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Glossary

Competency Elements	Refers to the basic fundamental parts of the standard. It describes the functions that a person, who works in a particular area of work, must be able to master. It must be described as actions or outcomes which are demonstrable and assessable. Written in action verbs.
Competency Level	Refers to the skills, knowledge and attitudes desired for semi-skilled workers or Level 1 workers. The description for each competency level can be found in the National Skills Qualification System.
Competency Unit	Refers to a competency which should be applied in a work situation, can logically stand alone and includes a title, expressed in action verbs.
Competency Unit Code	Refers to five components: 1) abbreviation of sector name, 2) abbreviation of occupation name, 3) occupational level, 4) total number of units, and 5) version number of the standard.
Description	Brief profile of the occupation indicating the purpose and intent for clear and accurate description of the standard.
Evidence Guide	Supports the assessment to determine if an individual held the competencies (specific skills and knowledge) described in the Standard. It relates to the knowledge and activities that should be demonstrated and observed to reliably attest to a person being able to apply a competency in a realistic workplace.
Industry	Also refers to as Sector. Currently, the NSSA has 14 Sectorial Committees from which this section is derived, e.g. Hotel and Tourism
Occupation Title	Mostly derived from the list of occupations found in the Myanmar Standard Classification of Occupations from the Department of Labor
Occupational Competency Standard	The set of competencies required for effective performance in an occupation in line with the employers and industry requirements across the country
Performance Criteria	Statements which specify what is to be assessed and the required level of performance. Performance criteria also indicate the sequence of major tasks. Each element has a number of performance criteria describing in detail the skills a worker applies when undertaking the work defined in the unit. They set out fully what is done, how well the work should be performed and allow for a measurable outcome. Written in passive voice.

Range	Relates to the unit of competency as a whole and sets the parameters for the application of the competency and captures the, for example, the types of work, resources, services, etc. that could apply when the competency was being used.
Range and Context	<p>Relates to the Standard as a whole and performs a number of functions, including:</p> <ul style="list-style-type: none"> • Contextualizing the competency Unit. • Providing a linkage to knowledge and work requirements. • Providing a focus and boundary for required performance. • Providing assistance in the update of Competency Standard units.
Underpinning Knowledge	Refers to a basic understanding of how the work is done, which is a very vital part in evaluating the performance of workers.
Underpinning Skill	Refers to the essential abilities needed to perform effectively, which is a very vital part in evaluating the performance of workers.
Unit Descriptor	Elaborates the information provided by the Competency Unit by indicating the purpose and intent to ensure the clear and accurate description of such.
Variable	Refers to technical terms or processes identified in the Performance Criteria (written in <i>italicized</i> form)

FOREWORD

The National Skills Standards Authority (NSSA), formed in 2007 under the Ministry of Labour, Employment and Social Security (MOLES), has been facilitating the development of National Occupational Competency Standards (NOCS) for the assessment and qualification of the Myanmar workforce.

The NSSA has formed 15 Occupational Sectorial Committees comprising of representatives from relevant line ministries and the private sector to, among others, develop the NOCS which would be the bases of assessment and awarding of national certificates to workers. By July 2017, the 15 Occupational Sectorial Committees have developed 173 national standards at four levels for each occupation, of which 102 were approved in principle by the Cabinet.

In 2016, the ILO project on Skills for Trade and Economic Diversification (STED), with funding from the Swedish International Development Agency (SIDA) and the Government of Japan, supported the development of national competency standards for tour guides. The need for the national competency standards was highlighted among the key recommendations of the STED's sector needs survey that was presented to a National Consultation Workshop in February 2016. With assistance from ILO consultants, drafts of the competency standards were prepared and presented to industry stakeholders as well as senior trainers of the MoHT for validation.

The Occupational Expert Group that reviewed this NOCS Level-1 was composed of the following:

U Thet Khaing Treasurer Union of Myanmar Travel Association	U Tun Tun Oo Vice Chairman Myanmar Tourist Guides Association
U Ye Myint Tun Chairman Mandalay Tour Guides Society Mr. Bienvenido Claravall Consultants, International Labour Organization	U Myint Kyaw Thu Chairman Bagan Tourist Guide Association Ms. Qingrui Huang
U Aung Thu Principal(Deputy Director), Tourism Training School, Ministry of Hotels and Tourism	
U Tay Zar Oke Kyaw Assistant Directors, Tourism Training School, Ministry of Hotels and Tourism	Daw Set Set Win
U Thet Oo Daw Nu Nu Htwe	U Lwin Aye Daw San San Win Daw San San Myint Trainers, Tourism Training School, Ministry of Hotels and Tourism
	Daw Sao Mya Sandar Daw Su Su Oo

The NSSA and the Hotel and Tourism Sectorial Committee, hereby release the said NOCS of Tour Guide for adoption by the tourism industry.

Chairperson
National Skills Standards Authority

Chairperson
Hotel and Tourism Sectorial Committee

National Competency – Level III Descriptor

OCCUPATION:LOCAL CONDUCTOR		
Description: Verifies arrangements and accompanies/escorts the visitors at various destination		
Level Descriptor (General)		
Competency Level	Job Level	Skills,Knowledgeand Ability
National Competency NC - III	Skilled	<ul style="list-style-type: none"> • Demonstrates relevant theoretical knowledge • Apply a range of well-developed skills • Apply known solutions to a variety of predictable problems • Perform tasks that require a range of well-developed skills with some judgement as required • Interpret available information • Take responsibility for own outputs • Take limited responsibility for the work of others

TOUR GUIDE

Competency Units for NC Level II Tour Guide in the Hotel & Tourism Industry	
Unit Code	BASIC COMPETENCIES
HT-TG-301B1	CONVERSE IN ENGLISH AT A BASIC OPERATIONAL LEVEL
HT-TG-302B1	COMMUNICATE IN ENGLISH ON THE TELEPHONE
Unit Code	INDUSTRY COMPETENCIES
HT-TG-30311	WORK EFFECTIVELY WITH COLLEAGUES AND CUSTOMERS
HT-TG-30411	FOLLOW SAFETY AND SECURITY PROCEDURES
HT-TG-30511	DEVELOP AND UPDATE TOURISM INDUSTRY KNOWLEDGE
HT-TG-30611	WORK IN A SOCIALLY DIVERSE ENVIRONMENT
HT-TG-30711	PERFORM BASIC FIRST AID PROCEDURES
HT-TG-30811	PERFORM CHILD PROTECTION DUTIES RELEVANT TO TOURISM
HT-TG-30911	IMPLEMENT OCCUPATIONAL HEALTH AND SAFETY PROCEDURES
Unit Code	TECHNICAL COMPETENCIES
HT-TG-310T1	RESEARCH INFORMATION RELEVANT TO THE LOCALITY AND TOUR ITINERARY

HT-TG-311T1	COORDINATE TOUR ARRANGEMENTS AT THE DESTINATION FOR VISITORS
T-TG-312T1	CONDUCT GROUND SERVICES AT THE DESTINATION FOR VISITORS
T-TG-313T1	VERIFY ARRANGEMENTS OF TOUR COMPONENTS AT VARIOUS DESTINATIONS
HT-TG-314T1	ESCORTS AND ACCOMPANIES VISITORS IN ACCORDANCE WITH THE TOUR ITINERARY



NATIONAL OCCUPATIONAL COMPETENCY STANDARD

Industry	:	HOTEL AND TOURISM
Occupation Title	:	LOCAL CONDUCTOR
Competency Unit Code	:	HT-TG-301B1
Competency Unit	:	CONVERSE IN ENGLISH AT A BASIC OPERATIONAL LEVEL
Competency Unit Descriptor	:	This unit relates to competencies required to converse orally in English in the workplace at a basic operational level.
Competency Level	:	Level 3
Version No.	:	1
Date	:	July 2017

NATIONAL OCCUPATIONAL COMPETENCY STANDARD

Competency Unit Code : HT-TG-301B1
Competency Unit Title : CONVERSE IN ENGLISH AT A BASIC OPERATIONAL LEVEL
Competency Elements This competency unit consists of the following elements: Element 1: Participate in simple conversations on familiar topics with work colleagues Element 2: Respond to simple verbal instructions or requests Element 3: Make simple requests Element 4: Describe routine procedures Element 5: Express likes dislikes and preferences

DESCRIPTION OF COMPETENCY ELEMENTS

Competency Elements	Performance Criteria*
1. Participate in simple conversations on familiar topics with work colleagues	1.1 <i>Opening comments</i> are responded to appropriately. 1.2 <i>Familiar topics</i> are appropriately commented on. 1.3 Past events are talked about. 1.4 <i>Closing remarks</i> are used appropriately to end the conversation.
2. Respond to simple verbal instructions or requests	2.1 <i>Understanding of customer's instructions or requests</i> is confirmed. 2.2 <i>Repetition or clarification of instructions</i> is requested when necessary.
3. Make simple requests	3.1 <i>Polite forms</i> of expression is used to make simple requests. 3.2 Person responding to the request is thanked. 3.3 Person who cannot respond to the request is acknowledged.

***Italicized** terms are elaborated in the Range and Context

4. Describe routine procedures	4.1 A sequence of events in carrying out a routine job is explained. 4.2 Exceptions to routine procedures are described. 4.3 Suggestions on how to improve routine procedures are made.
5. Express likes, dislikes and preferences	5.1 Likes and dislikes of familiar topics and situations are talked about. 5.2 Preferences are discuss with reasons.

RANGE AND CONTEXT

Variable	Range
1. Opening comments	Opening comments may include: <ul style="list-style-type: none"> • How are you? • How did your shift go? • Is there anything I need to know?
2. Familiar topics	Familiar topics may include: <ul style="list-style-type: none"> • Giving directions • Providing advice on the best places to shop, eat, hear music, view art, etc. • Providing advice about a customer’s special needs • Providing information • Referring a customer complaint to a supervisor
3. Closing remarks	Closing remarks may include: <ul style="list-style-type: none"> • I hope you enjoy your stay/tour • Goodbye and I hope we see you again soon • Thank you for staying at...; Please enjoy your tour
4. Understanding of customer’s instructions	Confirm understanding of customer’s information or requests may include: <ul style="list-style-type: none"> • So you want me to ...? • I understand you would like me to ...

