

# COMPETENCY-BASED CURRICULUM



Sector:

**TOURISM**

Qualification:

**TOURISM PROMOTION SERVICES NC II**



**TECHNICAL EDUCATION AND SKILLS DEVELOPMENT  
AUTHORITY**

Tesda Center: Concordia College 1739 Pedro Gil Street, Paco Metro Manila

## TABLE OF CONTENTS

	Page
A. Course Design .....	1-4
B. Modules of Instruction .....	5-66
• BASIC COMPETENCIES .....	5
○ Participating in Workplace Communication .....	6-11
○ Working in a Team Environment .....	12-15
○ Practicing Career Professionalism.....	16-19
○ Practicing Occupational Health and Safety .....	20-28
• COMMON COMPETENCIES .....	29
○ Developing and Updating Industry Knowledge.....	30-33
○ Observing Workplace Hygiene Procedures.....	34-36
○ Performing Computer Operations.....	37-42
○ Performing Workplace and Safety Practices .....	43-48
○ Providing Effective Customer Service .....	49-51
• CORE COMPETENCIES.....	52
○ Operating an automated information system.....	53-55
○ Sourcing and providing destination information and advice.....	56-59
○ Accessing and interpreting product information.....	60-62
○ Promote tourism products and services .....	63-66



## **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)**

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

**COMMON COMPETENCIES  
(28 hours)**

<b>UNIT OF COMPETENCY</b>	<b>MODULE TITLE</b>	<b>LEARNING OUTCOMES</b>	<b>NOMINAL DURATION</b>
1. Develop and update industry knowledge	1.1 Developing and update industry knowledge	1.1.1 Identify and access key resources of information on the industry 1.1.2 Access information 1.1.3 Update continuously relevant industry knowledge, apply and share industry	5 hours
2. Observe workplace hygiene procedures	2.1 Observing workplace hygiene procedures	2.1.1 Practice personal grooming and hygiene 2.1.2 Practice safe and hygienic handling, storage and disposal of food, beverage	5 hours

<b>UNIT OF COMPETENCY</b>	<b>MODULE TITLE</b>	<b>LEARNING OUTCOMES</b>	<b>NOMINAL DURATION</b>
3. Perform computer operations	3.1 Performing computer operations	3.1.1 Identify and explain the functions, general features and capabilities of both hardware and software undertaken 3.1.2 Prepare and use appropriate hardware and software according to task requirement 3.1.3 Use appropriate devices and procedures to transfer files/data 3.1.4 Produce accurate and complete data according to the requirements 3.1.5 Maintain computer system	6 hours
4. Perform workplace and safety practices	4.1 Performing workplace and safety practices	4.1.1 Practice workplace safety, security and hygiene systems, processes and operation 4.1.2 Respond appropriately to faults, problems and emergency situations 4.1.3 Maintain safe personal presentation standards	6 hours
5. Provide effective customer service	5.1 Providing effective customer service	5.1.1 Apply effective verbal and non-verbal communication skills to respond to customer needs 5.1.2 Provide prompt and quality service to customer 5.1.3 Handle queries promptly and correctly in line with enterprise procedures 5.1.4 Handle customer complaints, evaluation and recommendations	6 hours

### **CORE COMPETENCIES (24 hours)**

<b>UNIT OF COMPETENCY</b>	<b>MODULE TITLE</b>	<b>LEARNING OUTCOMES</b>	<b>NOMINAL DURATION</b>
1. Operate an automated information system	1.1 Operating an automated information system	1.1.1 Access information on an automated system 1.1.2 Check and download information	6 hours

UNIT OF COMPETENCY	MODULE TITLE	LEARNING OUTCOMES	NOMINAL DURATION
2. Source and provide destination information and advice	2.1 Sourcing and providing destination information and advice	2.1.1 Develop destination knowledge 2.1.2 Update destination knowledge 2.1.3 Provide destination information and advice	6 hours
3. Access and interpret product information	3.1 Accessing and interpreting product information	3.1.1 Identify and access product information 3.1.2 Interpret product information	6 hours
4. Promote tourism products and services	4.1 Promoting tourism products and services	4.1.1 Identify customer needs 4.1.2 Suggest products to meet customer needs 4.1.3 Provide product information and advice	6 hours

