<table>
<thead>
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<th>Sector:</th>
<th>TOURISM</th>
</tr>
</thead>
<tbody>
<tr>
<td>Qualification:</td>
<td>TOURISM PROMOTION SERVICES NC II</td>
</tr>
</tbody>
</table>

**Technical Education and Skills Development Authority**

Tesda Center: Concordia College 1739 Pedro Gil Street, Paco Metro Manila
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</tr>
<tr>
<td>o Promote tourism products and services</td>
<td>63-66</td>
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</tbody>
</table>
COURSE DESIGN

COURSE TITLE: TOURISM PROMOTION SERVICES NC II QUALIFICATION

NOMINAL DURATION: 72 hours

COURSE DESCRIPTION:

The SALES/OFFICE OPERATIONS NC II Qualification consists of competencies that a person must achieve to operate an automated information system, source and provide destination information and advice, access and interpret product information, and promote tourism products and services.

ENTRY REQUIREMENTS:

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

- Can communicate both in oral and written;
- Physically and mentally fit;
- With good moral character; and
- Can perform basic mathematical computation

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

#### BASIC COMPETENCIES (20 hours)

<table>
<thead>
<tr>
<th>UNIT OF COMPETENCY</th>
<th>MODULE TITLE</th>
<th>LEARNING OUTCOMES</th>
<th>NOMINAL DURATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Participate in workplace communication</td>
<td>1.1 Participating in workplace communication</td>
<td>1.1.1 Obtain and convey workplace information</td>
<td>5 hours</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1.1.2 Complete relevant work related documents</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>1.1.3 Participate in workplace meeting and discussion</td>
<td></td>
</tr>
<tr>
<td>2. Work in a team environment</td>
<td>2.1 Working in a team environment</td>
<td>2.1.1 Describe and identify team role and responsibility in a team</td>
<td>5 hours</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2.1.2 Describe work as a team member</td>
<td></td>
</tr>
<tr>
<td>3. Practice career professionalism</td>
<td>3.1 Practicing career professionalism</td>
<td>3.1.1 Integrate personal objectives with organizational goals.</td>
<td>5 hours</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3.1.2 Set and meet work priorities.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>3.1.3 Maintain professional growth and development</td>
<td></td>
</tr>
<tr>
<td>4. Practice occupational health and safety</td>
<td>4.1 Practicing occupational health and safety</td>
<td>4.1.1 Evaluate hazard and risks</td>
<td>5 hours</td>
</tr>
<tr>
<td></td>
<td></td>
<td>4.1.2 Control hazards and risks</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>4.1.3 Maintain occupational health and safety awareness</td>
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</table>

#### COMMON COMPETENCIES (28 hours)

<table>
<thead>
<tr>
<th>UNIT OF COMPETENCY</th>
<th>MODULE TITLE</th>
<th>LEARNING OUTCOMES</th>
<th>NOMINAL DURATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Develop and update industry knowledge</td>
<td>1.1 Developing and update industry knowledge</td>
<td>1.1.1 Identify and access key resources of information on the industry</td>
<td>5 hours</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1.1.2 Access information</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>1.1.3 Update continuously relevant industry knowledge, apply and share industry</td>
<td></td>
</tr>
<tr>
<td>2. Observe workplace hygiene procedures</td>
<td>2.1 Observing workplace hygiene procedures</td>
<td>2.1.1 Practice personal grooming and hygiene</td>
<td>5 hours</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2.1.2 Practice safe and hygienic handling, storage and disposal of food, beverage</td>
<td></td>
</tr>
<tr>
<td>UNIT OF COMPETENCY</td>
<td>MODULE TITLE</td>
<td>LEARNING OUTCOMES</td>
<td>NOMINAL DURATION</td>
</tr>
<tr>
<td>--------------------</td>
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</tr>
<tr>
<td>3. Perform computer operations</td>
<td>3.1 Performing computer operations</td>
<td>3.1.1 Identify and explain the functions, general features and capabilities of both hardware and software undertaken</td>
<td>6 hours</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3.1.2 Prepare and use appropriate hardware and software according to task requirement</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>3.1.3 Use appropriate devices and procedures to transfer files/data</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>3.1.4 Produce accurate and complete data according to the requirements</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>3.1.5 Maintain computer system</td>
<td></td>
</tr>
<tr>
<td>4. Perform workplace and safety practices</td>
<td>4.1 Performing workplace and safety practices</td>
<td>4.1.1 Practice workplace safety, security and hygiene systems, processes and operation</td>
<td>6 hours</td>
</tr>
<tr>
<td></td>
<td></td>
<td>4.1.2 Respond appropriately to faults, problems and emergency situations</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>4.1.3 Maintain safe personal presentation standards</td>
<td></td>
</tr>
<tr>
<td>5. Provide effective customer service</td>
<td>5.1 Providing effective customer service</td>
<td>5.1.1 Apply effective verbal and non-verbal communication skills to respond to customer needs</td>
<td>6 hours</td>
</tr>
<tr>
<td></td>
<td></td>
<td>5.1.2 Provide prompt and quality service to customer</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>5.1.3 Handle queries promptly and correctly in line with enterprise procedures</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>5.1.4 Handle customer complaints, evaluation and recommendations</td>
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</tbody>
</table>

**CORE COMPETENCIES**

(24 hours)

<table>
<thead>
<tr>
<th>UNIT OF COMPETENCY</th>
<th>MODULE TITLE</th>
<th>LEARNING OUTCOMES</th>
<th>NOMINAL DURATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Operate an automated information system</td>
<td>1.1 Operating an automated information system</td>
<td>1.1.1 Access information on an automated system</td>
<td>6 hours</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1.1.2 Check and download information</td>
<td></td>
</tr>
<tr>
<td>UNIT OF COMPETENCY</td>
<td>MODULE TITLE</td>
<td>LEARNING OUTCOMES</td>
<td>NOMINAL DURATION</td>
</tr>
<tr>
<td>--------------------</td>
<td>--------------------------------------------</td>
<td>-------------------------------------------------------</td>
<td>-----------------</td>
</tr>
<tr>
<td>2. Source and provide destination information and advice</td>
<td>2.1 Sourcing and providing destination information and advice</td>
<td>2.1.1 Develop destination knowledge</td>
<td>6 hours</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2.1.2 Update destination knowledge</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>2.1.3 Provide destination information and advice</td>
<td></td>
</tr>
<tr>
<td>3. Access and interpret product information</td>
<td>3.1 Accessing and interpreting product information</td>
<td>3.1.1 Identify and access product information</td>
<td>6 hours</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3.1.2 Interpret product information</td>
<td></td>
</tr>
<tr>
<td>4. Promote tourism products and services</td>
<td>4.1 Promoting tourism products and services</td>
<td>4.1.1 Identify customer needs</td>
<td>6 hours</td>
</tr>
<tr>
<td></td>
<td></td>
<td>4.1.2 Suggest products to meet customer needs</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>4.1.3 Provide product information and advice</td>
<td></td>
</tr>
</tbody>
</table>

RESOURCES:

<table>
<thead>
<tr>
<th>EQUIPMENT</th>
<th>MATERIALS</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Computer with internet connection</td>
<td>• Telephone Directory</td>
</tr>
<tr>
<td>• LCD projector</td>
<td>• Philippine Map</td>
</tr>
<tr>
<td>• Telephone</td>
<td>• World Map</td>
</tr>
<tr>
<td>• Fax machine</td>
<td>• Updated Philippine travel brochures</td>
</tr>
<tr>
<td>• Sound system</td>
<td>• Philippine Travel Guidebooks</td>
</tr>
<tr>
<td>• Photocopier</td>
<td>• DOT updated regional situationer reports, statistics and marketing plan</td>
</tr>
<tr>
<td>• Printer</td>
<td>• Sample updated schedules of different modes of transportation to different local destinations</td>
</tr>
</tbody>
</table>

*NOTE: Implementation of the training program can be facilitated through a Memorandum of Agreement between the training provider and industry partner/s regarding the use of facilities. This is in response to the high cost of facilities and equipment. Air-conditioned vehicles can be hired on a per trip basis subject to requirement.

