

# NATIONAL OCCUPATIONAL STANDARD FOR TOUR GUIDE





## APPROVING AUTHORITY

This National Occupational Standard has been prepared and published under the authority of the Zambia Qualifications Authority Board on 30<sup>th</sup> September, 2020.

## ZAMBIA QUALIFICATIONS AUTHORITY

The Zambia Qualifications Authority Act No. 13 of 2011 was enacted by the Government of the Republic of Zambia to ***“provide for the development and implementation of a national qualifications framework; establish the Zambia Qualifications Authority; provide measures to ensure that standards and registered qualifications are internationally comparable; and provide for matters connected with, or incidental to the foregoing”***. Among other functions, ZAQA is responsible for *determining national standards for any occupation*, through various sector specific National Occupational Standards Development Teams (NOSDTs).

## REVISION OF NATIONAL OCCUPATIONAL STANDARDS

National Occupational Standards shall be revised every after **5 years**, or whenever necessary, by the issue of either amendments or of revised editions. It is important that users of National Occupational Standards (NOS) should ascertain that they are in possession of the latest amendments or editions.

## NOS DEVELOPMENT TEAM RESPONSIBLE

This National Occupational Standard was prepared by the Tourism National Occupational Standards Development Team, upon which the following organisations were represented:

1. Tourism Council of Zambia (TCZ);
2. Travel Agents Association of Zambia (TAAZ);
3. Zambian Association for Indigenous Tour Operators (ZATO);
4. Technical Education, Vocational and Entrepreneurship Training Authority (TEVETA);
5. Zambia Tourism Agency (ZTA);
6. Zambia Institute for Tourism and Hospitality Studies (ZITHS);
7. Livingstone International University of Tourism Excellence and Business Management (LIUTEBM);
8. Institute of Hospitality-Zambia (IoHZ);
9. Zambia Qualifications Authority (ZAQA) – Secretariat.

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5. Mrs. Julian Mwango-Mwanakulanga – Zambia Tourism Agency (ZTA);
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7. Dr. Eng. Eliot Mumba – Livingstone International University of Tourism Excellence and Business Management (LIUTEBM);
8. Mr. Rodgers Nsama Kazembe – Institute of Hospitality-Zambia (IoHZ).

The Authority wishes to also acknowledge the efforts of all stakeholders that took time to review and submit comments on this NOS and those that participated in the national validation process.

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## FOREWORD

The Zambia Qualifications Authority (ZAQA) is a statutory body under the Ministry of Higher Education established by ZAQA Act No. 13 of 2011 to “***provide for the development and implementation of a national qualifications framework; provide measures to ensure that standards and registered qualifications are internationally comparable; and provide for matters connected with, or incidental to the foregoing***”.

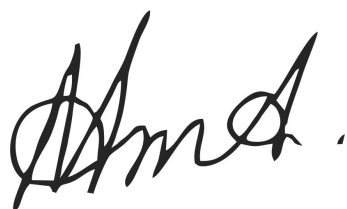
Among other functions, ZAQA is responsible for “*determining national standards for any occupation*”, through various sector specific National Occupational Standards Development Teams (NOSDTs) of experts composed of representation from appropriate authorities, government departments, industry, academia, regulators, consumer associations and non-governmental organisations, etc.

This National Occupational Standard (NOS) has been developed by the Tourism National Occupational Standards Development Team in accordance with the procedures and guidelines of ZAQA. All users should ensure that they have the latest edition of this publication as National Occupational Standards are revised from time to time.

This NOS shall be used by, among others, industry, employers, quality assurance bodies, awarding and professional bodies and education and training institutions, as a benchmark to identify training needs, develop job profiles/descriptions, develop curricula and learning programmes, in various sectors where the occupation exists. In the Tourism sector, demonstration of competence against this NOS may be required in order to run a business or practice a craft or profession.

There are far more skills and responsibilities to being a Tour Guide than most people imagine. Good Tour Guides have to be knowledgeable and resourceful, and they have to know how to communicate efficiently and effectively. They also need to be able to plan and execute logistics in a rapidly changing environment, all the while prepared for medical emergencies and a variety of other problem-solving situations.

This National Occupational Standard highlights core knowledge, skills, competences and values that Tour Guides must possess to be successful in their various roles.



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**Mirriam M. A Chiyaba (Mrs)**  
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## ACRONYMS AND ABBREVIATIONS

CS	Core Skill
HACCP	Hazard Analysis and Critical Control Points
ISO	International Organisation for Standardisation
NOS	National Occupational Standard
NOSDT	National Occupational Standards Development Team
OK	Organisational Knowledge
PC	Performance Criteria
PS	Professional Skill
RPL	Recognition of Prior Learning
TG	Tour Guide
TK	Technical Knowledge
ZAQA	Zambia Qualifications Authority
ZQF	Zambia Qualifications Framework

## GLOSSARY OF TERMS

For the purposes of this NOS, the following terms and definitions shall apply:

**Core Skills/Generic Skills:** are a group of skills that are key to learning and working in today's world. These skills are typically needed in any work environment. In the context of the NOS, these include communication related skills that are applicable to most job roles.

**Function:** is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of NOS.

**Job Role:** defines a unique set of functions that together form a unique employment opportunity in an organisation.

**Knowledge and Understanding:** are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.

**National Occupational Standards (NOS):** are statements of the standards of performance individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding. They are precise descriptions of what an individual is expected to be able to do in his/her work role.

**National Occupational Standards (NOS) Code:** is a unique reference code that identifies a NOS.

**National Occupational Standards Development Team (NOSDT):** means an established group of national stakeholders/experts responsible for the development of National Occupational Standards within a specific economic sector or occupation.

**Occupation:** is a set of job roles, which perform similar/related set of functions in an industry.

**Organisational Context:** includes the way the organisation is structured and how it operates, including the extent of operative knowledge that managers have in their relevant areas of responsibility.

**Performance Criteria:** are statements that together specify the standard of performance required when carrying out a task.

**Scope:** is the set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on the quality of performance required.



**Sector:** is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.

**Sub-Sector:** is derived from a further breakdown based on the characteristics and interests of its components.

**Technical Knowledge:** is the specific knowledge needed to accomplish specific designated responsibilities.

**Unit Title:** gives a clear overall statement about what the incumbent should be able to do.

**Vertical:** may exist within a sub-sector representing different domain areas or the client industries served by the industry.

