



**STANDARD KEMAHIRAN PEKERJAAN KEBANGSAAN
(NATIONAL OCCUPATIONAL SKILL STANDARD)**

TRAVEL & TOUR OPERATION

LEVEL 3



**Jabatan Pembangunan Kemahiran
Kementerian Sumber Manusia, Malaysia**

TABLE OF CONTENTS

No.	Contents	Pages
Abbreviation / Glossary		
Standard Practice (SP)		
1	Introduction	i - ii
2	Occupational Structure	iii - v
3	Definition of Competency Level	vi
4	Award of Certificate	vii
5	Job Competencies	vii
6	Working Conditions	vii
7	Employment Prospects	viii
8	Career Advancement	ix
9	Sources of Additional Information	ix - x
10	Acknowledgement	x
11	NOSS Development Committee Members	xi
Standard Content (SC)		
12	Competency Profile Chart (CPC)	1
13	Competency Profile (CP)	2 - 38
Curriculum of Competency Unit (CoCU)		
14	CU 01: Inbound Tour Operation	39 - 53
15	CU 02: Outbound Tour Operation	54 - 67
16	CU 03: Reservation and Ticketing Handling	68 - 78
17	CU 04: Tour Transportation Handling	79 - 88
18	CU 05: Tour Product Sales and Marketing	89 - 101
19	CU 06: Tour Leading	102 - 113
19	CU 07: Umrah and Hajj Tour Leading	114 - 130
Appendices		
21	Appendix 1 – Summary of Training Hours	A1

ABBREVIATION

- 1) ADM: Agent Debit Memo
- 2) ACM: Agent Credit Memo
- 3) AIRIMP: ATA/ IATA Reservations Interline Message Procedures
- 4) ATTIM: Association of Tourism Training Institutes of Malaysia
- 5) BBML: Baby Meal
- 6) BSP: Bank Settlement Plan
- 7) BUMITRA: Bumiputra Travel And Tours Agents Association
- 8) CHML : Child Meal
- 9) CIPS: Commercially Important Person
- 10) CRS: Computer Reservation System
- 11) DBML: Diabetes Meal
- 12) FIT: Foreign Individual Travel
- 13) GDS: Global Distribution System
- 14) GIT: Group Individual Travel
- 15) GMT: Greenwich Meridian Time
- 16) EPP: Entry Point Project
- 17) ETP: Economic Transformation Program ,
- 18) IATA: International Air Transport Association
- 19) MATTA : Malaysia Association of Travel and Tours
- 20) MICE: Meeting, Incentive, Conventions and Exhibitions
- 21) MITA: Malaysia Inbound Tourism Association
- 22) MOML: Muslim Meal
- 23) MOTAC: Ministry of Tourism and Culture
- 24) PIR: Passenger Irregularity Report
- 25) RBD: Reservation Booking Designator
- 26) SSR: Special Services Request
- 27) SPAD: Suruhanjaya Pengangkutan Awam Darat (Land Public Transport Commission)
- 28) STPC : Stopover Paid by Carrier
- 29) TIM: Travel Information Manual
- 30) UFTAA: United Federation of Travel Agents' Association

- 31) UNWTO: United Nation World Tourism Organization
- 32) UM: Unaccompanied Minor
- 33) VGML: Vegetarian Meal
- 34) VIP: Very Important Person.
- 35) YPTA: Young Passenger Travel Alone

GLOSSARY

<u>TERMS</u>	<u>DESCRIPTION</u>
Conflict	Any situation where disagreement occurs between two or more parties
Customer	A person who pays for goods or services. Also refer to a client.
Cropping /Shaving	The cutting off of at least 3 strands of hair during Hajj and Umrah
Dam (Penalty Fee)	This is the payment made to compensate for any violation of obligated activity during the performance of the Hajj or Umrah.
Destination of a trip	The main destination of a tourism trip is defined as the place visited that is central to the decision to take the trip. See also purpose of a tourism trip.
Domestic Tourism	Comprises the activities of a resident visitor within the country of reference, either as part of a domestic tourism trip or part of an outbound tourism trip.
Excursionist (or same-day visitor)	A visitor (domestic, inbound or outbound) is classified as a same-day visitor (or excursionist) if his/her trip does not include an overnight stay.
Familiarisation Trip	Free trips offered tourism providers to travel agents or tour operators to sample the products offered by those companies.
Filing	The process of arranging and storing documents according to a particular classification.
FIT	Fully or Free Independent Traveller. A Traveller who make their own travel and accommodation arrangements.
Ihraam	To put oneself in a state of ritual/ restriction for the performance of Hajj or Umrah
Inbound Tourism	Comprises the activities of a non-resident visitor within the country of reference on an inbound tourism trip.
Market Segmentation	Separating of the market into distinct groups or categories according to their special characteristic, needs and wants
Obligation (Wajib):	It is the activity that must be performed by a pilgrim during Hajj or Umrah. The violation or non performance of this activity does not make the Hajj or Umrah null and void provided it is compensated by a penalty fee (Dam). However the deliberately non performance of this activity.

Outbound Tourism	Comprises the activities of a resident visitor outside the country of reference, either as part of an outbound tourism trip or as part of a domestic tourism trip.
Pillar (Rukun):	It is the basic activity that must be performed by every pilgrim performing Hajj or Umrah. Any violation or non performance of this pillar, intentionally or unintentionally, will make the Hajj or Umrah null and void.
Procedure	The steps required to complete a task or duty
Promotional Activities	Activities undertaken by an organization to increase exposure in the market place of popular products or services
Promotional Materials	Printed or electronic information about the products and services an organization is selling
Promotional Tools	The ways in which an organization promotes its products and services
Purpose of Travel	The reason people travel, whether for business, pleasure, education, pilgrimage or other special interest. Knowing the purpose of travel can help identify target markets.
Responsible tourism development	Organizing tourism activities in an attempt to balance the needs of local communities with those of the tourists.
Sa'ie.	The shuttling between Safar and Marwah 7 times with confidence
Sequence.	The conformity to the set rule of prioritized activity during the performance of the Hajj or Umrah
Service	The provision of goods and services to customers by individuals. Service is an action, an activity.
Services	Intangible activities actions, offered by organizations and individuals to meet needs and wants.
Sustainable development	Achieving a balance between tourism development and the protection of natural environment for use by future generation.
Travel	Travel refers to the activity of travellers. A traveller is someone who moves between different geographic locations, for any purpose and any duration. The visitor is a particular type of traveller and consequently tourism is a subset of travel.
Tahlul	The freeing of oneself from the ritual/restriction of Ihraam.
Target Market	Category of group of people with similar characteristics and buying habits that an organization wants to attract

Tawaf.	Circumbulation of the Kaabah seven (7) times with confidence.
Tour Itinerary	Detail record of scheduled travel arrangements.
Tourism	Those activities that take people away from their usual place of residence for pleasure or holiday, other than for work. The tourism industry is comprised of range of other industries and sectors or sub-sectors which are required to support the needs and wants of those who travel.
Upselling	Sales technique used, through suggestion, to persuade a customer to buy a more expensive product or service. Start at the lowest priced product or service and progressively move up the price and quality levels.
Visitor	A visitor is a traveller taking a trip to a main destination outside his/her usual environment, for less than a year, for any main purpose (business, leisure or other personal purpose) other than to be employed by a resident entity in the country or place visited. A visitor (domestic, inbound or outbound) is classified as a tourist (or overnight visitor), if his/her trip includes an overnight stay, or as a same-day visitor (or excursionist) otherwise.
Wuquf.	To congregate at Arafah even for a second in any condition starting from dusk of 9 Zulhijjah till dawn of 10 Zulhijjah.

STANDARD PRACTICE
NATIONAL OCCUPATIONAL SKILLS STANDARD (NOSS) FOR;
TRAVEL & TOUR OPERATION
LEVEL 3

1. INTRODUCTION

Travel & Tour Operation refers to the administration of travel and tour business practices to create the highest level of efficiency in serving customers. It is a process to facilitate quality services in travel and tour that include customer enquiries handling, inbound and outbound tour package development, sales and marketing, reservation and ticketing, tour transport arrangement and tour leading.

Travel & Tour Operation personnel play a very important role in stimulating tourism industry development of this country. This is due to the nature of travel and tour business for which the key features are “people and service”. Therefore, it is imperative that tourists should be given a continuously exciting experience throughout the tour from arrival up to departure home to ensure they have pleasant memories, which may result in repeat visits as well as positive word-of-mouth to their friends and family.

Over the past two decades the Tourism & Hospitality sector is a key foreign exchange earner contributing to Gross Domestic Product, investment and employment to the Malaysian economy (PEMANDU, 2010). The expansion of the tourism sector has an effect on the growth of other related services such as transport, hotels, food and beverages, shopping malls, entertainment, etc. (Kerry Godfrey & Jackie Clarke, 2000). Inbound tourism grows steadily where Malaysia is ranked by the World Tourism Organisation as 10th most visited country in the world in year 2013 (UNWTO, 2014). Outbound tour segment of Malaysia grows parallel with economic growth as people will travel abroad when they have money. For the last few years Malaysia has become an important tourist source country especially in the Asia-Pacific region as well as the Middle East for the purpose of Umrah, Hajj and Ziarah. The outbound tour growth rate is expected to increase between 5.1% and 7.9% per year between 2013 and 2017 (Fast Market Research, August 06, 2013)

Through the Economic Transformation Program (ETP), the government has targeted 2020:36:168, that is in the year 2020, Malaysia will receive 36 million tourists and RM168 billion tourist receipts. Twelve Entry Point Projects (EPPs) have been identified

across five themes to enhance tourism yields (PEMANDU. 2010). One of the factors to achieve this target is by having skilled and knowledgeable Travel & Tour Operation personnel who are creative in packaging tourism products and attractions which tailor to the tourist needs.

Apart from knowledge and skills, Travel & Tour Operation personnel should have the right attitude in performing their job to deal with various customers' behaviour and background. The personnel need to have effective communication skills, problem solving skills, social skills and be pro-active in promoting tour products to foreign and domestic tourists.

Travel & Tour Operation is bound by rules and regulations of Malaysia. Among them are Rules and Regulations for Tour Operating Business and Travel Agency Business (TOBTAB) of the Tourism Industry Act 1992, Tourism Vehicles Licensing Act 1999 that outline the tourism vehicle licensing requirements, Immigration Act 1959/63 (Amended 2002), Passport Act 1966 (Act 150), and Customs Act 1967 (Act 275).

Besides that local travel and tour companies must adhere to the rules and regulations of the destination countries especially rules and regulations related to customs, immigration and quarantine (CIQ).

2. OCCUPATIONAL STRUCTURE

The Hospitality & Tourism industry creates many job positions ranging from Level 1 up to Level 5. Travel & Tour sub-sector is one of sub-sectors in Tourism & Hospitality that plays an important role to serve many job areas is shown in the Occupational Structure of Travel & Tour Services (Figure 1).

Figure 2 illustrates Occupational Area Structure of Travel & Tour Services by overall occupational area. This structure shows that Travel & Tour Services job area comprises of Inbound and Outbound Tour Operation, Reservation & Ticketing, Sales and Marketing, Tour Leading and Tour Transport sub-job areas.

The entry level for Travel & Tour Operation is at level 3 due to their nature of work. Normally they attend to customers in preparing and arranging their travel plan. They are competent in performing a broad range of varies work activities, performed in a variety of contexts, most of which are complex and non-routine. There is considerable responsibility and autonomy, and control or guidance of others is often required.

2.1 Occupational Structure Table

SECTOR	HOSPITALITY & TOURISM													
SUB SECTOR	TOUR GUIDING				TRAVEL & TOUR							TOURISM TRANSPORTATION		THEME PARK
JOB AREA	LOCALISED NATURE GUIDING	NATURE TOUR GUIDING	CITY TOUR GUIDING	SPECIFIC REGION TOUR GUIDING	TRAVEL & TOUR SERVICES							CAR RENTAL	WATER RECREATION	THEME PARK
					TOUR LEADING	OUTBOUND TOUR OPERATION	INBOUND TOUR OPERATION	RESERVATION & TICKETING	SALES	CRUISE LINER SALES & MARKETING	TOUR TRANSPORT			
LEVEL 5	N/A	Naturalist	N/A	N/A	N/A	Outbound Manager	Inbound Manager	N/A	Sales Mgr (Travel)	Sales & Marketing Manager-Cruise Liner	N/A	Car Rental Operation Manager	N/A	Theme Park Attraction Manager
LEVEL 4	N/A	Specialised Nature Guide	N/A	N/A	N/A	Outbound Executive	Inbound Executive	Reservation & Ticketing Executive	Sales Exec.	Sales & Marketing Executive - Cruise Liner	N/A	Car Rental Operation Asst. Manager	N/A	Theme Park Attraction Asst Manager
LEVEL 3	N/A	Nature Guide	Tourist Guide (City Guide)	Tourist Guide (Specific Region Guide)	Tour Leader	Outbound Supervisor	Inbound Supervisor	Reservation & Ticketing Supervisor	Sales Supervisor	Sales & Marketing Supervisor - Cruise Liner	Tour Transport Supervisor	Car Rental Operation Supervisor	Water Recreation Navigation Operation	Theme Park Attraction Supervisor
LEVEL 2	Localised Nature Guide	N/A	N/A	N/A	N/A	Outbound Clerk	Inbound Clerk	N/A	Sales Asst.	N/A	Tour Transport Clerk	N/A	N/A	N/A
LEVEL 1	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

Figure 1: Occupational Structure

2.2 Occupational Area Structure Table

SECTOR	HOSPITALITY & TOURISM													
SUB SECTOR	TOUR GUIDING				TRAVEL & TOUR							TOURISM TRANSPORTATION		THEME PARK
JOB AREA	LOCALISED NATURE GUIDING	NATURE TOUR GUIDING	CITY TOUR GUIDING	SPECIFIC REGION TOUR GUIDING	TRAVEL & TOUR SERVICES							CAR RENTAL	WATER RECREATION	THEME PARK
					TOUR LEADING	OUTBOUND TOUR OPERATION	INBOUND TOUR OPERATION	RESERVATION & TICKETING	SALES	CRUISE LINER SALES & MARKETING	TOUR TRANSPORT			
LEVEL 5	N/A	Specialised Nature Tour Guiding	N/A	N/A	TRAVEL & TOUR OPERATION MANAGEMENT							Car Rental Mgt	N/A	Theme Park Attraction Mgt
LEVEL 4	N/A	Specialised Nature Tour Guiding	N/A	N/A	TRAVEL & TOUR OPERATION ADMINISTRATION							Car Rental Mgt	N/A	Theme Park Attraction Mgt
LEVEL 3	N/A	Nature Tour Guiding	City Tour Guiding	Specific Region Tour Guiding	TRAVEL & TOUR OPERATION							Car Rental Operation	Water Recreation Navigation Operation	Theme Park Attraction Operation
LEVEL 2	Localised Nature Guiding	N/A	N/A	N/A	EMBEDDED TO LEVEL 3							N/A	N/A	N/A
LEVEL 1	N/A	N/A	N/A	N/A	N/A							N/A	N/A	N/A

Figure 2: Occupational Area Structures

3. DEFINITION OF COMPETENCY LEVEL

The NOSS is developed for various occupational areas. Candidates for certification must be assessed and trained at certain levels to substantiate competencies. Below is a guideline of each NOSS Level as defined by the Department of Skills Development, Ministry of Human Resources Malaysia.

Malaysia Skills Certificate : Competent in performing a range of varied work
Level 1 activities, most of which are routine and predictable.

Malaysia Skills Certificate : Competent in performing a significant range of
Level 2 varied work activities, performed in a variety of contexts. Some of the activities are non-routine and required individual responsibility and autonomy.

Malaysia Skills Certificate : Competent in performing a broad range of varied
Level 3 work activities, performed in a variety of contexts, most of which are complex and non-routine. There is considerable responsibility and autonomy, and control or guidance of others is often required.

Malaysia Skills Diploma : Competent in performing a broad range of
Level 4 complex, technical or professional work activities, performed in a variety of contexts, and with substantial degree of personal responsibility and autonomy. Responsibility for the work of others and allocation of resources is often present.

Malaysia Skills Advanced : Competent in applying a significant range of
Diploma Level 5 fundamental principles and complex techniques across a wide and often unpredictable variety of contexts. Very substantial personal autonomy and often significant responsibility for the work of others and for the allocation of substantial resources features strongly, as do personal accountabilities for analysis, diagnosis, planning, execution and evaluation.

4. AWARD OF CERTIFICATE

Candidates who have attended and successfully completed each competency shall be awarded Certificate of Attendance on that competency. Those who have successfully completed all the core competencies and fulfilled Malaysian Skill certification requirements shall receive Sijil Kemahiran Malaysia (Malaysia Skills Certificate) in **Travel & Tour Operation** at Level 3.

5. JOB COMPETENCIES

5.1 Core Competency Unit:

- i. Inbound Tour Operation.
- ii. Outbound Tour Operation.
- iii. Reservation and Ticketing Handling.
- iv. Tour Transportation Handling
- v. Tour Products Sales and Marketing.
- vi. Tour Leading.

5.2 Elective Competency Unit:

- i. Umrah and Hajj Tour Leading.

6. WORKING CONDITION

Travel & Tour Operation personnel usually work between 35 and 40 hours per week in an office environment. During peak they are often expected to work longer hours in order to handle tour arrangements to meet customers' requirements. This situation may create work pressure to the personnel.

Travel & Tour Operation is a customer-oriented job area; therefore, the personnel need to have effective communication skills, problem-solving skills, product knowledge and positive attitude to deal with various customers' behaviour and background. They have to be pro-active in promoting tour products to the customers, especially those foreign travel agencies as well as pro-active in looking for new business opportunities. Fluency in many languages is an added advantage for personnel to serve various markets and to ensure their sustainability and employability in this job area. In addition, opportunities to travel abroad are likely to arise at numerous points throughout the career as part of their job is to lead local people to travel abroad.

7. EMPLOYMENT PROSPECT

There is a bright career progression in this job area locally and internationally as the tourism industry is the second foreign exchange earner of Malaysia as well in some other countries. Many travel agencies and tour operators are looking for skilled personnel in this job area. In larger organisations there are more opportunities to move from one department to another in order to progress.

7.1 Related industry

Those who are multilingual have brighter job opportunities in other related industries with respect to employment opportunities such as:

- Transportation industry
- Park and Recreation
- Training Institute
- Event / MICE
- Car rental
- Journalism
- Logistics
- Hotel

7.2 Related Occupation

Other related occupations with respect to employment opportunities are:

- Hotel Guest Service Officer
- Theme Park Executive
- Logistics Executive
- Car rental Officer
- Event Officer
- MICE Officer
- Travel Writer
- Trainer

8. CAREER ADVANCEMENT

8.1 Training for Advancement

Most of competent Travel & Tour Operation personnel enhance their job competency on the job. They usually begin at a junior position and gradually learn their new skills as they gain experience.

For career advancement, Travel & Tour Operation personnel may enhance their knowledge and skill by attending professional courses offered by International Air Transport Association (IATA) and United Federation of Travel Agents' Association (UFTAA). In addition, Global Distribution System (GDS) companies offer international recognition Reservation and Ticketing courses. Among the influential Global Distribution System (GDS) companies are Abacus, Galileo and Amadeus.

8.2 Industrial / Professional Recognition:-

Standard reference of professional qualification with respect to this particular job area is given by International Air Transport Association (IATA) and United Federation of Travel Agents' Association (UFTAA). Local recognition has yet to be formulated.

9. SOURCES OF ADDITIONAL INFORMATION

- **Ministry of Tourism and Culture Malaysia (MOTAC)**
(Industry Development Division)
Level 14, No. 2, Tower 1, Jalan P5/6, Presint 5
62200 Putrajaya
Tel: 03 – 8891 7000 , Fax: 03 – 8891 7473
Website : www.motour.gov.my
- **Malaysia Association of Travel and Tours (MATTA)**
Wisma MATTA, No 6, Jalan Metro Pudu 2,
Fraser Business Park, Off Jln Yew,
55100 Kuala Lumpur
Tel: 03 – 9222 1155
Website : www.matta.org.my

- **Bumiputra Travel And Tours Agents Association (BUMITRA)**
 BUMITRA MALAYSIA
 Unit F-43-3, Tingkat 3, Blok F, Platinum Walk,
 No. 2, Jalan Langkawi, Taman Danau Kota,
 53300 Gombak, WP Kuala Lumpur, Malaysia
 Tel: 603-4149 9011
 Website: www.bumitra.org.my

- **Malaysia Inbound Tourism Association (MITA)**
 Lot 4 .107, Tingkat 4, Wisma Central,
 Jalan Ampang, Kuala Lumpur,
 50450 Kuala Lumpur,
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- **Association of Tourism Training Institutes of Malaysia (ATTIM)**
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 161 Jalan Tun H.S Lee
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 Fax: 03 – 2070 3817
 Website: www.attim.org.my

10. ACKNOWLEDGEMENT

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11. NOSS DEVELOPMENT COMMITTEE MEMBERS

TRAVEL AND TOUR OPERATION LEVEL 3

EXPERT PANELS		
1.	Mrs. Aishah Binti Mohd. Noor	Chief Operating Officer Boman Travel & Tours Sdn. Bhd.
2.	Mr. Ajib Rosyedy Mohammad Isa	Managing Director Awan Bahtera Travel & Tours Sdn Bhd
3.	Mr. Chong Wai Kit	Assistant Secretary, Ministry of Tourism and Culture
4.	Mr. Chua Eng Han	Trainer Greencity International College
5.	Mr. Mohd Hanafiah Bin Mohd Nawawi	Umrah Tour Leader Rakyat Travel Sdn. Bhd.
6.	Ms. Juliana Yoong	Managing Director Hybrid Holiday Sdn. Bhd
7.	Mr. Mohamed Igbal Khan Abdul Ghani	Tour Leader Poto Travel & Tours Sdn. Bhd.
8.	Mr. Manjit Singh A/L Joginder Singh	Tour Leader Baharuddin Travel Sdn Bhd (Former Ticketing Officer Malaysia Airline System)
9.	Mr. Side Mohamed Bin Hj Mohd Ali	Tour Leader TM Travel and Tours Sdn. Bhd.
10.	Mr. Stevie Sebol	Assistant Secretary, Ministry of Tourism and Culture
11.	Mr. Zulkafli Bin Ismail	Ticketing Manager Zack Holiday Sdn. Bhd.
FACILITATOR		
12.	Mrs. Jaiyah Binti Shahbudin	Multi Media Synergy Corporation Sdn. Bhd.

