BRUNEI DARUSSALAM NATIONAL ACCREDITATION COUNCIL
NEGARA BRUNEI DARUSSALAM

TRAVEL CONSULTANT

LEVEL 1

(HT-TTS-TRC-01-23)

HOSPITALITY & TOURISM SECTOR

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PART 1   BASIC CONTENT

1. INTRODUCTION TO BRUNEI DARUSSALAM NATIONAL OCCUPATIONAL SKILLS STANDARDS (BNOSS)

Brunei Darussalam National Occupational Skills Standards (BNOSS) is a document that underlines and specifies competencies needed by a skilled worker who is gainfully employed for an occupational area and level, and pathway to achieve the competencies.

A group of expert panels consisting of industrial experts and practitioners of a particular occupational sector need to be identified in developing the standard. With the involvement of these experts in the development of the BNOSS document, measurable benchmarks of skills and performance in the related area can be established in relation to the expectation of employers and the current requirements of the industry. These standards shall be aligned to the Brunei Darussalam Qualifications Framework (BDQF).

BNOSS is a set of standards of performance that an individual is required to achieve when carrying out effectively functions of a particular job. It is used as a reference for the industry, career path of a skilled worker, training purposes and benchmarks for best practices.

2. BENEFITS OF BNOSS

To the employers
- Able to describe the Job description and determine the salary.
- Employers can use the skills standards to establish personnel qualification requirements.
- Assess employee skill levels based on industry standard.
- Match employee skills to the work needed.
- Training gap analysis.
- To advertise job requirement to standards specification.

To the employees
- Able to understand employers expectation of workers competencies in terms of knowledge, skills and attitude towards the specific job scope.
- Able to determine the skills and abilities needed for advancement or transfer industries and determine the right credential needed to upgrade skills.
- Can use BNOSS as guideline to identify the career development pathway in order to succeed in their occupation.

To the training organisations
- BNOSS as a guideline for training organisations to develop their own curriculum.
- Able to develop assessment mechanism and specifications to assess trainees competencies.
- Able to build a cohesive relationship though a like-minded expectation of trainee's
- competencies and work readiness.
- Enhances the ability and confidence to train consistent with the industry's current
- expectations and needs.
- Develop new and evaluate existing curriculum and programs based on industry needs.

3. TRAVEL CONSULTANT LEVEL 1

Designed to reflect the role of individuals who perform mainly routine sales, operational tasks and customer service tasks in the Travel Agencies and work under direct supervision.

4. ENTRY REQUIREMENTS

The specific of the qualifications are not limited to the list provided:
- Minimum age of 18 years old;
- Basic reading, writing and counting;
- Able to communicate in Bahasa Melayu and basic English;
- Declaration of any disabilities.

5. COMPETENCY LEVEL, OCCUPATIONAL STRUCTURE AND CAREER PROGRESSION

SECTOR	Hospitality & Tourism
SUB-SECTOR	Tourism
OCCUPATION	Travel Consultant
LEVEL 5	TBA
LEVEL 4	TBA
LEVEL 3	TBA
LEVEL 2	TBA
LEVEL 1	Travel Consultant

Career Ladder of a Travel Consultant
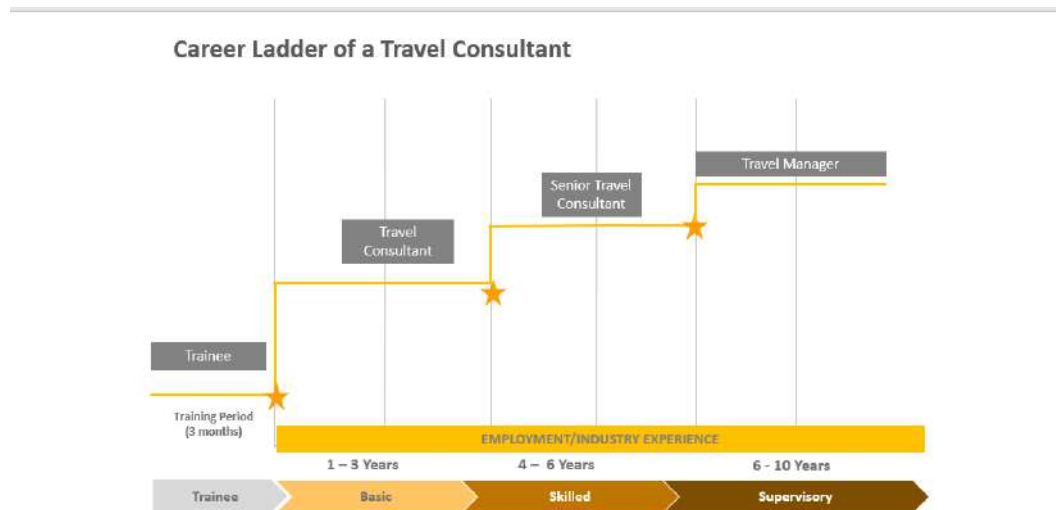
6. AWARD OF CERTIFICATE

This section will guide the process of awarding certificate for every training course conducted by an approved training organisation to ensure the consistency. The guidelines are as follows:

6.1 Certificate of Competence

In order to award Certificate of Competence by an awarding body, Statement of Competence need to be issued by the training organisation after the completion of the course.

The statement of competence should include the following but is not limited to:
- Training organisation's name;
- Course title or competency assessment title;
- Candidate's name;
- Assessment date(s) and training date(s);
- Expiry date;
- Unique Certificate Number;
- Instructor's/Trainer's Name and Signature;
- Assessor's Name and Signature and
- Optional but not required
  - Training Organisation's managing director Name and Signature.

Training organisations are encouraged to inform all concerned including employers and candidates that such Certificates shall not be used as reference of a person's competency or aptitude.

Each certificate awarded to a successful candidate must indicate that the candidate has been assessed and has met the required Learning Outcomes.

PART 2 COMPETENCE STANDARDS

1. COMPETENCY PROFILE CHART (CPC)

Unit of Competency Category	Competence Unit Code	Competence Unit Title
Generic	HT-GEN-01-09	Communicate effectively on the telephone
	HT-GEN-01-11	Perform basic clerical procedures
	HT-GEN-01-12	Use common business tools and technology
	HT-GEN-01-13	Access and retrieve computer-based data
	HT-GEN-01-28	Promote products and services to customers
	HT-GEN-01-23	Process financial transactions
	HT-GEN-01-15	Manage and resolve conflict situations
	HT-GEN-01-03	Speak English at a basic operational level
Specialised	HT-TRC-SPE-01-01	Receive and process a reservation
	HT-TRC-SPE-01-02	Operate a computerized reservation system
	HT-TRC-SPE-01-03	Construct and ticket a non-air travel plan
	HT-TRC-SPE-01-04	Construct and ticket airfares
	HT-TRC-SPE-01-05	Develop and update local knowledge
	HT-TRC-SPE-01-06	Source and package tourism products and services
	HT-TRC-SPE-01-07	Source and provide destination information and advice

It is mandatory to include Melayu Islam Beraja and Islamic Religious Knowledge/Islamic Value in Customer Service

1.1 Generic
DUTY: 1. Communicate Effectively on the Telephone

Skill Areas/ Competence	Competence Elements
1.1 Respond to Incoming Telephone Calls	1.1.1. Answer calls promptly, in an appropriate manner
	1.1.2. Offer friendly assistance to the caller, and accurately establish the purpose of the call
	1.1.3. Repeat call details to the caller
	1.1.4. Answer caller enquiries promptly, or transfer caller to the appropriate location/person
	1.1.5. Record caller requests accurately and pass on to the appropriate department/person for follow-up
	1.1.6. Relay messages accurately to the nominated person within designated timelines
	1.1.7. Report threatening or suspicious phone calls promptly to the appropriate person
	1.1.8. Use language, tone and volume appropriate to phone calls
1.2 Make Telephone Calls	1.2.1 Obtain correct telephone numbers
	1.2.2 Establish clearly the purpose of the call prior to calling
	1.2.3 Use telephone equipment correctly in order to establish contact
	1.2.4 Communicate clearly your name, company and reason for calling
	1.2.5 Be polite and courteous at all times

DUTY: 2. Perform Basic Clerical Procedures

Skill Areas/ Competence	Competence Elements
2.1 Process Office Documents	2.1.1 Process documents with appropriate office equipment
	2.1.2 Identify and rectify and/or report malfunctions promptly
	2.1.3 Use office equipment to process documents
2.2 Draft Correspondence	2.2.1 Write text using clear and concise language
	2.2.2 Text is without spelling, punctuation and/or grammatical errors
	2.2.3 Check information for accuracy prior to sending
2.3 Maintain Documents Systems	2.3.1 File/store documents
	2.3.2 Modify and/or update records management systems

DUTY: 3. Use Common Business Tools and Technology

Skill Areas/ Competence	Competence Elements
3.1 Access and	3.1.1 Identify and access business tools required

Use Common Business Tools	3.1.2 Use business tools efficiently and effectively
	3.1.3 Obtain and maintain business tools required
	3.1.4 6Store business tools in accordance with enterprise procedures and to reduce theft and fraudulent activity
3.2 Select and Use Common Business Technology	3.2.1 Select appropriate business technology and/or software applications
	3.2.2 Use technology in a way
3.3 Maintain Technology	3.3.1 Identify and replace used technology consumables
	3.3.2 Carry out and/or arrange routine maintenance
	3.3.3 Identify equipment faults and take appropriate action

DUTY: 4. Access and Retrieve Computer Based Data

Skill Areas/ Competence	Competence Elements
4.1 Open File	4.1.1 Turn on/access computer system correctly
	4.1.2 Select or load appropriate software
	4.1.3 Identify and open correct file
4.2 Access Computer-Based Data	4.2.1 Use computer features to access a range of data or information
	4.2.2 Retrieve data using prescribed systems, sequences and appropriate keyboard techniques
	4.2.3 Retrieve data using prescribed systems, sequences and appropriate keyboard techniques
	4.2.4 Use searches and queries to find desired Information
4.3 Retrieve Computer-Based Data	4.3.1 Locate data to be retrieved
	4.3.2 Check that data meets requirements
	4.3.3 Print or transfer file to data storage medium as required.