#### RESOURCES:

EQUIPMENT	MATERIALS
<ul style="list-style-type: none"> <li>• Computer with internet connection</li> <li>• LCD projector</li> <li>• Telephone</li> <li>• Fax machine</li> <li>• Sound system</li> <li>• Photocopier</li> <li>• Printer</li> </ul>	<ul style="list-style-type: none"> <li>• Telephone Directory</li> <li>• Philippine Map</li> <li>• World Map</li> <li>• Updated Philippine travel brochures</li> <li>• Philippine Travel Guidebooks</li> <li>• DOT updated regional situationer reports, statistics and marketing plan</li> <li>• Sample updated schedules of different modes of transportation to different local destinations</li> </ul>

**\*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:

EQUIPMENT	SUPPLIES & MATERIALS
<ul style="list-style-type: none"><li>• LCD Projector (optional)</li><li>• Overhead Projector (optional)</li><li>• Computer</li><li>• Printer</li></ul>	<ul style="list-style-type: none"><li>• Suppliers</li><li>• Memorandum</li><li>• Circular</li><li>• Notice</li><li>• Information discussion</li></ul> <p>Sample Storage:</p> <ul style="list-style-type: none"><li>• Manual filing system</li><li>• Computer-based filing system</li><li>• Personnel forms, telephone message forms, safety reports</li><li>• Telephone</li><li>• Electronic and two way radio</li></ul>

#### 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:

EQUIPMENT	SUPPLIES & MATERIALS	LEARNING MATERIALS
<ul style="list-style-type: none"><li>• LCD Projector (optional)</li><li>• Overhead Projector (optional)</li><li>• Computer</li><li>• Printer</li></ul>	<ul style="list-style-type: none"><li>• Pen</li><li>• Paper</li></ul>	<ul style="list-style-type: none"><li>• Books relating to conducting meetings</li></ul>

### 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:

EQUIPMENT	SUPPLIES & MATERIALS
<ul style="list-style-type: none"> <li>• LCD Projector (optional)</li> <li>• Overhead Projector (optional)</li> <li>• Computer</li> <li>• Printer</li> </ul>	<ul style="list-style-type: none"> <li>• Suppliers</li> <li>• Memorandum</li> <li>• Circular</li> <li>• Notice</li> <li>• Information discussion</li> </ul> <p>Sample Storage:</p> <ul style="list-style-type: none"> <li>• Manual filing system</li> <li>• Computer-based filing system</li> <li>• Personnel forms, telephone message forms, safety reports</li> <li>• Telephone</li> <li>• Electronic and two way radio</li> </ul>

#### 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:

EQUIPMENT	SUPPLIES & MATERIALS
<ul style="list-style-type: none"><li>• LCD Projector (optional)</li><li>• Overhead Projector (optional)</li><li>• Computer</li><li>• Printer+</li></ul>	<ul style="list-style-type: none"><li>• Pen</li><li>• Paper</li></ul>

### 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:

EQUIPMENT	SUPPLIES & MATERIALS
<ul style="list-style-type: none"><li>• LCD Projector (optional)</li><li>• Overhead Projector (optional)</li><li>• Computer</li><li>• Printer</li></ul>	<ul style="list-style-type: none"><li>• Pen</li><li>• Paper</li></ul>

### 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:

EQUIPMENT	SUPPLIES & MATERIALS
<ul style="list-style-type: none"><li>• LCD Projector (optional)</li><li>• Overhead Projector (optional)</li><li>• Computer</li><li>• Printer</li></ul>	<ul style="list-style-type: none"><li>• Pen</li><li>• Paper</li></ul>

#### 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:

EQUIPMENT	LEARNING MATERIALS
<ul style="list-style-type: none"><li>• LCD Projector (optional)</li><li>• Overhead Projector (optional)</li><li>• Computer</li><li>• Printer</li></ul>	<ul style="list-style-type: none"><li>• Company policies</li><li>• Company-operations, procedures and standards</li></ul>