12. REFERENCES

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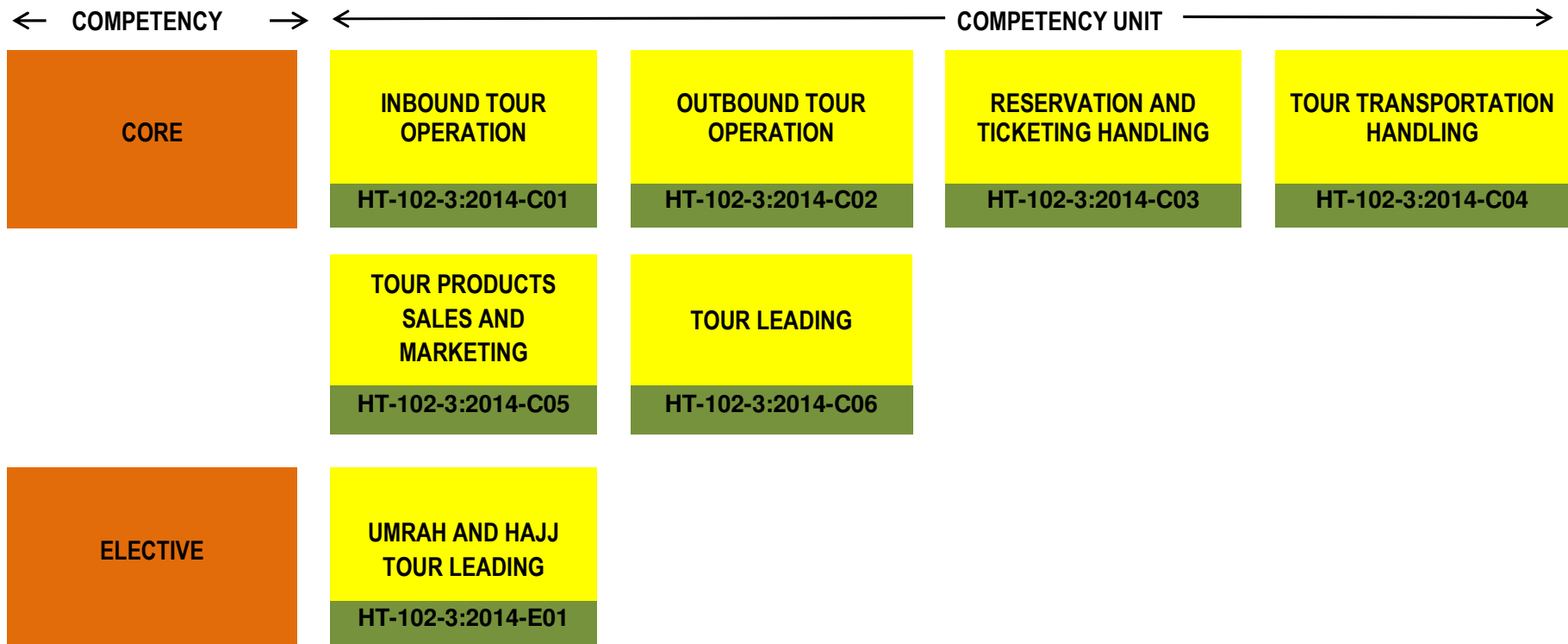
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COMPETENCY PROFILE CHART (CPC)

SECTOR	TOURISM & HOSPITALITY		
SUB SECTOR	TRAVEL & TOUR		
JOB AREA	TRAVEL & TOUR SERVICES		
NOSS TITLE	TRAVEL & TOUR OPERATION		
JOB LEVEL	THREE (3)	JOB AREA CODE	HT-102-3:2014



COMPETENCY PROFILE (CP)

Sector	TOURISM & HOSPITALITY			
Sub Sector	TRAVEL & TOUR			
Job Area	TRAVEL & TOURS SERVICES			
NOSS Title	TRAVEL & TOURS OPERATION			
Level	THREE (3)			
CU Title	CU Code	CU Descriptor	Work Activity	Performance Criteria
1. Inbound Tour Operation	HT-102-3:2014-C01	<p>Inbound Tour refers to tour activities within the country. Inbound Tour Operation work tasks emphasise on serving foreign tourist coming to Malaysia as well as domestic tourist for holiday, meeting, event and business trip. In this regards, local tour operators acts as ground handlers to handle the groups, while foreign tour operators act as agents for Malaysia tour operators.</p> <p>Inbound Tour Operation tasks involve full cycle of holiday arrangement starting from tour package development,</p>	1. Prepare inbound tour package	<p>1.1 Malaysia inbound trend is assessed to identify current demand and market segment</p> <p>1.2 Potential attractions and destinations are identified to create customer's interest</p> <p>1.3 Relevant authorities requirement related to tour packages/activities are identified</p> <p>1.4 Inbound tour packages offered by competitors are compared to identify market rate / tariff</p> <p>1.5 Facilities and services provided by hotel and restaurant is checked to ensure it meet the customers'</p>

CU Title	CU Code	CU Descriptor	Work Activity	Performance Criteria
		<p>arrangement with local service providers, receive the tourist and handle the tour until the tour finish when the tourist go home. This big cycle of tasks require energetic and meticulous person besides good communication skills to handle the job.</p> <p>The person who is competent in Inbound Tour Operation shall be able to prepare inbound tour package, perform pre-tour arrangement, coordinate inbound tour execution and produce inbound tour operation report.</p> <p>The outcome of this competency is to operate inbound tour within Malaysia to foreign and domestic tourist according to tour service terms and condition to fulfil tourist expectation.</p>		<p>need</p> <p>1.6 Attraction familiarisation (Fam trip) is carried out to assess the suitability of the services for customer</p> <p>1.7 Tour itinerary is developed based on tour specification and customer requirements</p> <p>1.8 Inbound tour package price is proposed to superior for approval according to company procedure</p> <p>1.9 Customer is explained and convinced to purchase the tour package</p> <p>1.10 Inbound tour package quotation is prepared and explained to customer</p> <p>1.11 Inbound tour package is assessed and reviewed based on customers' feedback and sales response</p>
			2. Perform pre-tour arrangement	<p>2.1 Inbound tour package confirmation acquired from customer according to package terms and conditions</p> <p>2.2 Payment collection from</p>

CU Title	CU Code	CU Descriptor	Work Activity	Performance Criteria
				<p>customer is coordinated according to company procedure</p> <p>2.3 Travel document is advised to foreign travel agent based on Malaysia authority and statutory body requirement</p> <p>2.4 Service providers reservation is carried based on agreed terms and conditions</p> <p>2.5 Payment to service providers is coordinated with finance department according to company procedure</p> <p>2.6 Travel insurance is advised and explained to customers according to company procedure</p> <p>2.7 Tourist guide is assigned to execute the tour according to authority's requirement</p> <p>2.8 Tour job assignment is prepared and explained to tourist guide to ensure tour is executed according to tour itinerary</p> <p>2.9 Local authority permit application is coordinated according to relevant authority</p>

CU Title	CU Code	CU Descriptor	Work Activity	Performance Criteria
				<p>requirements</p> <p>2.10 Inbound tour contingency and emergency plan is checked to ensure its comply with company procedure</p>
			3. Coordinate inbound tour execution	<p>3.1 Execution of tour program is monitored to ensure tour is conducted according to tour itinerary</p> <p>3.2 Tourist complaint is attended to and solution is taken within Tour Operation personnel's jurisdiction to avoid any discrepancies</p> <p>3.3 Emergency situation during tour is assessed to identify the level of seriousness of the situation</p> <p>3.4 Emergency assistance and evacuation plan during tour is executed according to safety procedure by liaising and coordinating with authority and rescue team</p> <p>3.5 Tour contingency plan is executed to overcome unexpected circumstances during tour</p>

CU Title	CU Code	CU Descriptor	Work Activity	Performance Criteria
			4. Produce inbound tour operation report	<p>4.1 Inbound tour report is prepared based on feedback from tourists and tourist guide</p> <p>4.2 Inbound tour gross profit/ loss report is prepared based on tour expenses and revenue</p> <p>4.3 Customers and suppliers information indexed and filed for future reference according to company documentation procedure</p>
2. Outbound Tour Operation	HT-102-3:2014-C02	<p>Outbound Tour refers to tour activities which are conducted out site of Malaysia. Outbound Tour Operation work tasks emphasise on serving Malaysians to travel abroad for holiday, meeting, and event or business trip. In this regards, tour operators at the destinations acts as ground handlers to handle groups from Malaysia, while local tour operators act as agents to the destination tour operators</p> <p>.</p> <p>Outbound Tour Operation</p>	1. Prepare outbound tour package	<p>1.1 Potential outbound attraction and destination are identified to create customers' interest</p> <p>1.2 Quotations from destination ground handlers are acquired and packages price are assessed to identify attractive services</p> <p>1.3 Outbound tour packages offered by competitors are compared to determine saleable and current market price</p> <p>1.4 Attractions and activities are selected and packaged to</p>

CU Title	CU Code	CU Descriptor	Work Activity	Performance Criteria
		<p>consists of work tasks that involve creating of tour package through discussion with foreign tour operators at the destination that acts as a ground handler. Although the tour is executed by the ground handler, tour operation personnel need to coordinate and monitor the tour closely to avoid any discrepancies and complaints from guest. These challenging tasks require energetic and meticulous person besides good communication skills and problem solving skill.</p> <p>The person who is competent in Outbound Tour Operation shall be able to prepare outbound tour package, confirm outbound tour package, perform pre-tour arrangement, supervise outbound tour activities, and produce outbound tour operation report</p> <p>The outcome of this competency is to provide tour services to Malaysians who travel abroad according to tour service terms</p>	<p></p> <p>2. Confirm outbound tour package</p>	<p>create tour itinerary according to customers' interest and requirements</p> <p>1.5 Outbound tour package price is proposed to superior for approval according to company procedure</p> <p>1.6 Customer is explained and convinced to purchase the outbound tour package</p> <p>1.7 Outbound tour package quotation is prepared and presented to customer</p> <p>1.8 Outbound tour package is reviewed based on customers' feedback and sales response</p> <p>2.1 Tour package purchase confirmation is acquired from customer according to company procedure</p> <p>2.2 Tour payment collection from customer is coordinated based on package terms and conditions</p> <p>2.3 Ground handler at the destination is selected based on attractive package and</p>

CU Title	CU Code	CU Descriptor	Work Activity	Performance Criteria
		and condition to fulfil guest expectation.		<p>competitive price</p> <p>2.4 Deposit payment to ground handler is coordinated according to tour package terms and conditions</p> <p>2.5 Travel document advice is acquired from ground handler based on destination's authority and statutory body requirements</p>
			3. Perform pre-tour arrangements	<p>3.1 Guest passport validity is checked and confirmed based on international travel requirements</p> <p>3.2 Visa application is arranged according to destination requirement and procedure</p> <p>3.3 Travel insurance arrangement is coordinated according to company procedure</p> <p>3.4 Health advice is explained to guest according to destination requirement</p> <p>3.5 Airlines ticket reservation is coordinated based on tour program/itinerary</p>

CU Title	CU Code	CU Descriptor	Work Activity	Performance Criteria
				<p>3.6 Departure and arrival transportation is arranged based on tour package terms and conditions</p> <p>3.7 Customers are advised on tour requirements according to company procedure</p> <p>3.8 Tour leader is assigned based on customer requirement according to tour package service terms and conditions</p> <p>3.9 Tour job assignment is prepared and explained to tour leader</p> <p>3.10 Outbound tour contingency and emergency plan is checked to ensure it does comply with company procedure</p>
			4. Monitor outbound tour activities	<p>4.1 Tour departure execution is coordinated to ensure tour departure activities are conducted according to the schedule</p> <p>4.2 Execution of tour by the ground handler is checked through feedback from tour leader</p>

CU Title	CU Code	CU Descriptor	Work Activity	Performance Criteria
				<p>4.3 Daily coordination with tour leader is carried out to ensure tour is executed according to tour itinerary</p> <p>4.4 Guest complaint is attended to and solution is given within Travel & Tour Operation personnel's jurisdiction through discussion with tour leader and ground handler</p> <p>4.5 Emergency handling is monitored to ensure guest safety</p> <p>4.6 Tourist arrival execution is coordinated and monitored to ensure guest satisfaction</p>
			<p>5. Produce outbound tour operation report</p>	<p>5.1 Outbound tour report is prepared based on feedback from guest and tour leader</p> <p>5.2 Gross profit/ loss report is prepared based on tour expenses and revenue</p> <p>5.3 Ground handler, suppliers and guest information are indexed and filed for future reference according to company documentation procedure</p>

CU Title	CU Code	CU Descriptor	Work Activity	Performance Criteria
3. Reservation and Ticketing Handling	HT-102-3:2014-C03	<p>Reservation and Ticketing is a process to purchase airline ticket and to secure various worldwide reservation including hotel, cruise, train, etc. as stated on the online reservation system. This process requires the personnel to hands-on the online system which is known as Global Distribution System (GDS). The personnel may deal direct with customers or deal with third parties which are known as agents. Therefore, the Travel and Tour Operation personnel need to have customer service skill, protocol and social etiquette knowledge and must be hospitable when handling customers especially VIP.</p> <p>The person who is competent in Reservation and Ticketing Handling shall be able to handle reservation and ticketing enquiries, perform reservation and ticketing arrangements and prepare ticketing and reservation report according to reservation and ticketing terms & conditions.</p>	1. Handle reservation and ticketing enquiries	<p>1.1 Customer enquiries are attended to in hospitable manner to identify types of reservation</p> <p>1.2 Customers are advised on choices of travel itinerary and reservation</p> <p>1.3 Customer special request is identified and related information is explained to customer</p> <p>1.4 Reservation and ticketing terms and conditions is explained to customers according to company procedure</p>
			2. Perform reservation and ticketing arrangements	<p>2.1 Travel itinerary is prepared and confirmed according to customer's request</p> <p>2.2 Ticket price is checked from online system and explained to customer in hospitable manner</p> <p>2.3 Travel insurance is advised to customers for travel security protection.</p> <p>2.4 Passenger's information</p>

CU Title	CU Code	CU Descriptor	Work Activity	Performance Criteria
		<p>The outcome of this competency is to issue airlines ticket and confirm worldwide tour related reservation according to the airfares contract terms and conditions to fulfil customer expectation.</p>		<p>acquired according to company procedure</p> <p>2.5 Quotation is issued and booking terms and conditions are explained to customer according to company procedure</p> <p>2.6 Travel Requisition Form (TRF) is acquired from customer according to company procedure</p> <p>2.7 Invoice is issued and payment terms and condition are explained to customer according to company procedure</p> <p>2.8 Ticket payment collection from customer is coordinated according to payment terms and conditions and company procedure</p> <p>2.9 Ticket is purchased and issued to customer based on Travel Requisition Form</p> <p>2.10 Ticket changes and cancellation are handled. based on booking terms and conditions and company procedure.</p>

CU Title	CU Code	CU Descriptor	Work Activity	Performance Criteria
				<p>2.11 Ticket changes and cancellation penalty is explained to customers according to airline companies procedure</p>
			<p>3. Prepare reservation and ticketing report</p>	<p>3.1 Bank Settlement Plan (BSP) report is generated to check weekly deduction to IATA</p> <p>3.2 Agency Debit Memo (ADM) is checked to identify IATA penalty</p> <p>3.3 IATA is contacted to rectify BSP abnormalities</p> <p>3.4 Ticketing sales report is prepared and submitted to superior according to company procedure</p> <p>3.5 Customer information is indexed and filed for future reference according to company documentation procedure</p> <p>3.6 Ticketing and reservation documents are indexed and filed for future reference according to company documentation procedure</p>

CU Title	CU Code	CU Descriptor	Work Activity	Performance Criteria
4. Tour Transportation Handling	HT-102-3:2014-C04	<p>Transport plays a vital role in travel and tour to fleet tourist to attraction and destination during tour. In big organisations, tour operators provide tour transport while small scale tour operators rent the vehicle from service providers. In handling tour transportation, the travel & tour operation personnel responsible in preparing job schedule, coordinate payment from customers, assigning driver, arranging vehicle for service and maintenance, and handling related permits and licences. In addition the personnel are also responsible in handling any emergency related to the tour transportation.</p> <p>The person who is competent in Tour Transportation Handling shall be able to manage tour transportation reservation, handle tour transportation service contingency and emergency situation, arrange vehicle maintenance and perform tour transportation administration activities.</p>	1. Manage tour transportation reservation	<p>1.1 Tour transportation service information is explained to customer to create customer interest and business networking</p> <p>1.2 Customer enquiries are attended to in hospitable manner to identify tour transportation reservation details</p> <p>1.3 Quotation is issued and booking terms and conditions are explained to customer according to company procedure</p> <p>1.4 Tour transportation booking confirmation is acquired from customer according to company procedure</p> <p>1.5 Invoice is issued and payment terms and condition are explained to customer according to company procedure</p> <p>1.6 Payment collection from customer is coordinated according to tour transportation service terms and conditions and company procedure</p>

CU Title	CU Code	CU Descriptor	Work Activity	Performance Criteria
		<p>The outcome of this competency is to provide excellent tour transportation services to customer according to service terms and condition to fulfil customer expectation.</p>	.	<p>1.7 Travel insurance arrangement is coordinated according to company procedure</p> <p>1.8 Tour transportation schedule is prepared based on booking confirmation from customers</p> <p>1.9 Driver is assigned to handle the job assignment according to authority's requirements</p> <p>1.10 Tourist Guide is assigned to handle the job assignment according to customer and authority's requirements</p> <p>1.11 Tour transportation reservation changes and cancellation is handled according to tour transportation service terms and conditions</p> <p>1.12 Transport contingency plan is prepared for any unexpected circumstances during tour</p>
			<p>2. Handle tour transportation service contingency and emergency situation.</p>	<p>2.1 Driver replacement is arranged to avoid delay to the customer according to service terms and conditions</p> <p>2.2 Tour vehicle breakdown is</p>

CU Title	CU Code	CU Descriptor	Work Activity	Performance Criteria
				<p>handled and vehicle replacement is coordinated according to service terms and conditions</p> <p>2.3 Vehicle emergency situation during tour is assessed to identify the level of seriousness of the situation and emergency handling is coordinated</p> <p>2.4 Emergency assistance during tour is executed by liaising and coordinating with authority and rescue team</p> <p>2.5 Transport contingency plan is executed to overcome unexpected circumstances during tour</p>
			3. Arrange vehicle maintenance	<p>3.1 Vehicle maintenance is arranged according to maintenance schedule</p> <p>3.2 Vehicle inspection is arranged according to inspection schedule and authority's requirements</p> <p>3.3 Compliance of tour transport safety requirement is ensured according to authority's</p>

CU Title	CU Code	CU Descriptor	Work Activity	Performance Criteria
				requirements 3.4 Up-keeping of the vehicle is monitored to ensure vehicle is in clean and neat condition
			4. Perform tour transportation administration activities	4.1 Customers' complaint related to tour transportation service is attended to and solution is given within the Travel & Tour Operator personnel's jurisdiction to ensure customer satisfaction 4.2 Vehicle road tax is checked to ensure it comply with the authorities' requirements 4.3 Vehicle insurance arrangement is coordinated according to authority's requirements 4.4 Tour transport international boundaries permits are arranged according to destination country procedure. 4.5 Drivers' Driving License and Malaysian Vocational License (PSV) validity are checked based on authority requirements

CU Title	CU Code	CU Descriptor	Work Activity	Performance Criteria
				<p>4.6 Periodical and ad-hoc check-up of driver's urine is arranged to prevent any drug abuse according to company procedure</p> <p>4.7 Tour transportation service related documents are indexed and filed for future reference according to company documentation procedure</p>
5. Tour Products Sales and Marketing	HT-102-3:2014-C05	Tour Products Marketing is a process by which a tour product is introduced and promoted to potential customers. It encompasses advertising, public relations, promotions and sales. The ultimate goal of marketing is to create market position and generate sales. Therefore, sales and marketing personnel need to have social skills such as interpersonal skill, negotiation skill and communication skill to create customers' interest and trust to the company's tour	1. Study company tour products	<p>1.1 Company's existing tour products are identified and product information is interpreted</p> <p>1.2 Customer database is accessed to identify potential customer</p> <p>1.3 Current customer profile is assessed to identify travel trend and pattern</p> <p>1.4 New potential market is identified based on current travel trend and pattern</p>