DUTY: 5. Promote Products and Services to Customers

Skill Areas/ Competence	Competence Elements
5.1 Develop product and service knowledge	5.1.1 Identify opportunities to develop product and service knowledge
	5.1.2 Describe the benefits of staff having high levels of product and service knowledge
	5.1.3 Apply formal and informal research techniques to gain product and service knowledge
	5.1.4 Seek customer feedback to supplement product and service knowledge
	5.1.5 Share product and service knowledge with other relevant internal personnel
	5.1.6 Initiate action to identify changes in customer preferences, needs,

	wants and expectations
	5.1.7 Contribute to changes to products, services and service standards to meet identified customer needs
5.2 Develop market knowledge	5.2.1 Explain the concept of target markets
	5.2.2 Define the concept of niche markets
	5.2.3 Describe how promotions and offers may vary to suit differing target markets
	5.2.4 Identify sources of information about enterprise-specific target markets
	5.2.5 Describe the demographic characteristics of enterprise target markets
	5.2.6 Explain the benefits of using target markets within an organization
5.3 Promote products and services	5.3.1 Describe promotional initiatives that may be used to promote products
	5.3.2 Demonstrate how to develop and produce a statics in-house promotion
	5.3.3 Verbally promote products and/or services to customers
	5.3.4 Demonstrate products and/or services to customers
5.4 Apply selling skills	5.4.1 Approach the customer in a sales environment
	5.4.2 Gather information about customer needs, wants and preferences
	5.4.3 Demonstrate selling skills
	5.4.4 Overcome buying objections
	5.4.5 maximize sales opportunities within a buying situation
	5.4.6 Close the sale

DUTY: 6. Process Financial Transaction

Skill Areas/ Competence	Competence Elements
6.1 Prepare point of sale area for operation	6.1.1 Prepare point of sale register/terminal for operation
	6.1.2 Open point of sale register/ terminal
	6.1.3 Obtain supplies of point of sale documentation
	6.1.4 Clean and tidy the point of sale area and equipment
6.2 Process payments and receipts during trade	6.2.1 Calculate or verify amount due from customer/guest
	6.2.2 Accept cash payments and issue receipts
	6.2.3 Accept non-cash payments and issue receipts
	6.2.4 Process advanced deposits and payments
	6.2.5 Process refunds
	6.2.6 Give change as required

	6.2.7 Complete required documentation throughout trading to record transactions
	6.2.10 Apply appropriate customer/guest service skills
6.3 Reconcile financial transaction at end of trade	6.3.1 Secure point of sale are
	6.3.2 Investigate and resolve discrepancies with takings
	6.3.3 Complete end of shift takings documentation

DUTY: 7. Manage and Resolve Conflict Situations

Skill Areas/ Competence	Competence Elements
7.1 Respond to Complaints	7.1.1 Handle complaints sensitively, courteously and discretely
	7.1.2 Take responsibility for resolving complaint/s
	7.1.3 Handle complaints in accordance with enterprise procedures
7.2 Identify and Manage Conflict Situations	7.2.1 Identify potential for conflict quickly and take appropriate action
	7.2.2 Identify threats to personal safety of customers or colleagues quickly and organize appropriate assistance
7.3 Resolve Conflict Situations	7.3.1 Take responsibility for finding a solution to the conflict situations
	7.3.2 Manage conflict by applying effective communication skills and anger management techniques
	7.3.3 Use conflict resolution skills to manage the conflict situation and develop solutions

DUTY: 8. Speak English at a Basic Operational Level

Skill Areas/ Competence	Competence Elements
8.1 Participate in Simple Conversations on Familiar Topics with Work Colleagues	8.1.1 Use and respond appropriately to opening comments
	8.1.2 Comment on familiar topics
	8.1.3 Talk about a past event
	8.1.4 Use closing remarks appropriately to end the conversation
8.2 Respond to Simple Verbal Instructions or Requests	8.2.1 Confirm understanding of supervisor's instructions or requests
	8.2.2 Request repetition or clarification of instructions or requests
8.3 Make	8.3.1 Use polite forms to make simple requests

Simple Requests	8.3.2	Thank the person responding to request
	8.3.3	Acknowledge the person who cannot respond to request
8.4 Describe Routine Procedures	8.4.1	Explain a sequence of events in carrying out a routine job
	8.4.2	Describe exceptions to routine procedures
	8.4.3	Make suggestions on how to improve routine procedures
8.5 Express Likes, Dislikes and Preferences	8.5.1	Talk about likes and dislikes of familiar topics and situations
	8.5.2	Discuss preferences and give reasons
8.6 Identify Different Forms of Expression in English	8.6.1	Construct a formal sentence
	8.6.2	Identify indicators of informal expressions in English
	8.6.3	Differentiate between 'open-ended' and 'closed' questions

1.2 Specialised

DUTY: 1. Receive and Process a Reservation

Skill Areas/ Competence	Competence Elements
1.1 Describe the elements of the reservation system	1.1.1 Differentiate between a manual and a computerized reservation system
	1.1.2 Describe types of booking that a travel agent may be process
	1.1.3 Explain ways in which reservations may be received
	1.1.4 Discuss types of customers that may require reservation
1.2 Respond to a reservation request	1.2.1 Acknowledge customer who wishes to make a reservation
	1.2.2 Identify required reservation details
	1.2.3 Advise customer of availability of requested booking
	1.2.4 Offer alternatives if requested booking is unavailable
	1.2.5 Offer advice and information about available products, service and facilities
	1.2.6 Respond to questions asked by customer
1.3 Enter reservation details into system	1.3.1 Record reservation details
	1.3.2 Update and utilize existing customer history
	1.3.3 Confirm booking details with customer on completion of data entry
	1.3.4 Explain relevant reservation issues
	1.3.5 Accept payment for reservation
	1.3.6 File reservation
	1.3.7 Generate reservation-related documentation
1.4 Maintain reservations	1.4.1 Amend existing reservation as required
	1.4.2 Cancel reservation
	1.4.3 Follow up unconfirmed reservations
	1.4.4 Update internal records, documents and files as required.
1.5 Communicate reservation details to others	1.5.1 Notify internal personnel, service areas and departments in relation to reservations
	1.5.2 Notify external organisations in relation to reservations

DUTY: 2. Operate a Computerized Reservation System

Skill Areas/ Competence	Competence Elements
2.1 Identify the context for use of an automated information system	2.1.1 Identify the context for use of an automated information system
	2.1.2 Describe policies and procedures for operating an automated

	information system
	2.1.3 List information that may be available through an automated information system
	2.1.4 Identify the functions of an automated information system
2.2 Access information using an automated information system	2.2.1 Identify information requirements
	2.2.2 Identify and select appropriate sources of information
	2.2.3 Apply search techniques to locate identified information
	2.2.4 Interrogate the system to secure full range of information available on the system
	2.2.5 Verify captured information meets identified need
2.3 Obtain information using an automated information system	2.3.1 Enable access to required system and/or information
	2.3.2 Select required information
	2.3.3 Download information
	2.3.4 Print information
2.4 Obtain information using an automated information system	2.4.1 Forward information as required
	2.4.2 Save identified information
	2.4.3 Manipulate accessed information
	2.4.4 Report on findings
2.5 Up-date and maintain information on an automated information system	2.5.1 Enter data onto automated information system
	2.5.2 Save and back-up data

DUTY: 3. Construct and Ticket a Non-Air Travel Plan

Skill Areas/ competence	Competence Elements
3.1 Confirm client information and requirements for travel	3.1.1 Capture and/or confirm client details
	3.1.2 Confirm existing arrangements relating to the travel plan
	3.1.3 Identify and confirm needs and preferences of client
	3.1.4 Identify and access appropriate resources and sources of information to enable processing of client requirements
	3.1.5 Identify booking deadlines
3.2 Process travel plan requirements	3.2.1 Select carriers and suppliers to accommodate identified client requirements
	3.2.2 Construct costed draft itinerary in accordance with host enterprise operational requirements and identified client requirements
	3.2.3 Obtain approval and authority to proceed with booking/s from client
	3.2.4 Book approved itinerary with nominated carriers and suppliers
	3.2.5 Obtain payment from client, as required

3.3 Receive travel documentation and payment	3.3.1 Update internal records
	3.3.2 Prepare required travel documentation to support approved client booking
	3.3.3 Receive payment/s by client
	3.3.4 Issue travel documentation

DUTY:4. Construct and Ticket Airfares

Skill Areas/ Competence	Competence Elements
4.1 Confirm client requirements for regular international air travel	4.1.1 Identify and confirm needs and preferences of client
	4.1.2 Identify and access appropriate resources to enable processing of client requirements
4.2 Interpret regular airfare information	4.2.1 Identify and explain regular airfare information
4.3 Construct and cost itinerary for regular international air travel	4.3.1 Identify and confirm needs and preferences of client
	4.3.2 Construct and cost draft itinerary in accordance with host enterprise operational requirements and identified client requirements
	4.3.3 Obtain approval and authority to proceed with booking/s from client
	4.3.4 Book approved itinerary with nominated carriers
	4.3.5 Obtain payment from client, as required
4.4 Process documentation for regular international air travel	4.4.1 Prepare required travel documentation to support approved client booking
	4.4.2 Receive payment/s by client
	4.4.3 Issue travel documentation
	4.4.4 Update internal records

DUTY:5. Develop and Update Local Knowledge

Skill Areas/ Competence	Competence Elements
5.1 Develop Local Knowledge	5.1.1 Identify and access sources for information on the local area, correctly
	5.1.2 Identify and obtain information to assist queries on local/national tourism industry, correctly
	5.1.3 Identify and obtain information to assist queries on local/national tourism industry, correctly
	5.1.4 Share information with colleagues