### 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:

EQUIPMENT	LEARNING MATERIALS
<ul style="list-style-type: none"><li>• LCD Projector (optional)</li><li>• Overhead Projector (optional)</li><li>• Computer</li><li>• Printer</li></ul>	<ul style="list-style-type: none"><li>• Company policies</li><li>• Company-operations, procedures and standards</li></ul>

### 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:

The students/trainees must be provided with the following:

EQUIPMENT	LEARNING MATERIALS
<ul style="list-style-type: none"><li>• LCD Projector (optional)</li><li>• Overhead Projector (optional)</li><li>• Computer</li><li>• Printer</li></ul>	<ul style="list-style-type: none"><li>• Company policies</li><li>• Company operations, procedures and standards</li></ul>

#### 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:

The students/trainees must be provided with the following:

EQUIPMENT	TOOLS AND ACCESSORIES	LEARNING MATERIALS
<ul style="list-style-type: none"><li>• LCD Projector (optional)</li><li>• Overhead Projector (optional)</li><li>• Computer</li><li>• Printer</li></ul>	<ul style="list-style-type: none"><li>• Mask</li><li>• Gloves</li><li>• Goggles</li><li>• Hair Net/cap/bonnet</li><li>• Face mask/shield</li><li>• Ear muffs</li><li>• Apron/gown/coverall/jump suit</li><li>• Anti-static suits</li></ul>	<p>Books relating to:</p> <ul style="list-style-type: none"><li>• Clean Air Act</li><li>• Building code</li><li>• National Electrical and Fire Safety Codes</li><li>• Waste management statutes and rules</li><li>• Philippine Occupational Safety and Health Standards</li><li>• DOLE regulations on safety legal requirements</li><li>• ECC regulations</li><li>• Standard operating procedures of property</li><li>• Risk management manual</li></ul>



## 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
- Hazards/risks identification and control skills
- Interpersonal skills
- Communication skills

### CONDITIONS/RESOURCES:

The students/trainees must be provided with the following:

EQUIPMENT	TOOLS AND ACCESSORIES	LEARNING MATERIALS
<ul style="list-style-type: none"> <li>• LCD Projector (optional)</li> <li>• Overhead Projector (optional)</li> <li>• Computer</li> <li>• Printer</li> </ul>	<ul style="list-style-type: none"> <li>• Mask</li> <li>• Gloves</li> <li>• Goggles</li> <li>• Hair Net/cap/bonnet</li> <li>• Face mask/shield</li> <li>• Ear muffs</li> <li>• Apron/gown/coverall/jump suit</li> <li>• Anti-static <b>suits</b></li> </ul>	Books relating to: <ul style="list-style-type: none"> <li>• Clean Air Act</li> <li>• Building code</li> <li>• National Electrical and Fire Safety Codes</li> <li>• Waste management statutes and rules</li> <li>• Philippine Occupational Safety and Health Standards</li> <li>• DOLE regulations on safety legal requirements</li> <li>• ECC regulations</li> <li>• Standard operating procedures of property</li> <li>• Risk management manual</li> </ul>

#### 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
- Interpersonal skills
- Communication skills

#### CONDITIONS/RESOURCES:

The students/trainees must be provided with the following:

EQUIPMENT	TOOLS AND ACCESSORIES	LEARNING MATERIALS
<ul style="list-style-type: none"> <li>• LCD Projector (optional)</li> <li>• Overhead Projector (optional)</li> <li>• Computer</li> <li>• Printer</li> </ul>	<ul style="list-style-type: none"> <li>• Mask</li> <li>• Gloves</li> <li>• Goggles</li> <li>• Hair Net/cap/bonnet</li> <li>• Face mask/shield</li> <li>• Ear muffs</li> <li>• Apron/gown/coverall/jump suit</li> <li>• Anti-static suits</li> </ul>	Books relating to: <ul style="list-style-type: none"> <li>• Clean Air Act</li> <li>• Building code</li> <li>• National Electrical and Fire Safety Codes</li> <li>• Waste management statutes and rules</li> <li>• Philippine Occupational Safety and Health Standards</li> <li>• DOLE regulations on safety legal requirements</li> <li>• ECC regulations</li> <li>• Standard operating procedures of property</li> <li>• Risk management manual</li> </ul>