CU Title	CU Code	CU Descriptor	Work Activity	Performance Criteria
		<p>products.</p> <p>The person who is competent in Tour Products Sales and Marketing shall be able to study company tour products, plan sales and marketing activities, execute marketing and promotion and prepare marketing and promotion report according to company procedure.</p> <p>The outcome of this competency is to achieve highest sales revenue through effective and strategic marketing and promotion programs.</p>	<p>2. Plan sales and marketing activities</p>	<p>2.1 Potential customers is determined and categorised according to market segment</p> <p>2.2 Marketing materials is selected based on target market</p> <p>2.3 Marketing tool is selected based on target market and marketing budget</p> <p>2.4 Tour product brochures preparation is coordinated</p> <p>2.5 Marketing and promotion schedule is prepared</p>
			<p>3. Execute marketing and promotion activities</p>	<p>3.1 Sales visit is conducted to promote tour products to existing customers and new customers</p> <p>3.2 Trade fair is participated to capture mass market</p> <p>3.3 Tour products information is distributed to potential customer through selected marketing tools</p> <p>3.4 Sales follow up is carried out based on client's feedbacks and interest to conclude sales</p>

CU Title	CU Code	CU Descriptor	Work Activity	Performance Criteria
				<p>3.5 Sales value that has been closed is calculated</p> <p>3.6 Marketing and promotion activities are assessed to identify weaknesses and strengths for future development</p>
			4. Prepare marketing and promotion report	<p>4.1 Marketing and promotion activities are recorded for future references</p> <p>4.2 Sales, marketing and promotion performance report is generated and submitted to superior</p> <p>4.3 Sales, marketing and promotion related documents are recorded, filed and indexed according to company documentation procedure</p>

CU Title	CU Code	CU Descriptor	Work Activity	Performance Criteria
6. Tour Leading	HT-102-3:2014-C06	<p>Tour Leading is a work task that leads Malaysians to travel abroad for the purpose of holiday, meeting, event, and leisure or business trip. The Travel and Tour Operation personnel who lead the group known as Tour Leader and responsible to the group throughout the program. These personnel must ensure all arrangements at the destination are performed by the ground handler accordingly to contract service terms and conditions to avoid any complaints from the guests.</p> <p>The person who is competent in Tour Leading shall be able to perform pre-tour arrangement, perform departure arrangement, monitor outbound tour execution, coordinate handling of emergency situation and prepare tour leading report according to company procedure.</p> <p>The outcome of this competency is to lead outbound tour program</p>	1. Perform pre-tour arrangement	<p>1.1 Tour job assignment is accepted and tour itinerary/ tour program is clarified</p> <p>1.2 Job assignment is studied to identify tour destination, tour requirements and ground handler information</p> <p>1.3 Cash advance is collected according to company procedure</p> <p>1.4 Guest profile is studied based on job assignment to identify guest needs and requirements.</p> <p>1.5 Information on the destination is studied to acquire the destination's highlight</p> <p>1.6 Travel formalities to destinations are researched and acquired to ensure smooth arrival and departure activities</p> <p>1.7 Guests are contacted and departure information and travel advice is briefed</p> <p>1.8 Guests are advised on tour requirements according to company procedure</p>

CU Title	CU Code	CU Descriptor	Work Activity	Performance Criteria
		at the destination while monitor and coordinate the execution of the tour program by the ground handler according to the contract service terms and condition to fulfil guest expectation.	2. Perform Departure Arrangement	<p>1.9 Guests' health and fitness information is gathered and recorded for emergency assistance</p> <p>2.1 Meet and greet is performed to guest according to Malaysia way of greeting to show friendliness and warmness welcome</p> <p>2.2 Guests' Travel documents validity is checked to ensure guests fulfil authority's requirement</p> <p>2.3 Airport check-in is coordinated to expedite check-in process</p> <p>2.4 Tour program and journey to the destination is briefed to guests in hospitable manner to ensure guests are mentally prepared and have reasonable expectation</p> <p>2.5 Culture sensitivity of the destination is explained to the guests to maintain harmonious relationship with the local community during tour</p>

CU Title	CU Code	CU Descriptor	Work Activity	Performance Criteria
				<p>2.6 The do's and the don'ts are explained to guest to ensure guest adhere to the rule and regulation of the destinations</p> <p>2.7 In flight special request is verified based on guests' request</p>
			3. Monitor Outbound Tour Execution.	<p>3.1 Clearance of guest arrival at the destination entry point is coordinated</p> <p>3.2 Ground handler is contacted and travel to the accommodation is coordinated</p> <p>3.3 Accommodation check-in and check-out are coordinated to expedite the check-in and check-out process</p> <p>3.4 Accommodation arrangement at the destination is monitored and verified based on tour service agreement with ground handler</p> <p>3.5 Tour transport arrangement at the destination is monitored and verified based on tour itinerary requirement to ensure tour is conducted</p>

CU Title	CU Code	CU Descriptor	Work Activity	Performance Criteria
				<p>according to schedule</p> <p>3.6 Meal arrangements at the destinations are monitored and verified based on tour service agreement with ground handler</p> <p>3.7 Guests are briefed on suitable attire and essential items for every tour program according to activity requirement and based on ground handler's advice</p> <p>3.8 Guests' complaints are attended to and solution is given within tour leader's jurisdiction through discussion with ground handler</p> <p>3.9 Execution of tour itinerary is monitored to ensure service provided by the ground handler is according to service terms and conditions</p> <p>3.10 Daily coordination with company is carried out to update tour progress and ground handler performance</p>

CU Title	CU Code	CU Descriptor	Work Activity	Performance Criteria
			4. Coordinate handling of emergency situation.	<p>4.1 Handling of lost of travel documents is coordinated according to the destination country's authority procedure and Malaysia's authority procedure</p> <p>4.2 Handling of lost of valuable or personal belongings is coordinated with ground handler to ensure guest is attended to in professional manner</p> <p>4.3 Handling of health related matters is coordinated to ensure guest would be attended to and treated professionally</p> <p>4.4 Handling of accidents is coordinated according to the destination country's authority procedure</p> <p>4.5 Handling of death matters is coordinated according to the destination country's authority procedure and Malaysia's authority procedure</p> <p>4.6 Emergency handling by the ground handler during tour is monitored to ensure guests are in safe condition</p>

CU Title	CU Code	CU Descriptor	Work Activity	Performance Criteria
			5. Prepare tour leading report	5.1 Tour leading expenses report and claim is prepared and submitted to the superior for verification according to company procedure 5.2 Discrepancies report during tour is prepared and submitted to the management according to company procedure 5.3 Guests' feedback is gathered to identify any weaknesses for future improvement 5.4 Guest information and tour leading related information is indexed and filed for future reference according to company documentation procedure

CU Title	CU Code	CU Descriptor	Work Activity	Performance Criteria
7. Umrah and Hajj Tour Leading	HT-102-3:2014-E01	<p>Umrah and Hajj Tour Leading is a work task that lead Malaysia's jemaah to perform Umrah and Hajj. The Travel and Tour Operation personnel who lead the jermaah is known as Mutawiff and responsible to the jemaah throughout the Umrah, Hajj and ziarah program. These personnel must ensure that all arrangements at the destination are carried out by the ground handler accordingly contract service terms and conditions to avoid any complaints from the jemaah.</p> <p>Besides that the personnel must be able to lead and guide the jemaah in performing Umrah and Hajj according to syariah compliance as well as deliver tour commentary during ziarah.</p> <p>The person who is competent in Umrah and Hajj Tour Leading shall be able to perform Umrah and Hajj pre-departure arrangement, perform departure arrangement, coordinate</p>	1. Perform Umrah and Hajj pre-departure arrangement	<p>1.1 Umrah/Hajj job assignment is accepted and program itinerary is clarified</p> <p>1.2 Cash advance is collected according to company procedure</p> <p>1.3 Job assignment is studied to identify Umrah and ziarah program and ground handler information</p> <p>1.4 Jemaah profile is studied based on job assignment to identify jemaah's needs and requirements</p> <p>1.5 Travel formalities to destinations are researched and acquired to ensure smooth arrival and departure activities</p> <p>1.6 Jemaah are contacted and departure information and travel advice is briefed according to company procedure</p> <p>1.7 Jemaah's health and fitness information is gathered and recorded for emergency assistance</p>

CU Title	CU Code	CU Descriptor	Work Activity	Performance Criteria
		<p>jemaah's logistic arrangement, guide jemaah to perform Umrah. guide jemaah to perform Hajj, coordinate handling of emergency situation and prepare Umrah and Hajj report according to company procedure</p> <p>The outcome of this competency is to lead and guide jemaah in performing Umrah and Hajj at the destination (Makkah and Medinah) to avoid any mistake according to syariah requirements.</p> <p>The personnel who are to be trained for this competency must fulfil the following pre-requisite:</p> <ul style="list-style-type: none"> i. Must be a Muslim 	<p>2. Perform departure arrangement</p>	<p>2.1 Meet and greet is performed to guest according to Malaysia way of greeting to show friendliness and warmness welcome</p> <p>2.2 Jemaahs' Travel document validity is checked to ensure jemaahs fulfil authority's requirements</p> <p>2.3 Airport check-in is coordinated according to check-in procedure and to expedite check-in process</p> <p>2.4 Itinerary and journey to Makkah and Medina is briefed and explained to jemaah in hospitable manner to ensure jemaah are mentally prepared and have reasonable expectation</p> <p>2.5 Culture sensitivity of the destination explained to jemaah to maintain harmonious relationship with local community and other jemaah during Umrah, ziarah and Hajj</p> <p>2.6 The do's and the don'ts are explained to jemaah to ensure jemaah adhere to the rule and</p>

CU Title	CU Code	CU Descriptor	Work Activity	Performance Criteria
				regulation of the destinations 2.7 In flight special request is verified based on jemaah's request
			3. Coordinate jemaah's logistic arrangement	3.1 Clearance of jemaah arrival at the destination entry point is coordinated 3.2 Accommodation check-in and check-out are coordinated to expedite the check-in and check-out process 3.3 Accommodation arrangement at the destination is monitored and verified based on package service agreement with ground handler 3.4 Transport arrangement at the destination is monitored and verified to ensure Umrah and Hajj is performed according to schedule 3.5 Meal arrangement at the destination is monitored and verified base on Umrah, Hajj and ziarah package service agreement 3.6 Jemaahs' complaints are attended to and solution taken

CU Title	CU Code	CU Descriptor	Work Activity	Performance Criteria
				within tour leader's jurisdiction.
			4. Guide jemaah to perform Umrah.	<p>4.1 Umrah miqat and Umrah Niat is briefed to jemaah to ensure jemaah is complying with umrah pillar</p> <p>4.2 The do's and the don'ts, and terms and condition during Ihram according to umrah procedure is explained to jemaah</p> <p>4.3 Tawaf Niat (Intention) is informed to jemaah to ensure jemaah is complying with umrah pillar</p> <p>4.4 Jemaah is guided to perform Tawaf (Circumbulation) to ensure jemaah is complying with umrah pillar</p> <p>4.5 The do's and the don'ts during Tawaf is explained to jemaah to ensure jemaah is complying with umrah procedure</p> <p>4.6 Sae'i Niat is informed to jemaah to ensure jemaah is complying with umrah pillar</p> <p>4.7 Jemaah is guided to perform</p>

CU Title	CU Code	CU Descriptor	Work Activity	Performance Criteria
				<p>Sa'ei (Circumambulation) to ensure jemaah is complying with umrah pillar</p> <p>4.8 The do's and the don'ts and terms and condition during Sa'ei is explained to jemaah to ensure jemaah is complying with umrah procedure</p> <p>4.9 Conditions pertaining to the cropping of the hair and Tahallul is explained to jemaah to ensure jemaah is complying with umrah pillar</p> <p>4.10 Jemaah is advised to be aware and responsible of their own performance and complete fulfilment of umrah (or throughout the duration of the umrah trip)</p> <p>4.11 Umrah DAM is interpreted and procedure to pay Umrah DAM is explained to jemaah</p> <p>4.12 Female Jemaah is informed and reminded on special matters and issues related to women to ensure the Jemaah is complying with syariah</p> <p>4.13 Commentary on Makkah and Madinnah is delivered</p>

CU Title	CU Code	CU Descriptor	Work Activity	Performance Criteria
				<p>effectively to Jemaah during ziarah</p> <p>4.14 Jemaah is informed and reminded on the practice of umrah sunat (recommendations) throughout the performance Umrah</p> <p>4.15 Tawaf Wada' is explained to jemaah to ensure jemaah is complying with umrah procedure</p> <p>4.16 The do's and the don'ts and terms and condition after Tawaf Wada' is explained to jemaah to ensure jemaah is complying with umrah procedure</p>
			5. Guide jemaah to perform Hajj.	<p>5.1 Type of Hajj to be performed is briefed and reminded to jemaah ensure jemaah put on the right niat (intention)</p> <p>5.2 Hajj miqat and Hajj Niat is briefed to jemaah to ensure jemaah is complying with Hajj pillar</p> <p>5.3 The do's and the don'ts, and terms and condition during</p>

CU Title	CU Code	CU Descriptor	Work Activity	Performance Criteria
				<p>Ihram according to Hajj procedure is explained to jemaah</p> <p>5.4 Jemaah are lead for Waqoof (standing in Arafa) according to Hajj pillar</p> <p>5.5 The do's and the don'ts, and terms and condition during Waqoof according to Hajj procedure is explained to jemaah to ensure jemaah is complying with Hajj procedure</p> <p>5.6 Jemaah are lead for overnight at Muzdalifah and explained on the do's and the don'ts at Muzdalifah to ensure jemaah is complying with Hajj procedure</p> <p>5.7 Jemaah is guided for the ritual of stoning the devil at Mina to ensure jemaah is complying with Hajj procedure</p> <p>5.8 The do's and don'ts of stoning the devil is briefed to jemmah to ensure jemaah is complying with Hajj procedure</p> <p>5.9 The term and conditions of shaving and cropping of hairs at Mina is explained to jemaah to</p>

CU Title	CU Code	CU Descriptor	Work Activity	Performance Criteria
				<p>ensure jemaah is complying with Hajj pillar</p> <p>5.10 Tawaf Niat (Intention) is informed to jemaah to ensure jemaah is complying with Hajj pillar</p> <p>5.11 Jemaah is guided to perform Tawaf (Circumbulation) to ensure jemaah is complying with Hajj pillar</p> <p>5.12 The do's and the don'ts during Tawaf is explained to jemaah to ensure jemaah is complying with Hajj procedure</p> <p>5.13 Sae'i Niat is informed to jemaah to ensure jemaah is complying with Hajj pillar</p> <p>5.14 Jemaah is guided to perform Sa'ei to ensure jemaah is complying with Hajj pillar</p> <p>5.15 The do's and the don'ts and terms and condition during Sa'ei is explained to jemaah to ensure jemaah is complying with Hajj procedure</p> <p>5.16 Conditions pertaining to the cropping of the hair and</p>

CU Title	CU Code	CU Descriptor	Work Activity	Performance Criteria
				<p>Tahallul is explained to jemaah to ensure jemaah is complying with Hajj pillar</p> <p>5.17 Jemaah is advised to be aware and responsible of their own performance and complete fulfilment of hajj (or throughout the duration of the Hajj trip)</p> <p>5.18 Hajj Dam is interpreted and procedure to pay Hajj DAM is explained to jemaah to ensure jemaah is complying with Hajj procedure</p> <p>5.19 Female jemaah is explained and reminded on special matters and issues related to women to ensure their Hajj comply with syariah</p> <p>5.20 Jemaah is informed and reminded on the practice of umrah sunat (recommendations) throughout the performance Hajj</p> <p>5.21 Commentary on Makkah and Madinnah is delivered effectively to jemaah during ziarah</p> <p>5.22 Jemaah are explained and</p>

CU Title	CU Code	CU Descriptor	Work Activity	Performance Criteria
				<p>reminded on the practice of sunat-sumat Hajj and Umrah throughout the performing of Hajj and Umrah</p> <p>5.23 Jemaah was briefed on the conditions and ritual of performing the sacrifice on the days of Tasyriq</p> <p>5.24 Tawaf Wada' is explained to jemaah to ensure jemaah is complying with Hajj procedure</p> <p>5.25 The do's and the don'ts and terms and condition after Tawaf Wada' is explained to jemaah to ensure jemaah is complying with Hajj procedure</p> <p>5.26 Jemaah are reminded to self-evaluate the completeness of the oneself performance throughout the duration of Hajj</p>
			6. Coordinate handling of emergency situation.	6.1 Handling of lost of travel document is coordinated according to the Saudi Arabia's authority procedure and Malaysia's authority procedure

CU Title	CU Code	CU Descriptor	Work Activity	Performance Criteria
				<p>6.2 Handling of lost of valuable or personal belongings is coordinated with ground handler (muassasah) to ensure jemaah is attended to in professional manner</p> <p>6.3 Handling of health related matters is coordinated to ensure jemaah would be attended to and treated professionally</p> <p>6.4 Handling of accidents matters is coordinated according to the Saudi Arabia's authority procedure</p> <p>6.5 Handling of death matters is coordinated according to the Saudi Arabia's authority procedure and Malaysia's authority procedure</p> <p>6.6 Emergency handling by the ground handler during Umrah, Hajj and ziarah is monitored to ensure jemaah are always in safe condition</p>

CU Title	CU Code	CU Descriptor	Work Activity	Performance Criteria
			7. Prepare Umrah and Hajj report	<p>7.1 Tour leading expenses report and claim is prepared and submitted to the superior for verification according to company procedure</p> <p>7.2 Discrepancies report on Umrah, Hajj and ziarah is prepared and submitted to the management according to company procedure</p> <p>7.3 Jemaah's feedback is gathered and handed over to superior</p> <p>7.4 Jemaah information is gathered and filed for future references according to company documentation procedure</p>

CURRICULUM of COMPETENCY UNIT (CoCU)

SECTOR	TOURISM & HOSPITALITY								
SUB SECTOR	TRAVEL & TOUR								
JOB AREA	TRAVEL & TOUR SERVICES								
NOSS TITLE	TRAVEL & TOUR OPERATION								
COMPETENCY UNIT TITLE	INBOUND TOUR OPERATION								
LEARNING OUTCOME	<p>The person who is competent in this CU shall be able to operate inbound tour within Malaysia to foreign and domestic tourist according to tour service terms and condition to fulfil tourist expectation. Upon completion of this competency unit, trainees will be able to:</p> <ul style="list-style-type: none"> • Prepare inbound tour package • Perform pre-tour arrangement • Coordinate inbound tour execution • Produce inbound tour operation report. 								
PRE-REQUISITE									
COMPETENCY UNIT CODE	HT-102-3:2014-C01	Competency Type	Core	Level	3	Training Duration	350 hours	Credit Hours	35
Work Activities	Related Knowledge	Related Skills		Attitude / Safety / Environmental		Training Hours	Delivery Mode	Assessment Criteria	
1. Prepare inbound tour package	i. Introduction to Tourism Industry <ul style="list-style-type: none"> • Definition of tourism • Tourism Industry sub-sector • Economic impact of tourism • Responsible 	i. Identify source of inbound tourism information ii. Interpret inbound tourism data iii. Interpret customer's enquiries	i. Precise when checking accommodation facilities and restaurant facilities. ii. Systematic in	<u>Related Knowledge</u> 60 hours <u>Related Skills</u> 90 hours	<u>Knowledge</u> Lecture & Discussion <u>Skills:</u> Demonstration Observation	i. Tourism definition is described ii. Inbound tour is defined iii. Malaysia Tourist Profile is tabulated and			

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	tourism development <ul style="list-style-type: none"> Environmental issues for tourism ii. Tourism development in Malaysia iii. Malaysia Tourism Transformation Program (MTTP) iv. Inbound tourism trend in Malaysia <ul style="list-style-type: none"> Foreign market Local market (domestic) v. Source of inbound tourism trend in Malaysia <ul style="list-style-type: none"> Malaysia Key Performance Indicator, by Tourism Malaysia Malaysia Tourist Profile, by Tourism Malaysia vi. Tourism Product in Malaysia, such as: <ul style="list-style-type: none"> Sport Tourism Gastronomy Tourism Medical & 	iv. Interpret service providers quotation v. Negotiate rates / tariff with service providers vi. Check facilities and services provided by accommodation, restaurant and attraction. vii. Prepare inbound tour itinerary viii. Calculate inbound tour package cost ix. Prepare inbound tour package quotation x. Interpret inbound tour package contract terms and conditions xi. Interpret legal obligation related to inbound tourism	preparing inbound tour itinerary iii. Accurate when calculating inbound tour package cost iv. Detail when producing inbound tour packages v. Hospitable when explaining inbound tour package terms and conditions to customers vi. Accurate when interpreting legal obligation related to inbound tourism <u>Safety</u> i. Safety cautious in the work place ii. Adhere to work area ergonomics practice.		& Project / case study.	described iv. Malaysia inbound tourism Key Performance Indicators are identified and explained v. Inbound tour service providers are identified and described vi. Types of accommodation are identified and facilities provided by each type are compared. vii. Types of accommodation tariff rates are listed out and described viii. Factor to be considered when selecting a restaurant are determined and explained. ix. Categories of tour packages

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> Wellness Tourism • Education Tourism • Malaysia My 2nd Home (MM2H) • Event • MICE • Spiritual Tourism • Eco Tourism <p>vii. Types of accommodation such as:</p> <ul style="list-style-type: none"> • Hotel • Resort • Motel • Chalet • Dormitory • Homestay <p>viii. Accommodation rating in Malaysia:</p> <ul style="list-style-type: none"> • Boutique • Star • Orchid <p>ix. Accommodation tariff rates:</p> <ul style="list-style-type: none"> • Walk-in rates • Corporate/contractual rates • Agent rates • Online / internet rates <p>x. Room categories, such</p>		<p><u>Environmental</u></p> <p>i. Adhere to housekeeping procedure</p> <p>ii. Cautious to the office environment</p>			<p>are described</p> <p>x. Inbound tour itinerary is prepared</p> <p>xi. Inbound tour package terms and conditions are interpreted.</p> <p>xii. Inbound tour package costing is calculated.</p> <p>xiii. Tour package quotation is prepared</p> <p>xiv. Legal obligation related to inbound tour is described</p> <p>xv. Malaysia way of greeting demonstrated.</p>