Skill Areas/Competence	Competence Elements
5.2 Update Local Knowledge	5.2.1 Use primary and secondary research
	5.2.2 Share updated knowledge
	5.2.3 Incorporate the sharing of local knowledge into day to day working activities
5.3 Maintain Contact with Local Communities	5.3.1 Provide accurate local tourism information
	5.3.2 Use local knowledge to promote tourism products and services
	5.3.3 Make customers aware of possible extras, add-ons and further benefits
	5.3.4 Report queries and results to designated person within enterprise for follow-up purpose

DUTY:6. Source and Package Tourism Products and Services

Skill Areas/Competence	Competence Elements
6.1 Describe the context for packages	6.1.1 Describe the context for packages
	6.1.2 Identify client requirements in relation to packages
	6.1.3 Identify host enterprise requirements in relation to packages
	6.1.4 Identify purposes of packages
	6.1.5 Identify products and services for inclusion in packages
6.2 Source products and services for packages	6.2.1 Identify sources of information for products and services
	6.2.2 Research information sources to obtain targeted information
	6.2.3 Assess applicability of identified products and services to proposed packages
	6.2.4 Select products and services for the package
6.3 Create packages of products and services	6.3.1 Identify pre-planning requirements for packages
	6.3.2 Determine components of individual packages
	6.3.3 Determine duration for packages
	6.3.4 Calculate price points for packages
	6.3.5 Develop terms and conditions for the packages
	6.3.6 Prepare draft itinerary for packages
	6.3.7 Prepare sales monitoring arrangements for packages
	6.3.8 Plan marketing activities for packages

DUTY:7. Source and Provide Destination Information and Advice

Skill Areas/Competence	Competence Elements
7.1 Generate initial	7.1.1 Identify sources of destination information
	7.1.2 Describe criteria for capturing destination information

destination knowledge	7.1.3 Identify client needs relating to destination information that may be required
	7.1.4 Research destination information
	7.1.5 Capture and record and classify destination and general product information
7.2 Update destination knowledge	7.2.1 Register to receive updated destination information
	7.2.2 Intergrade updated information into existing destination information
	7.2.3 Initiate new flies for new information and/or new destinations
7.3 Communicate destination knowledge	7.3.1 Identify client and colleague needs relating to destination information that is required
	7.3.2 Share destination information
	7.3.3 Advise clients in relation to information about specific destinations
	7.3.4 Present hard copy information (leaflet, brochure) to clients
7.4 Review provision of destination knowledge	7.4.1 Evaluate sources of destination information
	7.4.2 Evaluate methods of provision of destination
	7.4.3 Evaluate effectiveness of destination information provision
	7.4.4 Amend or confirm sources of destination information

2. COMPETENCY STANDARDS

2.1 Generic

Duty	1. Communicate Effectively on the Telephone
Competence	**Performance Criteria**
1.1 RESPOND TO INCOMING TELEPHONE CALLS	1. Answer calls promptly, in an *appropriate manner* in accordance with *enterprise standards* 2. Offer friendly assistance to the caller, and accurately establish the purpose of the call. 3. Repeat call details to the caller to confirm understanding 4. Answer caller enquiries promptly, or transfer caller to the appropriate location/person 5. Record caller requests accurately and pass on to the appropriate department/person for follow-up 6. Relay messages accurately to the nominated person within designated timelines 7. Report *threatening or suspicious phone calls* promptly to the appropriate person, in accordance with enterprise procedures 8. Use *language, tone and volume* appropriate to phone calls *Range* *Appropriate manner:* • Polite language • Appropriate welcoming phrase • Enthusiasm • Friendliness • Willingness to help. *Enterprise standards:* • Appropriate greeting/s • Number of rings call should be answered within • Personal identification • Use of caller's name *Offer of assistance if person within organization is unavailable to take the caller's call. Establish the purpose of the call:* • Asking questions • Listening to information given. *Threatening or suspicious phone calls:* • Bomb threats • Talking about violent acts.

	Language, tone and volume:
	- Pleasant - Friendly - Easy to understand.
1.2 MAKE TELEPHONE CALLS	1. Obtain correct telephone numbers 2. Establish clearly the purpose of the call prior to calling 3. Use **telephone equipment** correctly in order to establish contact 4. Communicate clearly your name, company and reason for calling 5. Be polite and courteous at all times ***Range*** ***Telephone equipment:*** - Activation system, e.g.: ringing, buzzing, light flashing - Use of speaker button, hand piece or hands-free headset - Placing calls on hold - Transferring calls - Using intercom system to page - Single or multiple lines.

Duty	2. Perform Basic Clerical Procedures
Competence	**Performance Criteria**
2.1 PROCESS OFFICE DOCUMENTS	1. **Process documents** with appropriate office equipment in accordance with enterprise procedures and within designated timelines 2. Identify and rectify and/or report malfunctions promptly in accordance with enterprise procedures 3. Use office equipment to process documents ***Range*** ***Documents:*** - mail, such as incoming and outgoing correspondence, guest mail and courier - files, such as customer records, correspondence, financial records, receipts, invoices and orders - correspondence, such as letters, facsimiles, memos and reports - menus ***Process:***

	- collating - binding - photocopying - mailing - e-mailing - filing. ***Office equipment:*** - photocopier - facsimile - computer printer - scanner
2.2 DRAFT CORRESPONDENCE	1. Write text using clear and concise language 2. Text is without spelling, punctuation and/or grammatical errors 3. Check information for accuracy prior to sending
2.3 MAINTAIN DOCUMENT SYSTEMS	1. File/store documents in accordance with enterprise procedures 2. Modify and/or update records management systems in accordance with enterprise procedures

Duty	3. Use Common Business Tools and Technology
Competence	**Performance Criteria**
3.1 ACCESS AND USE COMMON BUSINESS TOOLS	1. Identify and access **business tools** required to achieve work outcomes in accordance enterprise policy and procedures 2. Use business tools efficiently and effectively and in accordance with enterprise policy and procedures 3. Obtain and maintain business tools required to support workplace activities 4. Store business tools in accordance with enterprise procedures and to **reduce theft and fraudulent activity** ***Range*** ***Business tools:*** - information, knowledge and other intellectual resources - finances - facilities - equipment - stock and supplies. ***Reduce theft and fraudulent activity:*** - security systems - staff undertaking police checks

	▪ lockable storage ▪ stock control processes ▪ restricted assess protocols
3.2 SELECT AND USE COMMON BUSINESS TECHNOLOGY	1. Select appropriate **business technology** and/or **software applications** to achieve the requirements of **work task** 2. Use **technology** in a way which promotes a safe work environment ***Range*** ***Business technology:*** ▪ computer equipment ▪ digital cameras ▪ security surveillance technology ▪ hand-held input devices ▪ communication systems. ***Software applications:*** ▪ word processing packages ▪ spreadsheet packages ▪ accounting packages ▪ database packages ▪ presentation packages ▪ internet browsers ***Work task:*** ▪ processing reservations ▪ undertaking stock takes ▪ processing financial records ▪ producing documentation
3.3 MAINTAIN TECHNOLOGY	1. Identify and replace used technology **consumables** in accordance with manufacturer's instructions and organizational requirements 2. Carry out and/or arrange **routine maintenance** to ensure that equipment is maintained in accordance with manufacturer's instructions and enterprise requirements 3. Identify equipment faults and take appropriate action in accordance with manufacturer's instructions or by seeking specialized assistance ***Range*** ***Consumables:*** ▪ toner ▪ tapes ▪ discs ▪ Universal Serial Bus (USB) drives

	▪ external hardware
	Routine maintenance:
	▪ creating more space on the hard disk
	▪ cleaning dust from internal and external surfaces
	▪ using up-to-date antivirus programs
	▪ backing up files before major maintenance
	▪ reviewing and updating programs
	▪ deleting unwanted files/programs.
	Specialized assistance:
	▪ internal maintenance support
	▪ external maintenance support
	▪ use of commercial 'help' desks
	▪ contractors
	▪ manufacturers.

Duty	**4. Access and Retrieve Computer-based Data**
Competence	**Performance Criteria**
4.1 OPEN FILE	1. Turn on/access computer system correctly 2. Select or load appropriate software 3. Identify and open correct file
4.2 ACCESS COMPUTER-BASED DATA	1. Use computer features to access a range of data or information 2. Retrieve data using prescribed systems, sequences and appropriate keyboard techniques 3. Access data stored on a variety of data storage mediums, private computer networks and the Internet 4. Use searches and queries to find desired information
4.3 RETRIEVE COMPUTER-BASED DATA	1. Locate data to be retrieved 2. Check that data meets requirements 3. Print or transfer file to data storage medium as required.

Duty	**5.Promote Products and Services to Customers**
Competence	**Performance Criteria**
5.1 DEVELOP PRODUCT AND SERVICE KNOWLEDGE	1. Identify opportunities to develop product and service knowledge *Opportunities to develop product and service knowledge may be related to:* • personal experience • reading informational brochures and other materials provided by suppliers and manufacturers

- reading product labels
- attending product launches
- talking to sales representatives

2. Describe the benefits of staff having high levels of product and service knowledge

Benefits of sales staff having high levels of product and service knowledge will include:
- being able to provide professional assistance to customers
- being able to distinguish between alternatives
- meeting customer expectations
- maximizing selling opportunities
- being better able to meet and overcome buying objections.

Product and service knowledge may relate to:
- tours and transport
- conferences and conventions
- function and entertainment facilities
- shopping and restaurant facilities
- food and beverage
- retail shops in properties, such as bottle shops, gift shops, foyer shops, souvenir shops.

3. Apply formal and informal research techniques to gain product and service knowledge

Formal and informal research techniques may include:
- discussions with colleagues, management and customers
- reading internal enterprise material about products and services
- becoming familiar with customer comments, including complaints
- reading surveys and ratings undertaken by third parties.