TRAINER’S QUALIFICATIONS:

• Must have completed a Trainer’s Training Methodology Course (TM II) or its equivalent
• Must be physically and mentally fit
• Must have at least 3-5 years job/industry experience
• Must be a holder of Sales/Office Operations NC Level II Certificate
• Must be of good moral character
• With pleasing personality
• Must have attended relevant training and seminars
MODULES OF INSTRUCTION

BASIC COMPETENCIES

TOURISM PROMOTION SERVICES NC II
UNIT OF COMPETENCY : PARTICIPATE IN WORKPLACE COMMUNICATION

MODULE TITLE : PARTICIPATING IN WORKPLACE COMMUNICATION

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

NOMINAL DURATION : 5 hours

QUALIFICATION LEVEL : NC II

PREREQUISITE : Receive and Respond to Workplace Communication.(NCI)

SUMMARY OF LEARNING OUTCOMES:

Upon completion of this module, the students/trainees must be able to:

LO1. Obtain and convey workplace information

LO2. Participate in workplace meetings and discussions

LO3. Complete relevant work related documents
LO1. OBTAIN AND CONVEY WORKPLACE INFORMATION

ASSESSMENT CRITERIA:

1. Specific and relevant information is accessed from appropriate sources
2. Effective questioning, active listening and speaking skills are used to gather and convey information
3. Appropriate medium is used to transfer information and ideas
4. Appropriate non-verbal communication is used
5. Appropriate lines of communication with supervisors and colleagues are identified and followed
6. Defined workplace procedures for the location and storage of information are used
7. Personal interaction is carried out clearly and concisely

CONTENTS:

- Effective communication
- Different modes of communication
- Written communication
- Organizational policies
- Communication procedures and systems
- Technology relevant to the enterprise and the individual’s work responsibilities
- Follow simple spoken language
- Perform routine workplace duties following simple written notices
- Participate in workplace meetings and discussions
- Complete work related documents
- Ability to relate to people of social range in the workplace
- Gather and provide information in response to workplace requirements

CONDITIONS/RESOURCES:

The students/trainees must be provided with the following:

<table>
<thead>
<tr>
<th>EQUIPMENT</th>
<th>SUPPLIES &amp; MATERIALS</th>
</tr>
</thead>
<tbody>
<tr>
<td>LCD Projector (optional)</td>
<td>Suppliers</td>
</tr>
<tr>
<td>Overhead Projector (optional)</td>
<td>Memorandum</td>
</tr>
<tr>
<td>Computer</td>
<td>Circular</td>
</tr>
<tr>
<td>Printer</td>
<td>Notice</td>
</tr>
<tr>
<td></td>
<td>Information discussion</td>
</tr>
<tr>
<td>Sample Storage:</td>
<td>Manual filing system</td>
</tr>
<tr>
<td></td>
<td>Computer-based filing system</td>
</tr>
<tr>
<td></td>
<td>Personnel forms, telephone message</td>
</tr>
<tr>
<td></td>
<td>forms, safety reports</td>
</tr>
<tr>
<td></td>
<td>Telephone</td>
</tr>
<tr>
<td></td>
<td>Electronic and two way radio</td>
</tr>
</tbody>
</table>
METHODOLOGIES:

- Group discussion
- Interaction

ASSESSMENT METHODS:

- Direct observation
- Oral interview and written test
LO2. PARTICIPATE IN WORKPLACE MEETINGS AND DISCUSSIONS

ASSESSMENT CRITERIA:

1. Team meetings are attended on time
2. Own opinions are clearly expressed and those of others are listened to without interruption
3. Meeting inputs are consistent with the meeting purpose and established protocols
4. Workplace interactions are conducted in a courteous manner
5. Questions about simple routine workplace procedures and matters concerning working conditions of employment are asked and responded to
6. Meetings outcomes are interpreted and implemented

CONTENTS:

- Effective communication
- Different modes of communication
- Written communication
- Organizational policies
- Communication procedures and systems
- Technology relevant to the enterprise and the individual’s work responsibilities
- Follow simple spoken language
- Ability to relate to people of social range in the workplace
- Gather and provide information in response to workplace requirements

CONDITIONS/RESOURCES:

The students/trainees must be provided with the following:

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<thead>
<tr>
<th>EQUIPMENT</th>
<th>SUPPLIES &amp; MATERIALS</th>
<th>LEARNING MATERIALS</th>
</tr>
</thead>
<tbody>
<tr>
<td>LCD Projector (optional)</td>
<td>Pen</td>
<td>Books relating to conducting meetings</td>
</tr>
<tr>
<td>Overhead Projector (optional)</td>
<td>Paper</td>
<td></td>
</tr>
<tr>
<td>Computer</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Printer</td>
<td></td>
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</tr>
</tbody>
</table>

METHODOLOGIES:

- Group discussion
- Interaction

ASSESSMENT METHODS:

- Direct observation
- Oral interview and written test
LO3. COMPLETE RELEVANT WORK RELATED DOCUMENTS

ASSESSMENT CRITERIA:

1. Range of forms relating to conditions of employment are completed accurately and legibly
2. Workplace data is recorded on standard workplace forms and documents
3. Basic mathematical processes are used for routine calculations
4. Errors in recording information on forms/documents are identified and properly acted upon
5. Reporting requirements to supervisor are completed according to organizational guidelines

CONTENTS:

- Effective communication
- Different modes of communication
- Written communication
- Organizational policies
- Communication procedures and systems
- Technology relevant to the enterprise and the individual’s work responsibilities
- Follow simple spoken language
- Perform routine workplace duties following simple written notices
- Participate in workplace meetings and discussions
- Complete work related documents
- Estimate, calculate and record routine workplace measures
- Basic mathematical processes of addition, subtraction, division and multiplication
- Ability to relate to people of social range in the workplace
- Gather and provide information in response to workplace requirements

CONDITIONS/RESOURCES:

The students/trainees must be provided with the following:

<table>
<thead>
<tr>
<th>EQUIPMENT</th>
<th>SUPPLIES &amp; MATERIALS</th>
</tr>
</thead>
<tbody>
<tr>
<td>LCD Projector (optional)</td>
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<td>Overhead Projector (optional)</td>
<td>Memorandum</td>
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<td>Computer</td>
<td>Circular</td>
</tr>
<tr>
<td>Printer</td>
<td>Notice</td>
</tr>
<tr>
<td></td>
<td>Information discussion</td>
</tr>
</tbody>
</table>

Sample Storage:
- Manual filing system
- Computer-based filing system
- Personnel forms, telephone message forms, safety reports
- Telephone
- Electronic and two way radio
METHODOLOGIES:

- Group discussion
- Interaction

ASSESSMENT METHODS:

- Direct observation
- Oral interview and written test
UNIT OF COMPETENCY: WORK IN TEAM ENVIRONMENT

MODULE TITLE: WORKING IN A TEAM ENVIRONMENT

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

NOMINAL DURATION: 5 hours

PREREQUISITE: Teamwork (NCI)

SUMMARY OF LEARNING OUTCOMES:

Upon completion of this module, the students/trainees must be able to:

LO1. Describe team role and scope

LO2. Identify own role and responsibility within team

LO3. Work as a team member
LO1. DESCRIBE TEAM ROLE AND SCOPE

ASSESSMENT CRITERIA:

1. The role and objective of the team is identified from available sources of information
2. Team parameters, reporting relationships and responsibilities are identified from team discussions and appropriate external sources

CONTENTS:

- Communication process
- Team structure
- Team roles
- Group planning and decision making
- Communicate appropriately, consistent with the culture of the workplace

CONDITIONS/RESOURCES:

The students/trainees must be provided with the following:

<table>
<thead>
<tr>
<th>EQUIPMENT</th>
<th>SUPPLIES &amp; MATERIALS</th>
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</thead>
<tbody>
<tr>
<td>LCD Projector (optional)</td>
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</tr>
<tr>
<td>Overhead Projector (optional)</td>
<td>Paper</td>
</tr>
<tr>
<td>Computer</td>
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</tr>
<tr>
<td>Printer+</td>
<td></td>
</tr>
</tbody>
</table>

METHODOLOGIES:

- Group discussion
- Interaction

ASSESSMENT METHODS:

- Competency may be assessed in workplace or in a simulated workplace setting
- Assessment shall be observed while task are being undertaken whether individually or in group
LO2. IDENTIFY OWN ROLE AND RESPONSIBILITY WITHIN TEAM

ASSESSMENT CRITERIA:

1. Individual role and responsibilities within the team environment are identified.
2. Roles and responsibility of other team members are identified and recognized.
3. Reporting relationships within team and external to team are identified.

CONTENTS:

- Communication process
- Team structure
- Team roles
- Group planning and decision making
- Communicate appropriately, consistent with the culture of the workplace

CONDITIONS/RESOURCES:

The students/trainees must be provided with the following:

<table>
<thead>
<tr>
<th>EQUIPMENT</th>
<th>SUPPLIES &amp; MATERIALS</th>
</tr>
</thead>
<tbody>
<tr>
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<tr>
<td>Overhead Projector (optional)</td>
<td>Paper</td>
</tr>
<tr>
<td>Computer</td>
<td></td>
</tr>
<tr>
<td>Printer</td>
<td></td>
</tr>
</tbody>
</table>

METHODOLOGIES:

- Group discussion
- Interaction

ASSESSMENT METHODS:

- Competency may be assessed in workplace or in a simulated workplace setting
- Assessment shall be observed while task are being undertaken whether individually or in group
LO3. WORK AS A TEAM MEMBER

ASSESSMENT CRITERIA:

1. Effective and appropriate forms of communications used and interactions undertaken with team members who contribute to known team activities and objectives
2. Effective and appropriate contributions made to complement team activities and objectives, based on individual skills and competencies and workplace context
3. Observed protocols in reporting using standard operating procedures
4. Contribute to the development of team work plans based on an understanding of team’s role and objectives and individual competencies of the members.

CONTENTS:

- Communication process
- Team structure
- Team roles
- Group planning and decision making
- Communicate appropriately, consistent with the culture of the workplace

CONDITIONS/RESOURCES:

The students/trainees must be provided with the following:

<table>
<thead>
<tr>
<th>EQUIPMENT</th>
<th>SUPPLIES &amp; MATERIALS</th>
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<td>• Overhead Projector (optional)</td>
<td>• Paper</td>
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<tr>
<td>• Computer</td>
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</tr>
<tr>
<td>• Printer</td>
<td></td>
</tr>
</tbody>
</table>

METHODOLOGIES:

- Group discussion
- Interaction

ASSESSMENT METHODS:

- Competency may be assessed in workplace or in a simulated workplace setting
- Assessment shall be observed while task are being undertaken whether individually or in group
UNIT OF COMPETENCY : PRACTICE CAREER PROFESSIONALISM

MODULE TITLE : PRACTICING CAREER PROFESSIONALISM

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

NOMINAL DURATION : 5 hours

SUMMARY OF LEARNING OUTCOMES:

Upon completion of this module, the students/trainees must be able to:

LO1. Integrate personal objectives with organizational goals

LO2. Set and meet work priorities

LO3. Maintain professional growth and development
LO1. INTEGRATE PERSONAL OBJECTIVES WITH ORGANIZATIONAL GOALS

ASSESSMENT CRITERIA:

1. Personal growth and work plans are pursued towards improving the qualifications set for the profession
2. Intra- and interpersonal relationships are maintained in the course of managing oneself based on performance evaluation
3. Commitment to the organization and its goal is demonstrated in the performance of duties

CONTENTS:

- Work values and ethics (Code of Conduct, Code of Ethics, etc.)
- Company policies
- Company-operations, procedures and standards
- Fundamental rights at work including gender sensitivity
- Personal hygiene practices

CONDITIONS/RESOURCES:

The students/trainees must be provided with the following:

<table>
<thead>
<tr>
<th>EQUIPMENT</th>
<th>LEARNING MATERIALS</th>
</tr>
</thead>
<tbody>
<tr>
<td>LCD Projector (optional)</td>
<td>Company policies</td>
</tr>
<tr>
<td>Overhead Projector (optional)</td>
<td>Company-operations, procedures and standards</td>
</tr>
<tr>
<td>Computer</td>
<td></td>
</tr>
<tr>
<td>Printer</td>
<td></td>
</tr>
</tbody>
</table>

METHODOLOGIES:

- Group discussion
- Interaction

ASSESSMENT METHODS:

- Competency may be assessed in workplace or in a simulated workplace setting
- Assessment shall be observed while task are being undertaken whether individually or in group
LO2. SET AND MEET WORK PRIORITIES

ASSESSMENT CRITERIA:

1. Competing demands are prioritized to achieve personal, team and organizational goals and objectives.
2. Resources are utilized efficiently and effectively to manage work priorities and commitments
3. Practices along economic use and maintenance of equipment and facilities are followed as per established procedures

CONTENTS:

- Work values and ethics (Code of Conduct, Code of Ethics, etc.)
- Company policies
- Company-operations, procedures and standards
- Fundamental rights at work including gender sensitivity
- Personal hygiene practices

CONDITIONS/RESOURCES:

The students/trainees must be provided with the following:

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METHODOLOGIES:

- Group discussion
- Interaction

ASSESSMENT METHODS:

- Competency may be assessed in workplace or in a simulated workplace setting
- Assessment shall be observed while task are being undertaken whether individually or in group
LO3. MAINTAIN PROFESSIONAL GROWTH AND DEVELOPMENT

ASSESSMENT CRITERIA:

1. Trainings and career opportunities are identified and availed of based on job requirements
2. Recognitions are sought/received and demonstrated as proof of career advancement
3. Licenses and/or certifications relevant to job and career are obtained and renewed

CONTENTS:

- Work values and ethics (Code of Conduct, Code of Ethics, etc.)
- Company policies
- Company-operations, procedures and standards
- Fundamental rights at work including gender sensitivity
- Personal hygiene practices