## 1. OVERVIEW

This is an introductory section providing a brief summary and specific information or commentary about the content of the NOS and the targeted sector and occupation to help the user judge whether it is relevant to them.

<b>NOS Code</b>	NOS.TG.01
<b>Occupation</b>	Tour Guiding
<b>Job Title</b>	Tour Guide
<b>Job Description</b>	Providing information to the tourist on all aspects of a tourism destination or spot
<b>Job Purpose</b>	This job role is responsible for coordinating with the travel partners, briefs them on any pre-requisites, understands the purpose of tourist, describes the tourist spot to the customer, ensures safety of the tourists, collects payments, and records feedback from customers
<b>ZQF Level</b>	Trade Test III/ Level 1 Certificate <i>Note: the level suggested is yet to be provided for on the ZQF</i>
<b>Sector</b>	Tourism
<b>Sub sector</b>	Travel and Tours
<b>Other Economic Sector(s) in which the Occupation is Practiced</b>	Not Applicable
<b>Other Similar Jobs Performed in the Occupation</b>	Activity Guide, Transfer Guide, Wildlife/Safari Transfer Guide, City Guide, etc.
<b>Minimum Educational Job Entry Qualification(s)</b>	Open Entry
<b>Practicing License Requirements (if any)</b>	Current/Valid Basic First Aid Certificate for all Tour Guides and PSV License for Transfer Guides
<b>Training/RPL</b>	Geography, History and Culture of Zambia
<b>Minimum Job Entry Age</b>	18 for all types of Tour Guides except 25 for Transfer Guides (as per the PSV Driver's Licence requirement)
<b>Prior Experience (Optional)</b>	Prior work in Tour Guiding Operations
<b>Performance Criteria</b>	As described in the Units under Section 4

## **2. SCOPE**

This National Occupational Standard specifies the fundamental knowledge and understanding, skills and competences that Tour Guides must possess to be successful in their job roles. It is applicable to Tour Guides for different destinations and spots such as cruise liners, cultural centers, sporting events, nature or rural spots, etc.

## **3. PERSONAL ATTRIBUTES (VALUES, ETHICS AND ATTITUDES)**

The job requires the individual to have: politeness, customer centric approach, etiquette, attention to details and ability to talk and walk for long hours in different geographical and weather conditions.

## **4. UNITS AND ELEMENTS**

This National Occupational Standard is divided into 15 Units representing the tasks that a job holder should undertake in his/her day to day work. Each unit is further broken down into elements depicting the number of activities to be carried out for the successful execution of a particular task.

**UNIT 1** [This Unit is about coordinating with the travel agent/tour operator to understand the tour and customer requirement, updating on the required information, estimating the cost, understanding the work requirement and documentation].

<b>Unit No.</b>	<b>01</b>
<b>Unit Title</b>	<b>Coordinate with travel partners</b>
<b>Description</b>	This Unit is about coordinating with the travel agent/tour operator to understand the tour and customer requirement, updating on the required information, understanding the work requirement and documentation
<b>Scope</b>	This Unit covers the following: <ul style="list-style-type: none"> <li>• Interact with the travel agents and tour operators</li> <li>• Understand the tourism requirement – history/culture etc.</li> <li>• Document the tourist activities</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria (PC)</b>
<b>Interacting with travel agents and tour operators</b>	To be competent, the individual must be able to: PC1. understand the tourist details from the tour operators PC2. note the date and duration of the tourist travel and time keeping PC3. coordinate with the tour operator for logistics PC4. understand any specific travel requirements PC5. obtain travel documents such as itinerary, customer details, passes, etc. PC6. promote a “clean and green” environment by ensuring that rubbish is not discarded unless in bins or biodegradable bags provided
<b>Understanding the customer’s tourism requirement</b>	To be competent, the individual must be able to: PC7. understand the type of tour the customer is interested such as religious, cultural, heritage, leisure, etc. from the itinerary PC8. understand the needs of the tourist PC9. gather information on tourist or tour group’s interest PC10. ensure that tourists are informed about statutory conditions of the spot such as opening and closing time, any government regulations or prohibitions
<b>Estimating the cost</b>	To be competent, the individual must be able to: PC11. provide the entry fee details to the tourist if not included in the package at the onset of the tour PC12. inform the tourist of the overall charges which are not included in tour cost at the onset of the tour
<b>Documenting the tourists activities</b>	To be competent, the individual must be able to: PC13. document the tour activities PC14. present invoice and provide receipt to tourists on payment
<b>Knowledge and Understanding (K)</b>	
<b>A. Organisational Context (Knowledge of the</b>	The individual on the job must demonstrate knowledge and understanding of: OK1. tour guide associations policies on: delivery standards and tourism management

<p><b>company/ organisation and its processes)</b></p>	<p>OK2. legislation, standards, policies and procedures of the industry OK3. reporting structure and hierarchy OK4. any statutory documentation to be carried OK5. safety and service quality standards to be followed, e.g. PSV vehicle requirements and insurances OK6. advise guests on legislation on illegal purchases, that is, ivory and other illegal purchases of flora and fauna including exportation of same OK7. the tourism product completely and be able to communicate the same</p>
<p><b>B. Technical Knowledge</b></p>	<p>The individual on the job must demonstrate knowledge and understanding of: TK1. importance of devising interesting ways of explaining to the tourist TK2. the significance of personal grooming and hygiene TK3. the significance of destination or spot – history and culture TK4. the latest developments of the spot or location or destination and their significance location TK5. significance of refreshing historical facts, statistics and dates associated with the location and being a good story teller – not scare guests and relay only truthful stories TK6. the opening and closing time of the site TK7. safety measures and devices used at tour spots TK8. not to present distorted facts or figures about the geography, history and culture of the destination TK9. statutory documents required for tour guiding or tourist compliances TK10. travel advisory of destinations TK11. government policy communication for the destination TK12. ways of handling customers for 100% satisfaction TK13. environment and safety norms to follow TK14. basic vehicle pre-activity checks and vehicle mechanics TK15. how to conduct pre-activity safety briefing for guests prior to undertaking the activity TK16. how to use wheelchairs and identify all tourist wheelchair access locations and points TK17. medical doctor/hospital to use in case of accident or medical necessity and information on the nearest police station TK18. basic photographic skills to take photos of guests TK19. marketing other Zambian destinations TK20. how to be conversant/knowledgeable on history and culture, flora and fauna of the area he/she is guiding in to be able to communicate and answer questions</p>
<p><b>Skills (S)</b></p>	
<p><b>A. Core Skills/ Generic Skills</b></p>	<p><b>Reading Skills</b> The individual on the job must be able to: CS1. read the tour activities and plan the guiding pattern CS2. read information on travel market</p>