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	as: <ul style="list-style-type: none"> • Suite • Standard / Deluxe room • Superior room xi. Types of foods such as: <ul style="list-style-type: none"> • Asian • Chinese • Indian • Western xii. Types of meals such as: <ul style="list-style-type: none"> • Breakfast • Lunch • Brunch • Dinner xiii. Types of serving: <ul style="list-style-type: none"> • Buffet • Ala carte • Pack • Set menu xiv. Types of special diet, such as: <ul style="list-style-type: none"> • Halal • Vegetarian • Jain xv. Types of tour transportation: <ul style="list-style-type: none"> • Coach 					

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Van • Car • Limousine <p>xvi. Categories of tour packages</p> <ul style="list-style-type: none"> • Tailor-made/ custom made • Individual (Foreign Individual Traveller (FIT)) • Hosted tour • Guided tour <p>xvii. Type of inbound tour packages such as:-</p> <ul style="list-style-type: none"> • Muslim package • Golf package • Meeting package • Sight-seeing package • Shopping • Theme park package • Diving package • Home stay • Eco tourism • Sport tourism • Medical tourism • Honeymoon package • Food trail package • Beach / island tour package 					

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<p>xviii. Essential factors to be considered in preparing tour package:</p> <ul style="list-style-type: none"> • Attraction • Accessibility • Activities • Accommodation • Amenities <p>xix. Tour itinerary</p> <p>xx. Factors to be considered in tour package pricing:</p> <ul style="list-style-type: none"> • Fix cost (Accommodation, Meal, Entrance fee, Transportation) • Operation cost • Marketing cost • Currency exchanges • Profit margin <p>xxi. Inbound tour package, contract, terms and conditions</p> <ul style="list-style-type: none"> • Tour package inclusion • Tour package exclusion • Optional tours • Mode of payments 					

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Cancellation charges xxii. Inbound tour quotation xxiii. Tourism Industry Act 1992 and regulation: clause related to inbound tour xxiv. Tribunal for Consumer claims of Malaysia					
2. Perform pre-tour arrangement	i. Malaysian Custom, Immigration and Quarantine (CIQ) requirement ii. Tour package confirmation form, such as: <ul style="list-style-type: none"> • Purchase order • Exchange order • Local order iii. Mode of payment: <ul style="list-style-type: none"> • Telegraphic transfer (TT) • Credit card • Government warrant • Cash • Travellers cheque iv. Accommodation	i. Interpret travel document requirements to enter Malaysia ii. Verify inbound tour package confirmation from customer. iii. Determine mode of tour package payment iv. Coordinate payment collection from customers. v. Carry out accommodation, meal, tour transportation and entrance ticket reservation/booking	<u>Attitude</u> i. Analytical mind when interpreting Malaysia authority and statutory body travel document requirement ii. Thorough in verifying inbound tour package confirmation from customer. iii. Efficient when booking tour transport, accommodation and meal	<u>Related Knowledge</u> 40 hours <u>Related Skills</u> 65 hours	<u>Knowledge</u> Lecture & Discussion <u>Skills:</u> Demonstration Observation & Project / case study.	i. Travel document requirements to enter Malaysia is described ii. Types of tour package confirmation form listed out and described. iii. Mode of tour package payment is explained iv. Reservation / booking procedure is described v. Inbound tour job assignment

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	reservation/booking procedure v. Meal reservation/booking procedure vi. Tour transportation reservation/booking procedure vii. Entrance ticket reservation/booking procedure viii. Inbound tour job assignment contents: <ul style="list-style-type: none"> • Tour itinerary • Rooming list/ Name list • Service vouchers • Entrance tickets • Placard • Cash advance • Customers feedback form • TG claim form ix. Authority permit application requirement. x. Inbound tour contingency and emergency plan.	vi. Verify bills from service providers vii. Prepare payment requisition form viii. Prepare tour job assignment ix. Assign tourist guide x. Handle authority permit application.	iv. Accurate when estimating entrance ticket price v. Detail in preparing tour job assignment <u>Safety</u> i. Safety cautious in the work place ii. Adhere to work area ergonomics practice. <u>Environmental</u> i. Adhere to housekeeping procedure ii. Cautious to the office environment			contents are described and prepared vi. Authority permit application documents are prepared. vii. Criteria to select tourist guide are described

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
3. Coordinate inbound tour execution	i. Customer service <ul style="list-style-type: none"> Malaysia way of Greeting Malaysia Hospitality values Customer expectations and complaints Complaint handling strategy Turning complaints into opportunity ii. Conflict resolution technique iii. Inbound tour emergency and contingency situations, such as: <ul style="list-style-type: none"> Accident Illness Death Vehicle breakdown Natural disaster iv. Emergency and contingency response plan	i. Monitor inbound tour execution ii. Coordinate with tour service providers iii. Coordinate with tourist guides who execute the tour iv. Respond to guest complaint v. Implement conflict resolution techniques vi. Handle inbound tour emergency	<u>Attitude</u> <ol style="list-style-type: none"> Precise when monitor inbound tour execution Firm when coordinating with tour service providers and tourist guides Hospitable when respond to guest complaint Well-organise and firm in handling outbound tour emergency <u>Safety</u> <ol style="list-style-type: none"> Safety cautious in the work place Adhere to work area ergonomics practice. 	<u>Related Knowledge</u> 30 hours <u>Related Skills</u> 45 hours	<u>Knowledge</u> Lecture & Discussion <u>Skills:</u> Demonstration Observation & Project / case study.	<ol style="list-style-type: none"> Group arrival is coordinated Tour programme execution is coordinated Guest complaint is responded and attended to. Conflict resolution techniques is described Inbound tour emergency situation is identified and handled

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
			<u>Environmental</u> i. Adhere to housekeeping procedure ii. Cautious to the office environment			
4. Produce inbound tour operation report.	i. Content of inbound tour report <ul style="list-style-type: none"> • Tourist feedback • Discrepancies report • Gross profit / loss ii. Inbound tour operation report: <ul style="list-style-type: none"> • Report format • Tourist feedback evaluation tools • Analysis of tourist feedback • Tabulation of tourist feedback iii. Gross profit and loss calculation <ul style="list-style-type: none"> • Revenue <ul style="list-style-type: none"> - Invoices - Payment receipts • Expenses <ul style="list-style-type: none"> - Receipts 	i. Analyse and tabulate tourist feedback ii. Gather inbound expenses and revenue receipts iii. Calculate inbound tour gross profit / loss. iv. Prepare discrepancies report v. Compile, file and index inbound tour related records/ documents. vi. Apply filing procedure	<u>Attitude</u> i. Meticulous when analysing and tabulate tourist feedback ii. Detail in preparing discrepancies report iii. Accurate when calculating inbound tour gross profit / loss iv. Systematic when compiling and indexing inbound tour related records/	<u>Related Knowledge</u> 10 hours <u>Related Skills</u> 10 hours	<u>Knowledge</u> Lecture & Discussion <u>Skills:</u> Demonstration & Case study.	i. Tourist feedback is analysed and tabulated ii. Inbound tour expenses and revenue receipts are gathered iii. Inbound tour gross profit / loss is calculated iv. Discrepancies report is prepared v. Inbound tour related records/ documents are gathered, filed and indexed

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> - Payment vouchers <p>iv. Inbound tour related documents, such as:</p> <ul style="list-style-type: none"> • Quotation • Invoices • Service Vouchers • Tour packages • Tour job assignment • Receipts • Inbound tour related Policies and procedures • Tourist feedbacks form <p>v. Filing procedure:</p> <ul style="list-style-type: none"> • Indexing • Filing • Archiving 		<p>documents</p> <p>v. Adhere to company confidentiality policy</p> <p><u>Safety</u></p> <p>i. Safety cautious in the work place</p> <p>ii. Adhere to work area ergonomics practice</p> <p><u>Environmental</u></p> <p>i. Cautious to the office environment</p> <p>ii. Adhere to housekeeping procedure</p>			

Employability Skills

Core Abilities	Social Skills
<p>01.01 Identify and gather information</p> <p>01.02 Document information, procedures or processes.</p> <p>01.03 Utilize basic IT applications</p> <p>01.04 Analyze information</p> <p>01.05 Utilize the internet to locate and gather information</p> <p>01.06 Utilize word processor to process information</p> <p>01.07 Utilize database applications to locate and process information</p> <p>01.08 Utilize spreadsheets applications to locate and process information</p> <p>01.09 Utilize business graphic application to process information</p> <p>01.10 Apply a variety of mathematical techniques</p> <p>01.11 Apply thinking skills and creativity</p> <p>02.01 Interpret and follow manuals, instructions and SOP's</p> <p>02.02 Follow telephone/telecommunication procedures</p> <p>02.03 Communicate clearly</p> <p>02.04 Prepare brief reports and checklists using standard forms</p> <p>02.05 Read / interpret flowcharts and pictorial information</p> <p>02.06 Write memos and letters</p> <p>02.07 Utilize local area network (LAN) Internet to exchange information</p> <p>02.08 Prepare pictorial and graphic information.</p> <p>02.09 Prepare flowcharts</p> <p>02.10 Prepare reports and instructions</p> <p>02.11 Convey information and ideas to people</p> <p>03.01 Apply cultural requirements to the workplace.</p> <p>03.02 Demonstrate integrity and apply ethical practices.</p> <p>03.03 Accept responsibility for own work and work+area.</p>	<ol style="list-style-type: none"> 1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Learning skills 5. Leadership skills 6. Multitasking and prioritizing 7. Self-discipline 8. Teamwork

Core Abilities	Social Skills
<ul style="list-style-type: none"> 03.04 Seek and act constructively upon feedback about performance 03.05 Demonstrate safety skills 03.06 Respond appropriately to people and situations 03.07 Resolve interpersonal conflicts 03.08 Develop and maintain a cooperation within work group 03.09 Manage and improve performance of individuals 03.10 Provide consultation and counselling 03.11 Monitor and evaluate performance of human resources 03.12 Provide coaching/on-the job training 03.13 Develop and maintain team harmony and resolve conflicts 03.14 Facilitate and coordinate teams and ideas 03.15 Liaise to achieve identified outcomes 03.16 Identify and assess client / customer needs 03.17 Identify staff training needs and facilitate access to training 04.01 Organize own work activities 04.02 Set and revise own objectives and goals 04.03 Organize and maintain own workplace 04.04 Apply problem-solving strategies 04.05 Demonstrate initiative and flexibility 04.06 Allocate work 	

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM: Trainees)
1. Computer with Internet access	1:1
2. Directory book – (Hotel, Restaurant, transportation)	1:5
3. Sample of tour itinerary	1:1
4. Sample of tour packages	1:1
5. Sample of terms and condition	1:1
6. Sample of insurance policy	1:1
7. Sample of ground handling contract (Hotel, places of attraction)	1:1
8. Sample of quotation form	1:1
9. Sample of tour package confirmation form (Purchase order, Exchange order, Local order)	1:1
10. Sample of payment requisition form	1:1
11. Sample of gross profit / Loss report	1:1
12. Sample of tour kits (baggage tagging, flag, map, Placard, etc)	1:1
13. Sample of service voucher	1:1
14. Sample of hotel contract	1:1

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CURRICULUM of COMPETENCY UNIT (CoCU)

SECTOR	TOURISM & HOSPITALITY								
SUB SECTOR	TRAVEL & TOUR								
JOB AREA	TRAVEL & TOUR SERVICES								
NOSS TITLE	TRAVEL & TOUR OPERATION								
COMPETENCY UNIT TITLE	OUTBOUND TOUR OPERATION								
LEARNING OUTCOME	<p>The person who is competent in this CU shall be able to provide outbound tour services to Malaysians who travel abroad according to tour service terms and condition to fulfil guest expectation. Upon completion of this competency unit, trainees will be able to:</p> <ul style="list-style-type: none"> • Prepare outbound tour package • Confirm outbound tour package • Perform pre-tour arrangements • Monitor outbound tour activities • Produce outbound tour operation report 								
PRE-REQUISITE									
COMPETENCY UNIT CODE	HT-102-3:2014-C02	Competency Type	Core	Level	3	Training Duration	300 Hours	Credit Hours	30
Work Activities	Related Knowledge	Related Skills		Attitude / Safety / Environmental		Training Hours	Delivery Mode	Assessment Criteria	
1. Prepare outbound tour package	i. Outbound tourism trend by UNWTO <ul style="list-style-type: none"> • World's most visited countries • Tourism source countries • International 	i. Interpret information on destinations, attractions and highlights ii. Compare outbound tour package offered by competitors	<u>Attitude</u> i. Analytical mind when comparing outbound tour package offered by competitors		<u>Related Knowledge</u> 50 hours <u>Related Skills</u>	<u>Knowledge</u> Lecture & Discussion <u>Skills:</u> Demonstration	i. Outbound tour is defined ii. Information source on destinations, attractions and highlights is		

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<p>Tourism Receipts</p> <p>ii. Source of information on destinations, attractions and highlights</p> <p>iii. Global Tourism Products, such as:</p> <ul style="list-style-type: none"> • Agro Tourism • Education Tourism • Event • Eco Tourism • Heritage Tourism • MICE • Medical & Wellness Tourism • Spiritual Tourism • Sport Tourism • War Tourism <p>iv. Outbound tour service providers</p> <ul style="list-style-type: none"> • Airlines • Ground handler <p>v. Types of accommodation such as:</p> <ul style="list-style-type: none"> • Hotel • Resort • Motel • Chalet • Dormitory • Homestay 	<p>iii. Interpret customer's enquiries</p> <p>iv. Select attractions and activities</p> <p>v. Interpret quotation from destination ground handler</p> <p>vi. Negotiate rates / tariff with destination ground handler</p> <p>vii. Compare and select ground handlers quotation</p> <p>viii. Calculate outbound tour package cost</p> <p>ix. Interpret outbound tour package contract, terms and condition.</p> <p>x. Prepare outbound tour package quotation</p> <p>xi. Present outbound tour package to superior</p> <p>xii. Interpret outbound tour package details to customers</p> <p>xiii. Interpret tourism Industry Act 1992</p>	<p>ii. Precise when interpreting customer's enquiries</p> <p>iii. Through when interpreting quotation from ground handler</p> <p>iv. Friendly when negotiating rates / tariff with destination ground handler</p> <p>v. Accurate when calculating outbound tour package cost</p> <p>vi. Detail when interpreting outbound tour package terms and condition</p> <p>vii. Systematic when producing outbound tour packages</p> <p>viii. Detail when interpreting outbound tour package terms and conditions</p>	65 hours	Observation & Project / case study.	<p>identified</p> <p>iii. Outbound tour service providers are identified</p> <p>iv. Types of accommodation is identified and described</p> <p>v. Accommodation rating is identified and described</p> <p>vi. Types of food is described and selected</p> <p>vii. Special diet for customer is identified and described</p> <p>viii. Types of tour transportation is identified and described</p> <p>ix. Outbound tour itinerary is prepared</p> <p>x. Factors influencing tour product pricing listed out and</p>

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	vi. Accommodation rating: <ul style="list-style-type: none"> • Boutique • Star • Orchid vii. Room categories, such as: <ul style="list-style-type: none"> • Suite • Standard / Deluxe room • Superior room viii. Types of food, such as: <ul style="list-style-type: none"> • Asian • Chinese • Indian • Western ix. Types of meal, such as: <ul style="list-style-type: none"> • Breakfast • Lunch • Brunch • Dinner x. Types of food serving: <ul style="list-style-type: none"> • Buffet • Ala carte • Pack • Set menu xi. Types of special diet such as:	clauses applicable to outbound tourism xiv. Interpret Malaysia authority and statutory body travel document xv. Interpret travel document requirements to enter destination country	to customers ix. Accurate when interpreting legal obligation related to outbound tourism <u>Safety</u> i. Safety cautious in the work place ii. Adhere to work area ergonomics practice. <u>Environmental</u> i. Cautious to the office environment ii. Adhere to housekeeping procedure			described xi. Outbound tour package costing is calculated xii. Outbound tour package terms and condition interpreted xiii. Outbound tour package quotation is prepared xiv. Legal obligation related to outbound tour is described

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Halal • Vegetarian • Jain <p>xii. Types of tour transportation:</p> <ul style="list-style-type: none"> • Coach • Van • Train services • Ferry • Caravan • Limousine • Cruise <p>xiii. Outbound tour itinerary</p> <p>xiv. Factors to be considered in outbound tour package pricing:</p> <ul style="list-style-type: none"> • Ground handler service cost • Operational cost • Air ticket cost • Marketing cost • Currency exchanges • Profit margin • Service Tax <p>xv. Outbound tour package, contract terms and conditions</p> <ul style="list-style-type: none"> • Mode of payments • Tour package 					

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> exclusion • Tour package inclusion • Optional tour • Cancellation charges. xvi. Outbound tour quotation xvii. Tourism Industry Act 1992 and Regulation, clause related to Outbound Tour xviii. Tribunal for Consumer claims of Malaysia					
2. Confirm outbound tour package	i. Outbound tour package confirmation: <ul style="list-style-type: none"> • Confirmation from customer • Confirmation to ground handler ii. Outbound tour package confirmation form, such as: <ul style="list-style-type: none"> • Purchase order • Exchange order • Local order iii. Mode of tour package payment: <ul style="list-style-type: none"> • Telegraphic 	i. Verify outbound tour package confirmation form from customer ii. Carry out tour package confirmation with ground handler iii. Prepare payment requisition form iv. Prepare invoice and send to customer v. Explain company's policy mode of payment to customer	<u>Attitude</u> i. Thorough in verifying outbound tour package confirmation from customer. ii. Efficient when confirming tour package with ground handler. iii. Accurate when preparing payment requisition form	<u>Related Knowledge</u> 10 hours <u>Related Skills</u> 20 hours	<u>Knowledge</u> Lecture & Discussion <u>Skills:</u> Demonstration Observation & Project / case study.	i. Outbound tour package confirmation form from customer is interpreted. ii. Outbound tour invoice to customer is prepared iii. Mode of payment is identified and described

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> transfer (TT) • Credit card • Government warrant • Cash iv. Payment requisition form v. Invoice	vi. Arrange payment collection from customer	iv. Detail in preparing invoice v. Hospitable when explaining company's policy mode of payment to customer vii. Precise in interpreting travel document requirements to enter destination country <u>Safety</u> i. Safety cautious in the work place ii. Adhere to work area ergonomics practice. <u>Environmental</u> i. Cautious to the office			iv. Outbound tour package confirmation form to ground handler is prepared v. Payment requisition form is prepared

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
			environment ii. Adhere to housekeeping procedure			
3. Perform pre-tour arrangements	i. Malaysian Custom, Immigration and Quarantine (CIQ) requirement <ul style="list-style-type: none"> Quarantine requirement Dutiable items ii. Destination Custom, Immigration and Quarantine (CIQ) requirement <ul style="list-style-type: none"> Quarantine requirement Dutiable items iii. Source of destination country Custom, Immigration and Quarantine (CIQ) requirement <ul style="list-style-type: none"> Embassy / High commission offices Travel Information Manual (TIM) Airlines iv. Travel documents: <ul style="list-style-type: none"> Passport 	i. Check guest's passport validity ii. Coordinate guest's travel visa arrangement iii. Coordinate travel insurance arrangement iv. Check health requirements to enter destination v. Arrange airline ticket reservation vi. Arrange tour transportation in Malaysia vii. Prepare outbound tour job assignments viii. Prepare outbound tour contingency and emergency plan	<u>Attitude</u> i. Through in checking guest's passport validity ii. Efficient when coordinating guest's travel visa and travel insurance arrangement iii. Detail in preparing tour job assignment iv. Detail in preparing outbound tour contingency and emergency plan <u>Safety</u> i. Safety cautious in the work place	<u>Related Knowledge</u> 30 hours <u>Related Skills</u> 45 hours	<u>Knowledge</u> Lecture & Discussion <u>Skills:</u> Demonstration Observation & Project / case study.	i. Travel document requirements to enter destination is interpreted ii. Destination country Custom, Immigration and Quarantine (CIQ) requirement information source is identified iii. Guest's passport validity checked iv. travel visa application requirements is interpreted v. Types of travel insurance is interpreted vi. Airline ticket reservation detail is determined

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Visa • Health requirement • Embarkation / disembarkation card <p>v. Travel insurance</p> <ul style="list-style-type: none"> • Insurance Coverage • Insurance Tariff • Insurance Validity • Coverage Zone <p>vi. Airlines ticket</p> <ul style="list-style-type: none"> • Ticket Validity • Changes of Date change / Reroute • Ticket Cancellation charges • Stopover Paid by Carrier (STPC) <p>vii. Outbound tour job assignment contents:</p> <ul style="list-style-type: none"> • Tour itinerary • Guest name list and rooming list • Cash advance • Customers feedback form • Tour Leader claim form 		<p>ii. Adhere to work area ergonomics practice</p> <p><u>Environmental</u></p> <p>i. Cautious to the office environment</p> <p>ii. Adhere to housekeeping procedure</p>			<p>vii. Airlines ticket validity is interpreted</p> <p>viii. Airlines ticket Reroute or changes of date procedure is interpreted</p> <p>ix. Airlines ticket cancellation charges is interpreted</p> <p>ix. Outbound tour job assignment contents are, described and prepared</p>