CONDITIONS/RESOURCES:

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METHODOLOGIES:

- Group discussion
- Interaction

ASSESSMENT METHODS:

- Competency may be assessed in workplace or in a simulated workplace setting
- Assessment shall be observed while task are being undertaken whether individually or in group
UNIT OF COMPETENCY : PRACTICE OCCUPATIONAL HEALTH AND SAFETY PROCEDURES

MODULE TITLE : PRACTICING OCCUPATIONAL HEALTH AND SAFETY PROCEDURES

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

NOMINAL DURATION : 5 hours

SUMMARY OF LEARNING OUTCOMES:

Upon completion of this module, the students/trainees must be able to:

LO1. Identify hazards and risks
LO2. Evaluate hazards and risks
LO3. Control hazards and risks
LO4. Maintain OHS awareness
LO1. IDENTIFY HAZARDS AND RISKS

ASSESSMENT CRITERIA:

1. Safety regulations and workplace safety and hazard control practices and procedures are clarified and explained based on organization procedures.
2. Hazards/risks in the workplace and their corresponding indicators are identified to minimize or eliminate risk to co-workers, workplace and environment in accordance with organization procedures.
3. Contingency measures during workplace accidents, fire and other emergencies are recognized and established in accordance with organization procedures.

CONTENTS:

- OHS procedures and practices and regulations
- PPE types and uses
- Personal hygiene practices
- Hazards/risks identification and control
- Threshold Limit Value - TLV
- OHS indicators
- Organization safety and health protocol
- Safety consciousness
- Health consciousness
- Practice of personal hygiene
- Hazards/risks identification and control skills
- Interpersonal skills
- Communication skills

CONDITIONS/RESOURCES:

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METHODOLOGIES:

- Lecture
- Demonstration
- Role-play
- Simulation

ASSESSMENT METHODS:

- Portfolio assessment
- Interview
- Case study/situation
LO2. EVALUATE HAZARDS AND RISKS

ASSESSMENT CRITERIA:

1. Terms of maximum tolerable limits which when exceeded will result in harm or damage are identified based on threshold limit values (TLV)
2. Effects of the hazards are determined
3. OHS issues and/or concerns and identified safety hazards are reported to designated personnel in accordance with workplace requirements and relevant workplace OHS legislation

CONTENTS:

- OHS procedures and practices and regulations
- PPE types and uses
- Personal hygiene practices
- Hazards/risks identification and control
- Threshold Limit Value -TLV
- OHS indicators
- Organization safety and health protocol
- Safety consciousness
- Health consciousness
- Practice of personal hygiene
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- Communication skills

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METHODOLOGIES:

- Lecture
- Demonstration
- Role-play
- Simulation

ASSESSMENT METHODS:

- Portfolio assessment
- Interview
- Case study/situation
LO3. CONTROL HAZARDS AND RISKS

ASSESSMENT CRITERIA:

1. Occupational Health and Safety (OHS) procedures for controlling hazards/risks in workplace are consistently followed
2. Procedures for dealing with workplace accidents, fire and emergencies are followed in accordance with organization OHS policies
3. Personal protective equipment (PPE) is correctly used in accordance with organization OHS procedures and practices
4. Appropriate assistance is provided in the event of a workplace emergency in accordance with established organization protocol

CONTENTS:

- OHS procedures and practices and regulations
- PPE types and uses
- Personal hygiene practices
- Hazards/risks identification and control
- Threshold Limit Value - TLV
- OHS indicators
- Organization safety and health protocol
- Safety consciousness
- Health consciousness
- Practice of personal hygiene
- Hazards/risks identification and control skills
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- Communication skills

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METHODOLOGIES:

- Lecture
- Demonstration
- Role-play
- Simulation

ASSESSMENT METHODS:

- Portfolio assessment
- Interview
- Case study/situation
LO4. MAINTAIN OHS AWARENESS

ASSESSMENT CRITERIA:

1. Emergency-related drills and trainings are participated in as per established organization guidelines and procedures
2. OHS personal records are completed and updated in accordance with workplace requirements

CONTENTS:

- OHS procedures and practices and regulations
- PPE types and uses
- Personal hygiene practices
- Hazards/risks identification and control
- Threshold Limit Value - TLV
- OHS indicators
- Organization safety and health protocol
- Safety consciousness
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- Hazards/risks identification and control skills
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METHODOLOGIES:

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ASSESSMENT METHODS:

- Portfolio assessment
- Interview
- Case study/situation
MODULES OF INSTRUCTION

COMMON COMPETENCIES

TOURISM PROMOTION SERVICES NC II
UNIT OF COMPETENCY : DEVELOP AND UPDATE INDUSTRY KNOWLEDGE

MODULE TITLE : DEVELOPING AND UPDATING INDUSTRY KNOWLEDGE

MODULE DESCRIPTOR : This module covers the knowledge, skills and attitudes required to access, increase and update industry knowledge.

NOMINAL DURATION : 5 hours

SUMMARY OF LEARNING OUTCOMES:

Upon completion of this module, the students/trainees must be able to:

LO1. Identify and access key resources of information on the industry

LO2. Access, apply and share industry information

LO3. Update continuously relevant industry knowledge
LO1. IDENTIFY AND ACCESS KEY RESOURCES OF INFORMATION ON THE INDUSTRY

ASSESSMENT CRITERIA:

1. Sources of information on the industry are correctly identified and accessed.
2. Specific information on sector of work is accessed and updated.

CONTENTS:

- Information sources
  - Media
  - Reference book
  - Libraries
  - Union
  - Industry association
  - Internet
  - Personal observation

CONDITIONS:

The students/trainees must be provided with the following

- Proper hygiene procedure manuals
- Internet
- Personal computer
- Reference book
- Industry journals

METHODOLOGIES:

- Self paced/modular
- Demonstration
- Small group discussion
- Distance education

ASSESSMENT METHODS

- Written/oral examination
- Practical demonstration
LO2. ACCESS, APPLY AND SHARE INDUSTRY INFORMATION

ASSESSMENT CRITERIA:

1. Sources of information on the industry are accessed and applied
2. Industry information is correctly applied to day-to-day activity
3. Information to assist effective work performance is obtained

CONTENTS:

- Trade unions environmental issues and requirements
- Industrial relations issues and major organization
- Career opportunities
- Work ethic required to work in the industry
- Quality assurance

CONDITIONS:

The students/trainees must be provided with the following

- Industry journals/manuals
- Internet
- Personal computer
- Reference book

METHODOLOGIES:

- Self paced/modular
- Demonstration
- Small group discussion
- Distance education

ASSESSMENT METHODS:

- Written/oral examination
- Practical demonstration
LO3. UPDATE CONTINUOUSLY RELEVANT INDUSTRY KNOWLEDGE

ASSESSMENT CRITERIA:

1. Updated knowledge is shared with customer and colleagues
2. Formal and informal research is used to update general knowledge of the industry

CONTENTS:

- Information sources
  - Media
  - Libraries/reference book
  - Union/industry association
  - Internet
- Legislation that affects the industry

CONDITIONS:

The students/trainees must be provided with the following

- Internet
- Personal computer
- Reference book

METHODOLOGIES:

- Self paced/modular
- Demonstration
- Small group discussion
- Distance education

ASSESSMENT METHODS

- Written/oral examination
- Practical demonstration
UNIT OF COMPETENCY : OBSERVE WORKPLACE HYGIENE PROCEDURES

MODULE TITLE : OBSERVING WORKPLACE HYGIENE PROCEDURES

MODULE DESCRIPTOR : This module covers the knowledge, skills and attitudes in observing workplace hygiene procedures.