<b>B. Professional Skills</b>	<b>Writing Skills</b>
	The individual on the job must be able to: CS3. write about the tour activities and plans for guiding pattern CS4. filling forms at tourist spots CS5. generate reports to supervisors on work-related activities
	<b>Oral Communication (Listening and Speaking skills)</b>
	The individual on the job must be able to: CS6. communicate effectively with tourists CS7. communicate effectively with travel agents and tour operators CS8. communicate with colleagues
	<b>Decision Making</b>
	The individual on the job must demonstrate knowledge and understanding of: PS1. type of situations which require to be tackled by the individual or need to pass on to the superiors PS2. what sort of work decisions can be taken by the individual within the job responsibilities
	<b>Plan and Organise</b>
	The individual on the job must be able to: PS3. plan, prioritise and sequence work operations as per job requirements PS4. plan and work in a team in order to achieve better results - PS5. organise information and generate, manage and maintain records relevant to work PS6. manage time effectively and efficiently in a way the location is completed as per the planned itinerary or the time availability of the tourists
	<b>Customer Centricity</b>
	The individual on the job must be able to: PS7. develop a rapport with team members PS8. listen carefully and interpret their requirement PS9. show appreciation of importance of personal grooming and hygiene PS10. show appreciation of significance of etiquette such as maintaining the appropriate physical distance with guests and team members during conversation PS11. show appreciation of importance of being patient and courteous with others
<b>Problem Solving</b>	
The individual on the job must be able to: PS12. think through the problems, evaluate possible solutions and suggest an optimum/best possible solution PS13. identify immediate or temporary solutions to resolve delay or other problems related to the tour guiding	
<b>Analytical Thinking</b>	
The individual on the job must be able to: PS14. seek to improve and modify own work practices PS15. assess efforts required to reach from one point to another for the team	

	<p>PS16. estimate the time taken for each activity – go through full itinerary and costs with travel agent/tour operator of all new tours in advance of actual tour and give advice where required</p> <p>PS17. assess the resource requirement for smooth operations</p>
	<p><b>Critical Thinking</b></p>
	<p>The individual on the job must be able to:</p> <p>PS18. use equipment such as wing or canopy, harness, parachute, helmet, etc.</p> <p>PS19. use instruments such as GPS units, variometer and radios</p> <p>PS20. undertake maintenance of the tools and equipment</p> <p>PS21. operate the computer for documentation, emailing and reporting</p> <p>PS22. use internet to gather information related to weather, route etc.</p> <p>PS23. use a handheld device to process debit/ credit card payments at tourist's or company's premises</p> <p>PS24. seek on-the-spot tourist feedback using hand-held device</p> <p>PS25. resolve concerns with connectivity of hand-held device in use</p> <p>PS26. use a smart phone or any other appropriate electronic device to register order booking requests, confirm reservations and track route details</p>

**UNIT 2** [This Unit is about greeting the tourists at the tour location, collecting the payment, assisting the tourists, ensuring the safety aspects and behavioural etiquettes and achieving tourist satisfaction].

<b>Unit No.</b>	<b>02</b>
<b>Unit Title</b>	<b>Engage with the tourists</b>
<b>Description</b>	This Unit is about greeting the tourists at the tour location, collecting the payment, assisting the tourists, ensuring the safety aspects and behavioural etiquettes and achieving tourist satisfaction
<b>Scope</b>	<p>This Unit covers the following:</p> <ul style="list-style-type: none"> <li>• Greet the tourists and ensure etiquettes</li> <li>• Collect the payment</li> <li>• Assist the tourists where necessary</li> <li>• Ensure the safety aspects of the tourist (vehicle)</li> <li>• Achieve tourist satisfaction</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria (PC)</b>
<b>Greeting the tourists and ensuring etiquette</b>	<p>To be competent, the individual must be able to:</p> <p>PC1. greet the tourists with a smile</p> <p>PC2. showcase a friendly approach on meeting them</p> <p>PC3. ensure the tourists are comfortable with the approach</p> <p>PC4. ensure appropriate body language maintained to the tourists</p> <p>PC5. exchange the names and necessary personal details with the tourists</p> <p>PC6. identify guests with medical and dietary requirements and discuss confidentially with each of them to ensure they are comfortable with all arrangements (medical information should be received in advance from Tour Operator, the Tour Guide should recheck with guest)</p> <p>PC7. not divert from tour plan unless authorised by Travel Agent/Tour Operator or unless in an emergency or other compelling specific reasons</p> <p>PC8. not discuss any personal opinions on politics, religion or personal matters like current income earned with guests</p> <p>PC9. register the details of the tourists</p> <p>PC10. address the tourist by their names/titles to have more friendly approach – be aware of those guests who do not want to be addressed by first name and require a more formal approach</p> <p>PC11. issue any identification badges and safety equipment that the tourist will require</p> <p>PC12. pose an approachable personality</p> <p>PC13. promote the various products and service packages as well as marketing other Zambian destinations which are on promotion in house</p> <p>PC14. take photos of guests</p> <p>PC15. demonstrate knowledge and understanding of the history and culture of the area and any other important information to entertain guests fully and answer questions</p>