5. Repetition or clarification of instructions	<p>Ways to seek repetition or clarification may include:</p> <ul style="list-style-type: none"> • Asking the person to repeat themselves • Would you mind saying that again? • Sorry I didn't catch that • Sorry I missed that • Seeking clarification, e.g. <ul style="list-style-type: none"> ➤ What should I do when I finish that? ➤ You would like me to swap shifts with you?
6. Polite forms	Courteous expressions such as "please", "thank you"

EVIDENCE GUIDE

Underpinning Knowledge	Underpinning Skills
<ul style="list-style-type: none"> • Knowledge of the English language 	<p>Obtain work instructions</p> <ul style="list-style-type: none"> • Obtain, interpret and understand the work instructions <p>Carry out routine tasks in accordance with instructions</p> <ul style="list-style-type: none"> • Distinguish formal and informal expressions in English • Initiate and keep conversations on familiar topics • Respond to opening conversation remarks • Talk about past events using sequence markers and correct tense • Close a conversation politely • Ask pertinent questions to clarify instructions and requests • Make polite requests • Explain routine work procedures • Make suggestions • Discuss likes, dislikes and preferences <p>Work with others and in a team</p> <ul style="list-style-type: none"> • Work with others and in a team using co-operative approaches to ensure providing

	first aid in the workplace
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Evidence may be collected through assessment methods such as:

- Observation of practical performance
- Inspection of finished work
- Oral and/ or written questions



NATIONAL OCCUPATIONAL COMPETENCY STANDARD

Industry	:	HOTEL AND TOURISM
OccupationTitle	:	LOCAL CONDUCTOR
Competency Unit Code	:	HT-TG-302B1
Competency Unit	:	COMMUNICATE IN ENGLISH ON THE TELEPHONE
Competency Unit Descriptor	:	This unit relates to competencies required to communicate effectively over the telephone in a range of settings within the hotel and travel industry.
Competency Level	:	Level 3
Version No.	:	1
Date	:	July 2017

NATIONAL OCCUPATIONAL COMPETENCY STANDARD

Competency Unit Code : HT-TG-302B1
Competency Unit Title : COMMUNICATE IN ENGLISH ON THE TELEPHONE
Competency Elements This competency unit consists of the following elements: Element 1:Take general inquiries by phone Element 2:Respond to customer requests or orders Element 3:Make calls to place orders Element 4:Handle customer complaints

DESCRIPTION OF COMPETENCY ELEMENTS

Competency Elements	Performance Criteria*
1. Take general enquiries by phone	1.1 Phone is answered with <i>instipulated number of rings</i> . 1.2 Appropriate greeting is given for the time of day. 1.3 Own name and/or company name is stated. 1.4 Clear diction is used. 1.5 Nature of enquiry is established. 1.6 Questions are asked to establish customer's needs.
2. Respond to customer requests or orders	2.1 Customer's <i>requests or orders</i> are confirmed. 2.2 Availability of <i>bookings</i> , if applicable, is checked. 2.3 <i>Customer's details</i> are noted, request is made to the customer to spell the name and address, if appropriate. 2.4 Details of bookings or requests or orders are reconfirmed. 2.5 The customer is thanked and goodbye was politely given.

***Italicized** terms are elaborated in the Range and Context

3. Make calls to place orders	3.1 Self and state purpose of the call are specified. 3.2 Availability, delivery times and dates and costs, as appropriate, are placed. 3.3 Terms and conditions are agreed to. 3.4 Supplier is thanked and goodbye was given politely.
4. Handle customer complaints	4.1 The nature of the <i>complaint</i> is listened to. 4.2 The details of the complaint is acknowledged. 4.3 <i>Complaint</i> is responded by explaining the <i>process</i> to be taken to deal with it and customer's agreement to the process is obtained. 4.4 Action is taken within parameters of job role to resolve the complaint. 4.5 The complaint is referred to a supervisor if necessary. 4.6 All necessary paper work is completed.

RANGE AND CONTEXT

Variable	Range
1. Stipulated number of rings	<ul style="list-style-type: none"> Usually the telephone must be answered immediately and not more than after three rings
2. Requests or orders	<ul style="list-style-type: none"> Include assistance in carrying and/or transferring luggage, arrangement for transportation
3. Bookings	<ul style="list-style-type: none"> Duration of stay, date/time of arrival and departure
4. Customers' details	<ul style="list-style-type: none"> Name with correct spelling, address, preferences
5. Complaint	<ul style="list-style-type: none"> May include dissatisfaction over the service provided, equipment malfunctions, behavior of other guests
6. Process	<ul style="list-style-type: none"> Details of how the complaint will be addressed by whom and by when, with designated time for further feedback

EVIDENCE GUIDE

Underpinning Knowledge	Underpinning Skills
<ul style="list-style-type: none"> • Knowledge of the enterprise's telephone answering policies and procedures 	<p>Obtain work instructions</p> <ul style="list-style-type: none"> • Obtain, interpret and understand the work instructions <p>Carry out routine tasks in accordance with instructions</p> <ul style="list-style-type: none"> • Answer the telephone in a pleasant manner • Identify the needs of the caller • Take caller's details • Confirm bookings, requests and/or orders • Respond appropriately to difficult customers • Ask pertinent questions • End a telephone call politely • State the purpose of a call, e.g. placing orders, handling or making a complaint <p>Work with others and in a team</p> <ul style="list-style-type: none"> • Work with others and in a team using co-operative approaches to ensure providing first aid in the workplace
<p>Evidence may be collected through assessment methods such as:</p> <ul style="list-style-type: none"> • Observation of practical performance • Inspection of finished work • Oral and/or written questions 	



NATIONAL OCCUPATIONAL COMPETENCY STANDARD

Industry	:	HOTEL AND TOURISM
Occupation Title	:	LOCAL CONDUCTOR
Competency Unit Code	:	HT-TG-303I1
Competency Unit	:	WORK EFFECTIVELY WITH COLLEAGUES AND CUSTOMERS
Competency Unit Descriptor	:	This unit relates to competencies required to work effectively with colleagues and customers in a range of settings within the hotel and travel industries workplace context.
Competency Level	:	Level 3
Version No.	:	1
Date	:	July 2017

NATIONAL OCCUPATIONAL COMPETENCY STANDARD

Competency Unit Code : **HT-TG-30311**

Competency Unit Title : **WORK EFFECTIVELY WITH COLLEAGUES AND CUSTOMERS**

Competency Elements

This competency unit consists of the following elements:

Element 1: Communicate effectively

Element 2: Establish and maintain effective relationships with colleagues and customers

Element 3: Work in a team

Element 4: Deal with cross cultural misunderstandings

DESCRIPTION OF COMPETENCY ELEMENTS

Competency Elements	Performance Criteria*
1. Communicate effectively	<p>1.1 Information is relayed in a clear and concise manner <i>using appropriate communication techniques.</i></p> <p>1.2 Language and tone appropriate to a particular audience, purpose and situation, is used taking into account the relevant factors involved.</p> <p>1.3 Active listening and questioning is used to facilitate effective two-way communication with others.</p> <p>1.4 Potential and existing <i>conflicts</i> are identified and solutions are sought in an equitable and objective manner in conjunction with all involved parties.</p> <p>1.5 Routine <i>workplace documentation</i> is completed accurately in a timely manner.</p>

***Italicized** terms are elaborated in the Range and Context

<p>2. Establish and maintain effective relationships with colleagues and customers</p>	<p>2.1 Both <i>internal customers' and external customers'</i> needs and expectations are met in accordance with <i>organisation standards, policies and procedures</i> and within acceptable time frames.</p> <p>2.2 Assistance is provided in a respective and unbiased manner when possible to resolve workplace conflict and difficulties to achieve positive outcomes.</p> <p>2.3 <i>Formal feedback and informal feedback</i> are used to identify and implement improvements to products, services, processes or outcomes for both internal customers and external customers.</p> <p>2.4 <i>Complaints are handled positively, sensitively, and courteously</i> in consultation with the person(s) making the complaint.</p> <p>2.5 Positive and co-operative composure is maintained.</p> <p>2.6 <i>Non-discriminatory attitudes and language</i> are used when interacting with customers, staff and management consistently.</p>
<p>3. Work in a team</p>	<p>3.1 Assistance is provided or requested so that work activities can be completed.</p> <p>3.2 Colleagues are assisted to ensure achievement of team goals.</p> <p>3.3 Assistance in resolving problems through agreed and/or accepted processes is rendered.</p> <p>3.4 <i>Cultural differences</i> within the team are recognized and accommodated.</p> <p>3.5 Individual tasks are clearly identified, prioritized and completed within designated time lines.</p> <p>3.6 Effective and constructive feedback and information from other team members are acknowledged and responded to.</p>
<p>4. Deal with cross cultural</p>	<p>4.1 Issues which may cause conflict or</p>

misunderstandings	<p data-bbox="776 197 1422 226">misunderstanding in the workplace are identified.</p> <p data-bbox="672 260 1382 373">4.2 Difficulties are addressed with the appropriate people and assistance was sought from team leaders or others where required.</p> <p data-bbox="672 407 1419 478">4.3 Possible cultural differences are considered when difficulties or misunderstandings occur.</p> <p data-bbox="672 512 1390 583">4.4 Efforts are made to resolve misunderstandings, taking accounts of consideration.</p> <p data-bbox="672 617 1451 688">4.5 Issues and problems are referred to the appropriate team leader/supervisor for follow up.</p>
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RANGE AND CONTEXT

Variable	Range
1. Appropriate communication techniques	<ul data-bbox="740 953 1456 1024" style="list-style-type: none"> • Proper and respectful verbal, non-verbal and written communication
2. Conflicts	<ul data-bbox="740 1071 1456 1142" style="list-style-type: none"> • Misunderstanding and disagreements that may arise between co-workers and customers
3. Workplace documentation	<ul data-bbox="740 1155 997 1184" style="list-style-type: none"> • Incident reports
4. Internal customers	<ul data-bbox="740 1226 1451 1255" style="list-style-type: none"> • Managers and co-workers from other departments
5. External customers	<ul data-bbox="740 1297 1456 1482" style="list-style-type: none"> • Guests, visitors, travel operators, travel agencies, transportation service providers, local authorities of the concerned areas (Trustee members, forestry department, immigration department, etc.) restaurants and other tourism suppliers
6. Organisation standards, policies and procedures	<ul data-bbox="740 1495 1456 1566" style="list-style-type: none"> • Standard policies and processes related to communication and resolving conflicts
7. Formal feedback	<ul data-bbox="740 1612 1398 1642" style="list-style-type: none"> • Relayed through memos and written messages
8. Informal feedback	<ul data-bbox="740 1684 1336 1713" style="list-style-type: none"> • Relayed verbally or through mobile phone
9. Complaints are handled positively, sensitively	<ul data-bbox="740 1755 1456 1864" style="list-style-type: none"> • Complaints are dealt with promptly in an objective and unbiased manner to ensure that the complaint handling process is fair and reasonable