NOMINAL DURATION : 5 hours

SUMMARY OF LEARNING OUTCOMES:

Upon completion of this module, the students/trainees must be able to:

LO1. Practice personal grooming and hygiene

LO2. Practice safe and hygienic handling, storage and disposal of food, beverage, and materials
LO1. PRACTICE PERSONAL GROOMING AND HYGIENE

ASSESSMENT CRITERIA:

1. Proper hygiene procedures are followed
2. Personal grooming and hygiene are practiced regularly

CONTENTS:

- Hygiene procedures
- Proper hand washing
- Regular bathing
- Appropriate and clean clothing
- Cleaning and sanitizing procedures
- Personal hygiene

CONDITIONS:

The students/trainees must be provided with the following

- Proper hygiene procedure manuals
- Soap
- Sanitizer
- Hygiene products

METHODOLOGIES:

- Self paced/modular
- Demonstration
- Small group discussion
- Distance education

ASSESSMENT METHODS

- Written/Oral examination
- Practical demonstration
LO2. PRACTICE SAFE AND HYGIENIC HANDLING, STORAGE AND DISPOSAL OF FOOD, BEVERAGE, AND MATERIALS

ASSESSMENT CRITERIA:

1. Proper handling, storage and disposal of food, beverage, and materials are followed
2. Proper disposal of waste are hygienically practice regularly
3. Proper cleaning procedures

CONTENTS:

- Hygiene procedures
  - Proper food handling and storage
  - Correct work practices
  - Proper waste disposal
  - Personal hygiene
  - Pest control
  - Principles of HACCP

CONDITIONS:

The students/trainees must be provided with the following

- Proper hygiene procedure manuals
- Soap
- Sanitizer
- Hygiene products
- Proper food handling and storage manual

METHODOLOGIES:

- Self paced/modular
- Demonstration
- Small group discussion
- Distance education

ASSESSMENT METHODS

- Written/oral examination
- Practical demonstration
UNIT OF COMPETENCY : PERFORM COMPUTER OPERATIONS

MODULE TITLE : PERFORMING COMPUTER OPERATIONS

MODULE DESCRIPTION : This module covers the knowledge, skills and attitudes needed to perform computer operations. This includes inputting, accessing, producing and transferring data using appropriate hardware and software.

SUGGESTED DURATION : 6 hours

SUMMARY OF LEARNING OUTCOMES:

Upon completion of this module, the students/trainees must be able to:

LO1. Identify and explain the functions, general features and capabilities of both hardware and software

LO2. Prepare and use appropriate hardware and software according to task requirement

LO3. Use appropriate devices and procedures to transfer files/data

LO4. Produce accurate and complete data according to the requirements

LO5. Maintain computer system
LO1. IDENTIFY AND EXPLAIN THE FUNCTIONS, GENERAL FEATURES AND CAPABILITIES OF BOTH HARDWARE AND SOFTWARE

ASSESSMENT CRITERIA:
1. General features of the computer are explained according to sequence of operation.
2. Functions of computer hardware and software are identified and explained.
3. Types of peripheral devices are identified.
4. Connections between computer and peripheral devices are explained.

CONTENTS:
- Main types of computers and basic features of different operating systems
- Main parts of a computer
- Storage devices and basic categories of memory
- Types of software
- Peripheral devices

CONDITION:
The trainees/students must be provided with the following:
- Equipment and accessories
  - Personal computer
  - Network system
  - Communication equipment
  - Printer
  - Scanner
  - Keyboard
  - Mouse
- Supplies and materials
  - Office supplies
  - Diskettes
  - CDs
  - Zip disks
- Tools
  - Set of screw driver
- Learning materials
  - Learning elements/activity sheets
  - Manufacturer’s manual

METHODOLOGIES:
- Self-paced/modular
- Demonstration
- Small group discussion
- Distance education

ASSESSMENT METHODS:
- Written/oral examination
- Practical demonstration
- interview
LO2. PREPARE AND USE APPROPRIATE HARDWARE AND SOFTWARE ACCORDING TO TASK REQUIREMENT

ASSESSMENT CRITERIA:

1. Requirements of task are determined.
2. Prepared and used hardware components correctly and according to task requirement.
3. Task is planned to ensure OH & S guidelines and procedures are followed.

CONTENTS:

• Basic ergonomics of keyboard and computer use
• Standard operating procedures in entering and saving data into the computer
• Storage media
• Ergonomic guidelines

CONDITION:

The trainees/students must be provided with the following:

• Equipment and accessories
  - Personal computer
  - Network system
  - Communication equipment
  - Printer
  - Scanner
  - Keyboard
  - Mouse

• Supplies and materials
  - Office supplies
  - Diskettes
  - CDs
  - Zip disks

• Tools
  - Set of screw driver

• Learning materials
  - Learning elements/activity sheets
  - Manufacturer’s manual

METHODOLOGIES:

• Self-paced/modular
• Demonstration
• Small group discussion
• Distance education

ASSESSMENT METHODS:

• Written/oral examination
• Practical demonstration
• interview
LO3. USE APPROPRIATE DEVICES AND PROCEDURES TO TRANSFER FILES/DATA

ASSESSMENT CRITERIA:

1. Correct program/application is selected based on job requirements
2. Program/application containing the information required is accessed in accordance with the company procedures
3. Desktop icons are correctly selected, opened and closed for navigation purposes.
4. Keyboard techniques is carried out in line with OHS requirements for safe use of keyboards

CONTENTS:

- Procedures/techniques in accessing Information
- Desktop Icons
- Keyboard techniques based on OHS requirements

CONDITION:

The trainees/students must be provided with the following:

- Equipment and accessories
  - Personal computer
  - Network system
  - Communication equipment
  - Printer
  - Scanner
  - Keyboard
  - Mouse
- Supplies and materials
  - Office supplies
  - Diskettes
  - CDs
  - Zip disks
- Tools
  - Set of screw driver
- Learning materials
  - Learning elements/activity sheets
  - Manufacturer’s manual

METHODOLOGIES:

- Self-paced/modular
- Demonstration
- Small group discussion
- Distance education

ASSESSMENT METHODS

- Written/oral examination
- Practical demonstration
- interview
LO4. PRODUCE ACCURATE AND COMPLETE DATA ACCORDING TO THE REQUIREMENTS

ASSESSMENT CRITERIA:

1. Entered data is processed using appropriate software commands
2. Printed out data as required using computer hardware/peripheral devices is in accordance with standard operating procedures
3. Transferred files/data between compatible systems using computer software, hardware/peripheral devices is in accordance with standard operating procedures

CONTENTS:

- Software commands
- Operation and use of peripheral devices
- Procedures in transferring files/data

CONDITION:

The trainees/students must be provided with the following:

- Equipment and accessories
  - Personal computer
  - Network system
  - Communication equipment
  - Printer
  - Scanner
  - Keyboard
  - Mouse
- Supplies and materials
  - Office supplies
  - Diskettes
  - CDs
  - Zip disks
- Tools
  - Set of screw driver
- Learning materials
  - Learning elements/activity sheets
  - Manufacturer’s manual