4. Seek customer feedback to supplement product and service knowledge

Customer feedback should include:
- developing, distributing and analyzing the responses to questionnaires
- talking to customers and actively seeking their opinion

	and thoughts on products and services • checking internal buying patterns and trends. 5. Share product and service knowledge with other relevant internal personnel *Share product and service knowledge should relate to:* • conducting internal staff meetings to share information • developing paper-based information and data sheets for staff to use • conducting internal product and service demonstrations • allowing staff to experience services provided by the organization. 7. Contribute to changes to products, services and service standards to meet identified customer needs *Contribute to changes to products, services and service standards may involve:* • suggesting evidence-based reasons for change • preparing presentations to support personal recommendations for change • ensuring all suggestions for change are supported by a formal rationale and are fully costed • developing an action plan for implementation of recommended changes • participating in group activities designed to identify and develop relevant changes critiquing suggestions made by others
5.2 DEVELOP MARKET KNOWLEDGE	1. Explain the concept of target markets *Concept of target markets may relate to:* • identification of the target markets used by the host enterprise • identifying points of differentiation between established target markets • describing why the established target markets were chosen • explaining how the host enterprise tailors its products and/or services to meet the identified needs of its target markets • identifying relevant products and/or services as they apply to each of the host enterprise's designated target markets • analyzing market research that was used as the basis

for target market development.

2. Define the concept of niche markets

Concept of niche markets should include:
- definition of niche markets
- benefits of identifying and establishing niche markets
- identifying the niche markets that the host enterprise has created and/or established
- identifying how the host enterprise meets the identified needs of their niche markets explaining
- how these offerings differ from what is offered to other target markets.

3. Describe how promotions and offers may vary to suit differing target markets

Describe how promotions and offers may vary may relate to:
- consideration of the marketing mix, such as price, place, product, promotion
- identifying the development and research process that underpins offers made to different target markets
- identifying the monitoring process, and relevant key performance indicators, that determines whether or not promotions are being effective or not.

4. Identify sources of information about enterprise-specific target markets

Sources of information about enterprise-specific target markets may include:
- internal, historic records, such as sales records, purchase histories, customer databases, stock records, customer accounts
- customer market research
- information from support businesses, such as suppliers, distributors, agents, associates, head office, manufacturers, the wholesale sector, marketing companies
- customer feedback, including paper-based, electronic/online, verbal feedback, customer complaints and comments

5. Describe the demographic characteristics of enterprise target markets

	Demographic characteristics may relate to: • age • gender • marital status, including details of family • identification of the nature and size of the buying unit, such as company, individual, agent, wholesale, retail, government, domestic, international • earning level and/or level of disposable income • access to credit • ethnicity, language spoken • geographic location • employment, such as type, status • transport used • media used • preferred buying/payment option. 6. Explain the benefits of using target markets within an organisation *Benefits of using target markets may relate to:* • being better able to meet identified need • faster and more profitable sales • more satisfied customers • less waste • ability to become established as a specialist supplier • being able to get to know the target better as the level of interaction with them builds reducing the likelihood of competitors entering into the marketplace.
5.3 PROMOTE PRODUCTS AND SERVICES	1. Describe promotional initiatives that may be used to promote products 2. Demonstrate how to develop and produce a static in-house promotion 3. Verbally promote products and/or services to customers 4. Demonstrate products and/or services to customers
5.4 APPLY SELLING SKILLS	1. Apply interpersonal skills in selling contexts 2. Persuading skills

Duty	6.Process Financial Transactions
Competence	**Performance Criteria**
6.1 Prepare point of sale area for operation	Prepare point of sale/terminal may related to: • turning equipment on • checking operation of register/terminal • verifying audit roll and/or replacing as required • cleaning register/terminal Open point of sale register/terminal may include: • Entering individual staff member operator code • Verifying correct operation of register / terminal Point of sale documentation may relate to: • Register/ Terminal audit rolls • Register/terminal receipt rolls • Receipt book • Refund documentation • Change ordering documentation • Reconciliation documentation • Credit card documentation
6.2 Receive payments and receipts during trade	1. Amount due may include: • Calculating all service fees • Ensuring appropriate discounts are given to customer/guests • Calculating appropriate taxes, fees and levies • Explaining all charges to customer/guests 2. Issue receipts may relate to: • Issuing receipts via cash register/terminal • Issuing hand written receipt • Complying with legal requirements of host country to provide receipt 3. Non-cash payment may relate to: • Debit and credit card • Cheques, including personal and business cheques • Electronic funds transfer at point of sale • In-house vouchers • Charges to company accounts • Making required checks to ensure authenticity of payment option 4. Advanced deposits and payments may relate to: • Accommodation

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- Functions
- Meals and beverages
- Room hire and associated charges
- Pre-payments for assorted events
- Payment by cash and other means

5. Process refunds may include:
- Recording reasons for refund
- Ensuring refunds are valid
- Completing required internal documentation
- Maintaining positive customer/guest relationship
- Gathering feedback from customer/guest
- Providing refund in the approved form

6. Required documentation may include:
- Internal documentation
- External agent documentation

7. Issuing cash internally may include:
- Validating documentation and identity of person requesting change/money
- Adhering to internal policies and procedures
- Processing required documentation to support the internal transaction

8. Customer/guest service skills could relate to:
- Creating and maintain positive environment
- Resolving charging issues and problems
- Negotiating solutions
- Providing sales and product advice to customers/guests
- Maintaining security of cash

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<td>6.3 Reconcile financial transaction at end of trade</td>
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1. Making point of sale secure may include:
- Standard procedures for cash handling, such as taking cash from customers and providing change to customers
- Internal protocols for counting money which may include location, staff members, times, techniques
- Standard procedures for dealing with customer claims that they have been short-changed

2. Investigate and resolve discrepancies may include:
- Re-counting cash
- Re-calculating non-cash totals
- Checking audit roll for comments in relation to over-rings

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	• Analysing sales shown on audit roll • Checking with staff to identify possible causes of discrepancies • Verifying additions and all documented calculations • Checking supporting documents 3. End of shift takings documentation may include: • Completing change order forms • Completing daily takings sheets • Completing non-cash documentation • Signing off from register/terminal

Duty	7. Manage and Resolve Conflict Situations
Competence	**Performance Criteria**
7.1 RESPOND TO COMPLAINTS	1. Handle complaints sensitively, courteously and discreetly 2. Take responsibility for resolving complaint/s 3. Handle complaints in accordance with enterprise Procedures
7.2 IDENTIFY AND MANAGE CONFLICT SITUATIONS	1. Identify potential for conflict quickly and take appropriate action to prevent escalation 2. Identify threats to personal safety of customers or colleagues quickly and organize appropriate assistance.
7.3 RESOLVE CONFLICT SITUATIONS	1. Take responsibility for finding a solution to the conflict situations within scope of individual responsibility and job role 2. Manage conflict by applying effective communication skills and anger management techniques 3. Use conflict resolution skills to manage the conflict situation and develop solutions

Duty	8. Speak English at a Basic Operational Level
Competence	**Performance Criteria**
8.1 PARTICIPATE IN SIMPLE CONVERSATIONS ON FAMILIAR TOPICS WITH WORK COLLEAGUES	1. Use and respond appropriately to opening comments 2. Comment on familiar topics 3. Talk about a past event 4. Use closing remarks appropriately to end the conversation
8.2 RESPOND TO SIMPLE VERBAL INSTRUCTIONS OR	1. Confirm understanding of supervisor's instructions or requests 2. Request repetition or clarification of instructions or requests

REQUESTS	
8.3 MAKE SIMPLE REQUESTS	1. Use polite forms to make simple requests 2. Thank the person responding to your request 3. Acknowledge the person who cannot respond to your request
8.4 DESCRIBE ROUTINE PROCEDURES	1. Explain a sequence of events in carrying out a routine job 2. Describe exceptions to routine procedures 3. Make suggestions on how to improve routine procedures
8.5 EXPRESS LIKES, DISLIKES AND PREFERENCES	1. Talk about likes and dislikes of familiar topics and situations 2. Discuss preferences and give reasons
8.6 IDENTIFY DIFFERENT FORMS OF EXPRESSION IN ENGLISH	1. Construct a formal sentence 2. Identify indicators of informal expressions in English 3. Differentiate between 'open-ended' and 'closed' questions

2.2 Specialised

Duty	1.Receive and Process a Reservation	
Competence	**Performance Criteria**	
1.1 DESCRIBE THE ELEMENTS OF RESERVATION SYSTEM	1. Differentiate between a manual reservation system and a computerized reservation system must include: • Identifying of the component parts and elements and each system • Explaining the functions and facilities of each system • Describing the relative advantages and disadvantages of each system 2. Types of booking may include: • Accommodation suppliers. Including hotels, guest houses, caravan parks • Transport carriers, including aircraft, cruise ships, coaches, limousines • Day and extended tour operators • Rental car companies • Dining and meal reservations • Entertainment • Tourist attractions • Events 3. The way in which reservations may be received may include: • Telephone • Facsimile • Mail • Face-to-face • Internet/e-mail • Social Media	
1.2 RESPOND TO RESERVATION REQUESTS	1. Customers who may require reservations should include: • Private individual • Groups • Corporate customers • Government agencies • Conference delegates • VIPs • Agencies with whom the enterprise has a commercial 'commission paid' agreement for sales/bookings, including retail travel consultants, inbound tour companies, other venues/properties	