10. Non-discriminatory attitudes and language	<ul style="list-style-type: none"> • Respectful dealing and communicating with customers and colleagues
11. Cultural differences	<ul style="list-style-type: none"> • Nationalities, religion, ethnicities, national costumes and accessories

EVIDENCE GUIDE

Underpinning Knowledge	Underpinning Skills
<p>Basic and general knowledge of:</p> <ul style="list-style-type: none"> • Principles of effective communication with people from different backgrounds and cultures • Principles of good team work and roles within the team 	<p>Obtain work instructions</p> <ul style="list-style-type: none"> • Obtain, interpret and understand the work instructions <p>Carry out routine tasks in accordance with Instructions</p> <ul style="list-style-type: none"> • Ability to identify the need(s) and concerns of others • Active listening, feedback techniques and team building techniques to build and maintain interpersonal relationships within a designated work group or team <p>Communicate effectively in the workplace</p> <ul style="list-style-type: none"> • Communicate in simple language to enable confirmation of work requirements • Effective communication with a range of people relevant to position and role <p>Work with others and in a team</p> <ul style="list-style-type: none"> • Work with others and in a team using co-operative and interpretive approaches to optimise satisfaction and productivity
<p>Evidence may be collected through assessment methods such as:</p> <ul style="list-style-type: none"> • Observation of practical performance by the candidate • Inspection of finished work • Oral and written questions 	



NATIONAL OCCUPATIONAL COMPETENCY STANDARD

Industry	: HOTEL AND TOURISM
OccupationTitle	: LOCAL CONDUCTOR
Competency Unit Code	: HT-TG-30411
Competency Unit	: FOLLOW SAFETY AND SECURITY PROCEDURES
Competency Unit Descriptor	: This unit deals with skills and knowledge required to protect the safety and security of customers as required by legislation and the host enterprise. It does not cover health, hygiene or first aid.
Competency Level	: Level 3
Version No.	: 1
Date	: July 2017

NATIONAL OCCUPATIONAL COMPETENCY STANDARD

Competency Unit Code : HT-TG-30411
Competency Unit Title : FOLLOW SAFETY AND SECURITY PROCEDURES
<p>Competency Elements</p> <p>This competency unit consists of the following elements:</p> <p>Element 1: Identify safety and security requirements</p> <p>Element 2: Follow preventative safety and security procedures</p> <p>Element 3: Respond to emergency situations</p> <p>Element 4: Provide feedback to management on safety and security procedures</p>

DESCRIPTION OF COMPETENCY ELEMENTS

Competency Elements	Performance Criteria*
1. Identify safety and security requirements	<p>1.1 Describe <i>legislated safety and security requirements</i>.</p> <p>1.2 Explain <i>consequences</i> of failing to follow safety and security procedures.</p> <p>1.3 <i>Acquire safety and security information</i> relevant to tour, trip or event about to be undertaken.</p>
2. Follow preventative safety and security procedures	<p>2.1 <i>Provide safety and security information</i> to customers.</p> <p>2.2 Follow required safety and security <i>control procedures</i>.</p> <p>2.3 Take action to <i>address routine identified risks and security breaches</i>.</p> <p>2.4 <i>Investigate suspicious persons and abnormal situations</i>.</p> <p>2.5 Seek assistance to address safety and security needs from <i>relevant personnel</i>.</p> <p>2.6 Report serious risks, hazards and security <i>breaches</i>.</p>

***Italicized** terms are elaborated in the Range and Context

3. Respond to emergency situations	<p>3.1 <i>Identify and assess emergency situations.</i></p> <p>3.2 <i>Determine action to take in response to emergency situations.</i></p> <p>3.3 Follow emergency response procedures.</p> <p>3.4 Seek assistance to facilitate response to emergency situations from relevant personnel.</p> <p>3.5 Complete documentation to record action undertaken in response to emergency situations.</p>
4. Maintain safe personal standards	4.1 Identify and follow <i>safe personal standards</i> in line with enterprise requirements.

RANGE AND CONTEXT

Variable	Range
1. legislated safety and security requirements	<p>Legislated safety and security requirements may relate to:</p> <ul style="list-style-type: none"> • Statutes and regulations of the host country at local and national levels, where applicable • Codes of practice from relevant authorities and agencies • Advice and recommendations from relevant authorities and agencies • Duty of care • Legal liability
2. Consequences	<p>Consequences may be related to:</p> <ul style="list-style-type: none"> • Insurance claims • Property loss and/or damage • Injury, illness and death • Criminal and civil action against employees and host enterprise • Damage to host enterprise reputation and image • Reduced levels of trade

<p>3. Acquire safety and security information</p>	<p>Acquire safety and security information may be related to:</p> <ul style="list-style-type: none"> • Researching tourist sites, destinations, attractions, local areas and countries • Identifying availability of emergency services and support available in the event of trouble • Identifying communication systems to be used in the event of trouble • Understanding local protocols and procedures • Identifying local authorities to contact prior to departure and in the event of an emergency • Identifying potential risks for each event/trip including environmental, physical, social, cultural, travel and operational risks
<p>4. Provide safety and security information</p>	<p>Provide safety and security information may include:</p> <ul style="list-style-type: none"> • Distributing safety and security information • Advising customers of their personal duty of care responsibility to take reasonable care for their own safety and security • Advising customers in relation to safety and security at the beginning of every activity and on arrival at every new destination and attraction • Answering questions from customers relating to safety and security • Highlighting potential dangers relating to safety and security on an ongoing basis
<p>5. Control procedures</p>	<p>Control procedures may include:</p> <ul style="list-style-type: none"> • Keeping groups together • Overseeing activities • Directing actions • Ensuring appropriate personal protective clothing and equipment is worn as and when required • Adhering to safety and security guidelines for individual activities including those imposed by venues, attractions and external providers • Complying with prepared plans for safety and security control for individual activities, trips and travel

<p>6. Address routine identified risks and security breaches</p>	<p>Address routine identified risks and security breaches may include:</p> <ul style="list-style-type: none"> • Optimizing safety and security of customers and employees on an ongoing basis • Limiting actions of customers • Restricting access and participation as required for safety and security • Cancelling, or modifying activities and undertakings that are identified as potentially dangerous, or which provide the potential to compromise security • Liaising with local personnel or authorities
<p>7. Investigate suspicious persons and abnormal situations</p>	<p>Investigate suspicious persons and abnormal situations may include:</p> <ul style="list-style-type: none"> • Ongoing monitoring of the environment and vicinity • Determining threat posed by suspicious persons and abnormal situations • Responding appropriately to maintain safety and security of customers and employees
<p>8. Relevant personnel</p>	<p>Relevant personnel may include:</p> <ul style="list-style-type: none"> • Other employees of the host enterprise • Customers • Emergency services • External security personnel and appropriate other professionals
<p>9. Breaches</p>	<p>Breaches may include:</p> <ul style="list-style-type: none"> • Damaged, broken or malfunctioning equipment • Loss of property, goods, cash, equipment or other materials, including items belonging to customers, the host enterprise or external providers • Presence of unauthorized persons and/ or signs of unauthorized access • Unsafe and unsecured facilities
<p>10. Identify and assess emergency situations</p>	<p>Identify and assess emergency situations may include:</p> <ul style="list-style-type: none"> • Classifying type of emergency which may include

	<ul style="list-style-type: none"> ➤ Bomb threats, terrorist threats and terrorist activity ➤ Deranged people ➤ Motor vehicle, or similar, accidents ➤ Criminal acts, including assault, robbery, theft ➤ Natural calamity, including weather, earthquakes, lightning, flood ➤ Personal injury and illness ➤ Loss of food, water, transport and/or communications <ul style="list-style-type: none"> ● Determining potential impact and extent of emergency situation
<p>11. Determine action to take</p>	<p>Determine action to take may include:</p> <ul style="list-style-type: none"> ● Taking immediate protective measures ● Evacuating people ● Notifying authorities to seek their advice and/or summon their assistance ● Taking ‘first attack’ action, where safe to do so ● Notifying customers of intended action ● Seeking feedback from customers to ensure they understand proposed course of action and can comply with same ● Following prepared emergency management plans and/or contingency plans
<p>12. Safe personal presentation standards</p>	<p>Safe personal standards may include:</p> <ul style="list-style-type: none"> ● Workplace health, safety and security ● Emergency procedures ● Personal presentation ● Practice Safety Practices ● Proper disposal of garbage ● Ability to offer alternative steps ● Care in handling and operating equipment ● Others

EVIDENCE GUIDE

Underpinning Knowledge	Underpinning Skills
<ul style="list-style-type: none"> • Enterprise policies and procedures in regard to safety and security • Overview of the relevant legislation in relation to safety and security • Knowledge of common causes of accidents, injury and breaches of security • Principles of risk management • Knowledge of insurance requirements and liability issues • Knowledge of safe work practices 	<ul style="list-style-type: none"> • Skills to describe and explain host enterprise safety and security policies and procedures to customers • Skills to research safety and security information related to a nominated event activity or destination • Skills to follow safety and security checks and controls • Skills to report and address nominated breaches of safety and security • Skills to respond to a simulated emergency situation in a designated destination/ location
<p>Evidence may be collected through assessment methods such as:</p> <ul style="list-style-type: none"> • Observation of practical performance • Inspection of finished work • Oral and/or written questions 	



NATIONAL OCCUPATIONAL COMPETENCY STANDARD

Industry	:	HOTEL AND TOURISM
OccupationTitle	:	LOCAL CONDUCTOR
Competency Unit Code	:	HT-TG-305I1
Competency Unit	:	DEVELOP AND UPDATE TOURISM INDUSTRY KNOWLEDGE
Competency Unit Descriptor	:	This unit deals with skills and knowledge required to generate and maintain basic knowledge of the tourism industry generally, including sector and legislative information: this unit is specific to the host country in which it is delivered.
Competency Level	:	Level 3
Version No.	:	1
Date	:	July 2017

NATIONAL OCCUPATIONAL COMPETENCY STANDARD

Competency Unit Code : HT-TG-30511
Competency Unit Title : DEVELOP AND UPDATE TOURISM INDUSTRY KNOWLEDGE
Competency Elements This competency unit consists of the following elements: Element 1: Seek information on the tourism industry Element 2: Update and apply industry knowledge

DESCRIPTION OF COMPETENCY ELEMENTS

Competency Elements	Performance Criteria*
1. Seek information on the tourism industry	1.1 Identify and assess <i>sources of information</i> on tourism industry correctly. 1.2 Obtain <i>information</i> to assist effective work performance in line with job requirements. 1.3 Apply information to day-to-day work activities correctly.
2. Update and apply <i>industry knowledge</i>	2.1 Use informal and/or formal research to update <i>general knowledge related to the industry</i> . 2.2 Conduct work activities in accordance with <i>legal requirements and ethical standards</i> . 2.3 Share updated information with colleagues and customers as appropriate. 2.4 Incorporate updated information into day-to-day working activities.