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
4. Monitor outbound tour activities	i. Airport check-in procedure <ul style="list-style-type: none"> Luggage size and weight Hand luggage size and weight ii. Boarding procedure iii. Airport facilities iv. Customer service <ul style="list-style-type: none"> Malaysia way of Greeting Malaysia Hospitality values Customer expectations and complaints Complaint handling strategy Turning complaints into opportunity v. Conflict resolution technique vi. Outbound tour emergency and contingency situations, such as: <ul style="list-style-type: none"> Accident Illness Death Flight delay 	i. Coordinate airport check-in ii. Coordinate passenger boarding iii. Monitor tour execution at destination iv. Coordinate with tour leader who execute the outbound tour. v. Handle outbound tour emergency	<u>Attitude</u> <ol style="list-style-type: none"> Efficient when coordinating airport check-in and passenger boarding Hospitable when respond to guest complaint Firm and systematic in handling outbound tour emergency. <u>Safety</u> <ol style="list-style-type: none"> Safety cautious in the work place Adhere to work area ergonomics practice. <u>Environmental</u> <ol style="list-style-type: none"> Cautious to the office environment 	<u>Related Knowledge</u> 20 hours <u>Related Skills</u> 40 hours	<u>Knowledge</u> Lecture & Discussion <u>Skills:</u> Demonstration Observation case study.	<ol style="list-style-type: none"> Airport check-in procedure is interpreted Boarding procedure is interpreted Airport facilities are listed out and described Guest complaint is responded and attended to Malaysia Hospitality values is listed out and described Conflict resolution techniques is described Outbound tour emergency situation is identified an handled

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> Natural disaster vii. Emergency and contingency response plan		ii. Adhere to housekeeping procedure			
5. Produce outbound tour operation report.	i. Report contents: <ul style="list-style-type: none"> Gross profit / loss Tourist feedback Discrepancies report ii. Outbound tour report preparation: <ul style="list-style-type: none"> Report format Guest feedback evaluation tools Analysis of guest feedback Tabulation of guest feedback iii. Gross profit and loss calculation <ul style="list-style-type: none"> Revenue <ul style="list-style-type: none"> Invoices Payment receipts Expenses <ul style="list-style-type: none"> Receipts Payment vouchers iv. Outbound tours related documents, such as:	i. Analyse and tabulate guest feedback ii. Gather outbound expenses and revenue receipts iii. Calculate outbound tour gross profit / loss. iv. Prepare discrepancies report v. Compile, file and index outbound tour related records/documents. vi. Apply filing procedure	<u>Attitude</u> <ol style="list-style-type: none"> Meticulous when analysing tourist feedback Detail, transparent and no prejudice in preparing discrepancies report Accurate when calculating outbound tour gross profit / loss Systematic in compiling and indexing outbound tour related records/ documents 	<u>Related Knowledge</u> 10 hours <u>Related Skills</u> 10 hours	<u>Knowledge</u> Lecture & Discussion <u>Skills:</u> Demonstration & Case study.	<ol style="list-style-type: none"> Guest feedback is analysed and tabulated Outbound tour expenses and revenue receipts are gathered and filed Outbound tour gross profit / loss is calculated Discrepancies report is prepared Outbound tour related records/ documents are gathered, filed and indexed

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Quotation • Invoices • Vouchers • Tour packages • Tour job assignment • Receipts • Visa application documents • Travel insurance related documents • Outbound tour related Policies and procedures • Customer feedbacks <p>v. Filing procedure:</p> <ul style="list-style-type: none"> • Indexing • Filing • Archiving 		<p>v. Adhere to company confidentiality policy</p> <p><u>Safety</u></p> <p>i. Safety cautious in the work place</p> <p>ii. Adhere to work area ergonomics practice</p> <p><u>Environmental</u></p> <p>i. Adhere to housekeeping procedure</p> <p>ii. Cautious to the office environment</p>			

Employability Skills

Core Abilities	Social Skills
<p>01.01 Identify and gather information</p> <p>01.02 Document information, procedures or processes.</p> <p>01.03 Utilize basic IT applications</p> <p>01.04 Analyze information</p> <p>01.05 Utilize the internet to locate and gather information</p> <p>01.06 Utilize word processor to process information</p> <p>01.07 Utilize database applications to locate and process information</p> <p>01.08 Utilize spreadsheets applications to locate and process information</p> <p>01.09 Utilize business graphic application to process information</p> <p>01.10 Apply a variety of mathematical techniques</p> <p>01.11 Apply thinking skills and creativity</p> <p>02.01 Interpret and follow manuals, instructions and SOP's</p> <p>02.02 Follow telephone/telecommunication procedures</p> <p>02.03 Communicate clearly</p> <p>02.04 Prepare brief reports and checklists using standard forms</p> <p>02.05 Read / interpret flowcharts and pictorial information</p> <p>02.06 Write memos and letters</p> <p>02.07 Utilize local area network (LAN) Internet to exchange information</p> <p>02.08 Prepare pictorial and graphic information.</p> <p>02.09 Prepare flowcharts</p> <p>02.10 Prepare reports and instructions</p> <p>02.11 Convey information and ideas to people</p> <p>03.01 Apply cultural requirements to the workplace.</p> <p>03.02 Demonstrate integrity and apply ethical practices.</p> <p>03.03 Accept responsibility for own work and work+area.</p>	<ol style="list-style-type: none"> 1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Learning skills 5. Leadership skills 6. Multitasking and prioritizing 7. Self-discipline 8. Teamwork

Core Abilities	Social Skills
<ul style="list-style-type: none"> 03.04 Seek and act constructively upon feedback about performance 03.05 Demonstrate safety skills 03.06 Respond appropriately to people and situations 03.07 Resolve interpersonal conflicts 03.08 Develop and maintain a cooperation within work group 03.09 Manage and improve performance of individuals 03.10 Provide consultation and counselling 03.11 Monitor and evaluate performance of human resources 03.12 Provide coaching/on-the job training 03.13 Develop and maintain team harmony and resolve conflicts 03.14 Facilitate and coordinate teams and ideas 03.15 Liaise to achieve identified outcomes 03.16 Identify and assess client / customer needs 03.17 Identify staff training needs and facilitate access to training 04.01 Organize own work activities 04.02 Set and revise own objectives and goals 04.03 Organize and maintain own workplace 04.04 Apply problem-solving strategies 04.05 Demonstrate initiative and flexibility 04.06 Allocate work 	

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM: Trainees)
1. Computer with Internet access	1:1
2. Sample of ground handling contract	1:1
3. Sample of gross profit / loss report	1;1
4. Sample of outbound tour packages	1:1
5. Sample of payment requisition form	1:1
6. Sample of quotation form	1:1
7. Sample of terms and condition	1:1
8. Sample of tour itinerary	1:1
9. Sample of tour service voucher	1:1
10. Sample of travel insurance policy	1:1
11. Sample of tour package confirmation form (Purchase order, Exchange order, Local order)	1:1

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2. Gorham, Ginger & Rice Susan (2007). Travel Perspectives: A Guide to Becoming a Travel Professional. (4 th Edition). Thomson Delmar Learning. New York. ISBN: 978-1-4180-1649-4
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CURRICULUM of COMPETENCY UNIT (CoCU)

SECTOR	TOURISM & HOSPITALITY								
SUB SECTOR	TRAVEL & TOUR								
JOB AREA	TRAVEL & TOUR SERVICES								
NOSS TITLE	TRAVEL & TOUR OPERATION								
COMPETENCY UNIT TITLE	RESERVATION AND TICKET HANDLING								
LEARNING OUTCOME	<p>The person who is competent in this CU shall be able to issue airlines ticket and confirm worldwide tour related reservation according to the airfares contract terms and conditions to fulfil customer expectation. Upon completion of this competency unit, trainees will be able to:</p> <ul style="list-style-type: none"> • Handle reservation and ticketing enquiries • Perform reservation and ticketing arrangements • Prepare reservation and ticketing report 								
PRE-REQUISITE									
COMPETENCY UNIT CODE	HT-102-3:2014-C03	Competency Type	Core	Level	3	Training Duration	200 Hours	Credit Hours	20
Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental		Training Hours	Delivery Mode	Assessment Criteria		
1. Handle reservation and ticketing enquiries	i. International Air Transport Association (IATA) roles ii. Airlines codes iii. City codes iv. GMT Times v. Reservation and ticketing System:	i. Operate reservation and ticketing system ii. Interpret customer enquiries related to reservation and ticketing iii. Identify types of reservation	<u>Attitude</u> i. Thorough when interpreting customer enquiries related to reservation and ticketing ii. Detail in identifying		<u>Related Knowledge</u> 20 hours <u>Related Skills</u> 30 hours	<u>Knowledge</u> Lecture & Discussion <u>Skills:</u> Demonstration & Observation	i. Reservation and Ticketing system is applied (hands-on) ii. Airlines codes is listed out and described iii. City codes is listed out and		

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Global Distribution System (GDS), such as <ul style="list-style-type: none"> - ABACUS System - AMADEUS System - Galileo System • Computer Reservation System (CRS) <p>vi. Type of Services offered by GDS / CRS</p> <ul style="list-style-type: none"> • Flight reservation • Air ticket booking • Transportation booking <ul style="list-style-type: none"> - Cruise - Train - Car renter • Hotel reservation • Entrance ticket, such as <ul style="list-style-type: none"> - Lego land - Disneyland - Theme park <p>vii. Mode of Travel:</p> <ul style="list-style-type: none"> • Air • Sea • Land <p>viii. Airlines Services:</p> <ul style="list-style-type: none"> • Destinations Offered 	<p>iv. Identify customers' special requests</p> <p>v. Interpret reservation and ticketing terms and conditions</p> <p>vi. Compare different carrier routes</p>	<p>types of reservation and customers' special requests</p> <p>iii. Precise when interpreting reservation and ticketing terms and conditions</p> <p>iv. Analytical mind when comparing different carrier routes</p> <p><u>Safety</u></p> <p>i. Safety cautious in the work place</p> <p>ii. Adhere to work area ergonomics practice.</p> <p><u>Environmental</u></p> <p>i. Adhere to housekeeping procedure</p>			<p>described</p> <p>iv. GMT Times is explained and calculated</p> <p>v. Customers Special Request is listed out and described</p> <p>vi. Reservation and Ticketing Terms & Conditions is interpreted</p> <p>vii. Legal obligation related to reservation and ticketing is described</p>

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Terms and conditions (booking, transit) ix. Customers Special Request <ul style="list-style-type: none"> • Wheel Chairs • Special Meals • Unaccompanied Minor • Basinet Request for Infants • Special VIPs & CIPs • Seat Request x. Reservation Ticketing Terms & Conditions <ul style="list-style-type: none"> • Types of fares • Validity of ticket • Booking charges <ul style="list-style-type: none"> - Change of dates - Cancellation xi. Travel Information Manual xii. ATA/IATA Reservations Interline Message Procedures (AIRIMP) xiii. Customer service 					

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
2. Perform reservation and ticketing arrangements	i. Ticket Routing <ul style="list-style-type: none"> One way / return Direct / transit Open jaw Stopover ii. Travelling date and time: <ul style="list-style-type: none"> Departure Arrival iii. Fares Basis <ul style="list-style-type: none"> First class Business class Economy Special fare Low cost iv. Special Services Request (SSR) such as: <ul style="list-style-type: none"> VVIP Stretcher case Wheel chair Medical case (MEDA) Young Passenger Travel Alone (YPTA) Seat request v. Special meal request such as:- <ul style="list-style-type: none"> Vegetarian meal 	i. Gather passengers' information ii. Carry out ticket booking iii. Explain ticket cost to customer iv. Recommend travel insurance to customer v. Present quotation to customer vi. Check customer's confirmation form vii. Prepare ticket invoice viii. Arrange ticket payment collection ix. Explain ticket terms and conditions to customer x. Apply ticket coding from respective Airlines to prevent Agent Debit Memo (ADM) xi. Handle booking amendment xii. Handle booking cancellation	<u>Attitude</u> <ol style="list-style-type: none"> Through when gather passengers' information Detail in carrying out ticket booking Hospitable when explaining ticket cost to and when presenting quotation to customer Precise when checking customer's confirmation form Accurate when preparing ticket invoice Meticulous in handling booking amendment and booking cancellation 	<u>Related Knowledge</u> 30 hours <u>Related Skills</u> 70 hours	<u>Knowledge</u> Lecture & Discussion <u>Skills:</u> Demonstration, Observation & case study	<ol style="list-style-type: none"> Ticket routing is described Fares Basis is described Travel insurance coverage is described Special Services Request (SSR) is listed out and described Types of special meal is listed out and described Ticket quotation is prepared. Ticket invoice is prepared Mode of payment is identified and explained. Ticket reissue procedure is described Ticket refund procedure is described

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	(VGML) <ul style="list-style-type: none"> • Muslim meal (MOML) • Diabetes meal (DBML) • Child meal (CHML) • Baby meal (BBML) vi. Passenger's name record:- <ul style="list-style-type: none"> • Passenger's detail: <ul style="list-style-type: none"> - Name - Title - Contact number / email - Passport details (Number, Expiry date, Date of birth) • Airlines membership detail • Booking number vii. Passenger travel documents, such as: <ul style="list-style-type: none"> • Passport • Visa • Health requirement viii. Invoice ix. Mode of payment: <ul style="list-style-type: none"> • Cash • Telegraphic Transfer (TT) 		<u>Safety</u> <ol style="list-style-type: none"> Safety cautious in the work place Adhere to work area ergonomics practice <u>Environmental</u> <ol style="list-style-type: none"> Adhere to housekeeping procedure 			xi. Type of booking amendment listed out and described xii. Cancellation fee is described

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Online transfer • Credit card • Cheque • Government warrant • Government local order • Voucher • Redeem point <p>x. Travel insurance</p> <ul style="list-style-type: none"> • Insurance Coverage • Insurance Tariff • Insurance Validity • Insurance coverage zone <ul style="list-style-type: none"> - International - Domestic <p>xi. Term and condition of booking amendment</p> <ul style="list-style-type: none"> • Booking amendment such as: <ul style="list-style-type: none"> - Reroute - Rebook - Reissue - Cancellation • Cancellation fee such as: <ul style="list-style-type: none"> - No show - Go show 					

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> - Class changes - Reservation Booking Designator (RBD) charge xii. Ticket reissue procedure xiii. Ticket refund procedure					
3. Prepare reservation and ticketing report	i. Bank Settlement Plan (BSP) <ul style="list-style-type: none"> • Agent Debit Memo (ADM) • Agency Credit Memo (ACM) ii. Ticketing report. iii. Reservation and ticketing related documents, such as: <ul style="list-style-type: none"> • Quotation • Invoices • Vouchers • Receipts • Reservation and ticketing related policies and procedures iv. Filing procedure <ul style="list-style-type: none"> • Indexing 	i. Interpret Agent Debit Memo (ADM) ii. Interpret Agent Credit Memo (ACM) iii. Generate ticketing report iv. Check weekly deduction to IATA v. Arrange BSP payment. vi. Record passenger information. vii. Compile, file and index ticketing and reservation related records/ documents. viii. Apply filing procedure	<u>Attitude</u> <ol style="list-style-type: none"> i. Precise when interpreting Agent Debit Memo (ADM) and Agent Credit Memo (ACM) ii. Detail in generating ticketing report iii. Thorough when checking weekly deduction to IATA iv. Systematic when compiling and indexing 	<u>Related Knowledge</u> 20 hours <u>Related Skills</u> 30 hours	<u>Knowledge</u> Lecture & Discussion <u>Skills:</u> Demonstration & Case study.	<ol style="list-style-type: none"> i. Agent Debit Memo (ADM) is analysed ii. Agent Credit Memo (ACM) is analysed iii. Weekly deduction to IATA is analysed iv. Ticketing report is produced v. Passenger information is recorded and complied vi. Ticketing and reservation records/ documents are gathered, filed

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Filing • Archiving 		<p>ticketing and reservation related records/ documents</p> <p>v. Adhere to company confidentiality policy</p> <p><u>Safety</u></p> <p>i. Safety cautious in the work place</p> <p>ii. Adhere to work area ergonomics practice</p> <p><u>Environmental</u></p> <p>i. Adhere to housekeeping procedure</p>			and indexed

Employability Skills

Core Abilities	Social Skills
<p>01.01 Identify and gather information</p> <p>01.02 Document information, procedures or processes.</p> <p>01.03 Utilize basic IT applications</p> <p>01.04 Analyze information</p> <p>01.05 Utilize the internet to locate and gather information</p> <p>01.06 Utilize word processor to process information</p> <p>01.07 Utilize database applications to locate and process information</p> <p>01.08 Utilize spreadsheets applications to locate and process information</p> <p>01.09 Utilize business graphic application to process information</p> <p>01.10 Apply a variety of mathematical techniques</p> <p>01.11 Apply thinking skills and creativity</p> <p>02.01 Interpret and follow manuals, instructions and SOP's</p> <p>02.02 Follow telephone/telecommunication procedures</p> <p>02.03 Communicate clearly</p> <p>02.04 Prepare brief reports and checklists using standard forms</p> <p>02.05 Read / interpret flowcharts and pictorial information</p> <p>02.06 Write memos and letters</p> <p>02.07 Utilize local area network (LAN) Internet to exchange information</p> <p>02.08 Prepare pictorial and graphic information.</p> <p>02.09 Prepare flowcharts</p> <p>02.10 Prepare reports and instructions</p> <p>02.11 Convey information and ideas to people</p> <p>03.01 Apply cultural requirements to the workplace.</p> <p>03.02 Demonstrate integrity and apply ethical practices.</p> <p>03.03 Accept responsibility for own work and work-area.</p>	<ol style="list-style-type: none"> 1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Learning skills 5. Leadership skills 6. Multitasking and prioritizing 7. Self-discipline 8. Teamwork

Core Abilities	Social Skills
<ul style="list-style-type: none"> 03.04 Seek and act constructively upon feedback about performance 03.05 Demonstrate safety skills 03.06 Respond appropriately to people and situations 03.07 Resolve interpersonal conflicts 03.08 Develop and maintain a cooperation within work group 03.09 Manage and improve performance of individuals 03.10 Provide consultation and counselling 03.11 Monitor and evaluate performance of human resources 03.12 Provide coaching/on-the job training 03.13 Develop and maintain team harmony and resolve conflicts 03.14 Facilitate and coordinate teams and ideas 03.15 Liaise to achieve identified outcomes 03.16 Identify and assess client / customer needs 03.17 Identify staff training needs and facilitate access to training 04.01 Organize own work activities 04.02 Set and revise own objectives and goals 04.03 Organize and maintain own workplace 04.04 Apply problem-solving strategies 04.05 Demonstrate initiative and flexibility 04.06 Allocate work 	

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM: Trainees)
1. Computer Reservation System (CRS)	1:1
2. Global Distribution System (GDS)	1:1
3. TIM	1:1
4. AIRIMP	1:1
5. Manual of reservation & ticketing	1:1
6. Sample of sales report format	1:1
7. Sample of ticket	1:1
8. Sample of itinerary	1:1
9. Sample of quotation	1:1
10. Sample of voucher	1:1
11. Sample of travel documents	1:1
12. World map	1:1
13. Worldwide time zone book	1:25
14. Tariff book	1:10
15. Airline/ train/ ferry/ Cruise timetable	1:10

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3. A.P. Rastogi (2007). Air Travel Ticketing and Fare Construction. Aman Publication. ISBN-13: 978-81-8204-037-3

[CURRICULUM of COMPETENCY UNIT (CoCU)

SECTOR	TOURISM & HOSPITALITY						
SUB SECTOR	TRAVEL & TOUR						
JOB AREA	TRAVEL & TOUR SERVICES						
NOSS TITLE	TRAVEL & TOUR OPERATION						
COMPETENCY UNIT TITLE	TOUR TRANSPORTATION HANDLING						
LEARNING OUTCOME	<p>The person who is competent in this CU shall be able to provide excellent tour transportation services to customer according to service terms and condition to fulfil customer expectation. Upon completion of this competency unit, trainees will be able to:</p> <ul style="list-style-type: none"> • Manage tour transportation reservation • Handle tour transportation service contingency and emergency situation • Arrange vehicle maintenance • Perform tour transportation administration activities 						
PRE-REQUISITE							
COMPETENCY UNIT CODE	HT-102-3:2014-C04	Level	3	Training Duration	200	Credit Hours	20
Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria	
1. Manage tour transportation reservation	i. Types of tour transportation: <ul style="list-style-type: none"> • Coach • Van • Limousine ii. Factor that determine tour transportation service rate:	i. Interpret company's tour transportation services ii. Interpret customer enquiries related to transportation services iii. Interpret tour transportation services	<u>Attitude</u> i. Accurate when interpreting legal obligation related to tour transportation services ii. Detail in interpreting	<u>Related Knowledge</u> 40 hours <u>Related Skills</u> 55 hours	<u>Knowledge</u> Lecture & Discussion <u>Skills:</u> Demonstration Observation	i. Types of tour transportation is listed out and described ii. Tour transportation service Booking Form interpreted	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Duration of usage <ul style="list-style-type: none"> - Half day - Full day - Full trip package • Destination: <ul style="list-style-type: none"> - Overland - Cross border • Tourist guide service: <ul style="list-style-type: none"> - Local language - Cross border <p>iii. Tour transportation service Booking Form</p> <p>iv. Tour transportation service quotation</p> <p>v. Tour transportation service invoice</p> <p>vi. Mode of payment: <ul style="list-style-type: none"> • Cash • Credit card • Cheque • Government warrant • Online </p> <p>vii. Tour transportation schedule: <ul style="list-style-type: none"> • Date • Driver • Destination </p> <p>viii. Tourist Guide Service</p>	<p>terms and conditions</p> <p>iv. Interpret tour transportation service Booking Form</p> <p>v. Prepare tour transportation service quotation</p> <p>vi. Prepare transportation services invoice</p> <p>vii. Arrange payment collection from customer</p> <p>viii. Prepare tour transportation schedule</p> <p>ix. Assign tourist guide</p> <p>x. Handle tour transportation booking changes or booking cancellation</p> <p>xi. Interpret company's tour transportation service contingency plan</p>	<p>customer enquiries related to transportation services and customer's purchase order</p> <p>iii. Precise when preparing transportation services invoice</p> <p>iv. Systematic in preparing tour transportation schedule</p> <p>v. Thorough in interpret company's tour transportation contingency plan</p> <p><u>Safety</u></p> <p>i. Safety cautious in the work place</p> <p>ii. Adhere to work area ergonomics practice</p>		case study	<p>iii. Tour transportation service quotation is prepared</p> <p>iv. Tour transportation services terms and conditions is interpreted</p> <p>v. Factor that determine tour transportation rate is described</p> <p>vi. Tour transportation service invoice is prepared</p> <p>vii. Mode of payment is described</p> <p>viii. Tour transportation schedule is prepared</p> <p>ix. Tourist guide requirement is described</p> <p>x. Tour transportation</p>