	<p>PC16. promote a “clean and green” environment by ensuring that rubbish is not discarded unless in bins or biodegradable bags provided</p>
<b>Collecting the payments</b>	<p>To be competent, the individual must be able to:</p> <p>PC17. coordinate with the travel agent tour operator on the cost assigned if required</p> <p>PC18. prepare an invoice for the payment collected</p> <p>PC19. prepare the various income and expenses arrived during the tour</p> <p>PC20. claim the reimbursements if any</p>
<b>Assisting the tourists</b>	<p>To be competent, the individual must be able to:</p> <p>PC21. listen to the issues and concerns of the tourist</p> <p>PC22. ensure to be polite and courteous</p> <p>PC23. take notes of the points if coordinating through phone</p> <p>PC24. act immediately and provide solutions to the issues and concerns of the tourist</p> <p>PC25. ensure not to argue or talk back with the tourist during heated topics</p> <p>PC26. stay calm and patient in handling difficult tourists</p> <p>PC27. ensure to maintain professional etiquettes with the tourists</p> <p>PC28. answer to all the queries and doubts of the tourist</p> <p>PC29. ensure to help the customers in all aspects</p> <p>PC30. allow tourist to shop independently and only assist when asked</p> <p>PC31. be aware of photographic opportunities and how to achieve the best location/position for guests to obtain the best photographs</p> <p>PC32. help check itinerary for tourists</p>
<b>Ensuring the safety aspects of the tourists</b>	<p>To be competent, the individual must be able to:</p> <p>PC33. take the lead and make decisions to ensure the safety of the group.</p> <p>PC34. describe the various risks involved in the place</p> <p>PC35. help the tourists with explaining them the necessary safety measures that can be taken for the highlighted risks</p> <p>PC36. demonstrate use of safety equipment if necessary to the tourists, showing location of radio and first aid kit – in the event of the guide being incapacitated/injured.</p> <p>PC37. inspect the safety equipment for working condition before providing them to the tourists – if applicable</p> <p>PC38. make the customers aware of the theft, robberies or other activities in the spot</p> <p>PC39. provide required first aid and emergency evacuation directions</p> <p>PC40. ensure the tourists adhere to the tour regulations and safety practices</p> <p>PC41. advise guests not to disobey safety instructions, as not to put the group in a dangerous position</p>
<b>Achieving tourist satisfaction</b>	<p>To be competent, the individual must be able to:</p> <p>PC42. provide a form with various queries to the tourists to rate the services offered</p>

	<p>PC43. rectify any negative suggestions provided in the feedback form</p> <p>PC44. ensure the tourists are completely satisfied with the service offered</p> <p>PC45. develop good rapport and friendly approach with the customers</p> <p>PC46. ensure to be build trust, cooperation and respect among the customers</p> <p>PC47. request the tourist to rate the tour on trip advisor/Facebook or social media of Travel Agent/Tour Operator</p> <p>PC48. be aware of photographic opportunities and how to achieve the best location/position for guests to obtain good photographs</p>
<b>Knowledge and Understanding (K)</b>	
<p><b>A. Organisational Context (Knowledge of the company/ organisation and its processes)</b></p>	<p>The individual on the job must demonstrate knowledge and understanding of:</p> <p>OK1. company's policies on: delivery standards and personnel management</p> <p>OK2. legislation, standards, policies and procedures of the industry</p> <p>OK3. compliance rules of company and related performance measure</p> <p>OK4. reporting structure and hierarchy</p> <p>OK5. documentation procedures</p> <p>OK6. safety and service quality standards followed in the organisation</p> <p>OK7. compliance to company accident and medical evacuation policy and procedures.</p>
<p><b>B. Technical Knowledge</b></p>	<p>The individual on the job must demonstrate knowledge and understanding of:</p> <p>TK1. tourism related products and services</p> <p>TK2. different segments and forms of tourism</p> <p>TK3. destination and travel information</p> <p>TK4. tourism management and promotion</p> <p>TK5. tourism communication</p> <p>TK6. tourist management report</p> <p>TK7. planning on the guiding activities</p> <p>TK8. in depth destination information and details</p> <p>TK9. photography details</p> <p>TK10. activities, events and shows organizing</p> <p>TK11. behavioural etiquettes with the customers</p> <p>TK12. safety measures and devices used at tour spots</p> <p>TK13. updates on latest information related to the place, tour site and city</p> <p>TK14. geography, history and culture of the destination</p> <p>TK15. documents required for tour detailing</p> <p>TK16. travel advisory of destinations</p> <p>TK17. government policy communication at the destination</p> <p>TK18. ways of handling customers for 100% satisfaction</p> <p>TK19. environmental and safety norms to follow</p> <p>TK20. marketing other Zambian destinations and Zambia</p>

	<p>TK21. basic vehicle pre-activity checks and vehicle mechanics</p> <p>TK22. how to conduct pre-activity safety briefing for guests prior to undertaking the activity</p> <p>TK23. how to use wheelchairs and identify all tourist wheelchair access locations and points</p> <p>TK24. medical doctor/hospital to use in case of accident or medical necessity and information on the nearest police station</p>
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Reading Skills</b>
	The individual on the job must be able to: CS1. read about the tour activities and plans for guiding pattern CS2. read information on the Zambian travel market
	<b>Writing Skills</b>
	The individual on the job must be able to: CS3. write about the tour activities and plans for guiding pattern CS4. fill in forms at tourist spots CS5. generate reports to supervisors on work-related activities
	<b>Oral Communication (Listening and Speaking skills)</b>
The individual on the job must be able to: CS6. communicate effectively with tourists CS7. communicate effectively with travel agents and tour operators CS8. communicate with colleagues	
<b>B. Professional Skills</b>	<b>Decision Making</b>
	The individual on the job must demonstrate knowledge and understanding of: PS1. type of situations which require to be tackled by the individual or need to pass on to the superiors PS2. what sort of work decisions can be taken by the individual within the job responsibilities PS3. type of situation where tourist puts self or group at risk, Tour Guide to make decisions based on risk
	<b>Plan and Organise</b>
	The individual on the job must be able to: PS4. plan, prioritise and sequence work operations as per job requirements PS5. plan and work in a team in order to achieve better results PS6. organise information and generate, manage and maintain records relevant to work PS7. manage time effectively and efficiently in a way the location is completed as per the planned itinerary or the time availability of the tourists PS8. prioritise work activities to make best use of time and resources
	<b>Customer Centricity</b>
The individual on the job must be able to: PS9. develop a rapport with team members PS10. listen carefully and interpret their requirement PS11. show appreciation of importance of personal grooming and hygiene	