***Italicized** terms are elaborated in the Range and Context

RANGE AND CONTEXT

Variable	Range
1. Source of information	<p>Source of information may include but are not limited to:</p> <ul style="list-style-type: none">• Media• Reference books• Libraries• Unions• Industry associations and organizations, industry journals• Computer data, including Internet, personal observations and experience• Monthly networking events• Industry workshops (private and public)• Exploration trips (for new and existing tourist sites)
2. Information	<p>Information may relate to:</p> <ul style="list-style-type: none">• Different sectors and relationships between tourism and hospitality• Environmental and cultural issues and requirements, including responsible and sustainable tourism• The work ethic required to work in the industry• Industry expectations of staff• Quality assurance• Guest service information such as itineraries, airline or road travel, local attractions etc.• Information on food, drink and accommodation• Information on local banks, hospitals, embassy and others• Destination information related to clothing and weather, etc.

<p>3. General knowledge related to the industry</p>	<p>General knowledge related to industry may relate to:</p> <ul style="list-style-type: none"> • Hotel operations • Travel and tour operations • Tour guiding • Event management • Need for minimal impact operations environmental sustainability • Other tourism related industries such as transport, airlines, agriculture, arts, entertainment and leisure, seasonal and regional festivals, etc.
<p>4. Legal requirements</p>	<p>Legal requirements may relate to:</p> <ul style="list-style-type: none"> • Consumer protection • Duty of care • Equal employment opportunity • Anti-discrimination • Workplace relations • Child sex tourism • Occupational health and safety
<p>5. Ethical standards</p>	<p>Ethical standards may relate to:</p> <ul style="list-style-type: none"> • Confidentiality • Commission procedures • Overbooking • Pricing • Tipping • Gifts and services free of charge • Product recommendations • Others

EVIDENCE GUIDE

Underpinning Knowledge	Underpinning Skills
<ul style="list-style-type: none"> • Knowledge of the different sectors of the industry and their inter-relationships, including a general knowledge of the role and function of the following labor divisions: <ul style="list-style-type: none"> ➤ Food and beverage ➤ Front office ➤ Food production/ kitchen operations ➤ Housekeeping ➤ Travel agencies and tour operations • Knowledge of tourism related industries and issues • Knowledge of legislation, regulations and guidelines that apply to the industry 	<ul style="list-style-type: none"> • Skills to research industry information sources and identify relevant information • Skills to analyze, compile, share and apply information and data • Questioning and communication skills • Networking skills
<p>Evidence may be collected through assessment methods such as:</p> <ul style="list-style-type: none"> • Observation of practical performance • Inspection of finished work • Oral and/or written questions 	



NATIONAL OCCUPATIONAL COMPETENCY STANDARD

Industry	:	HOTEL AND TOURISM
OccupationTitle	:	LOCAL CONDUCTOR
Competency Unit Code	:	HT-TG-306I1
Competency Unit	:	WORK IN A SOCIALLY DIVERSE ENVIRONMENT
Competency Unit Descriptor	:	This unit deals with the skills and knowledge required to work effectively in a socially diverse environment in a range of settings within the hotel and travel industries workplace context.
Competency Level	:	Level 3
Version No.	:	1
Date	:	July 2017

NATIONAL OCCUPATIONAL COMPETENCY STANDARD

Competency Unit Code : HT-TG-30611
Competency Unit Title : WORK IN A SOCIALLY DIVERSE ENVIRONMENT
<p>Competency Elements</p> <p>This competency unit consists of the following elements:</p> <p>Element 1:Communicate with customers and colleagues from diverse backgrounds</p> <p>Element 2:Deal with cross cultural Misunderstandings</p>

DESCRIPTION OF COMPETENCY ELEMENTS

Competency Elements	Performance Criteria*
1. Communicate with customers and colleagues from diverse backgrounds	<p>1.1 Customers and colleagues from different cultural groups are valued and treated with respect and sensitivity.</p> <p>1.2 Cultural differences are taken into consideration in all verbal and non-verbal communication.</p> <p>1.3 Proactive attempt is made to overcome <i>language barriers</i>.</p> <p>1.4 <i>Assistance from colleagues</i>, reference books or outside organizations are obtained when required.</p>
2. Deal with cross cultural misunderstandings	<p>2.1 <i>Issues which may cause conflict or misunderstanding in the workplace</i> are identified.</p> <p>2.2 Difficulties are addressed to the appropriate people and assistance sought from team leaders or others where required.</p> <p>2.3 Possible cultural differences are considered when difficulties or misunderstandings occur.</p> <p>2.4 Efforts are made to resolve misunderstandings, taking account of cultural considerations.</p> <p>2.5 Issues and problems are referred to the appropriate team leader/supervisor for follow up.</p>

***Italicized** terms are elaborated in the Range and Context

RANGE AND CONTEXT

Variable	Range
1. Language barriers	To overcome language barriers may include: <ul style="list-style-type: none">• Use simple words• Use words in the other person's language• Describe goods and services simply• Use diagrams or maps to give simple directions
2. Assistance from colleagues	Assistance may include: <ul style="list-style-type: none">• Co-workers who speak the same language• Interpreter services• Diplomatic services• Supervisors, or managers, or specialist customer service staff within the enterprise
3. Issues which may cause conflict or misunderstanding in the workplace	Misunderstandings in the workplace including: <ul style="list-style-type: none">• Speaking too quickly/quietly• No visual clues• Poor observation• Poor communication style• Intolerance• Prejudice• Inadequate language skills• Not clarifying or asking questions• Inappropriate body language• Poor understanding of other cultures• Over-confidence• Pride• Intonation

EVIDENCE GUIDE

Underpinning Knowledge	Underpinning Skills
Basic and general knowledge of: <ul style="list-style-type: none"><li data-bbox="256 415 716 485">• Cultural differences in language communication	Communication Skills <ul style="list-style-type: none"><li data-bbox="857 415 1411 674">• Use active listening, feedback techniques and team building techniques to build and maintain interpersonal relationships with customers and colleagues from diverse backgrounds<li data-bbox="857 684 1411 758">• Identify the need(s) and concerns of others<li data-bbox="857 768 1411 894">• Communicate effectively with a range of people from diverse backgrounds relevant to position and role<li data-bbox="857 905 1411 978">• Appropriately deal with cross-cultural misunderstandings
Evidence may be collected through assessment methods such as: <ul style="list-style-type: none"><li data-bbox="256 1083 943 1115">• Observation of candidate's practical performance<li data-bbox="256 1125 651 1157">• Oral and written questions	



NATIONAL OCCUPATIONAL COMPETENCY STANDARD

Industry	:	HOTEL AND TOURISM
OccupationTitle	:	LOCAL CONDUCTOR
Competency Unit Code	:	HT-TG-30711
Competency Unit	:	PERFORM BASIC FIRST AID PROCEDURES
Competency Unit Descriptor	:	This unit covers knowledge, attitude and application of skills in the performance of basic first aid procedures as per specifications.
Competency Level	:	Level 3
Version No.	:	1
Date	:	July 2017

NATIONAL OCCUPATIONAL COMPETENCY STANDARD

Competency Unit Code : HT-TG-30711
Competency Unit Title : PERFORM BASIC FIRST AID PROCEDURES
Competency Elements This competency unit consists of the following elements: Element 1: Assess the situation Element 2: Apply basic first aid techniques Element 3: Communicate details of the incident

DESCRIPTION OF COMPETENCY ELEMENTS

Competency Elements	Performance Criteria*
1. Assess the situation	1.1 <i>Physical hazards</i> to own and others' health and safety are identified. 1.2 Immediate risk to self and health and safety of the casualty is minimized by controlling hazard(s) in accordance with accepted practice. 1.3 <i>Casualty's vital signs and physical condition</i> are assessed in accordance with accepted practice.
2. Apply basic first aid techniques	2.1 <i>First aid management</i> is provided in accordance with established first aid procedures and available resources and equipment. 2.2 Casualty's condition is monitored and appropriately responded to when necessary in accordance to the accepted <i>first aid</i> principles and enterprise guidelines. 2.3 <i>First aid assistance</i> from others is sought in a timely manner as appropriate. 2.4 Accidents and injuries are recorded in accordance with enterprise procedures.

* **Italicized** terms are elaborated in the Range and Context

3. Communicate details of the incident	<p>3.1 Appropriate medical assistance using the most relevant. and appropriate communication mechanism is requested</p> <p>3.2 <i>Detail</i>sof casualty’s condition and first-aid management activities are accurately conveyed to emergency services or relieving personnel.</p> <p>3.3 Reports to supervisors are prepared in a timely manner, presenting all relevant facts according to enterprise guidelines.</p>
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RANGE AND CONTEXT

Variable	Range
1.Physical hazards	<p>Physical hazards may include:</p> <ul style="list-style-type: none"> • Workplace hazards, e.g. machinery, vehicles, environment • Hazards associated with casualty management processes, such as being bitten, when confused casualty becomes violent • Bodily fluids • Risk of further injury to the casualty
2.Casualty’s vital signs and physical condition	<p>Casualty’s vital signs and physical condition are managed by observing the following:</p> <ul style="list-style-type: none"> • Response, i.e. conscious or unconscious • Airways, i.e. blocked, likely to become blocked • Breathing, e.g. regular, irregular, possible problem with lungs • Circulation, e.g. pulse, heart-beat is strong/ weak, or racing pulse • Possible neck or back injury • Shock • Allergic reaction(s) • Bleeding • Management of external bleeding and shock • Management of minor wounds and infection control • Management of venomous bites and

	<p>stings/poisons/allergic reactions, including anaphylaxis</p> <ul style="list-style-type: none"> • Management of fractures • Management of head and spinal injuries • Management of airways including asthma
3.First aid management	<p>First aid may include:</p> <ul style="list-style-type: none"> • Resuscitation techniques • CPR technique • Bleeding and wound care • Burns and scalds care • Infection control • Bandaging/ splinting
4.First aid assistance	<p>First aid assistance may include:</p> <ul style="list-style-type: none"> • Obtaining co - worker support • Obtaining support from designated first aider • Requesting emergency services (ambulance) assistance • Requesting medical assistance
5.Details	<p>Details may relate to:</p> <ul style="list-style-type: none"> • Casualties conditions • Location • Assistance provided • Number of casualties • Assistance required