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Service Rate • Language fluency • Tourist guide exemption ix. Tourism Industry Act 1992, clause related to tourism transportation x. Land Public Transport Act 2010 <ul style="list-style-type: none"> • Tourism transportation permit xi. Road Transport Act <ul style="list-style-type: none"> • Road tax • Insurance • Public Service Vehicle (PSV) xii. Tour transportation contingency and emergency plan		<u>Environmental</u> i. Adhere to housekeeping procedure ii. Cautious to the office environment			changes or cancellation is handled xi. Legal obligation related to tour transportation is described
2. Handle tour transportation service contingency and emergency situation	i. Tour transportation contingency and emergency plan such as: <ul style="list-style-type: none"> • Vehicle breakdown • Accident • Natural calamities ii. Emergency response	i. Arrange driver replacement ii. Arrange vehicle replacement iii. Arrange tourist guide replacement iv. Coordinate tour vehicle breakdown	<u>Attitude</u> i. Systematic in arranging driver, tourist guide and vehicle replacement ii. Efficient when coordinating	<u>Related Knowledge</u> 20 hours <u>Related Skills</u> 35 hours	<u>Knowledge</u> Lecture & Discussion <u>Skills:</u> Demonstration Observation	i. Driver replacement planning prepared ii. Vehicle replacement planning prepared

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<p>procedure related to tour transportation</p> <p>iii. Statutory bodies related to tour transportation, such as:</p> <ul style="list-style-type: none"> • Ministry of Tourism and Culture (MOTAC) • Land Public Transport Commission (SPAD) • Road Transport Department (JPJ) • Police 	<p>handling</p> <p>v. Liaise with authority and rescue team to respond to the emergency during tour</p>	<p>tour vehicle breakdown handling</p> <p>iii. Analytical mind in interpreting severity of emergency related to tour vehicle</p> <p><u>Safety</u></p> <p>i. Safety cautious in the work place</p> <p>ii. Adhere to work area ergonomics practice.</p> <p><u>Environmental</u></p> <p>i. Adhere to housekeeping procedure</p> <p>ii. Cautious to the office environment</p>		<p>& case study</p>	<p>iii. Alternative tour vehicle prepared to overcome vehicle breakdown</p> <p>iv. Tour transportation statutory bodies identified and described</p>

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
3. Arrange vehicle maintenance	i. Vehicle facilities <ul style="list-style-type: none"> • Air-conditioning • Microphone • AVA ii. Safety requirement <ul style="list-style-type: none"> • fire extinguisher, • first-aid kit, • safety belt iii. Vehicle inspection iv. Vehicle maintenance v. Vehicle cleanliness	i. Check vehicle facilities serviceability ii. Check vehicle safety facilities serviceability iii. Check vehicle maintenance schedule iv. Coordinate vehicle inspection arrangement v. Interpret tour transportation safety compliance vi. Check vehicle cleanliness/condition	<u>Attitude</u> <ol style="list-style-type: none"> i. Detail when checking vehicle facilities serviceability, vehicle safety facilities serviceability and vehicle maintenance schedule ii. Analytical mind when interpreting transportation safety compliance iii. Thorough in checking vehicle cleanliness / condition <u>Safety</u> <ol style="list-style-type: none"> i. Safety cautious in the work place ii. Adhere to work area 	<u>Related Knowledge</u> 15 hours <u>Related Skills</u> 15 hours	<u>Knowledge</u> Lecture & Discussion <u>Skills:</u> Demonstration Observation & case study	i. Vehicle facilities functionality and serviceability is checked ii. Vehicle safety equipment functionality and serviceability is checked iii. Vehicle inspection schedule interpreted iv. Vehicle maintenance schedule is interpreted v. Vehicle cleanliness condition is described vi. Tour transportation safety compliance is interpreted

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
			ergonomics practice <u>Environmental</u> i. Adhere to housekeeping procedure ii. Cautious to the office environment			
4. Perform tour transportation administration activities	i. Customer service <ul style="list-style-type: none"> Malaysia way of greeting Malaysia Hospitality values Customer expectations and complaints Complaint handling strategy Turning complaints into opportunity ii. Conflict resolution techniques iii. Customer feedback <ul style="list-style-type: none"> Customer feedback form Analysis of customer feedback iv. Tour transportation	i. Respond to customers' complaints ii. Analyse customer feedback iii. Check vehicle Road Tax validity iv. Check vehicle insurance validity v. Check Driver's Driving License and Malaysian Vocational License (PSV) validity vi. Check SPAD permit validity vii. Compile, file and index tour transportation service	<u>Attitude</u> i. Hospitable when responding to customer's complaints ii. Precise when analysing customer feedback iii. Precise when checking vehicle road tax validity, insurance validity, SPAD permit validity and Driver's PSV validity iv. Systematic in	<u>Related Knowledge</u> 10 hours <u>Related Skills</u> 10 hours	<u>Knowledge</u> Lecture & Discussion <u>Skills:</u> Demonstration Observation & case study	i. Malaysia way of greeting demonstrated ii. Malaysia Hospitality values listed out and described iii. Customer complaints are handled. iv. Customer feedback on tour transportation services is analysed v. Tour transportation service related documents are gathered, filed

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<p>service related documents, such as:</p> <ul style="list-style-type: none"> • Quotation • Invoices • Vouchers • Receipts • Travel insurance related documents • Tour transportation related policies and procedures • Customer feedbacks form <p>v. Filing procedure:</p> <ul style="list-style-type: none"> • Indexing • Filing • Archiving 	<p>related documents.</p> <p>viii. Apply filing procedure</p>	<p>compiling and indexing tour transportation service related documents</p> <p>v. Adhere to company confidentiality policy</p> <p><u>Safety</u></p> <p>i. Safety cautious in the work place</p> <p>ii. Adhere to work area ergonomics practice</p> <p><u>Environmental</u></p> <p>i. Adhere to housekeeping procedure</p> <p>ii. Cautious to the office environment</p>			<p>and indexed</p>

Employability Skills

Core Abilities	Social Skills
<p>01.01 Identify and gather information</p> <p>01.02 Document information, procedures or processes.</p> <p>01.03 Utilize basic IT applications</p> <p>01.04 Analyze information</p> <p>01.05 Utilize the internet to locate and gather information</p> <p>01.06 Utilize word processor to process information</p> <p>01.07 Utilize database applications to locate and process information</p> <p>01.08 Utilize spreadsheets applications to locate and process information</p> <p>01.09 Utilize business graphic application to process information</p> <p>01.10 Apply a variety of mathematical techniques</p> <p>01.11 Apply thinking skills and creativity</p> <p>02.01 Interpret and follow manuals, instructions and SOP's</p> <p>02.02 Follow telephone/telecommunication procedures</p> <p>02.03 Communicate clearly</p> <p>02.04 Prepare brief reports and checklists using standard forms</p> <p>02.05 Read / interpret flowcharts and pictorial information</p> <p>02.06 Write memos and letters</p> <p>02.07 Utilize local area network (LAN) Internet to exchange information</p> <p>02.08 Prepare pictorial and graphic information.</p> <p>02.09 Prepare flowcharts</p> <p>02.10 Prepare reports and instructions</p> <p>02.11 Convey information and ideas to people</p> <p>03.01 Apply cultural requirements to the workplace.</p> <p>03.02 Demonstrate integrity and apply ethical practices.</p> <p>03.03 Accept responsibility for own work and work+area.</p>	<ol style="list-style-type: none"> 1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Learning skills 5. Leadership skills 6. Multitasking and prioritizing 7. Self-discipline 8. Teamwork

Core Abilities	Social Skills
<ul style="list-style-type: none"> 03.04 Seek and act constructively upon feedback about performance 03.05 Demonstrate safety skills 03.06 Respond appropriately to people and situations 03.07 Resolve interpersonal conflicts 03.08 Develop and maintain a cooperation within work group 03.09 Manage and improve performance of individuals 03.10 Provide consultation and counselling 03.11 Monitor and evaluate performance of human resources 03.12 Provide coaching/on-the job training 03.13 Develop and maintain team harmony and resolve conflicts 03.14 Facilitate and coordinate teams and ideas 03.15 Liaise to achieve identified outcomes 03.16 Identify and assess client / customer needs 03.17 Identify staff training needs and facilitate access to training 04.01 Organize own work activities 04.02 Set and revise own objectives and goals 04.03 Organize and maintain own workplace 04.04 Apply problem-solving strategies 04.05 Demonstrate initiative and flexibility 04.06 Allocate work 	

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM: Trainees)
1. Computer with Internet Access	1:1
2. Land Public Transport Act 2010	1:1
3. Road Transport Act	1:1
4. Sample of customer feedback form	1:1
5. Sample of invoice	1:1
6. Sample of payment vouchers	1:1
7. Sample of Public Service Vehicle (PSV) License	1:1
8. Sample of quotation	1:1
9. Sample of travel insurance policy	1:1
10. Sample of tour transportation service purchase order	1:1
11. Sample of vehicle Insurance policy	1:1
12. Sample of vehicle road tax	1:1
13. Tourism Industry Act 1992	1:1

References

REFERENCES
1. Barbara Baridwood, Susan Boyce & Richard Cropp (2000). Start & Run A Profitable Tour Guiding Business. (2 nd Edition) Self-Counsel Press, Canada. ISBN: 1-55180-284-8
2. Gorham, Ginger & Rice Susan (2007). Travel Perspectives: A Guide to Becoming a Travel Professional. (4 th Edition). Thomson Delmar Learning. New York. ISBN: 978-1-4180-1649-4
3. Vivienne O'shannessy, Dean Minett & Geoff Hyde. (2002). The Road to Tourism skill for the professional. .Prentice Hall. Australia. ISBN: 74009 612 6

CURRICULUM of COMPETENCY UNIT (CoCU)

SECTOR	TOURISM & HOSPITALITY						
SUB SECTOR	TRAVEL & TOUR						
JOB AREA	TRAVEL & TOUR SERVICES						
NOSS TITLE	TRAVEL & TOUR OPERATION						
COMPETENCY UNIT TITLE	TOUR PRODUCTS SALES AND MARKETING						
LEARNING OUTCOME	<p>The person who is competent in this CU shall be able to achieve highest sales revenue through effective and strategic marketing and promotion programs. Upon completion of this competency unit, trainees will be able to:</p> <ul style="list-style-type: none"> • Study company tour products • Plan sales and marketing activities • Execute marketing and promotion activities • Prepare marketing and promotion report 						
PRE-REQUISITE							
COMPETENCY UNIT CODE	HT-102-3:2014-C05	Level	3	Training Duration	350 Hours	Credit Hours	35
Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria	
1. Study company tour products	i. Introduction to sales and marketing <ul style="list-style-type: none"> • Definition of marketing • Marketing technique / methods • Definition of sales • Sales technique/ methods 	i. Interpret company's tour products ii. Interpret existing customers information iii. Identify new market segment iv. Identify potential attractions and destinations	<u>Attitude</u> i. Meticulous when interpreting company's tour products and existing customers information	<u>Related Knowledge</u> 30 hours <u>Related Skills</u> 55 hours	<u>Knowledge</u> Lecture & Discussion <u>Skills:</u> Demonstration Observation & Project/ case study.	i. Definition of marketing is described ii. Marketing technique / methods is listed out and described iii. Definition of sales is	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	ii. Concept of marketing mix <ul style="list-style-type: none"> • Tour product • Places of interest • Package Price • Product Promotion iii. Types of tourism markets: <ul style="list-style-type: none"> • On the basis of origin and destination <ul style="list-style-type: none"> - Outbound market - Inbound market • On the basis of purpose of visit, such as: <ul style="list-style-type: none"> - Leisure & holiday market - Business markets - Adventure market - Eco-tourism markets - Health tourism market • On the basis of region <ul style="list-style-type: none"> - Europe market - Asia & the Pacific market 	v. Study tour products offered by competitors	ii. Detail in identifying new market segment iii. Precise when studying competitors' tour products <u>Safety</u> i. Safety cautious in the work place ii. Adhere to work area ergonomics practice <u>Environmental</u> i. Maintain office ventilation ii. Adhere to housekeeping procedure			described iv. Sales technique/ methods is listed out and described v. Company's existing tour products are studied and product information is interpreted vi. Existing customers' interest interpreted. vii. Tour products offered by competitors are studied and compared viii. Source of tour products and attractions information is accessed ix. Potential attractions and destinations is identified

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> - Americas market - Africa market - Middle East market • On the basis of types of tourist <ul style="list-style-type: none"> - Explorers market - Mass tourism market - Niche market <p>iv. Tourism market and tourist behaviour</p> <p>v. Attributes of successful salesperson</p> <p>vi. Principles of successful selling</p> <ul style="list-style-type: none"> • Product Knowledge • Capturing customer attention • Creating customer interest • Recognising buying signals • Closing the sale • After-sale services <p>vii. Selling technique</p> <ul style="list-style-type: none"> • Suggestive selling • Up-selling • Down-selling 					<p>x. New markets are identified and described</p>

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Personal selling • Add-ons <p>viii. Tour product market segment such as:</p> <ul style="list-style-type: none"> • Foreign Individual Travel (FIT) • Group Individual Travel (GIT) • Corporate • Government • MICE • Backpackers • Educational tour <p>ix. Source of tour products and attractions information, such as:</p> <ul style="list-style-type: none"> • Travel books / magazines • Websites • In-house training • Buyer-seller travel mart <p>x. Types of Tour Products</p> <ul style="list-style-type: none"> • Tour Packages • Airline tickets • Transportation service • Visa application • Travel Insurance • MICE • Cruise 					

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	xi. Tour products information/knowledge such as: <ul style="list-style-type: none"> • Price • Validity • Attraction • Activities xii. Company's existing customer information					
2. Plan sales and marketing activities	i. Sales kit contents, such as :- <ul style="list-style-type: none"> • Company profile • Business card • Corporate gift • Product list and price • Booking form ii. Types of marketing materials, such as: <ul style="list-style-type: none"> • Brochure • Leaflets • Flyers • Banner iii. Types of marketing tools, such as: <ul style="list-style-type: none"> • Internet • Trade fairs • Advertisement • Telephone 	i. Select marketing tools and materials ii. Determine target market and market segment iii. Check marketing kit contents iv. Determine marketing and promotion activities v. Prepare marketing and promotion activities schedule vi. Set sales target vii. Estimate marketing and promotion activities budget	<u>Attitude</u> <ol style="list-style-type: none"> i. Rational when selecting marketing tools and materials ii. Analytical mind when determining target market/segment and marketing and promotion activities iii. Detail when checking marketing kits contents iv. Systematic when preparing marketing and promotion 	<u>Related Knowledge</u> 30 hours <u>Related Skills</u> 60 hours	<u>Knowledge</u> Lecture & Discussion <u>Skills:</u> Demonstration Observation & Project/ case study.	i. Sales kit contents listed out and described ii. Types of marketing materials selected iii. Types of marketing tools selected iv. Types marketing and promotion activities to be used is determined v. Sales target is set vi. Marketing and promotion

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	iv. Budget planning for sales visit such as: <ul style="list-style-type: none"> • Transportation • Accommodation • Entertainment (to entertain customer) v. Sales target vi. Marketing and promotion activities, planning <ul style="list-style-type: none"> • Activities schedule • Sales target • Budget 		activities schedule v. Analytical mind when setting sales target vi. Accurate when estimating marketing and promotion activities budget <u>Safety</u> i. Safety cautious in the work place ii. Adhere to work area ergonomics practice <u>Environmental</u> i. Maintain office ventilation ii. Adhere to housekeeping procedure			budget is estimated vii. Marketing and promotion activities schedule is prepared.

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
3. Execute marketing and promotion activities	i. Tourist buying process <ul style="list-style-type: none"> • Need recognition • Information Search • Attitude formation • Purchase • Post purchase • Feedback ii. Factors influencing tourist buying <ul style="list-style-type: none"> • External factors • Internal factors iii. Malaysia way of greeting iv. Malaysia hospitality values v. Personal grooming vi. Social etiquette and protocol vii. Effective Communication <ul style="list-style-type: none"> • Verbal • Vocal • Body language viii. Self confidence ix. Presentation skills x. Negotiation skills xi. Sales follow up strategies	i. Promote tour products to existing customers and new customer ii. Carry out sales visits iii. Present tour products to customer confidently iv. Convince customers to buy tour products v. Carry out sales follow up vi. Update existing customers on new tour products vii. Assess sales performance viii. Review strategies for future development ix. Identify new potential product and propose it to superior	<u>Attitude</u> <ul style="list-style-type: none"> i. Hospitable when convincing customers to buy tour products ii. Confident when presenting tour product to customer iii. Detail when updating existing customers on new tour products iv. Transparent in assessing sales performance v. Accurate when calculating inbound tour package cost vi. Hospitable when carrying out sales visits 	<u>Related Knowledge</u> 50 hours <u>Related Skills</u> 90 hours	<u>Knowledge</u> Lecture & Discussion <u>Skills:</u> Demonstration Observation & Project/ case study.	i. Tour products promoted to existing customers and new customer ii. Tourist buying process is described iii. Factors influencing tourist buying is identified and assessed iv. Malaysia way of greeting is demonstrated v. Malaysia hospitality values are listed out and described vi. Presentable grooming is demonstrated vii. Tour products are presented to customer viii. Sales performance is assessed

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	xii. Sales closing technique		<u>Safety</u> i. Safety cautious in the work place ii. Adhere to work area ergonomics practice <u>Environmental</u> i. Adhere to housekeeping procedure ii. Cautious to the office environment			ix. Marketing strategies are reviewed for future development x. New potential tour product is identified and proposed
4. Prepare marketing and promotion report	i. Marketing and promotion report preparation: <ul style="list-style-type: none"> • Report format • Report content: <ul style="list-style-type: none"> - Marketing activities - Number of sales enquiries - Sales value - New potential product - Marketing expenses 	i. Record sales enquiries ii. Record new potential product iii. Calculate sales value iv. Assess weaknesses of marketing plan v. Calculate marketing expenses vi. Review marketing plan for development	<u>Attitude</u> i. Analytical mind when identifying new potential product. ii. Precise when recording sales enquiries iii. Accurate when calculating sales value	<u>Related Knowledge</u> 15 hours <u>Related Skills</u> 20 hours	<u>Knowledge</u> Lecture & Discussion <u>Skills:</u> Demonstration Observation & case study.	i. Sales value is calculated ii. Sales enquiries is recorded and filed iii. Marketing expenses is calculated iv. Weaknesses of marketing plan is assessed

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	ii. Marketing and promotion related documents, such as: <ul style="list-style-type: none"> • Sales enquiries • Receipts related to marketing and promotion activities iii. Filing procedure: <ul style="list-style-type: none"> • Indexing • Filing • Archiving 	and enhancement vii. Compile, file and index marketing and promotion related documents. viii. Apply filing procedure	iv. Thorough and transparent when assessing weaknesses of marketing plan v. Detail and transparent when preparing marketing expenses report vi. Systematic when compiling and indexing marketing and promotion related records/ documents vii. Adhere to company confidentiality policy <u>Safety</u> i. Safety cautious in the work			v. Marketing plan and strategies is reviewed and new plan is proposed vi. Sales, marketing and promotion related records/ documents are gathered, filed and indexed

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
			<p>place</p> <p>ii. Adhere to work area ergonomics practice.</p> <p><u>Environmental</u></p> <p>i. Cautious to the office environment</p> <p>ii. Adhere to housekeeping procedure</p>			

Employability Skills

Core Abilities	Social Skills
<p>01.01 Identify and gather information</p> <p>01.02 Document information, procedures or processes.</p> <p>01.03 Utilize basic IT applications</p> <p>01.04 Analyze information</p> <p>01.05 Utilize the internet to locate and gather information</p> <p>01.06 Utilize word processor to process information</p> <p>01.07 Utilize database applications to locate and process information</p> <p>01.08 Utilize spreadsheets applications to locate and process information</p> <p>01.09 Utilize business graphic application to process information</p> <p>01.10 Apply a variety of mathematical techniques</p> <p>01.11 Apply thinking skills and creativity</p> <p>02.01 Interpret and follow manuals, instructions and SOP's</p> <p>02.02 Follow telephone/telecommunication procedures</p> <p>02.03 Communicate clearly</p> <p>02.04 Prepare brief reports and checklists using standard forms</p> <p>02.05 Read / interpret flowcharts and pictorial information</p> <p>02.06 Write memos and letters</p> <p>02.07 Utilize local area network (LAN) Internet to exchange information</p> <p>02.08 Prepare pictorial and graphic information.</p> <p>02.09 Prepare flowcharts</p> <p>02.10 Prepare reports and instructions</p> <p>02.11 Convey information and ideas to people</p> <p>03.01 Apply cultural requirements to the workplace.</p> <p>03.02 Demonstrate integrity and apply ethical practices.</p> <p>03.03 Accept responsibility for own work and work area.</p>	<ol style="list-style-type: none"> 1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Learning skills 5. Leadership skills 6. Multitasking and prioritizing 7. Self-discipline 8. Teamwork