	<p>PS12. show appreciation of significance of etiquette such as maintaining the appropriate physical distance with customers and team members during conversation</p> <p>PS13. show appreciation of importance of being patient and courteous with others</p> <p>PS14. communicate with travel agent/tour operator when there is need to deviate route of tour, preferably in advance or as soon as possible afterwards</p> <p>PS15. handle guests who are non-compliant to safety instructions</p>
	<p><b>Problem Solving</b></p>
	<p>The individual on the job must be able to:</p> <p>PS16. think through the problems, evaluate possible solutions and suggest an optimum/best possible solution</p> <p>PS17. identify immediate or temporary solutions to resolve delay or other problems related to the tour guiding</p>
	<p><b>Analytical Thinking</b></p>
	<p>The individual on the job must be able to:</p> <p>PS18. seek to improve and modify own work practices</p> <p>PS19. assess efforts required to reach from one point to another for the team</p> <p>PS20. estimate the time taken for each activity</p> <p>PS21. assess the resource requirement for smooth operations</p>
	<p><b>Critical Thinking</b></p>
	<p>The individual on the job must be able to:</p> <p>PS22. use equipment such as wing or canopy, harness, parachute, helmet, etc.</p> <p>PS23. explain clearly to guests the pre-activity brief.</p> <p>PS24. conduct a pre-activity vehicle check, that is, fuel, tyres fire extinguisher, first aid box etc.</p> <p>PS25. conduct a pre-check of all driver's credentials; PSV driving licence expiry date, road tax and insurance expiry dates, display of discs on windscreen as per statutory requirements</p> <p>PS26. identify an appropriate route, applicable speed limits and safety areas</p> <p>PS27. use instruments such as GPS units, variometer and radios</p> <p>PS28. undertake maintenance of the vehicle, tools and equipment</p> <p>PS29. operate the computer for documentation, emailing and reporting</p> <p>PS30. use internet to gather information related to weather, route etc.</p> <p>PS31. use a hand-held device to process debit/ credit card payments at tourist's or company's premises</p> <p>PS32. seek on-the-spot tourist feedback using hand-held device</p> <p>PS33. resolve concerns with connectivity of hand-held device in use</p> <p>PS34. use a smart phone or any other appropriate electronic device to register order booking requests, confirm reservations and track route details</p>

**UNIT 3** [This Unit is about guiding the tourists during culture tours].

<b>Unit No.</b>	<b>03</b>
<b>Unit Title</b>	<b>Guide the tourists during culture tours</b>
<b>Description</b>	This Unit is about guiding the tourists during culture tours
<b>Scope</b>	This Unit covers the following: <ul style="list-style-type: none"> <li>• Brief the requirements to the tourists</li> <li>• Explain the destination or the tourist spot.</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria (PC)</b>
<b>Briefing the requirements to the tourists</b>	To be competent, the individual must be able to: <p>PC1. explain the various rules and regulations to be followed at the destination</p> <p>PC2. mention the various restrictions and prohibitions that have to be kept in mind such as attire, body language, way of speaking, etiquette, etc.</p> <p>PC3. intimate the tourists if they are restricted entry to specific locations in the destination and give reasons</p> <p>PC4. promote a “clean and green” environment by ensuring that rubbish is not discarded unless in bins or biodegradable bags provided</p>
<b>Explaining the destination or the tourist spot</b>	To be competent, the individual must be able to: <p>PC5. brief the various cultural activities and shows organised at the location</p> <p>PC6. explain the specialty of the place with respect to its traditional cultures in dance, music, festivals, architecture, customs, food, language, religion, rituals, etc.</p> <p>PC7. brief the weather conditions and environmental effects at the place during different times of the year</p> <p>PC8. describe the rich culture followed, the exhaustive and vibrant varieties of culture existing and its preservation</p> <p>PC9. explain the history of the introduction to the various culture practices followed</p> <p>PC10. describe the stories behind the culture practices and the people involved and associated with it</p> <p>PC11. provide the customers with schedule of events and calendars projecting the dates of various cultural shows, fairs, exhibitions and festivals are organised in the location</p> <p>PC12. take the customers through the ancient art and craft in the location</p> <p>PC13. explain the development phases of the cultural destination</p> <p>PC14. make the tourists aware of the character and behavioural etiquettes to be followed according to the local culture and tradition</p> <p>PC15. make the tourists experience the rich culture and tradition of the destination</p> <p>PC16. make the tourists mingle and interact with the local people</p> <p>PC17. explain the various values and etiquettes associated with the destination and the culture followed</p> <p>PC18. describe the life style of the people in the areas</p>

	<p>PC19. take the customers through the local traditions, beliefs and customs followed at the destination</p> <p>PC20. brief the history of the religion which is followed at large in the destination</p> <p>PC21. provide a small highlight of the famous culture and traditions followed at various parts of the country</p> <p>PC22. list the various festivals and fairs celebrated in the destination</p> <p>PC23. explain the significance and history of the festival and fairs</p> <p>PC24. brief the formalities performed during every festival and fairs</p> <p>PC25. make the tourist experience celebrating any festival and fairs if their visit is combined with some festival time</p> <p>PC26. coordinate with the local people and organise for some culture shows and events such as local music and dance to entertain the tourist</p> <p>PC27. teach the tourists with the basics of the local language of the destination</p> <p>PC28. list the local cuisine of the destination, its ingredients and make the customers experience the food</p> <p>PC29. take through the various architectures and religious sites and explain its significance</p> <p>PC30. make the tourists wear the local clothing style</p> <p>PC31. take through the shopping places and mention the famous articles of the destination and the souvenirs to take back home in remembrance of the place and advise on illegal purchases as well as export restrictions</p> <p>PC32. brief the famous handicraft article that the destination is famous for and assist the tourists in buying</p> <p>PC33. list the various art and craft famous items, textiles, etc. that the destination is famous for</p> <p>PC34. assist the tourists in buying these articles and if possible take the customers to the place where these articles are made</p> <p>PC35. take photographs of the tourists in the various spots and during events</p> <p>PC36. present the photographs as a token of memento to them if the tour operators have this facility or using tourists' gadgets</p>
<b>Knowledge and Understanding (K)</b>	
<p><b>A. Organisational Context (Knowledge of the company/ organisation and its processes)</b></p>	<p>The individual on the job must demonstrate knowledge and understanding of:</p> <p>OK1. company's policies on: delivery standards and personnel management</p> <p>OK2. legislation, standards, policies and procedures of the industry</p> <p>OK3. compliance rules of company and related performance measure</p> <p>OK4. reporting structure and hierarchy</p> <p>OK5. documentation procedures</p> <p>OK6. safety and service quality standards followed in the organisation</p>