EVIDENCE GUIDE

Underpinning knowledge	Underpinning skills
<ul style="list-style-type: none"> • Knowledge about how to assess the situation in accidents • Basic knowledge of applying first aid techniques • Knowledge about how to communicate details of the incident 	<ul style="list-style-type: none"> • Be able to identify hazards and assess casualty's vital signs • Be able to perform basic first aid procedures • Be able to perform recording and reporting incident • Be able to perform request to appropriate medical assistant
<p>Evidence may be collected through assessment methods such as:</p> <ul style="list-style-type: none"> • Observation of candidate's practical performance • Oral and written questions 	



NATIONAL OCCUPATIONAL COMPETENCY STANDARD

Industry	: HOTEL AND TOURISM
OccupationTitle	: LOCAL CONDUCTOR
Competency Unit Code	: HT-TG-30811
Competency Unit	: PERFORM CHILD PROTECTION DUTIES RELEVANT TO TOURISM
Competency Unit Descriptor	: This unit covers knowledge, attitude and application of skills in the performance of child protection duties relevant to tourism.
Competency Level	: Level 3
Version No.	: 1
Date	: July 2017

NATIONAL OCCUPATIONAL COMPETENCY STANDRAD

Competency Unit Code : HT-TG-30811
Competency Unit Title : PERFORM CHILD PROTECTION DUTIES RELEVANT TO TOURISM
<p>Competency Elements</p> <p>This competency unit consists of the following elements:</p> <p>Element 1:Identify the issue of sexual exploitation of children by tourists</p> <p>Element 2:Describe national, regional and international actions</p> <p>Element 3:Describe actions that can be taken in the workplace to protect children from sexual exploitation by tourists</p>

DESCRIPTION OF COMPETENCY ELEMENTS

Competency Elements	Performance Criteria*
1. Identify the issue of sexual exploitation of children by tourists	<p>1.1 The problem of child sexual exploitation of children by <i>tourists</i> is defined (otherwise known as <i>child-sex tourism</i>).</p> <p>1.2 The <i>impact of child sexual exploitation</i> on children, communities and the hotel and travel industries is described.</p> <p>1.3 <i>Suspicious behaviour</i> that may be exhibited by <i>child- sex tourists</i> are identified.</p>
2. Describe <i>national, regional and international actions</i> to prevent the sexual exploitation of children by tourists	<p>2.1 The United Nations Convention on the Rights (UNCRC) of the Child and the main <i>UN Articles relating to the rights of all children to be safe from sexual exploitation</i> are described in general terms.</p> <p>2.2 The <i>national, regional and international initiatives</i> to prevent the sexual exploitation of children by tourists are described in general.</p> <p>2.3 <i>Reporting mechanisms</i> are identified if there is suspicious behaviour.</p>
3. Describe actions that can be taken in the workplace to protect children from sexual exploitation by tourists	<p>3.1 A list of <i>actions</i> that can be taken by staff working in each labour division of the hotel and travel industries to prevent the sexual exploitation of children by tourists is prepared.</p>

***Italicized** terms are elaborated in the Range and Context

RANGE AND CONTEXT

Variable	Range
1.Tourists	Tourists refers to: <ul style="list-style-type: none"> • International tourists • Domestic tourists • Business travellers • Expatriates
2.Child-sex tourism	Child-sex tourists relates to: <ul style="list-style-type: none"> • Tourists who procure children for the purpose of • Sexual exploitation; there is no stereotype of a child • Sex tourist. Child sex tourists may be: <ul style="list-style-type: none"> • Men or women • Highly or poorly educated people • Single or married people • Wealthy travellers or budget backpackers • Professionals including doctors and teachers • Old or young people • Tourists, expatriates, business travellers • People of any nationality
3.Impact of child sexual exploitation	Identify the impacts of child sexual exploitation by tourists may include the following but not limited to: <ul style="list-style-type: none"> • Impact on children <ul style="list-style-type: none"> ➤ Physical ➤ Psychological ➤ Social ➤ Development issues faced by children who are victims of child sex tourism • Impact on communities <ul style="list-style-type: none"> ➤ Escalation of community's fear and mistrust of tourists ➤ Diminished reputation of community as a tourism destination resulting in fewer tourists and negative repercussions for local employment and the economy • Impact on the hotel and travel industries <ul style="list-style-type: none"> ➤ Responsible tourists are discouraged from visiting, therefore reducing jobs and income for staff in the hotel and travel industries

<p>4.Suspicious behaviours</p>	<p>Identify suspicious behaviours that may include:</p> <ul style="list-style-type: none"> • Tourist taking local children to their hotel room • Restaurant/ café/ bar • Private place or excursion/ outing • Tourist being very affectionate with local children <ul style="list-style-type: none"> ➤ Tourist touching local children inappropriately ➤ Tourist giving excessive gifts or money to local children ➤ Tourist asking hotel and travel staff where they can locate children for sex • Tourist leaves sexually explicit images of children in their hotel room, or views sexually explicit images of children at an internet café
<p>5.Child sex tourists</p>	<p>Identify child sex tourists as:</p> <p>Tourists who procure children for the purpose of sexual exploitation; there is no stereotype of a child sex tourist.</p> <p>Child sex tourists may be:</p> <ul style="list-style-type: none"> • Men or women • Highly or poorly educated people • Single or married people • Wealthy travellers or budget backpackers • Professionals including doctors and teachers • Old or young people • Tourists, expatriates, business travellers • People of any nationality
<p>6. UN Articles relating to the rights of all children to be safe from sexual exploitation</p>	<p>Demonstrate familiarity by describing in general the UN articles relating to the rights of all children to be safe from sexual exploitation that includes:</p> <ul style="list-style-type: none"> • Specific Articles in the United Nations Convention on the Rights of the Child which refer to child sexual abuse including Articles 19, 34 and 36.
<p>7.National, regional and international initiatives</p>	<p>Describe in general the national, regional and international initiatives include:</p> <ul style="list-style-type: none"> • Tourism policies and codes • Rules and regulations <p>Describe in general the legal provisions, national legislation,</p>

	<p>extra-territorial legislation</p> <ul style="list-style-type: none"> • Public education campaigns • Training for the hotel and travel industries
8.Reporting mechanisms	<p>Identify Reporting mechanisms which may include:</p> <ul style="list-style-type: none"> • Reporting to line management at the place of employment • Local and national reporting hotline phone numbers • Local authorities • International police • Law enforcement websites • Non-government organizations

EVIDENCE GUIDE

Underpinning Knowledge	Underpinning Skills
<ul style="list-style-type: none"> • Knowledge of Identifying the issue of sexual exploitation of children by tourists • Knowledge of describing national, regional and international actions to prevent the sexual exploitation of children by tourists. • Knowledge about sexual exploitation of children which can occur in the local industry 	<ul style="list-style-type: none"> • Be able to observe potential exploitations. • Be able to handle related problem that occurred and be able to report to superiors. • Be able to participate in preventing sexual exploitation of children within the workplace or industry
<p>Evidence may be collected through assessment methods such as:</p> <ul style="list-style-type: none"> • Observation of the candidate’s practical performance • Oral and written questions 	



NATIONAL OCCUPATIONAL COMPETENCY STANDARD

Industry	:	HOTEL AND TOURISM
OccupationTitle	:	LOCAL CONDUCTOR
Competency Unit Code	:	HT-TG-309I1
Competency Unit	:	IMPLEMENT OCCUPATIONAL HEALTH AND SAFETY PROCEDURES
Competency Unit Descriptor	:	This unit covers the knowledge, attitude and application of skills in the implementation of occupational health and safety procedures according to specifications.
Competency Level	:	Level 3
Version No.	:	1
Date	:	July 2017

NATIONAL OCCUPATIONAL COMPETENCY STANDARD

Competency Unit Code : HT-TG-30911
Competency Unit Title : IMPLEMENT OCCUPATIONAL HEALTH AND SAFETY PROCEDURES
<p>Competency Elements</p> <p>This competency unit consists of the following elements:</p> <p>Element 1: Provide information on health and safety procedures</p> <p>Element 2: Implement and monitor procedures for controlling hazards and risks</p> <p>Element 3: Maintain health and safety records</p>

DESCRIPTION OF COMPETENCY ELEMENTS

Competency Elements	Performance Criteria*
1. Provide information on health and safety procedures	<p>1.1 <i>Relevant health and safety information</i>, including enterprise specific details are explained accurately and clearly.</p> <p>1.2 Health and safety information in the workplace are accessed.</p>
2. Implement and monitor procedures for controlling hazards and risks	<p>2.1 Workplace <i>hazards and risks</i> are promptly identified and reported by maintaining close contact with day to day workplace operations.</p> <p>2.2 Risk <i>control procedures</i> in accordance with enterprise and legal requirements are implemented and monitored.</p> <p>2.3 Risk control procedures are evaluate and adjusted as required.</p>
3. Maintain health and safety records	<p>3.1 <i>Records</i> are completed accurately in accordance with enterprise and legal requirements.</p> <p>3.2 Information and data from work area records are aggregated in order to identify hazards and monitor risk control procedures in the work areas.</p>

***Italicized** terms are elaborated in the Range and Context

RANGE AND CONTEXT

Variable	Range
1. Relevant health and safety information	<ul style="list-style-type: none"> • Roles and responsibilities of personnel • Legal obligations • Participative arrangements for health and safety • Location of relevant health and safety information, procedures and policies • Specific risks and necessary control measures • Codes of practice
2. Hazards and risks	<ul style="list-style-type: none"> • Fire and emergency • Crowd related risks • Bomb scares • Theft and armed robbery • Equipment failure • Pests • Equipment related hazards • Manual handling • Slips, trips and falls • Drugs and alcohol in the workplace • Violence in the workplace • Hazardous substances
3. Control procedures	<p>Control procedures may include:</p> <ul style="list-style-type: none"> • Eliminate • Substitute • Engineering controls • Administrative controls • Personal protective clothing and equipment
4. Records	<ul style="list-style-type: none"> • Health and safety injury register • Number of near-misses • Health and safety improvement ideas submitted by team members • Medical records • Health and safety training records • Team member hazards reports