	2. Required reservation details should include: • Asking for reservation details • Clarifying relevant reservation details, including names, dates, times and special requests • Repeating back booking details for confirmation 3. Availability of requested booking relates to: • Available • Not available, booking has to be refused/regretted • Available with conditions, such as premium payment, minimum stay length • Available, but at a different rate, time, day, setting, or other required criteria 4. Offer alternatives may relate to: • Advising of wish list options and standby, where applicable • Suggesting different times, days, carrier, venue, etc • Recommending suitable alternatives 5. Offer advice may relate to: • Attempting to achieve add-on sales • Using up-selling techniques • Making recommendations and suggestions • Providing advice 6. Respond to questions may include: • Providing costs related to the reservation • Advising of product and service features and benefits • Differentiating between available options • Putting customer in contact with relevant internal specialist, where applicable • Taking question on notice, researching the answer and following up with the customer
1.3 ENTER RESERVATION DETAILS INTO SYSTEM	1. Reservation details may include: • Completing 'required fields' in the computerized reservation system • Specifying dates, times, numbers, names, contact details, plus other criteria, such as flight numbers, seating preferences, car type as required by the individual reservation type • Initiating internal documentation and/or file or folio for the booking • Complying with internal enterprise reservation protocols • Multiple entries on various documents/ screens as

	required by the enterprise systems 2. Customer history may relate to: • Enhancing levels of customer service • Detailing special requests • Sharing data with relevant departments • Confirming existing data 3. Reservation issue may relate to: • Arrival and departure times • Payment, including advanced deposits • Guarantees and warranties that exist, including identification of instances where they do not exist or apply • Refund and exchange policies • Final confirmation • Dates for final payment, where applicable 4. Accept payment may relate to: • Accepting credit card payment over the telephone • Explaining required payment details, including amount required and due by dates • Accepting advanced deposits • Explaining the enterprise's policies regarding payment and deposits • Explaining that all bookings are tentative until payment is received, where applicable 5. File reservation • Simple paper-based entry • File naming of electronic files • 'saving' reservations on the computerized reservation system • Visually confirming the reservation has been saved, where appropriate 6. Reservation-related documentation may relate to: • Invoices, credit notes and receipts • Reservation confirmations • Bookings slips, guest folios and other enterprise-specific records • Service vouches • Information packs and brochures • Distributing documentation as required
1.4 MAINTAIN	1. Amend existing reservations may relate to:

RESERVATIONS	• Changing stay lengths, dates
	• Altering flight, or travel details and itineraries
	• Changing times and customer numbers
	• Updating customer contact and biling details
	2. Unconfirmed reservation may relate to:
	• Contacting customer for verbal feedback
	• Soliciting payment
	• Advising of status of reservation subject to non-payment
	• Making courtesy reminder calls
	• Advising customers of enterprise requirements for reservation confirmation and payment
	3. Update internal records may relate to:
	• Recording payment amounts made, such as payment in full, deposits
	• Adjusting records to reflect refunds given and discounts allowed
	• Entering financial data into paper based or electronic financial records, as required by the enterprise
	• Preparing records for night audits and report generation, as required
	• Complying with internal record keeping and accounting protocols
1.5 COMMUNICATE RESERVATION DETAILS TO OTHERS	1. Notify internal personnel may relate to:
	• Immediately notifying urgent requests, special requests, VIPs and late reservations
	• Passing on information to the area that is the host for the booking, as well as all other relevant support departments and personnel
	• Providing all relevant reservation details, such as times, dates, special requests, guest status, payment status, promises made
	2. Notify external organisations may relate to:
	• Immediately notifying urgent requests, special requests, VIPs and late reservations
	• Providing all relevant reservation details, such as times, dates, special requests, guest status, payment status, promises made
	• Indicating details of commissions payable/receivable

Duty	2. Operate a computerized reservation system
Competence	**Performance Criteria**
2.1 IDENTIFY THE CONTEXT FOR USE OF AN AUTOMATED INFORMATION SYSTEM	1. Information systems and sources in use may include: • Internet • Enterprise-specific systems designed by the host enterprise • Government travel and tourism authority and agency information systems • Industry based systems, including local, regional, domestic and international information systems • Free-of charge and fee-for services information systems and databases • Computerized reservation systems 2. Policies and procedures may relate to legal, financial and host enterprise requirements which may include: • System access protocols, including levels of access, log-on and log-off protocols • Program and data change controls • Authentication of customers and users • Validation of on-line information sources • Electronic transactions legislation of the host country, where applicable • Confidentiality of customer and business data, including privacy concerns • Security and integrity of information, including building/office and premises/building security • Type and level of encryption, including use of private key infrastructure • Intellectual property rights, including security of same and guidelines regarding use • Validity of contacts and contracts initiated or established via the automated information system, including non-repudiation • Legal jurisdiction issues • International trade issues • Archiving requirements 3. Information may relate to a wide and diverse range of topics and may include: • Travel, including air, cruise, train, bus and car • Destinations, including statistical information and details relating to climate, currency, maps, travel guides, events, languages, history, safety, government information, time zones, culture and communications • Tourist activities and attractions, including natural

	and man made • Tours, trips, sight-seeing and excursions • Accommodation facilities ranging from five-star to back-packer venues and including, blocked dates, seasons and times, minimum purchase, use, booking and stay requirements, where applicable • Services, including medical, personal, entertainment, sporting, shopping • Travel requirements, including requirements relating to entry, passport, visas, warnings and advisory bulletins, customs information • Finance and travel insurance • Allotments of any type of tourism product, including accommodation, seats, entry passes • Rates, costs and tariffs, including details relating to specials, packages, discounts, peak and low season rates, premiums, commissions and group rates • Terms and conditions of sale, including details that apply to the business and to clients and purchasers • Booking requirements, including details required and timeline pre-requisites for advanced bookings 4. Functions should relate to: • Individual system options and functions • Data entry and retrieval • Data storage and processing • Production of hard copy information • System flags and triggers for attention and action • Basic operational system back-up procedures • Interface with other systems and operational; requirements
2.2 ACESS INFORMATION USING AN AUTOMATED INFORMATION SYSTEM	1. Information requirements may relate to: • Requests from colleagues and other associated agencies/businesses • Requests from clients, including responses to online requests • Clarification of existing information on the system • Specification of data that is required 2. Apply search techniques and interrogating the system may include: • Using search engines, including advanced search features and search engines specific to identified fields of information/knowledge • Using appropriate key words • Investing indices, catalogues and directories provided

	by search engines
	• Using confidence and relevancy ranking, where appropriate
	• Querying and/or refining searches
	• Using internal website search engines
	• Using Boolean search techniques
	• Using multiple or meta search tools within a range of key words
	• Using domain name searches
	• Using database search functions
	• Following relevant links
	• Retrieving required information
	• Complying with system and host enterprise requirements
	3. Interrogate the system may include:
	• Accessing necessary screens and fields related to search topic
	• Using designated access protocols at differing levels of authorization, including passwords and access codes
	• Searching fields
	• Opening screen options, including links, drop-down menus and related files and folders
	• Conducting searches
	• Referring to the operations manual to identify advanced interrogation techniques
	4. Verify captured information may include:
	• Checking with person who made the request for information
	• Comparing request criteria with information that has been sourced and obtained
	• Checking currency of the data
	• Verifying the source of the data, including assessing reputation and credibility of information provider
	• Conducting follow-up searches and research as necessary
	• Complying with host enterprise requirements
2.3 OBTAIN INFORMATION USING AN AUTOMATED INFORMATION	1. Enable access may include:
	• Obtaining internal authority to register with, or access, a site or system
	• Making payment or placing order, where required, to access a user-pays system
	• Registering host enterprise details with information

SYSTEM	provider • Book-marking relevant sites • Complying with host enterprise requirements 2. Select required information relates to: • Considering available sources of potential information • Determining and interrogating appropriate sources • Choosing best option data to meet identified need 3. Download information may include: • Saving data to files and folders • Producing hard copy material • Enabling on screen visual access without saving data • Complying with system and host b enterprise requirements 4. Print information refers to: • The production of information in hard copy form

2.4 OBTAIN INFORMATION USING AN AUTOMATED INFORMATION SYSTEM	1. Forward information may include:
	• Sending files to linked computers and/or systems
	• Distributing hard copy information, including distribution to internal colleagues and external business and clients
	• Complying with system and host enterprise requirements
	
	2. Save identified information may include:
	• Saving electronic files to nominated folders and files
	• Saving hard copy data to paper-based files
	• Maintain version control
	• Recording data source
	
	3. Manipulate accessed information may include:
	• Performing calculations to determine options
	• Processing data to generate optimal solutions
	• Integrating data into databases
	• Complying with system and host enterprise requirements
	
	4. Report on findings may include:
	• Supplying electronic, verbal or hard copy suggestions, recommendations and findings to:
	  ▪ Management
	  ▪ Colleagues
	  ▪ Businesses
	  ▪ Clients

2.5 UP-DATE AND MAINTAIN INFORMATION ON AN AUTOMATED INFORMATION SYSTEM	1. Enter data refers to uploading information to the host enterprise system and must include: • Entering data in a timely manner • Ensuring accuracy and completeness of data within files and fields • Ensuring all files and fields are completed as required • Integrating data with other information, as required • Complying with system and host enterprise requirements 2. Save and back up data may include: • Complying with relevant schedules • Archiving material • Storing data off-site • Completing documentation to support data saving and back-up • Complying with system and hoist enterprise requirements

Duty	3. Construct and ticket a non-air travel plan
Competence	**Performance Criteria**
3.1 CONFIRM CLIENT INFORMATION AND REQUIREMENTS FRO TRAVEL	1. Client detail refers to: • Name • Age • Home and/or business address, including postal and street • Address for payment and delivery of documents • Contact details • Agent details, where applicable • Times when client is available and/or unavailable • Preferred contact times of the day • Associated groups or other bodies client is a member of or connected to for purposes of determining relevant preferential treatment and/or discounts • Previous client history, including information on system databases and client management system 2. Existing arrangements may include: • Existing reservation data • Products and/or services already sold or confirmed as part of the current travel plan • Identification of confirmed bookings held for client for current travel plan • Confirmation of quotations supplied to client for

| | | products and services
• Finalization of outstanding issues and financial matters with clients