Core Abilities	Social Skills
<ul style="list-style-type: none"> 03.04 Seek and act constructively upon feedback about performance 03.05 Demonstrate safety skills 03.06 Respond appropriately to people and situations 03.07 Resolve interpersonal conflicts 03.08 Develop and maintain a cooperation within work group 03.09 Manage and improve performance of individuals 03.10 Provide consultation and counselling 03.11 Monitor and evaluate performance of human resources 03.12 Provide coaching/on-the job training 03.13 Develop and maintain team harmony and resolve conflicts 03.14 Facilitate and coordinate teams and ideas 03.15 Liaise to achieve identified outcomes 03.16 Identify and assess client / customer needs 03.17 Identify staff training needs and facilitate access to training 04.01 Organize own work activities 04.02 Set and revise own objectives and goals 04.03 Organize and maintain own workplace 04.04 Apply problem-solving strategies 04.05 Demonstrate initiative and flexibility 04.06 Allocate work 	

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM: Trainees)
1. Computer with Internet Access	1:4
2. Sample of customer list	1:1
3. Sample of sales record	1:1
4. Sample of marketing and promotion schedule	1:4
5. Sample of marketing kits (Company profile, Business card, Product list and price, Booking form)	1:1
6. Sample of marketing materials (Brochure, Leaflets / Flyers)	1:1
7. Sample of marketing expenses report	1:1
8. Business directory	1:5

References

REFERENCES
1. Barbara Baridwood, Susan Boyce & Richard Cropp (2000). Start & Run A Profitable Tour Guiding Business. (2 nd Edition) Self-Counsel Press, Canada. ISBN: 1-55180-284-8
2. Gorham, Ginger & Rice Susan (2007). Travel Perspectives: A Guide to Becoming a Travel Professional. (4 th Edition). Thomson Delmar Learning. New York. ISBN: 978-1-4180-1649-4
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4. Vivienne O'shannessy, Dean Minett & Geoff Hyde. (2002). The Road to Tourism skill for the professional. .Prentice Hall. Australia. ISBN:74009 612 6

CURRICULUM of COMPETENCY UNIT (CoCU)

SECTOR	TOURISM & HOSPITALITY						
SUB SECTOR	TRAVEL & TOUR						
JOB AREA	TRAVEL & TOUR SERVICES						
NOSS TITLE	TRAVEL & TOUR OPERATION						
COMPETENCY UNIT TITLE	TOUR LEADING						
LEARNING OUTCOME	<p>The person who is competent in this CU shall be able to lead outbound tour program at the destination while monitor and coordinate the execution of the tour program by the ground handler according to the contract service terms and condition to fulfil guest expectation. Upon completion of this competency unit, trainees will be able to:</p> <ul style="list-style-type: none"> • Perform pre-tour arrangement • Perform Departure Arrangement • Monitor Outbound Tour Execution • Coordinate handling of emergency situation. • Prepare tour leading report 						
PRE-REQUISITE							
COMPETENCY UNIT CODE	HT-102-3:2014-C06	Level	3	Training Duration	200 Hours	Credit Hours	20
Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria	
1. Perform pre-tour arrangement	i. Roles of Tour Leader ii. Tour leading job assignment contents: <ul style="list-style-type: none"> • Tour itinerary • Guest name list and rooming list • Cash advance • Customers 	i. Interpret outbound tour leading job assignment ii. Interpret travel formalities requirement iii. Interpret currency exchange rate	<u>Attitude</u> i. Detail when interpreting outbound tour job assignment ii. Thorough when interpreting travel	<u>Related Knowledge</u> 10 hours	<u>Knowledge</u> Lecture & Discussion	i. Types of currency is listed out and exchange rate is identified ii. Information source on destinations,	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> feedback form • Tour Leader claim form <p>iii. Destinations, attractions and highlights</p> <ul style="list-style-type: none"> • Information source • Product knowledge on the attractions and highlights <p>iv. Currency</p> <ul style="list-style-type: none"> • Types of currency • Rate of exchange (ROE) <p>v. Guest profile</p> <ul style="list-style-type: none"> • Age • Gender • Health • Special needs <ul style="list-style-type: none"> - Diet - Wheelchair - Pregnant lady <p>vi. Travel documents / formalities:</p> <ul style="list-style-type: none"> • Passport • Visa • Health requirement • Embarkation / disembarkation <p>vii. Travel requirement</p> <ul style="list-style-type: none"> • Currency 	<p>iv. Source information related to destination and highlights</p> <p>v. Interpret guest profile</p> <p>vi. Interpret travel formalities of the destination countries</p> <p>vii. Record guest health condition</p> <p>viii. Check guests' passport validity</p> <p>ix. Check guests' visa validity</p>	<p>requirement, currency exchange rate and guest profile</p> <p>iii. Precise when checking and interpreting travel formalities of the destination countries.</p> <p>iv. Systematic in executing pre-tour arrangements</p> <p><u>Safety</u></p> <p>i. Safety cautious in the work place</p> <p>ii. Adhere to work area ergonomics practice</p>	<p><u>Related Skills</u></p> <p>20 hours</p>	<p><u>Skills:</u></p> <p>Demonstration Observation case study.</p>	<p>attractions and highlights is identified</p> <p>iii. Guest profile is Interpreted</p> <p>iv. Travel document requirements to enter destination is interpreted</p>

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> Types of clothes Medicine 					
2. Perform Departure Arrangement	<ol style="list-style-type: none"> Airport check-in procedure Boarding procedure Luggage: <ul style="list-style-type: none"> Luggage size and weight Hand luggage size and weight Over size luggage Excess luggage charges Airport facilities <ul style="list-style-type: none"> Lounge Wheel Chair Customer service In flight seating arrangement Types of in flight special request ,such as: <ul style="list-style-type: none"> Wheel chairs Special meals Basinet request for Infants Special VIPs & CIPSS 	<ol style="list-style-type: none"> Coordinate airport check-in Brief guests on tour itinerary/ tour programs Interpret culture sensitivity of the culture sensitivity, the do's and the don'ts at the destination. Coordinate guests' in flight seating arrangement if necessary Verify in flight special request 	<u>Attitude</u> <ol style="list-style-type: none"> Detail when checking guests' passport validity and guests' visa validity Efficient when coordinating airport check-in. Hospitable in briefing guests on tour itinerary/ tour programs Precise when interpreting culture sensitivity of the destination Firm when interpreting the do's and the don'ts of the destination Efficient and systematic when performing 	<u>Related Knowledge</u> 20 hours <u>Related Skills</u> 20 hours	<u>Knowledge</u> Lecture & Discussion <u>Skills:</u> Demonstration Observation & Project / case study.	<ol style="list-style-type: none"> Airport check-in procedure is interpreted Boarding procedure is described Luggage and Hand luggage size and weight is interpreted Passport validity for international travel is described Visa application requirement is described. Program itinerary is interpreted In flight seating arrangement for guest is checked In flight special request is listed out and described

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Seat request 		departure arrangements <u>Safety</u> i. Adhere to work safety procedure at the airport and in flight.			
3. Monitor Outbound Tour Execution	i. CIQ formalities at respective destination <ul style="list-style-type: none"> • Custom • Immigration • Quarantine ii. Passenger Irregularity Report (PIR) <ul style="list-style-type: none"> • Lost and found • Damage / Broken • Theft iii. Types of accommodation, such as: <ul style="list-style-type: none"> • Hotel • Resort • Motel • Chalet • Dormitory • Apartment 	i. Coordinate immigration clearance at destination ii. Coordinate guests' luggage collection at destination iii. Handle Passenger Irregularity Report (PIR) iv. Coordinate custom clearance at destination v. Coordinate with ground handler for the next program vi. Coordinate hotel check-in and check-out formalities	<u>Attitude</u> i. Efficient when coordinating immigration and customs clearance at destination ii. Systematic when coordinating guests' luggage collection at destination iii. Firm and analytical mind when handling Passenger Irregularity Report (PIR)	<u>Related Knowledge</u> 40 hours <u>Related Skills</u> 40 hours	<u>Knowledge</u> Lecture & Discussion <u>Skills:</u> Demonstration Observation simulation	i. CIQ formalities at respective destination is interpreted ii. Guests' luggage collection is described iii. Passenger Irregularity Report is interpreted iv. Types of accommodation is described v. Hotel check-in and check-out procedure is interpreted

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<p>iv. Room categories:</p> <ul style="list-style-type: none"> • Suite • Standard / Deluxe room • Superior room <p>v. Hotel check-in and check-out procedure</p> <ul style="list-style-type: none"> • Check-in and check-out time • Check-in and check-out documents <ul style="list-style-type: none"> - Rooming list - Guest Passport • Briefing on facilities, do's and don'ts <p>vi. Types of tour transportation at destination, such as:</p> <ul style="list-style-type: none"> • Coach • Van • Train services • Ferry • Caravan • Limousine <p>vii. Types of food, such as:</p> <ul style="list-style-type: none"> • Asian • Chinese • Indian 	<p>vii. Verify guests' accommodation</p> <p>viii. Coordinate with local tourist guide to identify attire and essential items for every tour program / activities</p> <p>ix. Verify tour transportation arrangement</p> <p>x. Verify guests' meal arrangement</p> <p>xi. Attend to guests' complaint</p>	<p>iv. Hospitable when coordinating hotel check-in and check-out at destination.</p> <p>v. Detail in verifying tour transportation arrangement and meal arrangement</p> <p>vi. Hospitable when attending to guests' complaint</p> <p>vii. Detail in monitoring tour itinerary execution</p> <p><u>Safety</u></p> <p>i. Adhere to work safety procedure at the destination.</p> <p><u>Environmental</u></p> <p>i. Cautious to environmental hazard at the</p>			<p>vi. Tour transportation is identified and described</p> <p>vii. Meal arrangement is identified and described</p> <p>viii. Tour itinerary interpreted</p>

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Western <p>viii. Types of meal, such as:</p> <ul style="list-style-type: none"> • Breakfast • Lunch • Brunch • Dinner <p>ix. Types of food serving:</p> <ul style="list-style-type: none"> • Buffet • Pack • Set menu <p>x. Types of special diet, such as:</p> <ul style="list-style-type: none"> • Halal • Vegetarian • Jain <p>xi. Customer service</p> <p>xii. Problem solving technique</p> <p>xiii. Tour group managing strategies</p> <ul style="list-style-type: none"> • Exercise leadership • Fair to everybody • Firm when facing disruptive behaviour • Flexible • Praise guests' behaviour 		destination			

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
4. Coordinate handling of emergency situation	i. Lost of passport handling procedure at destination <ul style="list-style-type: none"> • Police report • Nearest Malaysian High Commission ii. Lost of valuables or personal belongings handling procedure iii. Emergency and contingency response plan: <ul style="list-style-type: none"> • Flight diversion • Flight delay • Flight cancellation • Accidents on tour • Death on tour 	i. Handle lost of travel documents ii. Handle lost of valuable or personal belongings iii. Handle guests' health related matters iv. Handle accidents matter v. Handle death on tour	<u>Attitude</u> <ol style="list-style-type: none"> i. Firm and analytical mind when handling lost of travel documents ii. Firm and efficient when handling lost of valuable or personal belongings iii. Firm and efficient when handling guests' health related matters. iv. Firm and systematic when handling accidents and death case on tour <u>Safety</u> <ol style="list-style-type: none"> i. Adhere to work safety procedure at the destination. 	<u>Related Knowledge</u> 10 hours <u>Related Skills</u> 20 hours	<u>Knowledge</u> Lecture & Discussion <u>Skills:</u> Demonstration & case study.	i. Procedure to handle lost of passport at destination is described ii. Procedure to handle lost of personal belonging at destination is described iii. Procedure to handle guests' health related matters at destination is described iv. Procedure to handle accident matters at destinations is described v. Procedure to handle death at destinations is described

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
			<u>Environmental</u> i. Cautious to environmental hazard at the destination			
5. Prepare tour leading report	i. Tour leading expenses ii. Tour leading report preparation: <ul style="list-style-type: none"> • Report format • Tourist feedback evaluation tools <ul style="list-style-type: none"> - evaluation form - verbal • Discrepancies report at destination iii. Tour leading related documents, such as: <ul style="list-style-type: none"> • Receipts • Customer feedbacks • Tour job assignment iv. Filing procedure: <ul style="list-style-type: none"> • Indexing • Filing • Archiving 	i. Gather tour leading expenses bills and receipts ii. Gather guests' feedback iii. Prepare tour leading discrepancies report iv. Compile, file and index tour leading related documents v. Apply filing procedure	<u>Attitude</u> i. Detail when compiling tour leading expenses bills and receipts ii. Thorough and transparent in preparing tour leading discrepancies report iii. Systematic when compiling and indexing ticketing and reservation related records/ documents iv. Adhere to company confidentiality	<u>Related Knowledge</u> 10 hours <u>Related Skills</u> 20 hours	<u>Knowledge</u> Lecture & Discussion <u>Skills:</u> Demonstration Observation case study.	i. Tour leading expenses receipts and bills are gathered ii. Tour leading expenses is calculated iii. Guests feedback is gathered iv. Tour discrepancies report is prepared v. Tour leading related records/ documents are gathered, filed and indexed

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
			<p>policy</p> <p><u>Environmental</u></p> <p>i. Adhere to housekeeping procedure</p>			

Employability Skills

Core Abilities	Social Skills
<p>01.01 Identify and gather information</p> <p>01.02 Document information, procedures or processes.</p> <p>01.03 Utilize basic IT applications</p> <p>01.04 Analyze information</p> <p>01.05 Utilize the internet to locate and gather information</p> <p>01.06 Utilize word processor to process information</p> <p>01.07 Utilize database applications to locate and process information</p> <p>01.08 Utilize spreadsheets applications to locate and process information</p> <p>01.09 Utilize business graphic application to process information</p> <p>01.10 Apply a variety of mathematical techniques</p> <p>01.11 Apply thinking skills and creativity</p> <p>02.01 Interpret and follow manuals, instructions and SOP's</p> <p>02.02 Follow telephone/telecommunication procedures</p> <p>02.03 Communicate clearly</p> <p>02.04 Prepare brief reports and checklists using standard forms</p> <p>02.05 Read / interpret flowcharts and pictorial information</p> <p>02.06 Write memos and letters</p> <p>02.07 Utilize local area network (LAN) Internet to exchange information</p> <p>02.08 Prepare pictorial and graphic information.</p> <p>02.09 Prepare flowcharts</p> <p>02.10 Prepare reports and instructions</p> <p>02.11 Convey information and ideas to people</p> <p>03.01 Apply cultural requirements to the workplace.</p> <p>03.02 Demonstrate integrity and apply ethical practices.</p> <p>03.03 Accept responsibility for own work and work+area.</p>	<ol style="list-style-type: none"> 1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Learning skills 5. Leadership skills 6. Multitasking and prioritizing 7. Self-discipline 8. Teamwork

Core Abilities	Social Skills
<ul style="list-style-type: none"> 03.04 Seek and act constructively upon feedback about performance 03.05 Demonstrate safety skills 03.06 Respond appropriately to people and situations 03.07 Resolve interpersonal conflicts 03.08 Develop and maintain a cooperation within work group 03.09 Manage and improve performance of individuals 03.10 Provide consultation and counselling 03.11 Monitor and evaluate performance of human resources 03.12 Provide coaching/on-the job training 03.13 Develop and maintain team harmony and resolve conflicts 03.14 Facilitate and coordinate teams and ideas 03.15 Liaise to achieve identified outcomes 03.16 Identify and assess client / customer needs 03.17 Identify staff training needs and facilitate access to training 04.01 Organize own work activities 04.02 Set and revise own objectives and goals 04.03 Organize and maintain own workplace 04.04 Apply problem-solving strategies 04.05 Demonstrate initiative and flexibility 04.06 Allocate work 	

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM: Trainees)
1. Computer with Internet access	1:5
2. Sample of tour leading job assignment	1:1
3. Sample of passport	1:1
4. Sample of visa	1:1
5. Sample of e-ticket	1:1
6. Sample of boarding pass	1:1
7. Sample of tour leading claim form	1:1
8. Sample of tour leading report	1:1
9. Sample of ground handler tour service agreement	1:1

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3. Mark Mancini. (2001). Conducting Tour. (3 rd Edition). Thomson Delmar Learning. New York. ISBN: 978-0-7668-1419-6
4. Vivienne O'shannessy, Dean Minett & Geoff Hyde. (2002). The Road to Tourism skill for the professional. .Prentice Hall. Australia. ISBN:74009 612 6

CURRICULUM of COMPETENCY UNIT (CoCU)

SECTOR	TOURISM & HOSPITALITY						
SUB SECTOR	TRAVEL & TOUR						
JOB AREA	TRAVEL & TOUR SERVICES						
NOSS TITLE	TRAVEL & TOUR OPERATION						
COMPETENCY UNIT TITLE	UMRAH AND HAJJ TOUR LEADING						
LEARNING OUTCOME	<p>The person who is competent in this CU shall be able to lead and guide Jemaah in performing Umrah and Hajj at the destination (Makkah and Medinah) to avoid any mistake according to syariah requirements. Upon completion of this competency unit, be able to:</p> <ul style="list-style-type: none"> • Perform Umrah and Hajj pre-departure arrangement. • Perform Departure Arrangement. • Coordinate Jemaah's logistic arrangement. • Guide Jemaah to perform Umrah. • Guide Jemaah to perform Hajj (pilgrimage) • Coordinate handling of emergency situation. • Prepare Umrah and Hajj report. 						
PRE-REQUISITE	Candidate must be a Muslim						
COMPETENCY UNIT CODE	HT-102-3:2014-E01	Level	3	Training Duration	250	Credit Hours	25
Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria	
1. Perform Umrah/ Hajj pre-departure arrangement	i. History of Makkah and Kaabah Medinah ii. History of Medinah iii. History of Jeddah	i. Interpret history of Makkah, Kaabah Medinah and Jeddah ii. Interpret philosophy of Umrah and Hajj	<u>Attitude</u> i. Precise in interpreting philosophy of Umrah, history of Kaabah, history	<u>Related Knowledge</u> 10 hours	<u>Knowledge</u> Lecture & Discussion	i. History of Makkah and Medinah is interpreted ii. Philosophy of	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	iv. The most significant war during Prophet Muhammad era <ul style="list-style-type: none"> • Uhud • Ahzab v. Introduction of Umrah <ul style="list-style-type: none"> • Definition of Umrah • Philosophy of Umrah vi. Introduction of Hajj <ul style="list-style-type: none"> • Definition of Hajj • Philosophy of Hajj vii. Women's issues related to Umrah <ul style="list-style-type: none"> • Aurat • Menstruation • Mahram viii. Prayers during travel <ul style="list-style-type: none"> • Jamak • Qasar ix. Umrah package <ul style="list-style-type: none"> • Types of umrah packages <ul style="list-style-type: none"> - Umrah and Ziarah - Umrah transit (transit flight) - Umrah direct (direct flight) • Package inclusion 	iii. Brief Jemaah on Qasar and Jamak prayers (prayers during travel) iv. Interpret mahram requirement v. Interpret Aurat guideline for men and women vi. Interpret Umrah /Hajj leading job assignment vii. Interpret Umrah and Hajj packages viii. Interpret currency exchange rate ix. Source information related to Makkah and Madinah x. Interpret geographical information related to Makkah and Madinah xi. Interpret Jemaah profile xii. Interpret travel formalities of the destination country (Saudi Arabia)	of Makkah and mahram requirement ii. Factual when briefing Jemaah on Qasar and Jamak prayers iii. Detail when interpreting Umrah / Hajj leading job assignment iv. Thorough when interpreting travel requirement, currency exchange rate and guest profile v. Precise when checking and interpreting travel formalities of the destination countries vi. Detail when checking Jemaah's' passport validity and Jemaah's visa validity	<u>Related Skills</u> 15 hours	<u>Skills:</u> Demonstration Observation case study.	Umrah and Hajj is explained iii. The most significant war during Prophet Muhammad era is described iv. Qasar and Jamak prayers (prayers during travel) are demonstrated v. Umrah and Hajj packages are described vi. Type of currency and its exchange rate is described vii. Umrah / Hajj leading job assignment content is checked and described viii. Jemaah special need is identified and described ix. Travel formalities to

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> and exclusion • Package terms and conditions <p>x. Hajj package</p> <ul style="list-style-type: none"> • Muassasah package • VIP package <p>xi. Terms and condition to perform Hajj that is set by the government of Malaysian</p> <ul style="list-style-type: none"> • Registration with Lembaga Tabung Haji • Attend Hajj course <p>xii. Geographical information related to Makkah and Medinah:</p> <ul style="list-style-type: none"> • Weather condition • Accessibility • Public amenities • Population <p>xiii. Roles of Umrah/Hajj Tour Leader (Mutawif)</p> <p>xiv. Umrah/Hajj Tour leading job assignment contents, such as:</p> <ul style="list-style-type: none"> • Tour itinerary/program • Jemaah name list 	<p>xiii. Record Jemaah health condition</p> <p>xiv. Check Jemaah's passport validity</p> <p>xv. Check Jemaah's visa validity</p>	<p>vii. Systematic in executing pre-tour arrangement</p> <p><u>Safety</u></p> <p>i. Safety cautious in the work place</p> <p>ii. Adhere to work area ergonomics practice</p>			<p>Saudi Arabia is described</p>