## 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
- Health consciousness
- Practice of personal hygiene
- Hazards/risks identification and control skills
- Interpersonal skills
- Communication skills

##### CONDITIONS/RESOURCES:

The students/trainees must be provided with the following:

EQUIPMENT	TOOLS AND ACCESSORIES	LEARNING MATERIALS
<ul style="list-style-type: none"><li>• LCD Projector (optional)</li><li>• Overhead Projector (optional)</li><li>• Computer</li><li>• Printer</li></ul>	<ul style="list-style-type: none"><li>• Mask</li><li>• Gloves</li><li>• Goggles</li><li>• Hair Net/cap/bonnet</li><li>• Face mask/shield</li><li>• Ear muffs</li><li>• Apron/gown/coverall/jump suit</li><li>• Anti-static suits</li></ul>	<p>Books relating to:</p> <ul style="list-style-type: none"><li>• Clean Air Act</li><li>• Building code</li><li>• National Electrical and Fire Safety Codes</li><li>• Waste management statutes and rules</li><li>• Philippine Occupational Safety and Health Standards</li><li>• DOLE regulations on safety legal requirements</li><li>• ECC regulations</li><li>• Standard operating procedures of property</li><li>• Risk management manual</li></ul>

## METHODOLOGIES:

- Lecture
- Demonstration
- Role-play
- Simulation

## 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 use 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 practice 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
2. materials are followed
3. Proper disposal of waste are hygienically practice regularly
4. 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
  - Electrocutation
  - 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:

Tools	Equipment	Materials
<ul style="list-style-type: none"><li>• Recorder</li><li>• Microphone</li><li>• Full-body mirror</li><li>• Company dress</li></ul>	<ul style="list-style-type: none"><li>• Video camera recorder</li><li>• Television</li><li>• VHS/DVD Player</li></ul>	<ul style="list-style-type: none"><li>• V8 tape</li><li>• CD</li><li>• Make=up kit</li><li>• References:</li><li>• Books, brochures, manuals</li></ul>

### 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:

Tools	Equipment	Materials
<ul style="list-style-type: none"><li>• Recorder</li><li>• Microphone</li><li>• Full-body mirror</li><li>• Company dress</li></ul>	<ul style="list-style-type: none"><li>• Video Camera recorder</li><li>• Television</li><li>• VHS/DVD Player</li></ul>	<ul style="list-style-type: none"><li>• V8 tape</li><li>• CD</li><li>• Make=up kit</li><li>• References:</li><li>• Books, brochures, manuals</li></ul>

### 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:

Tools	Equipment	Materials
<ul style="list-style-type: none"><li>• Recorder</li><li>• Microphone</li><li>• Full-body mirror</li><li>• Company dress</li></ul>	<ul style="list-style-type: none"><li>• Video Camera recorder</li><li>• Television</li><li>• VHS/DVD Player</li><li>• Fax machine</li><li>• Computer with printer and internet connection</li></ul>	<ul style="list-style-type: none"><li>• V8 tape</li><li>• CD</li><li>• Make=up kit</li><li>• References:</li><li>• Books, brochures, manuals</li></ul>

#### 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:

Tools	Equipment	Materials
<ul style="list-style-type: none"><li>• Recorder</li><li>• Microphone</li><li>• Full-body mirror</li><li>• Company dress</li></ul>	<ul style="list-style-type: none"><li>• Video Camera recorder</li><li>• Television</li><li>• VHS/DVD Player</li><li>• Fax machine</li><li>• Computer with printer and internet connection</li></ul>	<ul style="list-style-type: none"><li>• V8 tape</li><li>• CD</li><li>• Make=up kit</li><li>• References:</li><li>• Books, brochures, manuals</li></ul>

### 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 (eg. 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

#### **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.