3. Needs and preferences of client may relate to:
  • Packages'
  • Personalized travel plans
  • Budget limitations
  • Timing and duration
  • Number of travelers, including considerations applicable to groups, families and individuals
  • Destinations
  • Preferred carriers and suppliers, including preferences for:
    ▪ Methods of travel, including car rental, coaches, trains and other options unique to individual destinations, countries and locations
    ▪ Type and style of accommodation
    ▪ Attractions, sight-seeing trips and events
  • Quotations and advice previously supplied to client
  • Existing arrangements for the travel plan that have already been finalized, including arrangements made by the client and arrangements made by the host enterprise or other agencies

4. Appropriate resources and sources of information may include:
  • Computerized reservation system, including computerized data/information contained within the system
  • Carrier, provider and visa guides
  • Schedules/timetables
  • Fare and tariff manuals, including contracts and agreements with suppliers
  • Brochures
  • Information kits
  • Catalogue and price lists
  • Personal knowledge and experience
  • Internal business sources, including undertakings basic research using databases and reservation systems either manual or computerized
  • Direct contact with:
    ▪ Travel suppliers, including cruise operators, railway operators, bus lines, car rental businesses, limousine hire, taxis
    ▪ Suppliers and providers of support and ancillary |

	services, including travel insurance providers, finance providers, currency exchange, conference and similar venues, interpreters ■ Tour operators and wholesalers ■ Travel agencies and associations ■ Peak travel bodies ■ Government tourism industry bodies and authorities, including domestic and international bodies • Literature, including reference books, magazines and newspaper • Websites, including individual companies, directories, new sites, surveys and research sites • Persona; network of contacts, including those within the host enterprise and those external to the business 5. Booking deadlines refers to: • Carrier guidelines • Advance notice timelines required by carriers and suppliers • Client needs • Relationship between cost and advanced booking dates/timelines
3.2 PROCESS TRAVEL PLAN REQUIREMENTS	1. Drafted itinerary relates to: • Number of travelers, including considerations applicable to groups, families and individuals • Day and date of travel • From and to destinations • Name of carrier and identification of chosen option, including seat allocation, where applicable • Departure and arrival times • Fare, taxes, fees and charges, including sub-totals and total • Deposit and/or full payment required, if applicable • Verification of connections and times, where applicable 2. Operational requirements relates to: • Carrier and supplier guidelines • Regulatory requirements • Host enterprise requirements • Peak body requirements and procedures, where applicable, including fare construction rules, if applicable • Use of correct documentation and/or computer

	screens and system information fields
	3. Authority to proceed may include: • Verbal notification from client • Signed authority on standard organizational; form • Explanation of relevant terms and conditions that attach to bookings 4. Booking/s may include: • A single product and/or service • Multiple products and/or services comprising a complete itinerary • Individuals and groups • Guests and delegates • One-off touring arrangements • Series tours • Incentives tours • Meetings and conferences • Payments of deposit or full payment for products and services 5. Book approved itinerary may include: • Placing requests with carriers and suppliers • Obtaining confirmation of bookings • Operating computerized reservation systems • Seeking and booking through alternative carriers and suppliers where initially selected carriers and suppliers are unable to accommodate requests/bookings 6. Payment from client may include: • Credit card • Personal and Business cheque • Direct debit, such as electronic funds transfer • Invoice/account • Telephone • E-mail or other electronic transmission • Payment of deposits and full payment for itinerary
3.3 RECEIVE TRAVEL DOCUMENTATION AND PAYMENT	1. Prepare required travel documentation can relate to internal and external requirements and may include the following activities and documents: • Activities: 　▪ Ensuring accuracy of all entries and calculations 　▪ Verifying all charges and discounts involved 　▪ Completing documentation fully, in accordance

	with host enterprise operational requirements and to meet ticketing requirements and applicable regulations
	  ▪ Ensuring timely completion of all required documents
	  • Documents:
	    ▪ Client and passenger itineraries
	    ▪ Vouchers, including those for accommodation, cruise, tours, entries, vehicle, tourism products and services
	    ▪ Confirmation vouchers and letters, including meeting and/or event confirmation letters, registrations and delegate information packs/kits
	    ▪ Commission vouchers
	    ▪ Travel insurance documentation
	    ▪ Visa forms, passport forms and visas
	    ▪ Tickets, including coach and other transportation options
	    ▪ Briefing notes (Pre-tour briefing) for crews and staff
	    ▪ Rooming and passenger lists
	
	2. Receive payment/s by client may include:
	  • Accepting payment based on standard host enterprise, industry or carrier requirements
	  • Issuing receipt
	  • Recording payment of deposit on internal documentation
	  • Advising client of amount outstanding, where applicable.
	3. Issue of travel documentation will depend on booking type as well as host enterprise, carrier and supplier requirements and may include:
	  • Issuing documentation to clients and passengers
	  • Providing documentation to accounts department
	  • Placing copies of documents in client file
	  • Providing documentation to carriers and suppliers
	  • Supplying documentation to operational staff, including tour leaders, tour guides, drivers
	  • Providing documentation to relevant authorities and government bodies, as applicable
	
	4. Internal records may include:
	  • Client files
	  • Invoices
	  • Receipts

	- Computerized system screens and fields - Adding confirmation and other responses from suppliers - Adding communications from client - Including documents and records relating to amendments and adjustments to initial request/booking - Updating financial status of client file - Receiving, processing and recording payments

Duty	4. Construct and ticket airfares
Competence	**Performance Criteria**
4.1 CONFIRM CLIENT REQUIREMENTS FOR AIR TRAVEL	1. Needs and preferences of client may relate to: - Packages - Budget - Timing and duration - Number of travelers, including considerations applicable to groups, families and individuals - Destinations - Carrier - Quotations and advice supplied to client 2. Appropriate resources may include: - Computerized reservation system, including computerized data/information contained within the system - Airline guides - Airline schedules/timetable - Fare manuals - Tariffs from airlines - Tariffs from consolidators - Special bulletins and advisories from airlines and consolidators - General information from airlines - Quotations supplied to clients - Internet
4.2 INTERPRET AIRFARE INFORMATION	1. Airfare information may include: - Fares, fare basis and fare rules, including fare types and classes - Airport codes - Airline codes - Destination codes - International Air Transport Association (IATA) codes

	and areas
	• IATA terminology and definitions
	• Global indicators
	• International airline and airfare terminology
	• Normal and discounted fares
	• Taxes, such as domestic head tax, nice tax, goods and services tax (GST) and other relevant taxes and government charges applicable to host country
	• General air travel rules and restrictions of the host country
	• Terms and conditions applicable to specific fares which may include:
	▪ Payment and ticketing deadlines
	▪ Extensions to standards ticketing deadlines
	▪ Cancellation charges and other penalties
	▪ Availability of any type of change to the airfare itinerary
	▪ Availability of changes to class of travel
	▪ Availability of changes to origin or destination
	▪ Amendment fees
	▪ Overbooking and applicable compensation
	▪ Limitation of liability
	▪ Insurance
	▪ Refund and transferability of ticket details
	▪ Baggage allowances, including charges for excess baggage
	▪ Security requirements, including searches and dangerous goods
	▪ Restrictions on item that can be carried in baggage in the hold of the aircraft, including restrictions on items that can be taken on board by passengers
	▪ Check in requirements, options and times, including information relating to fare forfeiture
4.3 CONSTRUCT AND COST ITINERARY FOR AIR TRAVEL	1. Cost draft itineraries may be produced manually or using a computer and must include: • One-way and return journeys • Coverage of the following types of promotional international fares: • Sector fares • Fares incorporating open dated travel and surface segments • Fares incorporating non-stop, direct and connecting services • Fares incorporating intermediate points • Net fares

	- Fares incorporating airport and other taxes - Ensuring that selected options meets identified client need, provides best possible promotional; international; fare price and optimizes travel arrangements - Calculation of add on charges, additional taxes, special fees and other charges, as applicable - Compliance with specific conditions that apply to promotional international airfares, as appropriate - Coverage of the following individual client-specific information as appropriate for individual bookings: - Name and number of travelers and/or passenger/s, including indication of adults and children, where applicable - Day and date of travel - From and to destinations - Name of carrier and identification of chosen option, including seat allocation, where applicable - Departure and arrival times - Fare, taxes, fees and charges, including sub-totals and total - Deposit and/or full payment required, if applicable - Verification of connections and times, where applicable - E-ticket details, including number and collection information 2. Operational requirements will relate to: - Carrier guidelines - Regulatory requirements, including those of authorities of the host country - Host enterprise requirements - Peak body requirements and procedures, where relevant, including fare construction rules, if applicable - Use of correct documentation and/or screens and information fields - Checks and calculation requirements, including minimum fare check requirements where applicable to individual booking types, including: - Neutral units of construction (NUC) - Local currency fares (LCF) - Global indicators (GI) - Sold and ticketed inside the country of commencement - Mileage system:

| | Maximum permitted mileages (MPMS) Ticketed point mileages (TPMS) Extra mileage allowance (EMA) Excess mileage surcharges (EMS) Higher intermediate points (HIPs) One way backhaul checks (BHC) Circle trip minimum fare checks (CTM)
3. Authority to proceed may include:
Verbal notification from client
Signed authority on standard organizational form
Explanation of relevant terms and conditions that attach to bookings
4. Booking/s may include:
A single product and/or service
Multiple products and/or services comprising a complete itinerary
Individuals and groups
Guests and delegates
One-off touring arrangements
Series tours
Incentives tours
Meetings and conferences
Payments of deposit or full payment for products and services
5. Booking approved itinerary may include:
Placing requests with carriers and suppliers
Obtaining confirmation of bookings
Operating computerized reservation systems
Seeking and booking through alternative carriers and suppliers where initially selected carriers and suppliers are unable to accommodate requests/bookings
6. Payment from client may include: Credit card Personal and business cheque Direct debit, such as electronic funds transfer Invoice/account Telephone E-mail or other electronic transmission Payment of deposits and full payment for itinerary |

4.4 RECEIVE DOCUMENTATION FOR AIR TRAVEL	1. Prepare required travel documentation can relate to internal and external requirements and may include the following activities and documents:
	• Activities:
	  ▪ Ensuring accuracy of all entries and calculations
	  ▪ Verifying all charges and discounts involved, including infant, child and group discounts
	  ▪ Completing documentation fully, in accordance with host enterprise operational requirements and to meet ticketing requirements and applicable regulations
	  ▪ Ensuring timely completion of all required documents
	• Documents:
	  ▪ Client and passenger itineraries
	  ▪ Combination documents, such as combination e-ticket itinerary, receipt and invoice
	  ▪ Credit notes and receipts
	  ▪ Confirmation letters
	  ▪ Information packs and brochures
	  ▪ Travel insurance documentation
	  ▪ Tickets, including processing of e-tickets
	
	2. Receive payment/s by client may include:
	• Accepting payment based on standard host enterprise, industry or carrier requirements
	• Issuing receipt
	• Recording payment of deposit on internal documentation
	• Advising client of amount outstanding, where applicable.
	