EVIDENCE GUIDE

Underpinning Knowledge	Underpinning Skills
<ul style="list-style-type: none">• Abilities to identify occupational health and safety problems within workplace• Must have knowledge about enterprise procedures related to OHS• Must have knowledge about completing, recording and reporting problems	<ul style="list-style-type: none">• Follow OHS procedures of enterprise standards in accordance with local legislation requirements
<p>Evidence may be collected through assessment methods such as:</p> <ul style="list-style-type: none">• Observation of the candidate's practical performance• Inspection of finished work• Oral and/or written questions	



NATIONAL OCCUPATIONAL COMPETENCY STANDARD

Industry	:	HOTEL and TOURISM
Occupation Title	:	NATIONAL TOUR GUIDE
Competency Unit Code	:	HT-TG-310T1
Competency Unit	:	RESEARCH INFORMATION RELEVANT TO THE LOCALITY AND TOUR ITINERARY
Competency Unit Descriptor	:	This unit deals with the knowledge, skills and attitudes required to access, research, arrange and store information about a locality and information relevant to an itinerary and/or the visitors' interest of extra-ordinary sites.
Competency Level	:	Level 3
Version No.	:	1
Date	:	July 2017

NATIONAL OCCUPATIONAL COMPETENCY STANDARD

Competency Unit Code : HT-TG-310T1
Competency Unit Title : RESEARCH INFORMATION RELEVANT TO THE LOCALITY AND TOUR ITINERARY
<p>Competency Elements</p> <p>This competency unit consists of the following elements:</p> <p>Element 1: Source and access information Element 2: Arrange and store information Element 3: Prepares tour spiels and commentaries relevant to the locality, tour itinerary and/or the visitors' interest</p>

DESCRIPTION OF COMPETENCY ELEMENTS

Competency Elements	Performance Criteria*
1. Source and access information	1.1 <i>Appropriate methodologies</i> are selected based on the type of information needed. 1.2 <i>Reliable sources</i> of information are selected based on the type of information sought. 1.3 <i>Essential information</i> about Myanmar and the locality or the itinerary is identified. 1.4 Local <i>sights, features and events</i> are identified in collaboration with company and local government officials. 1.5 Sights, features and events per <i>visitor's request</i> are identified.
2. Arrange and store information	2.1 Researched information is classified, arranged and stored in a logical manner for future reference and <i>up-dating</i> from time to time. 2.2 Company officials are advised of <i>up-dated information</i> . 2.3 Changes in response to feedback from visitors and colleagues are reviewed and incorporated in stored information.
3. Prepares tour spiels and commentaries relevant to the locality, tour itinerary and/or per visitors' request	3.1 Tour spiels are prepared in accordance with the <i>specifics of the tour itinerary</i> . 3.2 Tour commentaries are prepared in accordance with the <i>specific request of the visitors</i> . 3.3 <i>Appropriate tour spiels</i> and commentaries are prepared based on the researched conducted.

***Italicized** terms are elaborated in the Range and Context

	<p>3.4 Data and information in tour spiel and commentaries are <i>factual, current and up-to-date</i>.</p> <p>3.5 Tour spiels and commentaries are properly <i>constructed</i>.</p> <p>3.6 Tour spiels on <i>visual highlights</i> are prepared.</p> <p>3.7 Appropriate terminology is used.</p>
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RANGE AND CONTEXT

Variable	Range
1. Appropriate methodologies	<p>Appropriate methodologies include:</p> <ul style="list-style-type: none"> • Desk-top research • Field research • One-on-one consultation • Books and pamphlets
2. Reliable sources	<p>Reliable sources are any of the following:</p> <ul style="list-style-type: none"> • Government web sites • Non-editable web sites • Product or service suppliers • Distribution networks • Ocular site visits • Industry colleagues • Local or national government officials
3. Essential information	<p>Essential information about Myanmar includes:</p> <ul style="list-style-type: none"> • Climate and geography • Flora and fauna • Social & natural environment • History and culture • Education and religion • Trade and industry • Government and governance • Key elements of the economy • Food, beverage and crafts • Support infrastructure • Current events of national importance • Festivals and events

4. Local sights, features and events	<p>Local sights, features and events</p> <ul style="list-style-type: none"> • Man-made attractions and structures • Natural attractions and locations; extraordinary sights • Historical sites and events • Religious and cultural events • Social and special events and activities • Indigenous people • Local flora and fauna
5. Visitors' interest	<p>Visitors' interest based on:</p> <ul style="list-style-type: none"> • Age and gender • Educational attainment or occupation • Socio-economic status • Budget and time constraints • Cultural, political or religious norms and beliefs • Other specific interests
6. Up-dating	<p>Up-dating of researched information is done regularly:</p> <ul style="list-style-type: none"> • Quarterly • Bi-annually or annually
7. Up-dated information	<p>Up-dated information include but is not limited to:</p> <ul style="list-style-type: none"> • Increase in costs of components or entrance fees • New or revised local ordinances • New or revised national laws • New attractions and activities
8. Specifics of the tour itinerary	<p>Specifics of the tour itinerary may include:</p> <ul style="list-style-type: none"> • Accessibility • Accommodations • Attractions and activities • Food and beverage
9. Specific interest of the visitors	<p>Specific interest of the visitors may include any of the following:</p> <ul style="list-style-type: none"> • Profession • Occupation • Socio-economic status • Hobbies
10. Appropriate tour spiels	<p>Appropriate tour spiels are those that are:</p>

	<ul style="list-style-type: none"> • Generic in nature for the country and specific to the locality • On a case-to-case basis, it is tailored-made for the visitors' interest
11. Factual, current and up-to-date	<p>Factual, current and up-to-date</p> <ul style="list-style-type: none"> • Factual is a truth that does not change over time • Current and up to-date is information that is subject to change over time
13. Constructed	<ul style="list-style-type: none"> • Constructed refers to how the commentary is built, developed put together to make it interesting to the audience
14. Visual highlight	<p>Visual highlight may vary from</p> <ul style="list-style-type: none"> • Man-made structures • Natural features • Objects • Artifacts that draw the viewers' interest

EVIDENCE GUIDE

Underpinning Knowledge	Underpinning Skills
<ul style="list-style-type: none"> • Research methodologies • Format of tour spiels and commentaries • Industry practices in tour itinerary planning and tour packaging • Topics of interest to the various types of visitors • Existing local regulation impacting the tour itinerary • Filing and storing information methodologies • Format of tour spiels and commentaries • Industry practices in tour itinerary planning and tour packaging • Topics of interest to the various types of visitors 	<ul style="list-style-type: none"> • Computer operation systems • Maximizing search engine capabilities • Working independent of others • Communications skills

- Geo-physical features of the locality
- Accessibility and modes access
- Interesting features
- Visitors' profile
- Other existing or potential local places of interest
- Main information sources for tour commentaries
- Other sources as industry colleagues and other authorities
- Presentation formatting - logical and sequential

- Spiel and commentary format
- Itinerary sequencing and planning rules
- Maximizing stop-overs en route
- Working independent of others
- Communications skills
- Writing skills

Evidence may be collected through assessment methods such as:

- Review of portfolio and documentary evidence
- Knowledge interview
- Observation of simulated (or actual delivery process)
- Questioning



NATIONAL OCCUPATIONAL COMPETENCY STANDARD

Industry	: HOTEL AND TOURISM
OccupationTitle	: NATIONAL TOUR GUIDE
Competency Unit Code	: HT-TG-311T1
Competency Unit	: COORDINATE TOUR ARRANGEMENTS AT THE DESTINATION FOR VISITORS
Competency Unit Descriptor	: This unit covers the knowledge, skills and attitudes required to coordinate the tour arrangements at the destination for visitors and make provision to manage changes and revisions to those arrangements.
Competency Level	: Level 3
Version No.	: 1
Date	: July 2017

NATIONAL OCCUPATIONAL COMPETENCY STANDARD

Competency Unit Code : HT-TG-311T1
Competency Unit Title : COORDINATE TOUR ARRANGEMENTS AT THE DESTINATION FOR VISITORS
<p>Competency Elements</p> <p>This competency unit consists of the following elements:</p> <p>Element 1: Perform pre-tour arrival procedures</p> <p>Element 2:Coordinates the tour components and arrangements</p> <p>Element 3:Resolves complaints and problem situations</p> <p>Element 4:Perform post-tour departure procedures</p>

DESCRIPTION OF COMPETENCY ELEMENTS

Competency Elements	Performance Criteria*
1. Perform pre-tour arrival procedures	<p>1.1 Company policies and procedures determine the extent of a tour guide's duties and responsibilities.</p> <p>1.2 Itinerary is checked for compliance with required and reserved arrangements.</p> <p>1.3 Arrival and departure details are checked.</p> <p>1.4 Details of transportation schedule and booking status are checked.</p> <p>1.5 Room reservations in accommodation establishment are checked and the room number and <i>room types</i> are re-confirmed.</p> <p>1.6 The <i>meal base</i> is checked and hotel meals and restaurant reservations made are checked.</p> <p>1.7 Cash advance, rooming lists and tour orders or exchange vouchers are collected.</p>
2.Coordinate the tour components and arrangements	<p>2.1 Adjusts tour itinerary components as necessary like <i>transfer service and sightseeing components</i>.</p> <p>2.2 The <i>operating environment</i> is monitored for possible problem situations.</p> <p>2.3 Provides comprehensive information on suppliers' services and amenities.</p> <p>2.4 Suggests optional tours/ arrangements.</p> <p>2.5 Visitors are reminded of expenses of a personal nature.</p> <p>2.6 Provides additional useful information on Myanmar.</p> <p>2.7 Attends to the visitor's needs based on their beliefs and religion.</p>

***Italicized** terms are elaborated in the Range and Context

3.Resolves problem situations	<p>3.1 <i>Problem situations</i> are evaluated and solution determined and applied according to company policy.</p> <p>3.2 Person(s) entity concerned are co-opted to apply the solution.</p> <p>3.3 Tour operator is informed of problem/solution as soon as possible.</p> <p>3.4 Provides information on probable occurrence of natural disasters.</p>
4.Perform post-departure procedures	<p>4.1 Any deviation, change or cancellation is reported according to company policy.</p> <p>4.2 <i>Additional revenues or additional expenses</i> incurred are reported.</p> <p>4.3 Cash advance is liquidated according to company procedures.</p> <p>4.4 Complaints and commendations are reported in accordance with company policy.</p>

RANGE AND CONTEXT

Variable	Range
1. Room type	<p>Room type may be</p> <ul style="list-style-type: none"> • Twin room • Double room • Triple room • Twin room plus extra bed • Quad room • Dormitory type room • Single-occupancy room
2. Meal base	<p>Meal base may be:</p> <ul style="list-style-type: none"> • Daily breakfast • Two (2) meals a day • Three (3) meals a day • Types of breakfast • Types of meal service
3. Service and components	<p>Service and components include</p> <ul style="list-style-type: none"> • Size and type of vehicle or sea craft • Fire extinguishers • First aid kit • Life jackets • Porter service • Welcome banner
4. Operating environment	<p>Operating environment includes</p>