<p><b>B. Technical Knowledge</b></p>	<p>The individual on the job must demonstrate knowledge and understanding of:</p> <ul style="list-style-type: none"> <li>TK1. tourism related products and services</li> <li>TK2. different segments and forms of tourism</li> <li>TK3. destination and travel information</li> <li>TK4. geography, history and culture of the destination</li> <li>TK5. traditional cultures in dance, music, festivals, architecture, customs, food, language, religion, rituals, etc.</li> <li>TK6. in depth destination information and details</li> <li>TK7. photography details</li> <li>TK8. activities, events and cultural shows organizing</li> <li>TK9. behavioural etiquettes with the customers</li> <li>TK10. safety measures and devices used at tour spots</li> <li>TK11. updates on latest information related to the tour site</li> <li>TK12. ways of handling customers for 100% satisfaction</li> <li>TK13. environment and safety norms to follow</li> <li>TK14. how to undertake basic vehicle pre-activity checks and vehicle mechanics</li> <li>TK15. how to conduct re-activity safety briefing for guests prior to undertaking the activity</li> <li>TK16. how to use wheelchairs and identify all tourist wheelchair access locations and points</li> <li>TK17. medical doctor/hospital to use in case of accident or medical necessity and information on the nearest police station</li> </ul>
<p><b>Skills (S)</b></p>	
<p><b>A. Core Skills/ Generic Skills</b></p>	<p><b>Reading Skills</b></p> <p>The individual on the job must be able to:</p> <ul style="list-style-type: none"> <li>CS1. read about the tour activities and plans for guiding pattern</li> <li>CS2. read information on travel market</li> </ul> <p><b>Writing Skills</b></p> <p>The individual on the job must be able to:</p> <ul style="list-style-type: none"> <li>CS3. write about the tour activities and plans for guiding pattern</li> <li>CS4. filling forms at tourist spots</li> <li>CS5. generate reports to supervisors on work-related activities</li> </ul> <p><b>Oral Communication (Listening and Speaking skills)</b></p> <p>The individual on the job must be able to:</p> <ul style="list-style-type: none"> <li>CS6. communicate effectively with tourists</li> <li>CS7. communicate effectively with travel agents and tour operators</li> <li>CS8. communicate with colleagues</li> </ul>
<p><b>B. Professional Skills</b></p>	<p><b>Decision Making</b></p> <p>The individual on the job must demonstrate knowledge and understanding of:</p> <ul style="list-style-type: none"> <li>PS1. type of situations which require to be tackled by the individual or need to pass on to the superiors</li> <li>PS2. what sort of work decisions can be taken by the individual within the job responsibilities</li> </ul>



	<b>Plan and Organise</b>
	<p>The individual on the job must be able to:</p> <ul style="list-style-type: none"> <li>PS3. plan, prioritise and sequence work operations as per job requirements</li> <li>PS4. plan and work in a team in order to achieve better results</li> <li>PS5. organise information and generate, manage and maintain records relevant to work</li> <li>PS6. manage time effectively and efficiently in a way the location is completed as per the planned itinerary or the time availability of the tourists</li> <li>PS7. prioritise work activities to make best use of time and resources</li> </ul>
	<b>Customer Centricity</b>
	<p>The individual on the job must be able to:</p> <ul style="list-style-type: none"> <li>PS8. develop a rapport with team members</li> <li>PS9. listen carefully and interpret their requirement</li> <li>PS10. show appreciation of importance of personal grooming</li> <li>PS11. show appreciation of significance of etiquette such as maintaining the appropriate physical distance with team members during conversation</li> <li>PS12. show appreciation of importance of being patient and courteous with others</li> </ul>
	<b>Problem Solving</b>
	<p>The individual on the job must be able to:</p> <ul style="list-style-type: none"> <li>PS13. think through the problems, evaluate possible solutions and suggest an optimum/best possible solution</li> <li>PS14. identify immediate or temporary solutions to resolve delay or other problems related to the tour guiding</li> </ul>
	<b>Analytical Thinking</b>
	<p>The individual on the job must be able to:</p> <ul style="list-style-type: none"> <li>PS15. seek to improve and modify own work practices</li> <li>PS16. assess efforts required to reach from one point to another for the team</li> <li>PS17. estimate the time taken for each activity</li> <li>PS18. assess the resource requirement for smooth operations</li> </ul>
	<b>Critical Thinking</b>
	<p>The individual on the job must be able to:</p> <ul style="list-style-type: none"> <li>PS19. use equipment such as wing or canopy, harness, parachute, helmet, etc.</li> <li>PS20. use instruments such as GPS units, variometer and radios</li> <li>PS21. undertake maintenance of the tools and equipment</li> <li>PS22. operate the computer for documentation, emailing and reporting</li> <li>PS23. carry out numerical calculation and statistical analysis</li> <li>PS24. execute and manage the online order/ reservations processing and confirmation</li> <li>PS25. manage and handle queries on online payment modes, e.g., payment gateways</li> <li>PS26. use internet to gather information related to weather, route etc.</li> </ul>



	<p>PS27. use a hand-held device to process debit/ credit card payments at tourist's or company's premises</p> <p>PS28. seek on-the-spot tourist feedback using hand-held device</p> <p>PS29. resolve concerns with connectivity of hand-held device in use</p> <p>PS30.</p>
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**UNIT 4** [This Unit is about guiding the tourists on cruise trips].

<b>Unit No.</b>	<b>04</b>
<b>Unit Title</b>	<b>Guide tourists on cruise</b>
<b>Description</b>	This Unit is about guiding the tourists on cruise trips
<b>Scope</b>	This Unit covers the following: <ul style="list-style-type: none"> <li>• Brief the requirements to the tourists</li> <li>• Explain the destination or the tourist spot</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria (PC)</b>
<b>Briefing the requirements to the tourists</b>	To be competent, the individual must be able to: PC1. explain the various rules and regulations to be followed at the cruise, and conduct pre-activity safety briefing PC2. mention the various restrictions and prohibitions that have to be taken in mind while on the cruise PC3. inform tourists the “restricted entry” points on the cruise and give reasons for the restriction PC4. promote a “clean and green” environment by ensuring that rubbish is not discarded unless in bins or biodegradable bags provided
<b>Explaining the destination or the tourist spot</b>	To be competent, the individual must be able to: PC5. brief the tourists on the cruise destination, duration of travel, etc., that is, pre-activity brief PC6. take the tourists on a familiarisation tour of the cruise ship PC7. introduce the captain of the ship and the various facilitators at the ship points PC8. provide a map of the cruise ship for easy awareness and access of various spots within the ship PC9. explain the facilities available at the cruise such as restaurant, casino, events and entertainment, game place, etc. PC10. provide the rates at the various facilities and advise on additional charges to the tour cost PC11. list the various risks and emergencies that are involved travelling on a cruise and consequences for not adhering to the safety regulations PC12. explain the safety measures and the safety equipment to be used in case of emergencies PC13. provide a schedule of events with time for the tourist providing information to be a part of the events and shows PC14. encourage the tourists to participate and witness the various entertainment shows, events and competitions organised at the ship PC15. run the customers through various cuisines offered at the deck and the ingredients of every new dish if necessary and obtain dietary information from guests, that is, food allergies, etc. and inform tour operator and chef immediately to ensure information has been relayed PC16. explain the city and tour highlights of cruise’s origin and the destination