	3. Issue travel documentation will depend on booking type as well as host enterprise and carrier requirements and may include:
	• Issuing documentation to clients and passengers
	• Providing documentation to accounts department
	• Placing copies of documents in client file
	• Providing documentation to carriers
	
	4. Internal records, which can be computer or manual files, may include:
	• Client files
	• Invoices
	• Receipts
	• Computerized system screens and fields

	- Adding confirmation and other responses from suppliers - Adding communications from client - Including documents and records relating to amendments and adjustments to initial request/booking - Updating financial status of client file - Receiving, processing and recording payments, including confirming client has fully paid - Complying with International Air Transport Association (IATA) requirements and procedures - Complying with Billing and Settlement Plan (BSP) requirements

Duty	5. Develop and update local knowledge
Competence	**Performance Criteria**
5.1 DEVELOP LOCAL KNOWLEDGE	1. Identify and access sources for information on the local area, correctly 2. Identify and obtain information to assist queries on local/national tourism industry, correctly 3. Store and update information according to enterprise procedures 4. Share *information* with colleagues ***Range*** ***Information:*** - General information on the tourism industry - Local tourism destinations, facilities, infrastructure, and modes of transportation - Tourism products, services, facilities, rates - Environmental issues - Local transport - Local attractions, tours, events, places of interest - Local customs.
5.2 UPDATE LOCAL KNOWLEDGE	1. ***Use informal and/or formal research*** to update local knowledge 2. Share updated knowledge with customers and colleagues, as appropriate 3. Incorporate the sharing of local knowledge into day to day ***Range*** ***Informal and/or formal research:*** - Networking activities - Familiarization activities

	▪ Internet research ▪ Travel and tourism literature
5.3 MAINTAIN CONTACT WITH LOCAL COMMUNITIES	1. Provide accurate local tourism information in response to queries 2. Use local knowledge to promote **tourism products and services** to encourage usage and purchase 3. Make customers aware of possible extras, add-ons and further benefits 4. Report queries and results to designated person within enterprise for follow-up purposes ***Range*** ***Tourism products and services:*** ▪ Destinations ▪ Facilities ▪ Accommodation ▪ Attractions, tours, places of interest ▪ Transportation

Duty	6. Source and package tourism products and services
Competence	**Performance Criteria**
6.1 DESCRIBE THE CONTEXT FOR PACKAGES	1. Client packages may include: • Individual and groups, including one-off clients and identified target market sectors • Day tour operators • Hotels • Outbound tour wholesalers • Inbound tour operators • Conference organisers 2. Client requirements must focus on identified client needs, wants and preferences and will include: • Destination preferences • Budget • Timing and duration issues, including constraints and the need for integration with an associated tour or travel program • Cultural and religious issues • Product and service preferences • Practicality • Service styles and standards • Identified focus for undertaking the trip 3. Host enterprise requirements may be related to: • Enhancing and expanding product range including

	product initiatives that conform to business plan and marketing objectives • Profitability • Movement into new target market • Reputation and image • Business agreements, including franchise and other contractual arrangements • Meeting competition • Involvement of colleagues in determining requirements 4. Purposes of packages may include: • Conferences • Social events • Holiday and recreation • Tour programs including day tours, extended tours, eco-tours, cultural tours and educational tours • Special interest itineraries • Incentives' • Series tours 5. Products and services may relate to supplier, intermediary and/or touring packages promoted in brochures and include: • Accommodation including serviced and non-services options • Transport including air, rail, bus/coach and shipping • Hire car including long and short-term rentals • Attractions including natural and man made • Tours including side trips, one-day and extended tours • Catering including bona fide meals and refreshments • Entertainment including recreational, arts, sports cultural, music, festivals and special events • Conference facilities • Specialist services including guides, interpreters, secretarial support, child –minding and security
6.2 SOURCE PRODUCTS AND SERVICES FOR PACKAGES	1. Sources of information may include: • Suppliers, carriers and providers, including those in distribution networks • Local tourism information centres • Embassies in identified locations/destinations • Local operators including accommodation properties, tours, venues, restaurants and souvenir shops • Tourism authorities including regional, domestic and international

| | Industry associations including industry peak bodies and government authorities and agencies General literature including trade press, guide books, holiday and destination publications Internet Media Personal visits to destinations and site inspections of attractions, venues and facilities
2. Research information sources may include:
Undertaking desktop research including internet research and analysis of internal data contained on in-house systems
Analyzing existing secondary data including:
Client feedback
Responses to surveys, questionnaires on preferences, needs and current tourist activities
Considering recent and emerging trends
Using personal network of contacts
Undertaking personal observation
Soliciting feedback from clients
3. Assess applicability of identified products and services may relate to: Determining rates, costs, fees, charges, taxes for each package component Evaluating availability on a short-term and on-going basis, as required by the nature of the package Calculating return on investment, including consideration of loss leader implications Assessing compatibility with company image and reputation Verifying reputation of products and services, including assessment of client perceptions in relation to potential carriers, suppliers, destinations, products and services Identifying features and benefits, including comparisons with similar packages offered by competitors Checking match between products/services and identified objectives and client demand/requests for the packages Determining destination characteristics, including accessibility and transport, Accommodation and attractions, facilities, seasonal influences, degree of infrastructure, government |

regulations, special events, supporting venues and human resource potential to deliver required services, promotional potential, existing promotional material, retail outlets and ancillary support services
- Legal considerations
- Cultural sensitivity

4. Select products and services may include:
- Aligning with identified objectives
- Complying with client requirements
- Ensuring availability
- Negotiating agreements with suppliers, carriers and providers – including obtaining written confirmation
- Ensuring value and potential salebility

Duty	7. Source and provide destination information and advice
Competence	Performance Criteria
7.1 GENERAL INITIAL DESTINATION KNOWLEDGE	1. Sources may relate to: • Internal business sources, including databases, brochures, destination and product libraries and books • Direct contact with: ▪ Travel suppliers including airlines, cruise operators, railway operators, bus lines, car rental businesses, limousine hire, taxis ▪ Suppliers and providers of support and ancillary services, including accommodation, conference and similar venues ▪ Tour operators and wholesalers ▪ Travel agencies and associations ▪ Peak travel bodies ▪ Government tourism industry bodies and authorities, including domestic and international bodies • Literature, including reference maps, city guides, books magazines and newspapers • Websites, including individual companies, directories, new sites, surveys and research sites • Personal network of contact, including those within the host enterprise and those external to business 2. Criteria for capturing destination information must include: • Accuracy

- Currency
- Completeness
- Reliability and reputation of source
- Cost
- Ease-of-access
- Copyright –free status of information

3. Client needs relating to destination information will vary depending on the products and services provided by the host enterprise and may include:
   - Major tourist attractions, including natural and man-made
   - Directions on moving around the destination, including maps and directories
   - Major tourist areas within destinations, including designation and location of various unique precincts
   - Geographical features, including near-by regional features
   - Famous buildings and landmarks, including near-by regional features
   - Festivals and religious occasions
   - Local economy, including state of the economy, financial institutions, access to funds, currency used and exchange rates
   - Local customs, including observances, religious requirements, actions that may give unintentional offence, needs for local specific sensitivity and special features of the destination community/ies
   - Legislation and regulations, including offences and personal responsibilities across a wide range of topics with special reference to specific prohibitions that may not exist in client home country of the country of departure
   - Local facilities, including public and fee-for service
   - Health, safety and security considerations
   - Government warnings, travel advisories and updates
   - Specific sporting, shopping, cultural, religious and other facilities services
   - Degree and sophistication of basic infrastructure, including roads, power and utilities
   - Climate and seasonal; weather conditions
   - Ability of destination to cater for clients with special needs, including age0related needs, language and disabilities
   - Food and beverages, including identification of local dishes and drinks

| | Range of choice and availability of products and services, for all facilities, retail purchases, accommodation, basic needs, transport and specific client needs Passport and visa requirements Customs and taxes
4. Research refers to formal and informal research techniques and may include:
Informal discussions with colleagues and clients
Reading literature, including brochures, magazines, media articles, trade journals, guide books and destination material
Attending relevant information sessions and events, including product launches, updates, seminars, trade conferences and exhibitions
Visiting destinations, venues, attractions and sites, including familiarizations
Direct contact with organisations from the targeted destination
Accessing the internet and targeted destination websites
Watching videos, television and films
5. Record and classify information may include the use of:
Card reference systems
Files and notes of destinations
Files and notes for touring routes and locations
Files and notes for target market groups
Computerized databases – including division of data into folders, sub-folders and files
Index to assist in identifying required information
Compliance with internal guidelines and authorities regarding the entering of data onto systems
6. General product information may be found, in addition to the above sources, in the following: Industry, establishment and destination brochures – including those produced by private companies and public tourist agencies and authorities Sales and supplier information kits provided by destination providers- including accommodation outlets, providers and support businesses, shopping centres and precincts, attractions and event organisers Product manuals |