	<ul style="list-style-type: none"> • Accessibility • Compliance with reservations made • Road • Weather conditions
5. Problem situations	<p>Problem situations include but are not limited to:</p> <ul style="list-style-type: none"> • Over-pricing • Charging of items not ordered or not availed of • Fake or imitation goods • Poor service • Food not up to expected hygienic standards • Lost and found
6. Additional revenues or additional expenses	<ul style="list-style-type: none"> • Additional revenues refers to the sale of optional tours or extended tour shopping commissions earned • Additional expenses refers to unforeseen expenses

EVIDENCE GUIDE

Underpinning Knowledge	Underpinning Skills
<ul style="list-style-type: none"> • Check-in procedures for air, water and land transportation • Luggage claim procedures for air, water and land transportation • Hotel check-in and check-out procedures • Hotel standard operating procedures • Room categories and room types • Suppliers' published and contracted rates • Transportation modes and schedules to and from the locality • Features of tourism-oriented establishments in the locality • Local tour regulations and ordinances 	<ul style="list-style-type: none"> • Communicating well with words, tone and gestures • English-language proficiency • Use of electronic gadgets • Cultural, environmental and social sensitivity and awareness • Decision-making and problem solving skills • Inter-personal skills • Effective emotional quotient (EQ) • Map-reading skills
<p>Evidence may be collected through assessment methods such as:</p> <ul style="list-style-type: none"> • Written test • Demonstration of simulated (or actual) process • Questioning 	



NATIONAL OCCUPATIONAL COMPETENCY STANDARD

Industry	:	HOTEL AND TOURISM
OccupationTitle	:	NATIONAL TOUR GUIDE
Competency Unit Code	:	HT-TG-312T1
Competency Unit	:	PERFORM GROUND SERVICES AT THE DESTINATION FOR VISITORS
Competency Unit Descriptor	:	This unit covers the knowledge and skills required to undertake the transfers and sightseeing tour for visitors in accordance with the itinerary and to resolve site-specific problem situations.
Competency Level	:	Level 3
Version No.	:	1
Date	:	July 2017

NATIONAL OCCUPATIONAL COMPETENCY STANDARD

Competency Unit Code : HT-TG-312T1
Competency Unit Title : PERFORM GROUND SERVICES AT THE DESTINATION FOR VISITORS
<p>Competency Elements</p> <p>This competency unit consists of the following elements:</p> <p>Element 1: Provide meet and assist arrival transfer services at the destination</p> <p>Element 2: Guide visitors and undertake sightseeing tours in accordance with the itinerary</p> <p>Element 3: Deliver tour spiels and general information</p> <p>Element 4: Resolve complaints and other problem situations</p> <p>Element 5: Provide send-off assistance and departure transfer services from the destination</p> <p>Element 6: Develop positive interaction with tour driver or boat operator and the staff of other suppliers</p>

DESCRIPTION OF COMPETENCY ELEMENTS

Competency Elements	Performance Criteria *
1. Provide meet and assist arrival transfer services at the destination	<p>1.1 Upon arrival at the destination, arrangements are double checked with the visitors.</p> <p>1.2 Visitors are segregated from the general public for proper welcome and boarding.</p> <p>1.3 Visitors' luggage is counted and boarded.</p> <p>1.4 Visitors are boarded and transferred to the accommodation establishment.</p> <p>1.5 Proper introductions are made.</p> <p>1.6 Assistance is provided during check-in registration at the accommodation establishment.</p> <p>1.7 Head count is conducted before departing the area.</p> <p>1.8 <i>Relevant information</i> of the area is provided en-route.</p>
2. Guide visitors and undertake sightseeing tours in accordance with the itinerary	<p>2.1 Appropriate <i>attire</i> depends on the type of tour.</p> <p>2.2 <i>Personal hygiene</i> are observed and practiced at all times.</p> <p>2.3 Routing and stop-overs are coordinated with the <i>tourist vehicle driver/operator</i>.</p> <p>2.4 Visitors are reminded of safety and security precautions.</p> <p>2.5 Visitors are reminded of the next activity.</p> <p>2.6 Vehicles are checked after every activity for <i>personal</i></p>

***Italicized** terms are elaborated in the Range and Context

	<p><i>items</i> left behind.</p> <p>2.7 Whenever and where ever possible and necessary head counts are conducted.</p>
3. Deliver tour spiels and general information	<p>3.1 <i>General Information</i> of the country and the tour itinerary is provided.</p> <p>3.2 Tour spiels and running commentaries on <i>visual highlights</i> are delivered on time.</p> <p>3.3 Appropriate terminology is used.</p> <p>3.4 Presentation is delivered with confidence.</p> <p>3.5 Related topics are combined to arouse interest and create maximum positive impact, value and re-call.</p> <p>3.6 Humor and personal experiences are used and inserted during the presentation.</p> <p>3.7 Suggests <i>optional tours</i>.</p> <p>3.8 <i>Positive rapport</i> and interaction with the visitor is developed and maintained.</p> <p>3.9 Relevant and timely instructions and reminders are provided as needed.</p>
4. Resolve complaints and other problem situations	<p>4.1 Visitors' comfort is ensured at all times.</p> <p>4.2 Situation awareness is practiced at all times to spot potential problem situations.</p> <p>4.3 When <i>site-specific</i> problem situations arise, damage control is adopted without blaming anybody.</p> <p>4.4 Any <i>complaint</i> is attended to immediately and referred to the entity or person(s) concerned.</p> <p>4.5 Best solutions to problem situations are determined and applied.</p> <p>4.6 Local tour operator is informed of remedial measures applied.</p>
5. Provide send-off assistance and departure transfer services from the destination	<p>5.1 Assistance is provided with check-out formalities at the hotel.</p> <p>5.2 Collection and boarding of visitors' luggage is supervised.</p> <p>5.3 Resolve last-minute problems and the return of room key/access card, and payment of personal accounts (if any) is supervised.</p> <p>5.4 Visitors are transferred to the <i>departure place</i>.</p> <p>5.5 Assistance is provided at the departure place in accordance with proper the procedures.</p> <p>5.6 Relevant information en-route is provided as necessary.</p>
6. Develop positive interaction with tour driver or boat operator and the staff of other suppliers	<p>6.1 Driver or operator's name is sought and rapport is established.</p> <p>6.2 Driver or operator is made familiar with the day's itinerary and activities.</p> <p>6.3 Driver or operator's physical condition is checked from time to time.</p>

	<p>6.4 <i>Vehicle/equipment condition</i> is visually checked.</p> <p>6.5 The <i>attitude</i> of all contractor's staff is observed and gently corrected if necessary.</p> <p>6.6 Due recognition is given to contractor's staff for a job well done.</p> <p>6.7 Whenever possible provides assistance to contractor's staff.</p> <p>6.8 Always checks for personal item left behind.</p>
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RANGE AND CONTEXT

Variable	Range
1. Relevant information	<p>Relevant information may include</p> <ul style="list-style-type: none"> • Geo-physical features • Brief history • Major economic activity and produce • Ethnic tribes • Native tongue spoken • Current events • Topics of interest to the visitors <p>In culturally-sensitive areas includes "do's and do not's"</p>
2. Proper attire	<ul style="list-style-type: none"> • Proper attire depends on locality and type of activity
3. Personal hygiene	<p>Personal hygiene includes</p> <ul style="list-style-type: none"> • Bathing • Hair-care • Clean teeth • Trimmed nails • Ironed clothing • Proper footwear
4. Tourist vehicle	<p>Tourist vehicle may be</p> <ul style="list-style-type: none"> • Trike • Car • Van • Mini-bus • Motor-coach • Outriggers • Sea-craft

5. Personal items	Personal items like <ul style="list-style-type: none"> • Mobile phones • Cameras • Shopping and hand bags • Jackets • Hats • Other personal property
6. General Information	<ul style="list-style-type: none"> • General Information on Myanmar and information relevant to the places included in the tour itinerary
7. Visual highlights	Visual highlights may vary from <ul style="list-style-type: none"> • Man-made structures • Natural features • Objects • Artifacts that draw the viewers' interest
8. Optional tour	<ul style="list-style-type: none"> • Optional tours are tour and activities that are not part of the package and may include cultural shows and dinners and the like
9. Positive rapport	<ul style="list-style-type: none"> • Rapport means a good relations and understanding
10. Site-specific	Site-specific refers to <ul style="list-style-type: none"> • Local road or sea conditions • Inclement weather • Other supplier's short-comings and the like
11. Complaint	Complaint may include but are not limited to: <ul style="list-style-type: none"> • Loss or pilferage of luggage • Lost or damaged personal items • Arrangements not in accordance with itinerary • Delayed delivery of services • Poor quality of service • Extreme cases beyond immediate solutions (refer to Office)
12. Departure place	Departure place may be <ul style="list-style-type: none"> • An airport • A sea port • Wharf • A bus station • Terminal

13.Vehicle/equipment condition	<p>Vehicle/equipment may be for land or water transport</p> <ul style="list-style-type: none"> • For land transport a visual check for safety, emergency exit, fire extinguisher, first aid kit, cleanliness and over-all appearance • For water transport a visual check for safety, fire extinguisher, first aid kit, life vests/jackets, cleanliness and over-all appearance
14.Attitude	<p>Attitude includes and is not limited to</p> <ul style="list-style-type: none"> • Technical know-how • Promptness • Service-orientation • Anticipation • Cheerfulness • Demeanor

EVIDENCE GUIDE

Underpinning Knowledge	Underpinning Skills
<ul style="list-style-type: none"> • Air or bus terminal lay-out of the destination • Check-in procedures for air, water and land transportation • Luggage claim procedures for air, water and land transportation • Lost or damage luggage claim procedures for air, water and land transportation • Hotel/resort check-in and check-out procedures • Accommodation establishment standard operating procedures (SOP) • Local road and river networks 	<ul style="list-style-type: none"> • Speak fluent English with confidence • Respond to questions posed • Use of relevant gadgets and office equipment • Applies tour guiding techniques for indoors, outdoors and on-board vehicles

General Information of **Myanmar** includes:

- Climate and geography
- Flora and fauna
- Social & natural environment including “do’s and do not’s” and the way of life of local people
- History and culture
- Education and religion
- Trade, industry and agriculture
- Government and governance
- Key elements of the economy
- Food, beverage and crafts
- Support infrastructure