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> and rooming list • Cash advance • Customers feedback form • Tour Leader claim form <p>xv. Currency</p> <ul style="list-style-type: none"> • Type of currency • Rate of exchange (ROE) <p>xvi. Jemaah profile</p> <ul style="list-style-type: none"> • Age • Gender • Health • Special needs <ul style="list-style-type: none"> - Diet - Wheelchair - Pregnant lady <p>xvii. Travel documents / formalities:</p> <ul style="list-style-type: none"> • Passport • Visa • Health requirement • Embarkation / disembarkation <p>xviii. Travel requirement</p> <ul style="list-style-type: none"> • Currency • Type of clothes • Medicine <p>xix. Legal obligation</p>					

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	related to Umrah and Hajj					
2. Perform Departure Arrangements	i. Airport check-in procedure ii. Boarding procedure iii. Luggage: <ul style="list-style-type: none"> • Luggage size and weight • Hand luggage size and weight • Over size luggage • Excess luggage charges iv. Airport facilities <ul style="list-style-type: none"> • Lounge • Wheel Chair v. Customer service vi. In flight seating arrangement vii. In flight special request such as: <ul style="list-style-type: none"> • Wheel chairs • Special meals • Basinet request for Infants • Special VIPs & CIPs • Seat request 	i. Coordinate airport check-in ii. Brief Jemaah on tour itinerary/ tour programs iii. Brief Jemaah on the culture sensitivity, the do's and the don'ts at the Makkah and Medinah iv. Coordinate Jemaah's in flight seating arrangement if necessary v. Verify in flight special request	<u>Attitude</u> <ol style="list-style-type: none"> i. Efficient when coordinating airport check-in ii. Hospitable in briefing Jemaah's tour itinerary/ tour programs iii. Precise when interpreting destination's culture sensitivity iv. Firm when interpreting destination's the do's and the don'ts v. Efficient and systematic when performing departure arrangements <u>Safety</u> <ol style="list-style-type: none"> i. Adhere to work safety procedure 	<u>Related Knowledge</u> 15 hours <u>Related Skills</u> 10 hours	<u>Knowledge</u> Lecture & Discussion <u>Skills:</u> Demonstration Observation & Project / case study.	i. Airport check-in procedure is interpreted ii. Boarding procedure is described iii. Luggage and Hand luggage size and weight is interpreted iv. Passport validity for international travel is described v. Visa application requirement is described. vi. Program itinerary is interpreted vii. In flight seating arrangement for Jemaah is checked viii. In flight special request is listed out and described

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
			at the airport and in flight			
3. Coordinate Jemaah's logistic arrangement	<ul style="list-style-type: none"> i. CIQ (Custom, Immigration, Quarantine) formalities at respective destination (Saudi Arabia) <ul style="list-style-type: none"> • Custom • Immigration • Quarantine ii. Passenger Irregularity Report (PIR) <ul style="list-style-type: none"> • Lost and found • Damage / Broken • Theft iii. Types of accommodation such as: <ul style="list-style-type: none"> • Hotel • Dormitory • Tent (khemah) iv. Room categories: <ul style="list-style-type: none"> • Suite • Standard / Deluxe room • Superior room v. Accommodation check-in and check-out procedure 	<ul style="list-style-type: none"> i. Coordinate immigration clearance ii. Coordinate Jemaah's luggage collection iii. Handle Passenger Irregularity Report (PIR) iv. Coordinate custom clearance v. Coordinate with ground handler for the next program vi. Coordinate hotel check-in and check-out formalities vii. Verify Jemaah's accommodation viii. Verify tour transportation arrangement ix. Verify Jemaah's meal arrangement x. Monitor tour (ziarah) itinerary execution xi. Attend to Jemaah's complaint 	<u>Attitude</u> <ul style="list-style-type: none"> i. Efficient when coordinating immigration and customs clearance at destination ii. Systematic when coordinating Jemaah's luggage collection at destination iii. Firm and analytical mind when handling Passenger Irregularity Report (PIR) iv. Hospitable when coordinating hotel check-in and check-out at destination v. Thorough in verifying tour transportation arrangement and 	<u>Related Knowledge</u> 20 hours <u>Related Skills</u> 15 hours	<u>Knowledge</u> Lecture & Discussion <u>Skills:</u> Demonstration Observation & Project / case study.	<ul style="list-style-type: none"> i. CIQ formalities at Saudi Arabia is described ii. Passenger Irregularity Report (PIR) is interpreted iii. Types of accommodation is described iv. Room category is described v. Accommodation check-in and check-out procedure explained vi. Type of tour transportation during Hajj and Umrah is identified vii. Types of food is identified and described viii. Ground handler

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Check-in and check-out time • Check-in and check-out documents <ul style="list-style-type: none"> - Rooming list - Guest Passport • Facilities, do's and don'ts <p>vi. Types of tour transportation during Hajj and Umrah:</p> <ul style="list-style-type: none"> • Coach • Train services • Van • Limousine <p>vii. Types of food such as:</p> <ul style="list-style-type: none"> • Asian • Middle East • Western <p>viii. Types of meal such as:</p> <ul style="list-style-type: none"> • Breakfast • Lunch • Tea break • Dinner <p>ix. Types of food serving:</p> <ul style="list-style-type: none"> • Buffet • Pack 		<p>meal arrangement</p> <p>vi. Hospitable when attending to Jemaah's complaint</p> <p>vii. Detail in monitoring tour itinerary execution</p> <p><u>Safety</u></p> <p>i. Adhere to work safety procedure at the destination.</p> <p><u>Environmental</u></p> <p>i. Cautious to environmental hazard at the destination</p>			<p>service is assessed</p>

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> x. Customer service xi. Problem solving technique 					
4. Guide Jemaah to perform Umrah	<ul style="list-style-type: none"> i. Condition for Umrah (syarat-syarat umrah) ii. Umrah Miqat iii. Pillars (Rukun) of Umrah <ul style="list-style-type: none"> • Intention (Niat) and Ihraam • Circumbulation (Tawaf) • Sa'ie • Tahallul • Perform according to the order / sequence iv. Obligation (Wajib) of Umrah v. Umrah Dam <ul style="list-style-type: none"> • Type of Dam • Performing Dam vi. Tawaf Wada' <ul style="list-style-type: none"> • Definition • Performing Tawaf Wada' vii. Recommendation (Sunat) ritual during Umrah. 	<ul style="list-style-type: none"> i. Interpret Umrah miqat and the obligation of Umrah niat at miqat ii. Interpret on the do's and the don'ts, and terms and condition during Umrah Ihraam iii. Perform Tawaf iv. Interpret on the do's and the don'ts, and terms and condition in performing Tawaf v. Perform Sa'ei vi. Interpret on the do's and the don'ts, and terms and condition in performing Sa'ei vii. Perform Tahallul viii. Interpret types of Umrah Dam ix. Perform Umrah Dam x. Interpret Tawaf Wada' xi. Perform Tawaf Wada' 	<p><u>Attitude</u></p> <ul style="list-style-type: none"> i. Meticulous in interpreting Aurat guideline for men and women ii. Factual in interpreting in interpreting miqat and the obligation of Umrah niat at miqat iii. Detail when interpreting on the do's and the don'ts during Umrah iv. Detail, transparent and sincere when guiding Jemaah to perform Umrah <p><u>Safety</u></p> <ul style="list-style-type: none"> i. Adhere to work 	<p><u>Related Knowledge</u></p> <p>40 hours</p> <p><u>Related Skills</u></p> <p>20 hours</p>	<p><u>Knowledge</u></p> <p>Lecture & Discussion</p> <p><u>Skills:</u></p> <p>Demonstration Observation & Project / case study.</p>	<ul style="list-style-type: none"> i. Aurat guideline for men and women is interpreted and demonstrated ii. Umrah miqat is described iii. The obligation of Umrah niat at miqat is interpreted iv. The do's and the don'ts, and terms and condition during Umrah Ihraam is interpreted and demonstrated v. Umrah Tawaf demonstrated vi. The do's and the don'ts, and terms and condition in performing Tawaf is interpreted and

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	viii. Ziarah at Makkah <ul style="list-style-type: none"> • Masjid Al-Haram • Zam-zam water • Arafah • Muzdalifah • Mina • Jaaranah • Hudaibiyah • Museum Haramain • Jabal Thur, • Jabar Nur ix. Ziarah at Madinah <ul style="list-style-type: none"> • Masjid Nabawai • Baqi' • Qoba' Mosque • Qiblatain Mosque • Seven Mosque • Jabal Uhud 	xii. Interpret the do's and the don'ts after performing Tawaf Wada' xiii. Interpret recommendation (Sunat) ritual during Umrah xiv. Deliver tour commentary on historical places in Makkah and Madinah.	safety procedure at the destination <u>Environmental</u> i. Cautious to environmental hazard at the destination			demonstrated vii. Umrah Sa'ei is interpreted and demonstrated viii. The do's and the don'ts, and terms and condition in performing Sa'ei is interpreted and demonstrated ix. Types of Umrah Dam is described x. Tawaf Wada' is interpreted and demonstrated xi. Interpretation on historical places in Makkah and Madinah is delivered
5. Guide Jemaah to perform Hajj (pilgrimage)	i. Types of Hajj <ul style="list-style-type: none"> • Tamatuk • Qiran • Ifrad ii. Condition for Hajj	i. Determine type of Hajj to be performed ii. Interpret Hajj miqat and the obligation of Hajj niat at miqat	<u>Attitude</u> i. Detail in interpreting philosophy of Hajj, Interpret types of Hajj	<u>Related Knowledge</u> 40 hours <u>Related</u>	<u>Knowledge</u> Lecture & Discussion <u>Skills:</u>	i. Type of Hajj to be performed is determined and interpreted ii. Philosophy of Hajj is

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	iii. Hajj Miqat iv. Pillars of Hajj <ul style="list-style-type: none"> • Intention (Niat) and Ihraam • Congregation at Arafat (Wukuf) • Circumbulation (Tawaf) • Sa'ie • Tahallul • Perform according to the order / sequence v. Obligation of Hajj (Wajib) <ul style="list-style-type: none"> • Intention of Ihraam at Miqat • Safeguard the restriction while in Ihraam • Overnight at Muzdalifah • Stoning Jamrah AlAqabah • Overnight at Mina • Stoning the three Jamrah during Tasyriq days vi. Women's issues related to Hajj. <ul style="list-style-type: none"> • Aurat 	iii. Interpret on the do's and the don'ts, and terms and condition during Hajj Ihraam iv. Perform Wuquf v. Interpret on the do's and the don'ts, and terms and condition in performing Wuquff vi. Perform Hajj Tawaf vii. Interpret on the do's and the don'ts, and terms and condition in performing Tawaf viii. Perform Hajj Sa'ei ix. Interpret on the do's and the don'ts, and terms and condition in performing Hajj Sa'ei x. Interpret types of Hajj Dam xi. Perform Hajj Dam xii. Interpret recommendation (Sunat) ritual during Hajj	and types of Hajj Dam ii. Precise when briefing Jemaah on Qasar and Jamak prayers iii. Meticulous in interpreting, Umrah miqat and the obligation of Umrah niat at miqat and Interpret on the do's and the don'ts during Umrah iv. Detail, transparent and sincere when guiding Jemaah to perform Hajj <u>Safety</u> i. Adhere to work safety procedure at the destination (Makkah and Medinah). <u>Environmental</u>	<u>Skills</u> 20 hours	Demonstration Observation & Project / case study	interpreted iii. Hajj miqat is interpreted iv. The obligation of Hajj niat at miqat is interpreted v. The do's and the don'ts, and terms and condition during Hajj Ihraam is interpreted and demonstrated vi. Performing Wuquf is interpreted vii. The do's and the don'ts, and terms and condition in performing Wuquf is interpreted and demonstrated viii. Hajj Tawaf is interpreted and demonstrated ix. The do's and the don'ts, and terms and

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Menstruation vii. Hajj Dam viii. Recommendation (Sunat) ritual during Hajj. <ul style="list-style-type: none"> • Cleansing oneself • Sunat Prayers • Talbiah • Collecting pebbles at Muzdalifah 		i. Cautious to environmental hazard at the destination (Makkah and Medinah)			condition in performing Hajj Tawaf is interpreted and demonstrated x. Performing Hajj Sa'ei is interpreted and demonstrated xi. The do's and the don'ts, and terms and condition in performing Hajj Sa'ei is interpreted and demonstrated xii. Types of Hajj Dam is interpreted xiii. Performing Hajj Dam is interpreted and demonstrated
6. Coordinate handling of emergency situation	i. Lost passport handling procedure at destination <ul style="list-style-type: none"> • Police report • Nearest Malaysian High Commission 	i. Handle lost of travel documents ii. Handle lost of valuable or personal belongings	<u>Attitude</u> i. Firm and analytical mind when handling lost of travel documents	<u>Related Knowledge</u> 15 hours	<u>Knowledge</u> Lecture & Discussion	i. Procedure to handle lost of passport at destination is described

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Muassasah ii. Lost of valuables or personal belongings handling procedure iii. Handling procedure of Jemaah's health related matters iv. Emergency and contingency response plan: <ul style="list-style-type: none"> • Flight diversion • Flight delay • Flight cancellation • Accidents on tour • Death on tour 	iii. Handle Jemaah's health related matters iv. Handle accidents matter during Umrah. Hajj and ziarah v. Handle death during Umrah. Hajj and ziarah	ii. Firm and efficient when handling lost of valuable or personal belongings iii. Firm and efficient when handling Jemaah's health related matters. iv. Firm and systematic when handling accidents and death case during Umrah. Hajj and ziarah <u>Safety</u> i. Adhere to work safety procedure at the destination (Makkah and Medinah). <u>Environmental</u> i. Cautious to environmental hazard at the	<u>Related Skills</u> 10 hours	<u>Skills:</u> Demonstration Observation case study.	ii. Procedure to handle lost of personal belonging at destination is described iii. Procedure to handle guests' health related matters at destination is described iv. Procedure to handle accidents matter matters at destination is described v. Procedure to handle death at destination is described

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
			destination (Makkah and Medinah)			
7. Prepare Umrah/ Hajj report	i. Umrah/ Hajj tour leading expenses ii. Umrah/ Hajj tour leading report preparation: <ul style="list-style-type: none"> • Report format • Jemaah feedback evaluation tools <ul style="list-style-type: none"> - evaluation form - verbal • Discrepancies report during Umrah/ Hajj iii. Umrah/ Hajj tour leading related documents, such as: <ul style="list-style-type: none"> • Tour job assignment • Receipts • Customer feedbacks form • Correspondence iv. Filing procedure: <ul style="list-style-type: none"> • Indexing • Filing • Archiving 	i. Gather Umrah/ Hajj tour leading expenses bills and receipts ii. Gather Jemaah's feedback iii. Prepare Umrah/ Hajj discrepancies report iv. Compile, file and index Umrah/ Hajj tour leading related documents. v. Apply filing procedure	<u>Attitude</u> <ol style="list-style-type: none"> i. Detail when compiling tour leading expenses bills and receipts ii. Transparent in preparing tour leading discrepancies report iii. Systematic when compiling and indexing ticketing and reservation related records/ documents iv. Adhere to company confidentiality policy <u>Safety</u> <ol style="list-style-type: none"> i. Adhere to 	<u>Related Knowledge</u> 10 hours <u>Related Skills</u> 10 hours	<u>Knowledge</u> Lecture & Discussion <u>Skills:</u> Demonstration Observation case study.	i. Umrah/ Hajj tour leading expenses receipts and bills are gathered ii. Umrah/ Hajj tour leading expenses is calculated iii. Discrepancies report during Umrah/ Hajj is prepared iv. Umrah/ Hajj tour leading related records/ documents are gathered, filed and indexed

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
			company confidentiality policy <u>Environmental</u> i. Adhere to housekeeping procedure			

Employability Skills

Core Abilities	Social Skills
<p>01.01 Identify and gather information</p> <p>01.02 Document information, procedures or processes.</p> <p>01.03 Utilize basic IT applications</p> <p>01.04 Analyze information</p> <p>01.05 Utilize the internet to locate and gather information</p> <p>01.06 Utilize word processor to process information</p> <p>01.07 Utilize database applications to locate and process information</p> <p>01.08 Utilize spreadsheets applications to locate and process information</p> <p>01.09 Utilize business graphic application to process information</p> <p>01.10 Apply a variety of mathematical techniques</p> <p>01.11 Apply thinking skills and creativity</p> <p>02.01 Interpret and follow manuals, instructions and SOP's</p> <p>02.02 Follow telephone/telecommunication procedures</p> <p>02.03 Communicate clearly</p> <p>02.04 Prepare brief reports and checklists using standard forms</p> <p>02.05 Read / interpret flowcharts and pictorial information</p> <p>02.06 Write memos and letters</p> <p>02.07 Utilize local area network (LAN) Internet to exchange information</p> <p>02.08 Prepare pictorial and graphic information.</p> <p>02.09 Prepare flowcharts</p> <p>02.10 Prepare reports and instructions</p> <p>02.11 Convey information and ideas to people</p> <p>03.01 Apply cultural requirements to the workplace.</p> <p>03.02 Demonstrate integrity and apply ethical practices.</p> <p>03.03 Accept responsibility for own work and work+area.</p>	<ol style="list-style-type: none"> 1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Learning skills 5. Leadership skills 6. Multitasking and prioritizing 7. Self-discipline 8. Teamwork

Core Abilities	Social Skills
<ul style="list-style-type: none"> 03.04 Seek and act constructively upon feedback about performance 03.05 Demonstrate safety skills 03.06 Respond appropriately to people and situations 03.07 Resolve interpersonal conflicts 03.08 Develop and maintain a cooperation within work group 03.09 Manage and improve performance of individuals 03.10 Provide consultation and counselling 03.11 Monitor and evaluate performance of human resources 03.12 Provide coaching/on-the job training 03.13 Develop and maintain team harmony and resolve conflicts 03.14 Facilitate and coordinate teams and ideas 03.15 Liaise to achieve identified outcomes 03.16 Identify and assess client / customer needs 03.17 Identify staff training needs and facilitate access to training 04.01 Organize own work activities 04.02 Set and revise own objectives and goals 04.03 Organize and maintain own workplace 04.04 Apply problem-solving strategies 04.05 Demonstrate initiative and flexibility 04.06 Allocate work 	

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM: Trainees)
1. Computer and Inter access	1:5
2. Sample of Umrah /Hajj tour leading job assignment	1:1
3. Sample of passport	1:1
4. Sample of visa	1:1
5. Sample of e-ticket	1:1
6. Sample of boarding pass	1:1
7. Sample of tour leading claim form	1:1
8. Sample of tour leading report	1:1
9. Sample of ground handler tour service agreement	1:1

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SUMMARY OF TRAINING HOURS TRAVEL & TOUR OPERATION LEVEL 3

NO.ID	COMPETENCY UNIT TITLE	WORK ACTIVITIES	RELATED KNOWLEDGE (A)	RELATED SKILLS (B)	HOURS (A+B)	TOTAL (HRS)
1	INBOUND TOUR OPERATION	1 Prepare inbound tour package	60	90	150.0	350
		2 Perform pre-tour arrangement	40	65	105.0	
		3 Coordinate inbound tour execution	30	45	75.0	
		4 Produce inbound tour operation report.	10	10	20.0	
TOTAL HOURS (Core Competencies)			140	210	350.0	
2	OUTBOUND TOUR OPERATION	1 Prepare outbound tour package	50	65	115.0	300
		2 Confirm outbound tour package	10	20	30.0	
		3 Perform pre-tour arrangements	30	45	75.0	
		4 Monitor outbound tour activities	20	40	60.0	
		5 Produce outbound tour operation report	10	10	20.0	
TOTAL HOURS (Core Competencies)			120	180	300.0	
3	RESERVATION AND TICKETING HANDLING	1 Handle reservation and ticketing enquiries	20	30	50.0	200
		2 Perform reservation and ticketing arrangements	30	70	100.0	
		3 Prepare ticketing and reservation report	20	30	50.0	
TOTAL HOURS (Core Competencies)			70	130	200.0	
4	TOUR TRANSPORTATION HANDLING	1 Manage tour transportation reservation	40	55	95.0	200
		2 Handle tour transport service contingency and emergency situation	20	35	55.0	
		3 Arrange vehicle maintenance	15	15	30.0	
		4 Perform tour transportation administration activities	10	10	20.0	
TOTAL HOURS (Core Competencies)			85	115	200.0	
5	TOUR PRODUCTS SALES AND MARKETING	1 Study company tour products	30	55	85.0	350
		2 Plan sales and marketing activities	30	60	90.0	
		3 Execute marketing and promotion	50	90	140.0	
		4 Prepare marketing and promotion report	15	20	35.0	
TOTAL HOURS (Core Competencies)			125	225	350.0	
6	TOUR LEADING	1 Perform pre-tour arrangements	10	20	30.0	200
		2 Perform Departure Arrangements	20	20	40.0	
		3 Monitor Outbound Tour Execution	40	40	80.0	
		4 Coordinate handling of emergency situation.	10	20	30.0	
		5 Prepare tour leading report.	10	10	20.0	
TOTAL HOURS (Core Competencies)			90	110	200.0	
7	UMRAH & HAJJ. TOUR LEADING	1 Perform umrah and Hajj pre-departure arrangement	15	10	25.0	250
		2 Perform Departure Arrangement	15	10	25.0	
		3 Coordinate Jemaah's logistic arrangement	20	15	35.0	
		4 Guide Jemaah to perform Umrah	40	20	60.0	
		5 Guide Jemaah to perform Hajj	40	20	60.0	
		6 Coordinate handling of emergency situation.	15	10	25.0	
		7 Prepare Umrah and Hajj report.	10	10	20.0	
TOTAL HOURS (Core Competencies)			155	95	250.0	
TOTAL HOURS (+Elective Competency)			785	1065	1850	1850