	<p>PC17. brief the various activities that can be performed once on reaching the destination</p> <p>PC18. ensure the tourists are made to enjoy the cruise experience to the maximum even before reaching the tourist spot destination</p> <p>PC19. take photographs of the tourists within the cruise ship at various spots and during various events giving them lifetime memories</p> <p>PC20. ensure the tourists feel comfortable at the cabinet provided to them</p> <p>PC21. assist the tourist in case they require something</p>
<b>Knowledge and Understanding (K)</b>	
<p><b>A. Organisational Context (Knowledge of the company/ organisation and its processes)</b></p>	<p>The individual on the job must demonstrate knowledge and understanding of:</p> <p>OK1. company's policies on: delivery standards and personnel management</p> <p>OK2. legislation, standards, policies and procedures of the industry</p> <p>OK3. compliance rules of company and related performance measure</p> <p>OK4. reporting structure and hierarchy</p> <p>OK5. documentation procedures</p> <p>OK6. safety and service quality standards followed in the organisation</p>
<p><b>B. Technical Knowledge</b></p>	<p>The individual on the job must demonstrate knowledge and understanding of:</p> <p>TK1. tourism related products and services</p> <p>TK2. different segments and forms of tourism</p> <p>TK3. facilities and amenities in cruise</p> <p>TK4. rules and regulations to be followed in cruise</p> <p>TK5. prohibition areas in a cruise</p> <p>TK6. in depth destination information and details</p> <p>TK7. basic photography skills</p> <p>TK8. behavioural etiquettes with the customers</p> <p>TK9. government policy communication at the destination</p> <p>TK10. ways of handling customers for 100% satisfaction</p> <p>TK11. environment and safety norms to follow</p> <p>TK12. how to undertake basic vehicle pre-activity checks and vehicle mechanics</p> <p>TK13. how to conduct re-activity safety briefing for guests prior to undertaking the activity</p> <p>TK14. how to use wheelchairs and identify all tourist wheelchair access locations and points</p> <p>TK15. medical doctor/hospital to use in case of accident or medical necessity and information on the nearest police station</p>
<b>Skills (S)</b>	
<p><b>A. Core Skills/ Generic Skills</b></p>	<p style="background-color: #fce4d6;"><b>Reading Skills</b></p> <p>The individual on the job must be able to:</p> <p>CS1. read about the tour activities and plans for guiding pattern</p> <p>CS2. read information on travel market</p>

	<b>Writing Skills</b>
	The individual on the job must be able to: CS3. write about the tour activities and plans for guiding pattern CS4. fill in forms at tourist spots CS5. generate reports to supervisors on work-related activities
	<b>Oral Communication (Listening and Speaking skills)</b>
	The individual on the job must be able to: CS6. communicate effectively with tourists CS7. communicate effectively with travel agents and tour operators CS8. communicate with colleagues
<b>B. Professional Skills</b>	<b>Decision Making</b>
	The individual on the job must demonstrate knowledge and understanding of: PS1. type of situations which require to be tackled by the individual or need to pass on to the superiors PS2. what sort of work decisions can be taken by the individual within the job responsibilities
	<b>Plan and Organise</b>
	The individual on the job must be able to: PS3. plan, prioritise and sequence work operations as per job requirements PS4. plan and work in a team in order to achieve better results PS5. organise information and generate, manage and maintain records relevant to work PS6. manage time effectively and efficiently in a way the location is completed as per the planned itinerary or the time availability of the tourists PS7. prioritise work activities to make best use of time and resources
	<b>Customer Centricity</b>
	The individual on the job must be able to: PS8. develop a rapport with team members PS9. listen carefully and interpret their requirement PS10. show appreciation of importance of personal grooming PS11. show appreciation of significance of etiquette such as maintaining the appropriate physical distance with team members during conversation PS12. show appreciation of importance of being patient and courteous with others
	<b>Problem Solving</b>
	The individual on the job must be able to: PS13. think through the problems, evaluate possible solutions and suggest an optimum/best possible solution PS14. identify immediate or temporary solutions to resolve delay or other problems related to the tour guiding
	<b>Analytical Thinking</b>
	The individual on the job must be able to: PS15. seek to improve and modify own work practices

	<p>PS16. assess efforts required to reach from one point to another for the team</p> <p>PS17. estimate the time taken for each activity</p> <p>PS18. assess the resource requirement for smooth operations</p>
	<p><b>Critical Thinking</b></p> <p>The individual on the job must be able to:</p> <p>PS19. use equipment such as wing or canopy, harness, parachute, helmet, lifeboat/life jackets etc.</p> <p>PS20. use instruments such as GPS units, variometer and radios</p> <p>PS21. undertake maintenance of the tools and equipment</p> <p>PS22. operate the computer for documentation, emailing and reporting</p> <p>PS23. carry out numerical calculation and statistical analysis</p> <p>PS24. use internet to gather information related to weather, route etc.</p> <p>PS25. use a hand-held device to process debit/credit card payments at tourist's or company's premises</p> <p>PS26. seek on-the-spot tourist feedback using hand-held device</p> <p>PS27. resolve concerns with connectivity of hand-held device in use</p> <p>PS28. use a smart phone or any other appropriate electronic device to register order booking requests, confirm reservations and track route details</p> <p>PS29. handle tourists in case of emergencies – disembarking from boat to life boats, etc.</p>