METHODOLOGIES:

- Self-paced/modular
- Demonstration
- Small group discussion
- Distance education

ASSESSMENT METHODS:

- Written/oral examination
- Practical demonstration
- interview
LO5. MAINTAIN COMPUTER SYSTEM

ASSESSMENT CRITERIA:
1. Cleaning, minor maintenance and replacement of consumables are implemented in accordance with standard operating procedures
2. Procedures for ensuring security of data including regular back-ups and virus checks are implemented in accordance with standard operating procedures
3. Basic file maintenance procedures are implemented in line with the standard operating procedures

CONTENTS:
- Cleaning, Minor Maintenance and Replacements of Consumables
- Creating More Space in the Hard Disk
- Reviewing Programs
- Deleting Unwanted Files
- Checking Hard Disk for Errors
- Viruses and Up to Date Anti-Virus Programs

CONDITION:
The trainees/students must be provided with the following:
- Equipment and accessories
  - Personal computer
  - Network system
  - Communication equipment
  - Printer
  - Scanner
  - Keyboard
  - Mouse
- Supplies and materials
  - Office supplies
  - Diskettes
  - CDs
  - Zip disks
- Tools
  - Set of screw driver
- Learning materials
  - Learning elements/activity sheets
  - Manufacturer’s manual

METHODOLOGIES:
- Self-paced/modular
- Demonstration
- Small group discussion

ASSESSMENT METHODS:
- Written/oral examination
- Practical demonstration
- interview
UNIT OF COMPETENCY: PERFORM WORKPLACE SAFETY PRACTICES

MODULE TITLE: PERFORMING WORKPLACE SAFETY PRACTICES

MODULE DESCRIPTOR: This module covers the knowledge, skills and attitudes in following health, safety and security practices. It includes dealing with emergency situations and maintaining safe personal standard.

NOMINAL DURATION: 6 hours

SUMMARY OF LEARNING OUTCOMES:

Upon completion of this module, the students/trainees must be able to:

LO1. Practice workplace safety, security and hygiene systems, processes and operation

LO2. Responds appropriately to faults, problems and emergency situations

LO3. Maintain safe personal presentation standards
LO1. PRACTICE WORKPLACE SAFETY, SECURITY AND HYGIENE SYSTEMS, PROCESSES AND OPERATION

ASSESSMENT CRITERIA:

1. Correct healthy, safety and security procedures are complied in line with the legislation and regulation
2. Correct health, safety and security procedures are followed.
3. Breaches of health, safety and security procedures are identified.

CONTENTS:

- Health, safety and security procedures
- Breaches procedures

CONDITIONS:

The trainees/students must be provided with the following:

- Manuals
- Handbook safety and security
- Report (sample)

METHODOLOGIES:

- Self paced/modular
- Demonstration
- Small group discussion
- Distance education

ASSESSMENT METHODS

- Written/oral examination
- Practical demonstration
LO2. RESPOND APPROPRIATELY TO FAULTS, PROBLEMS AND EMERGENCY SITUATIONS IN LINE WITH ENTERPRISE GUIDELINES

ASSESSMENT CRITERIA:

1. Emergency and potential emergency are recognized and appropriate action are taken
2. Emergency procedures are followed in line with enterprise procedures and guidelines
3. Assistance is sought from colleagues to resolve or respond to emergency situation

CONTENTS:

- Emergency procedure
  - Personal injuries
  - Fire
  - Electrocution
  - Natural calamity
  - Criminal acts
- Safe personal presentation standard

CONDITIONS:

The trainees/students must be provided with the following:

- Emergency procedure manuals
- Handbook safety and security
- Report
- Emergency drills – instruction/guidelines

METHODOLOGIES:

- Self paced/modular
- Demonstration
- Small group discussion
- Distance education

ASSESSMENT METHODS:

- Written/oral examination
- Practical demonstration
- Observation
LO3. MAINTAIN SAFE PERSONAL PRESENTATION STANDARDS

ASSESSMENT CRITERIA:

1. Safe personal standards are identified and followed in line with enterprise requirements

CONTENTS:

- Proper use of personal protective equipment
- Waste management
- Pollution control
- Effect of pollution
- Types of pollutants

CONDITIONS:

The trainees/students must be provided with the following:

- Modules
- Reference book
- Guidelines on waste disposal
- Flyers/brochures

METHODOLOGIES:

- Self paced/modular
- Demonstration
- Small group discussion
- Distance education

ASSESSMENT METHODS

- Written/oral examination
- Practical demonstration
- Observation
UNIT OF COMPETENCY: PROVIDE EFFECTIVE CUSTOMER SERVICE

MODULE TITLE: PROVIDING EFFECTIVE CUSTOMER SERVICE

MODULE DESCRIPTOR: This module covers the knowledge, skills and attitude in providing effective customer service.

NOMINAL DURATION: 6 hours

SUMMARY OF LEARNING OUTCOMES:

Upon completion of this module, the students/trainees must be able to:

LO1. Apply effective verbal and non-verbal communication skills to respond to customer needs

LO2. Provide prompt and quality service to customer

LO3. Handle queries promptly and correctly in line with enterprise procedures

LO4. Handle customer complaints, evaluation and recommendations
LO1. APPLY EFFECTIVE VERBAL AND NON-VERBAL COMMUNICATION SKILLS TO RESPOND TO CUSTOMER NEEDS

ASSESSMENT CRITERIA:

1. Standard Operating Procedures (SOP) when greeting the guest are followed
2. Information are properly disseminated
3. Use interactive communication with others

CONTENTS:

- Personality development and public relations
- Basic oral communication/ writing memos and letters
- Preparing job documentation
  - Following instructions
  - Filling-out forms

CONDITIONS:

The trainees/students must be provided with the following:

<table>
<thead>
<tr>
<th>Tools</th>
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<th>Materials</th>
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<tbody>
<tr>
<td>Recorder</td>
<td>Video camera recorder</td>
<td>V8 tape</td>
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<tr>
<td>Microphone</td>
<td>Television</td>
<td>CD</td>
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<tr>
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<td>VHS/DVD Player</td>
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<td>References:</td>
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<td>Books, brochures, manuals</td>
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METHODOLOGIES:

- Modular (self-pace learning)
- Electronic learning
- Industry immersion
- Demonstration
- Film-viewing

ASSESSMENT METHODS:

- Interview (oral/questionnaire)
- Observation
- Demonstration of practical skills
LO2. PROVIDE PROMPT AND QUALITY SERVICE TO CUSTOMER

ASSESSMENT CRITERIA:

1. Customer needs are assessed according to relationships between food and religion, gender, folkways, mores and life-cycle
2. Communication standards in customer service are followed
3. Identified opportunities to enhance the quality of services and products are implemented
4. Time management

CONTENTS:

- Food and culture
- Exploration of food trends
  - Past, present and future trend
- Communication standards in customer service

CONDITIONS:

The trainees/students must be provided with the following:

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METHODOLOGIES:

- Modular (self-pace learning)
- Electronic learning
- Industry immersion
- Demonstration
- Film-viewing

ASSESSMENT METHODS:

- Interview (oral/questionnaire)
- Observation
- Demonstration of practical skills
LO3. HANDLE QUERIES PROMPTLY AND CORRECTLY IN LINE WITH ENTERPRISE PROCEDURES

ASSESSMENT CRITERIA:

1. Applied telephone ethics
2. Applied correct procedure in using telephone, fax machine and internet
3. Daily report is accomplished according to company rules and regulations

CONTENTS:

- Uses of telephone, fax machine, internet and e-mail
- Telephone and electronic mail ethics
- Procedures in handling queries

CONDITIONS:

The trainees/students must be provided with the following:

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<td>Books, brochures,</td>
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<td></td>
<td>and internet connection</td>
<td>manuals</td>
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METHODOLOGIES:

- Modular (self-pace learning)
- Electronic learning
- Industry immersion
- Demonstration
- Film-viewing

ASSESSMENT METHODS:

- Interview (oral/questionnaire)
- Observation
- Demonstration of practical skills
LO4. HANDLE CUSTOMER COMPLAINTS, EVALUATION AND RECOMMENDATIONS

ASSESSMENT CRITERIA:

1. Interview skills
2. Skills in handling customer complaints
3. Guidelines in handling complaints are identified
4. Complaints are evaluated and resolved based on its nature, details and degree of liability

CONTENTS:

- Guidelines in handling complaints
- Procedures in responding and resolving complaints

CONDITIONS:

The trainees/students must be provided with the following:

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METHODOLOGIES:

- Modular (self-pace learning)
- Electronic learning
- Industry immersion
- Demonstration
- Film-viewing

ASSESSMENT METHODS:

- Interview (oral/questionnaire)
- Observation
- Demonstration of practical skills
MODULES OF INSTRUCTION

CORE COMPETENCIES

TOURISM PROMOTION SERVICES NC II
UNIT OF COMPETENCY : OPERATE AN AUTOMATED INFORMATION SYSTEM

MODULE TITLE : OPERATING AN AUTOMATED INFORMATION SYSTEM

MODULE DESCRIPTOR : This module deals with the knowledge, skills, behavior and motivations required to operate an automated information system.

NOMINAL DURATION : 6 hours

SUMMARY OF LEARNING OUTCOMES :

Upon completion of this module, the students/trainees must be able to:

LO1. Access information on an automated system

LO2. Check and download information
LO1. ACCESS INFORMATION ON AN AUTOMATED SYSTEM

ASSESSMENT CRITERIA:

1. Information requirements are correctly identified.
2. Sources of information are identified and the correct automated system is accessed in an efficient manner.
3. Appropriate search methods are selected for the type of information required.
4. Cleaning equipment are used safely in accordance with manufacturer’s instructions.
5. Features of the system are used and manipulated to access the full range of system information.

CONTENTS:

- Role of automated information systems in the tourism industry
- Functions of the information system
- Basic understanding of copyright and intellectual property requirements as they relate to online information
- Basic keyboarding skills
- Electronic file handling (saving, copying, printing)

CONDITIONS

The students/trainees must be provided with the following:

- Writing materials
- References
- Handouts

METHODOLOGIES:

- Discussion/demonstration
- Video viewing

ASSESSMENT METHODS:

- Direct observation of the candidate while cleaning a kitchen
- Written or oral questions to test knowledge of candidate’s on cleaning materials and equipment and hygiene issues
- Review of portfolios of evidence and third party workplace report of on-the-job performance of the candidate
LO2. CHECK AND DOWNLOAD INFORMATION

ASSESSMENT CRITERIA:

1. Information is accessed to meet the required scope and purpose
2. Further search is conducted if information is insufficient.
3. Required information is correctly selected
4. Order is placed for any information that requires purchase.
5. Information is downloaded/printed in accordance with system procedures and company requirements
6. Information is organized in a suitable format for use

CONTENTS:

- Role of automated information systems in the tourism industry
- Functions of the information system
- Basic understanding of copyright and intellectual property requirements as they relate to online information
- Basic keyboarding skills
- Electronic file handling (saving, copying, printing)

CONDITIONS

The students/trainees must be provided with the following:

- Writing materials
- References
- Handouts

METHODOLOGIES:

- Discussion/demonstration
- Video viewing

ASSESSMENT METHODS:

- Direct observation of the candidate while cleaning a kitchen
- Written or oral questions to test knowledge of candidate’s on cleaning materials and equipment and hygiene issues
- Review of portfolios of evidence and third party workplace report of on-the-job performance of the candidate
UNIT OF COMPETENCY : SOURCE AND PROVIDE DESTINATION INFORMATION AND ADVICE

MODULE TITLE : SOURCING AND PROVIDING DESTINATION INFORMATION AND ADVICE

MODULE DESCRIPTOR : This module deals with the knowledge, skills, behavior and motivations required to source and provide destination information and advice including general product information (e.g. what types of product can the destination offer).

NOMINAL DURATION : 6 hours

SUMMARY OF LEARNING OUTCOMES:

Upon completion of this module, the students/trainees must be able to:

LO1. Develop destination knowledge
LO2. Update destination knowledge
LO3. Provide destination information and advice
LO1. DEVELOP DESTINATION KNOWLEDGE

ASSESSMENT CRITERIA:

1. Information sources are identified and accessed for current and accurate information on destinations
2. Information is obtained on features of the destination and the general type of tourism products available
3. Information is identified and obtained on the different tourism products available which can meet customer needs
4. Information is identified and obtained on the different tourism products available which can meet customer needs

CONTENTS:

- Sources of information on destinations
- Industry information networks
- Different ways that individuals update their knowledge in the tourism industry, including internet
- Ways in which customers seek information
- Destination knowledge as appropriate to the sector or specific workplace
- Communication skills for dealing with customers and colleagues
- Fundamental research skills

CONDITIONS

The students/trainees must be provided with the following:

- Writing materials
- References
- Handouts

METHODOLOGIES:

- Discussion/demonstration
- Video viewing

ASSESSMENT METHODS:

- Direct observation of the candidate while cleaning a kitchen
- Written or oral questions to test knowledge of candidate’s on cleaning materials and equipment and hygiene issues
- Review of portfolios of evidence and third party workplace report of on-the-job performance of the candidate
LO2. UPDATE DESTINATION KNOWLEDGE

ASSESSMENT CRITERIA:

1. Informal and formal research are used to update destination and general product knowledge
2. Feedback is sought on experience with destinations from both colleagues and customers and this is provided to other organizations where appropriate
3. Updated information is shared with colleagues in accordance with enterprise procedures

CONTENTS:

- Sources of information on destinations
- Industry information networks
- Different ways that individuals update their knowledge in the tourism industry, including internet
- Ways in which customers seek information
- Destination knowledge as appropriate to the sector or specific workplace
- Fundamental research skills
- Communication skills for dealing with customers and colleagues

CONDITIONS

The students/trainees must be provided with the following:

- Writing materials
- References
- Handouts

METHODOLOGIES:

- Discussion/demonstration
- Video viewing

ASSESSMENT METHODS:

- Direct observation of the candidate while cleaning a kitchen
- Written or oral questions to test knowledge of candidate’s on cleaning materials and equipment and hygiene issues
- Review of portfolios of evidence and third party workplace report of on-the-job performance of the candidate
LO3. PROVIDE DESTINATION INFORMATION AND ADVICE

ASSESSMENT CRITERIA:

1. Specific information and advice needs of the customer are accurately identified
2. Range of current and accurate destination and general product information and advice is provided in a timely manner and in accordance with company procedures
3. Customer needs are addressed by ensuring appropriate scope and depth of information
4. Information and advice are presented in an appropriate format and style

CONTENTS:

- Sources of information on destinations
- Industry information networks
- Different ways that individuals update their knowledge in the tourism industry, including internet
- Ways in which customers seek information
- Destination knowledge as appropriate to the sector or specific workplace
- Communication skills for dealing with customers and colleagues
- Fundamental research skills

CONDITIONS

The students/trainees must be provided with the following:

- Writing materials
- References
- Handouts

METHODOLOGIES:

- Discussion/demonstration
- Video viewing

ASSESSMENT METHODS:

- Direct observation of the candidate while cleaning a kitchen
- Written or oral questions to test knowledge of candidate’s on cleaning materials and equipment and hygiene issues
- Review of portfolios of evidence and third party workplace report of on-the-job performance of the candidate
UNIT OF COMPETENCY : ACCESS AND INTERPRETING PRODUCT INFORMATION

MODULE TITLE : ACCESSING AND INTERPRETING PRODUCT INFORMATION

MODULE DESCRIPTOR : This module deals with the knowledge, skills, behavior and motivations required to access and interpret specific tourism product information. Tourism personnel need to correctly interpret product information to fulfill a range of sales and operational activities such as promoting tourism products and services.

NOMINAL DURATION : 6 hours

SUMMARY OF LEARNING OUTCOMES:

Upon completion of this module, the students/trainees must be able to:

LO1. Identify and access product information

LO2. Interpret product information
LO1. IDENTIFY AND ACCESS PRODUCT INFORMATION

ASSESSMENT CRITERIA:

1. Sources of product information are correctly identified and accessed
2. Appropriate sources are selected in accordance with company policy, commercial agreements and specific needs
3. Specific product information is sourced to meet the particular sales or operational

CONTENTS:

- Sources of tourism product information
- Major categories of tourism products and services
- Industry terminology and common abbreviations in relation to major product categories
- Use of the 24-hour clock
- General procedures in relation to major product categories
- Specific legal issues relating to different product categories
- Collecting, organizing and analyzing information to determine what product information is needed, establishing the correct source of information and accessing the required information
- Communication skills to be able to explain industry jargon to a customer

CONDITIONS

The students/trainees must be provided with the following:

- Writing materials
- References
- Handouts

METHODOLOGIES:

- Discussion/demonstration
- Video viewing

ASSESSMENT METHODS:

- Direct observation of the candidate while cleaning a kitchen
- Written or oral questions to test knowledge of candidate’s on cleaning materials and equipment and hygiene issues
- Review of portfolios of evidence and third party workplace report of on-the-job performance of the candidate
LO2. INTERPRET PRODUCT INFORMATION

ASSESSMENT CRITERIA:

1. General and/or brochure information are interpreted and applied to meet the particular sales or operational need.
2. Specific details about the product are interpreted and accurately applied to meet the particular sales or operational need.
3. Special jargon or specifications used in product information are interpreted and accurately applied to meet the particular sales or operational need.

CONTENTS:

- Sources of tourism product information
- Major categories of tourism products and services
- Industry terminology and common abbreviations in relation to major product categories
- Use of the 24-hour clock
- General procedures in relation to major product categories
- Specific legal issues relating to different product categories
- Collecting, organizing and analyzing information to determine what product information is needed, establishing the correct source of information and accessing the communication required information
- Skills to be able to explain industry jargon to a customer

CONDITIONS

The students/trainees must be provided with the following:

- Writing materials
- References
- Handouts

METHODOLOGIES:

- Discussion/demonstration
- Video viewing

ASSESSMENT METHODS:

- Direct observation of the candidate while cleaning a kitchen
- Written or oral questions to test knowledge of candidate’s on cleaning materials and equipment and hygiene issues
- Review of portfolios of evidence and third party workplace report of on-the-job performance of the candidate
UNIT OF COMPETENCY: PROMOTE TOURISM PRODUCTS AND SERVICES

MODULE TITLE: PROMOTING TOURISM PRODUCTS AND SERVICES

MODULE DESCRIPTOR: This module deals with the knowledge, skills, behavior and motivations required to promote tourism products and services proactively in a range of industry contexts.

NOMINAL DURATION: 6 hours

SUMMARY OF LEARNING OUTCOMES:

Upon completion of this module, the students/trainees must be able to:

LO1. Identify customer needs

LO2. Suggest products to meet customer needs

LO3. Provide product information and advice
LO1. IDENTIFY CUSTOMER NEEDS

ASSESSMENT CRITERIA:

1. Specific customer needs and preferences are accurately identified, including cultural needs and expectations
2. Customer requirements which, if met, would breach ethical and legal commitments, are immediately identified
3. Rapport is established with the customer to promote goodwill and trust

CONTENTS:

- Principles of selling
- Fundamental communication principles
- Special laws relating to the sale of prohibited products
- Product knowledge as appropriate to the enterprise or industry sector
- Content and format of product information
- Communication skills, specifically active listening and questioning
- Interpreting product information

CONDITIONS

The students/trainees must be provided with the following:

- Writing materials
- References
- Handouts

METHODOLOGIES:

- Discussion/demonstration
- Video viewing

ASSESSMENT METHODS:

- Direct observation of the candidate while cleaning a kitchen
- Written or oral questions to test knowledge of candidate’s on cleaning materials and equipment and hygiene issues
- Review of portfolios of evidence and third party workplace report of on-the-job performance of the candidate
LO2. SUGGEST PRODUCTS TO MEET CUSTOMER NEEDS

ASSESSMENT CRITERIA:

1. Research is conducted, when required, to source information to meet specific customer needs
2. Product options are tailored to the specific needs of the customer
3. Product suggestions are made in accordance with current enterprise promotional focus and any preferred product arrangements where appropriate
4. Customers are made aware of additional products and options which may enhance their itinerary
5. All options are provided within the appropriate or agreed timeframe
6. All options are presented in a format and style most appropriate to the particular customer and in accordance with enterprise procedures

CONTENTS:

- Principles of selling
- Fundamental communication principles
- Special laws relating to the sale of prohibited products
- Product knowledge as appropriate to the enterprise or industry sector
- Content and format of product information
- Communication skills, specifically active listening and questioning
- Interpreting product information

CONDITIONS

The students/trainees must be provided with the following:

- Writing materials
- References
- Handouts

METHODOLOGIES:

- Discussion/demonstration
- Video viewing

ASSESSMENT METHODS:

- Direct observation of the candidate while cleaning a kitchen
- Written or oral questions to test knowledge of candidate’s on cleaning materials and equipment and hygiene issues
- Review of portfolios of evidence and third party workplace report of on-the-job performance of the candidate
LO3. PROVIDE PRODUCT INFORMATION AND ADVICE

ASSESSMENT CRITERIA:

1. Specific product information and advice needs of the customer are accurately identified
2. Current and accurate product information and advice are provided in a timely manner
3. Scope and depth of the information are made appropriate to customer needs
4. Information and advice are presented in an appropriate format and style
5. Features and benefits are clearly explained and promoted to the customer
6. Additional information is provided to overcome customer questions and objections
7. Techniques are selected and used at the appropriate time to close the sale with the customer

CONTENTS:

- Principles of selling
- Fundamental communication principles
- Special laws relating to the sale of prohibited products
- Product knowledge as appropriate to the enterprise or industry sector
- Content and format of product information
- Communication skills, specifically active listening and questioning
- Interpreting product information

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The students/trainees must be provided with the following:

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ASSESSMENT METHODS:

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