilities/Equipment/ Circulation Area	3m x 5m	15 sq. meters per class	15 sq. meters per class

3.6   TRAINERS' QUALIFICATION FOR TOURISM SECTOR (TRAVELS AND TOURS)

TRAVEL SERVICES NC II

TRAINER QUALIFICATION

For ticketing instructor, must have an UFTAA/IATA Trainers Certification

- Must be a holder of National TVET Trainer Certificate (NTTC) Level I in Travel Services NC II
- Must be computer and (GDS) literate
- *Must have at least 5 years job/industry experience in the field of expertise/instruction

   *Optional. Only when required by the hiring institution.

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 **TRAVEL SERVICES NC II**, the candidate must demonstrate competence through project-type full-qualification assessment covering all the units of competency listed in Section 1. Successful candidates shall be awarded a National Certificate signed by the TESDA Director General.

4.2   The qualification of **TRAVEL SERVICES NC II** may be attained through demonstration of competence covering all the required core units of qualification.

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

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

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

4.5   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)
TRAVEL SERVICES NC II

CORE COMPETENCIES

- Operate an authorized information system
- Plan and implement minimal impact operations
- Book and coordinate supplier services
- Accompany and guide visitors in accordance with the tour itinerary
- Process air documentation
- Research information relevant to tour itinerary
- Create travel-related reservations and transactions
- Provide assistance In travel documentation preparation
- 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
- Sell tourism products and services
- Provide campsite catering
- Issue IATA-BDP documents and other passage documents
- Coordinate and operate a tour
- Administer billing and settlement plan
- Manage arrangements for visitors in accordance with tour inclusions
- Allocate tour resources
- Access and interpret product information
- Set-up and operate a campsite
- Issues air/sea/land tickets and multi-purpose documents
- 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
- Construct domestic airfares
- Interpret aspects of local indigenous Filipino culture
- Prepare specialized interpretive content (cultural and heritage environments)
- Book travel related reservation

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 procedures
- 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

APT	Airline Passenger Tariff
BI	Bureau of Immigration
BIR	Bureau of Internal Revenue
CIQ	Custom Immigration and Quarantine
BOOKING CLASS	refers to the category according to difficulty and the complexity of skills and the knowledge required of the job. Also refers to the category of service in a transportation
CRS	Computerized Reservation System
CFO	Commission on Filipinos Overseas
DFA	Department of Foreign Affairs
DOCUMENTATION OFFICER	refers to the person employed by the travel agency to facilitate the issuance of travel documents and visas, birth certificates, immigration clearances, etc. clients with the right documents to the corresponding government agencies or embassies concerned.
DTI	Department of Trade and Industry
E – BOOKING	Electronic Request / Reservation
EMBASSY / CONSULATE	the representative office of the sovereign state in another country that recognize them.
GATEWAY	Entry / Exit point of a destination
GDS	Global Distribution System
GMT	Greenwich Meridian Time
GSIS	Government Service Insurance System
IATA AREA CONFERENCES	International Air Transport Association defined geography.
IMMIGRATION DOCUMENTS	refers to the documents issued by the Bureau of Immigration to resident and non – resident alien based on immigration status.
INTERNET	Electronic Information Distribution System
LGU	Local Government Unit
MIRG	Manila Interline Reservation Group that dictates the proper reservation procedures.
OAG	Official Airline Guide

OHS	Occupational Health and Safety
OSG	Office of the Solicitor General
OJT	On – the – job Training
PASSPORT	refers to the travel document issued by government to its citizens for travel and identification purposes.
PNR	Passenger Name Record, where the history and information pertinent to the travel requirements of a client is stored
POEA	Philippine Overseas Employment Agency
PROCESSING	involves submission /follow – up and release of documents to Bureau of Immigration, Department of Foreign Affairs, Embassies and other government agencies and includes paying the necessary fees.
PTQCS	Philippine TVET Quality Certification System
RESERVATION	refers to an advance request for a product or service
RESERVATION OFFICER	refers to the person assigned to make a reservation of airline seat, hotel car rental and other travel related services with a supplier (air, sea or land).
RETRIEVAL	refers to a summary of information pertinent to travel requirements of the client.
SEC	Security and Exchange Commission
SSS	Social Service System
TICKETING OFFICER	refers to the person assigned to write Airline Tickets and Miscellaneous Charge Order of Airlines and other travel related services.
TIM/TIMATIC	Travel Information Manual/Travel Information Electronic version
TRAVEL DOCUMENTS	refers to a permit issued by a sovereign state to its citizen in lieu of a passport.
VISA	a permit issued by the embassy / consulate of a country allowing bearer the privilege of entry and exit to said country

ACKNOWLEDGEMENTS

REVIEW PANEL

PAUL LIM SO
Managing Director
Great Sights Travel and Tours Corporation
19-RA Padre Faura Center
472 Padre Faura cor. M.H. Del Pilar Sts.
Ermita, Manila

ANABELLE O. MORENO
Chair
Tourism Industry Board Foundation, Inc.
 (TIBFI)
University of the Philippines – Asian
 Institute of Tourism (UP-AIT)
UP Diliman, Quezon City
Past President, Association of Human Resources Managers for Hotels and Restaurants (AHRM)

The Participants in the Validation of these Training Regulations

AILEEN C. CLEMENTE
President
Rajah Travel Corporation
3F Gercon Plaza
7901 Makati Ave., Makati City/
Past President
Philippine Travel Agencies Association
 (PTAA)

FE ABLING YU
General Manager
ARFEL Travel and Tours
28-I Galvez Bldg., Severina Ave.
Km. 18, South Superhighway
Parañaque City

DANIEL L. EDRALIN
Board of Director
Tourism Industry Board Foundation, Inc.
 (TIBFI)
National Union of Workers in Hotels and
 Restaurant and Allied Industries
 (NEWHRAIN-APL)

The TESDA Board Members and Secretariat

The MANAGEMENT and STAFF of the TESDA Secretariat

- **Qualifications and Standards Office (QSO)**