	• Advertising fliers 7. General product information may include: • Styles of product and services available within destinations • Seasonal availability of product, including low and high seasons, and weather-related seasonal influences • Geographic location of products and services at the destinations.
7.2 UPDATE DESTINATION KNOWLEDGE	1. Integrate updated information may include: • Deleting dated information • Deleting information files and folders no longer required • Implementing version control procedures • Updating relevant control index to reflect revised information files and folders • Adding data to identify date of last update 2. Initiate new files may include: • Updating relevant control index to reflect revised information files and folders • Informing colleagues of the presence of new information.
7.3 COMMUNICATE DESTINATION KNOWLEDGE	1. Client and colleague needs may include: • Reference to specific requests or questions that have been made • Specific data sharing with sales staff and specialist destination colleagues • Providing detailed information to new employees • Specific requirements relating to target client groups with which nominated colleagues are engaged 2. Share destination information may include: • Advising verbally, including face-to-face and over the telephone • Providing hard copy information, including internal distribution and mailing/couriering to agencies and sub-agencies • Forwarding files electronically 3. Advise clients may include: • Advising verbally, including face-to-face and over the telephone and social media • Providing hard copy information, including face-to-face handouts and mailing/couriering to client

	address • Forwarding files electronically • Arranging a meeting with the client • Conducting in-house destination information evenings/sessions for targeted groups • Delivering advice personally in client office or home • Promoting destinations to groups as part of the selling process, including the delivery of a presentation • Providing advice and suggestions factoring in identified requirements and constraints, including budget, duration, timing and persona; preferences • Preparing draft itineraries and quotations • Offering alternatives • Making recommendations based on persona; knowledge and experience
7.4 REVIEW PROVISION OF DESTINATION KNOWLEDGE	1. Evaluate sources of destination information may include: • Seeking feedback from colleagues • Seeking feedback from clients on their return from destination • Comparing information from different sources regarding the same destination • Relating destination information to personal experience and knowledge • Undertaking a cost –benefit analysis, where applicable • Assessing source against criteria for capturing destination information 2. Evaluate methods of provision may include: • Seeking feedback from clients on the utility of current methods • Appraising new options • Assessing methods used by the competition • Revising current information provision methods on the basis of feedback and emerging options 3. Evaluate effectiveness of destination information may include: • Seeking feedback from clients on satisfaction with information provided, including scope and content • Identifying deficiencies in information provided • Creating new areas for information provision 4. Amend or confirm sources may include: • Checking and verifying information provided by sources being used

	• Researching new sources • Determining sources used by other businesses for provision of destination information

PART 3   TRAINING STANDARDS

1.   CURRICULUM DESIGN

This section will showcase how the structure of the training will be done and it will be unique to the corresponding occupational structure.

2.   TRAINING DELIVERY

2.1.   CLASS SIZE (RATIO: TRAINER VS TRAINEES)
- Ratio: Trainer vs. Trainees, Classroom and Practical
- Classroom (Theory) – 1 Trainer: 16 Trainees
- Practical – 1 Trainer: 8 Trainees

2.2.   COURSE CONTENT
- 70% Practical and 30% Theory

2.3.   EVALUATION
- Training course evaluation/ feedback form should be provided to candidates at the end of the training course.
- The Evaluation process helps the training Organisation to understand the strength and weakness of the training course and identify opportunities to improve the training course for future candidates.
- Industry feedback mechanism must be in place.

2.4.   ASSESSMENT
- All training organisations are required to demonstrate the four principles of assessment: (i) Validity (ii) Reliability (iii) Integrity iv) Fairness
- Assessing the competency in terms of course work, practical, written assessment and interview
- Any written assessment shall have a standardized format with clear instructions.
- Multiple Choice Questions (MCQs) shall comprise of selection of four (4) answers provided.
- For Short Answer Questions (SAQs) sufficient space shall be provided for candidates to answer and the mark awarded for each individual question shall be indicated.
- MCQs and SAQs should be kept within separate sections.
- Any training course that is conducted, must as reasonably practicably expose the candidates towards the real working environment (e.g., Groupwork Presentations, Practical sessions, etc.).
- Assessment Packages per program.
- Assessment will be conducted by an independent assessment team comprising 1 independent assessor from an independent RTO, 1 external assessor from the industry and 1 verifier from the awarding

body.
- The assessment team will be led by the assessor from an independent RTO.

3. TRAINING HOURS
The minimum nominal training hours is 80 hours.

4. TRAINERS QUALIFICATION
- Has a valid recognized training or teaching qualification or a certificate of a qualified trainer (i.e., Certificate of Teaching, Train the Trainer, etc);
- Minimum 3 years of work experience in the relevant field or activity; or
- Have a minimum Higher National Diploma in relevant field and above

5. ASSESSORS QUALIFICATION
- Has a valid recognized assessing or teaching qualification or a certificate of a qualified assessors (i.e., Certificate of Teaching, Train the Assessors, etc); or
- Has a minimum 3 years of work experience in the relevant field or activity; or
- Higher National Diploma and above or relevant industry experience

6. TOOLS, EQUIPMENT AND CONSUMABLES (MATERIALS)
All training providers are also required to provide at their training premises (including classrooms and practice grounds) facilities and equipment which must be maintained to a required standard and in full compliance with applicable laws of Brunei Darussalam and where appropriate, equipment should be routinely tested and inspected in accordance with applicable legislation and standards. This is to ensure that all training premises, facilities and equipment are safe and fit for purpose with suitable levels of hygiene in place*

*Training Standards 1-8: Aligned Requirements amongst SHENA, IBTE and MOE

TOOLS		EQUIPMENT		MATERIAL	
Description	Qty	Description	Qty	Description	Qty
Internet	1	Simulation room	1		
Reservation Software eg: Sabre	1	Projector	1		
Whiteboard	1				
PC	1				

7. PERSONAL PROTECTIVE EQUIPMENT (PPE)

Where required, the personal protective equipment (PPE) requirements shall be ascertained and to ensure that each candidate is provided with the same for the duration of the training course. The PPE shall be applicable for the type of course, of suitable standard and be well maintained at all times.

PPE		
Description	**Qty**	**Standards and Specification**
Facemask	20	N95

8. TRAINING FACILITIES

- ▪ Classroom
  - ▪ Size: minimum 27 m sq.;
  - ▪ Proper signage

- ▪ Workshop and training grounds
  - ▪ Size: where workshop and training grounds minimum size or area is specified.
  - ▪ Proper signage

- ▪ Basic amenities
  - ▪ Basic necessities (not limited to. surau (male and female) toilet (male and female), resting areas, male and female changing room, first aid, etc.) must be provided;

NO. OF TRAINEES:	16	
REQUIREMENT SIZE IN:	**MIN. SIZE IN METERS (M)**	**MIN. REQUIREMENT SIZE IN SQ. METERS**
Building (Permanent)	As approved by ABCi	As approved by ABCi
Training Workshop/Area		10
Storeroom		2
Classroom		27m
GRAND TOTAL IN SQ. METERS:	39	

PART 4   GLOSSARY

A

ASSESSOR

accredited individual authorized to evaluate or assess competencies of a candidate applying for certification.

D

DUTY

the tasks to be performed by an individual as a regular part of the individual's job.

I

INSTITUTIONAL ASSESSMENT

an assessment undertaken by the institution for its trainees to determine their achievement of the learning outcomes in the module of instructions in given unit of competency or clusters of competencies.

L

LEARNING OUTCOMES

the set of knowledge, skills and/or competencies an individual has acquired and/or is able to demonstrate after completion of a learning process, either formal, non-formal or informal.

O

OCCUPATION

a set of jobs whose main tasks and duties are characterized by a high degree of similarity.

P

PERFORMANCE CRITERIA

evaluative statements that specify what is to be assessed and the required level of performance or competency.

R

RECOGNITION OF PRIOR LEARNING (RPL)

the process in which the individual's previous learning outside the formal system which contributes to the achievement of current competency/ies can be assessed against the relevant unit of competency and given recognition through the issuance of appropriate certificate.

T

TASK

a discrete, assignable unit of work that has an identifiable beginning and end, containing two or more steps which when performed, leads to a product, service or decision. This is normally performed within a specified period of time.

TRAINING STANDARDS

the information and important requirements to consider when designing training programs corresponding to a national qualification; this includes information on curriculum design, training delivery, trainee entry requirements, training tools and equipment, and trainer qualifications.

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YM Dr Haji Mohd Zamri bin Hj Sabli, CEO, IBTE
YM Fauziah binti Hj Salleh, Assistant Director, PPB
YM Simon Keenan, Head of Business & Tourism/Hospitality, LCB
YM Siti Umi Amirah binti Hj Ra'emi Maleek, IBTE
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The PARTICIPANTS in the Review and Validation of this Occupational Skills Standards (Hospitality & Tourism Skills Sub-Committee)
YM Dayang Salinah binti Hj Mohd Salleh [MPRT]
YM Awang Mohd Kamarul Izzudin bin Hj Kamaluddin [IBTE]
YM Awang Hj Ruslan bin Kurus [PPB]
YM Mr Simon Keenan [LCB]
YM Dayang Noorhayati Cynthia binti Abdullah [SEAMEO VOCTECH]

The Members of the Brunei Darussalam National Accreditation Council (BDNAC)
YM Cikgu Rosimah Sumaimah binti Matassim [Hd Secretariat, BDNAC]
YM Arnold Pabillore [Advisor, BDNAC]
YM Ali Noordin bin Hj Md Diah [Advisor, BDNAC]

The MANAGEMENT and STAFF of the Brunei Darussalam National Accreditation Council Secretariat