General information of the **locality** includes:

- Man-made attractions and structures
- Natural attractions and locations extraordinary sights
- Historical and archeological sites and events
- Religious and cultural events
- Social and special events and activities
- Indigenous peoples (if any)
- Local arts and crafts
- Local tourism-related establishments

Evidence may be collected through assessment methods such as:

- Written test
- Observation of simulated or actual process
- Demonstration with Ad Hoc Questioning



NATIONAL OCCUPATIONAL COMPETENCY STANDARD

Industry	:	HOTEL AND TOURISM
OccupationTitle	:	NATIONAL TOUR GUIDE
Competency Unit Code	:	HT-TG-313T1
Competency Unit	:	VERIFY ARRANGEMENTS OF TOUR COMPONENTS AT VARIOUS DESTINATIONS
Competency Unit Descriptor	:	This unit covers the knowledge, skills and attitude required to verify the arrangements and proper delivery of the tour components in the itinerary and making provisions for changes to those arrangements at various destinations.
Competency Level	:	Level 3
Version No.	:	1
Date	:	July 2017

NATIONAL OCCUPATIONAL COMPETENCY STANDARD

Competency Unit Code : HT-TG-313T1
Competency Unit Title : VERIFY ARRANGEMENTS OF TOUR COMPONENTS AT VARIOUS DESTINATIONS
<p>Competency Elements</p> <p>This competency unit consists of the following elements:</p> <p>Element 1:Verify all tour arrangements Element 2:Collects and checks all tour documentation Element 3:Anticipate and plan solutions to potential problem situations Element 4:Perform post-tour procedures</p>

DESCRIPTION OF COMPETENCY ELEMENTS

Competency Elements	Performance Criteria *
1.Verifies all pre-tour departure procedures	1.1 Details of all transportation schedules and booking status of each <i>segment</i> are checked and double-checked. 1.2 Room reservations in all lodging establishment are checked and the room number and <i>room types</i> are double checked. 1.3 The <i>meal base</i> is checked and hotel meals and restaurant reservations are checked and double checked. 1.4 Itinerary is checked for compliance with required and reserved arrangements. 1.5 Special arrangements are noted. 1.6 <i>Components and arrangements</i> of sightseeing tours and other activities in each destination are verified. 1.7 The extent of <i>approval powers</i> and responsibilities of the national guide as determined by the Company policies and procedures are well understood.
2.Collects and checks all tour documentation	2.1 Cash advance, rooming lists and tour orders or exchange vouchers are collected. 2.2 Cash advance, rooming lists and tour orders or exchange vouchers are checked.

***Italicized** terms are elaborated in the Range and Context

3.Anticipate and plan solutions to potential problem situations	3.1 <i>Potential problem</i> situations are anticipated. 3.2 Appropriate avoidance or alternative solutions are planned.
4.Perform post-tour procedures	4.1 Reports changes, deviations or cancellation according to company policy and procedures. 4.2 <i>Unforeseen expenses</i> incurred are reported per company procedures. 4.3 Cash advance is liquidated according to company procedures. 4.4 Complaints and commendations are reported in accordance with company policy. 4.5 Reports problem situations encountered and the solutions applied.

RANGE AND CONTEXT

Variable	Range
1. Segment	<ul style="list-style-type: none"> • Segment a part, portion or leg of a journey or trip
2. Room type	Room type are <ul style="list-style-type: none"> • Twin room • Double room • Triple room • Twin room plus extra bed • Quad room • Dormitory type room • Single-occupancy room
3. Meal base	Meal base may be: <ul style="list-style-type: none"> • Daily breakfast • Two (2) meals a day • Three (3) meals a day • Types of breakfast • Type of meal service
4. Components and arrangements	<ul style="list-style-type: none"> • Components are the inclusions that form the itinerary • Arrangements are the prepared provisions for the delivery of each component
5. Approval Powers	Approval Powers may include but are not limited to <ul style="list-style-type: none"> • Change of the itinerary • Book additional or cancel arrangements • Replace the local tour conductor any other supplier
6. Problem Situations	Problem Situations may include <ul style="list-style-type: none"> • Flight delays or cancellations • Cancellation of ferry or other transportation services

	<ul style="list-style-type: none"> • Forced overnights • Inclement weather and natural disasters
7. Unforeseen Expenses	<ul style="list-style-type: none"> • Unforeseen expenses those not included in the tour expense budget, such as advances for medical services

EVIDENCE GUIDE

Underpinning Knowledge	Underpinning Skills
<ul style="list-style-type: none"> • Transportation modes between and within all destinations in the itinerary • Airport, seaport and bus terminal layout in all destination in the itinerary • Check-in procedures for air, water and land transportation • Luggage claim procedures for air, water and land transportation • Lost or damage luggage claim procedures for air, water and land transportation • Hotel/resort standard operating procedures • Alternative options for unforeseen transport situations • Features of the popular tourism-oriented establishments in the different destinations • Local tour regulations and ordinances • Tour operators responsibility clause and limits of liability • Knows the legal implications of breach of contract and legislation on consumers' rights • Comprehensive Industry terminology • Basic accounting • Company policy and procedures • Post-tour report writing and format 	<ul style="list-style-type: none"> • Analytical mind-set able to spot potential problem situations • Multiple and complex problem solving skills • Effective inter-personal skills amongst co-workers • Firm decision-making ability • Awareness and multi-cultural sensitivities • High emotional quotient (E.Q) • Use of office equipment • Use of electronic gadgets
<p>Evidence may be collected through assessment methods such as:</p> <ul style="list-style-type: none"> • Written test • Knowledge interview • Demonstration of simulated (or actual) process 	



NATIONAL OCCUPATIONAL COMPETENCY STANDARD

Industry	:	HOTEL AND TOURISM
OccupationTitle	:	NATIONAL TOUR GUIDE
Competency Unit Code	:	HT-TG-314T1
Competency Unit	:	ESCORTS AND ACCOMPANIES VISITORS IN ACCORDANCE WITH THE TOUR ITINERARY
Competency Unit Descriptor	:	This unit covers the knowledge and skills required to escort and accompany clients to various destinations in accordance with the tour itinerary and resolve complaints and problem situations.
Competency Level	:	Level 3
Version No.	:	1
Date	:	July 2017

NATIONAL OCCUPATIONAL COMPETENCY STANDARD

Competency Unit Code : HT-TG-314T1
Competency Unit Title : ESCORTS AND ACCOMPANIES VISITORS IN ACCORDANCE WITH THE TOUR ITINERARY
Competency Elements This competency unit consists of the following elements: Element 1: Undertake arrival transfers at the destination(s) Element 2: Undertake delivery of tour components and arrangements Element 3: Resolve complaints and problem situations Element 4: Undertake departure transfers from the destination(s) Element 5: Develop positive interaction with local tour conductor, drivers, operators and other contractors' staff

DESCRIPTION OF COMPETENCY ELEMENTS

Competency Elements	Performance Criteria *
1.Undertake arrival transfer at the destination	1.1 All arrangements are double checked with the <i>Tour Operator's Representative</i> or the Local Tour Conductor. 1.2 Luggage count is verified. 1.3 Clients are escorted to the accommodation establishment. 1.4 <i>Relevant information</i> of the area provided. 1.5 Assistance is provided during check-in registration at the accommodation establishment. 1.6 Whenever and where ever possible and necessary head counts are conducted.

***Italicized** terms are elaborated in the Range and Context

<p>2.Undertakes delivery of tour components and arrangements</p>	<p>2.1 Appropriate <i>attire</i>is worn. 2.2 <i>Personal hygiene</i> practiced and observed at all time. 2.3 Routing and stop-overs are coordinated with the Local Conductor. 2.4 <i>Tourist vehicle</i>is visually checked. 2.5 Clients are reminded of safety and security precautions. 2.6 Clients are reminded of the next activity. 2.7 Vehicles, restaurants and any other establishment are checked after every activity for <i>personal items</i> left behind. 2.8 Whenever and where ever possible and necessary head counts are conducted.</p>
<p>3.Resolve complaints and other problem situations</p>	<p>3.1 Clients' comfort is ensured at all times. 3.2 Situation awareness is practiced at all times to spot potential problem situations. 3.3 When problem situations arise, with the <i>tour itinerary</i>, damage control is adopted without blaming anybody. 3.4 <i>Anycomplaint</i>is attended to immediately and referred to the person(s) concerned. 3.5 Best possible solutions to problem situations are determined and applied on-the-spot.</p>
<p>4. Undertake departure tranfer from the destinations</p>	<p>4.1 Undertakes the check-out formalities at the hotel. 4.2 Oversees the collection and boarding of visitors' luggage. 4.3 Ensures room key/access card are returned. 4.4 Ensures payment of personal accounts. 4.5 Visitors are escorted to the <i>departure place</i>. 4.6 Relevant information on the next destination/activity is provided en-route.</p>
<p>5. Develop positive interaction with local ground handler and others contractors' staff</p>	<p>5.1 The local driver or boat operator's and other staff's name is sought and rapport is established. 5.2 The local <i>driver's physical condition</i>is observed. 5.3 <i>Vehicle/equipment condition</i>is visually checked. 5.4 The <i>attitude</i>of all contractor'sstaff is observed and gently corrected if necessary. 5.5 Due recognition is given to contractor's staff for a job well done. 5.6 Whenever possible provides assistance to the local staff. 5.7 Always checks for personal item left behind.</p>

EVIDENCE GUIDE

Underpinning Knowledge	Underpinning Skills
<ul style="list-style-type: none"> • Legal implications of breach of contract and consumer’s rights are fully understood • Alternative options for unforeseen hotel or resort unforeseen situations • Additional information on the destination is provided • Alternative transportation modes and schedules between all destinations in the itinerary 	<ul style="list-style-type: none"> • Excellent communication skills with words, tone and gestures to introduce the members and lay down the rules that apply during the tour’s duration • Fluent English-language proficiency • Awareness and cultural sensitivity in all destinations of the itinerary • Gender and development awareness • Multiple and complex problem solving skills • Firm decision-making ability • Effective inter-personal skills to build cohesion and balance the needs of the group and the individual • High emotional quotient (E.Q.) to resolve person-to-person conflicts • Able to perceive the mood of people and manage the dissatisfaction with the tour components or maximize their enjoyment under adverse conditions • Formal report writing
<p>Evidence may be collected through assessment methods such as:</p> <ul style="list-style-type: none"> • Written test • Knowledge interview • Demonstration of simulated (or actual) process 	