**UNIT 5** [This Unit is about guiding the tourists in leisure and recreation tours].

<b>Unit No.</b>	<b>05</b>
<b>Unit Title</b>	<b>Guide tourists in leisure and recreation tours</b>
<b>Description</b>	This Unit is about guiding the tourists in leisure and recreation tours
<b>Scope</b>	This Unit covers the following: <ul style="list-style-type: none"> <li>• Explain the destination or the tourist spot</li> <li>• Brief the requirements to the tourists</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria (PC)</b>
<b>Explaining the destination or the tourist spot</b>	<p>To be competent, the individual must be able to:</p> <p>PC1. explain the various beaches, resorts, food delicacies, waterfalls, nightlife, health clubs, shopping, amusement and theme parks, boating, etc. at the destination</p> <p>PC2. ensure a royal style vacation is offered to the tourists suiting their budgets</p> <p>PC3. take the customers to the sandy, silvery or golden beaches at the destination</p> <p>PC4. organise for leisure tents, mats or chairs on the beaches for the tourists to rest relaxed</p> <p>PC5. arrange for games and entertainment events at the beach sands</p> <p>PC6. brief the various species available in the beach and their habitat</p> <p>PC7. coordinate with the resort or hotel where the tourists stay to arrange for a rose petal bath tub bathing for a relaxed bathing experience</p> <p>PC8. organise some sporting activities like tennis, swimming, etc. at the place of stay</p> <p>PC9. take through the various scenic locations for a relaxed walk</p> <p>PC10. brief the customers on the famous local cuisines at the destination</p> <p>PC11. make the customers experience the various cuisines of the destination</p> <p>PC12. take the customers to the various shopping centers and help them with the famous articles of the place</p> <p>PC13. take the tourists through the various other leisure places such as theatres, pubs, discotheques, galleries, museums, parks, etc.</p> <p>PC14. plan and arrange for a hill station tour for the tourists</p> <p>PC15. make sure to make necessary arrangements in a way the tourists spend some peace time</p> <p>PC16. advice the tourists on places to visit based on the season such as summer visit destinations, winter visit destinations, etc.</p> <p>PC17. suggest some luxury palaces, hotels and resorts with all leisure facilities and amenities and make the customers spend their vacation in such places for leisure tours</p> <p>PC18. arrange for a candle light dinner or a beach side dinner or a themed dinner</p>

	<p>PC19. arrange for an appointment for a spa to the tourists</p> <p>PC20. take the customers on a city tour showing the various city highlights</p> <p>PC21. take photographs of the tourists at various locations</p> <p>PC22. collect the appropriate entry fee and other charges as applicable</p> <p>PC23. ensure to take the tourists through calm locations giving peace of mind and an energized feel</p> <p>PC24. ensure the tourists are free and relaxed from their hectic schedule life at the leisure vacation</p> <p>PC25. promote a “clean and green” environment by ensuring that rubbish is not discarded unless in bins or biodegradable bags provided</p>
<b>Knowledge and Understanding (K)</b>	
<p><b>A. Organisational Context (Knowledge of the company/ organisation and its processes)</b></p>	<p>The individual on the job must demonstrate knowledge and understanding of:</p> <p>OK1. company’s policies on: delivery standards and personnel management</p> <p>OK2. legislation, standards, policies and procedures of the industry</p> <p>OK3. compliance rules of company and related performance measure</p> <p>OK4. reporting structure and hierarchy</p> <p>OK5. documentation procedures</p> <p>OK6. safety and service quality standards followed in the organisation</p>
<p><b>B. Technical Knowledge</b></p>	<p>The individual on the job must demonstrate knowledge and understanding of:</p> <p>TK1. tourism related products and services</p> <p>TK2. different segments and forms of tourism</p> <p>TK3. destination and travel information</p> <p>TK4. leisure activities and events</p> <p>TK5. in depth destination information and details</p> <p>TK6. photography details</p> <p>TK7. activities, events and shows organizing</p> <p>TK8. itinerary alterations and tour planning</p> <p>TK9. behavioural etiquettes with the customers</p> <p>TK10. safety measures and devices used at tour spot</p> <p>TK11. geography, history and culture of the destination</p> <p>TK12. ways of handling customers for 100% satisfaction</p> <p>TK13. environmental and safety norms to follow</p> <p>TK14. how to undertake basic vehicle pre-activity checks and vehicle mechanics</p> <p>TK15. how to conduct pre-activity safety briefing for guests prior to undertaking the activity</p> <p>TK16. how to use wheelchairs and identify all tourist wheelchair access locations and points</p> <p>TK17. medical doctor/hospital to use in case of accident or medical necessity and information on the nearest police station</p>

<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Reading Skills</b>
	The individual on the job must be able to: CS1. read about the tour activities and plans for guiding pattern CS2. read information on travel market
	<b>Writing Skills</b>
	The individual on the job must be able to: CS3. write about the tour activities and plans for guiding pattern CS4. filling forms at tourist spots CS5. generate reports to supervisors on work-related activities
	<b>Oral Communication (Listening and Speaking skills)</b>
	The individual on the job must be able to: CS6. communicate effectively with tourists CS7. communicate effectively with travel agents and tour operators CS8. communicate with colleagues
<b>B. Professional Skills</b>	<b>Decision Making</b>
	The individual on the job must demonstrate knowledge and understanding of: PS1. type of situations which require to be tackled by the individual or need to pass on to the superiors PS2. what sort of work decisions can be taken by the individual within the job responsibilities
	<b>Plan and Organise</b>
	The individual on the job must be able to: PS3. plan, prioritise and sequence work operations as per job requirements PS4. plan and work in a team in order to achieve better results PS5. organise information and generate, manage and maintain records relevant to work PS6. manage time effectively and efficiently in a way the location is completed as per the planned itinerary or the time availability of the tourists PS7. prioritise work activities to make best use of time and resources
	<b>Customer Centricity</b>
	The individual on the job must be able to: PS8. develop a rapport with team members PS9. listen carefully and interpret their requirement PS10. show appreciation of importance of personal grooming PS11. show appreciation of significance of etiquette such as maintaining the appropriate physical distance with team members during conversation PS12. show appreciation of importance of being patient and courteous with others
	<b>Problem Solving</b>
	The individual on the job must be able to: PS13. think through the problems, evaluate possible solutions and suggest an optimum/best possible solution



	<p>PS14. identify immediate or temporary solutions to resolve delay or other problems related to the tour guiding</p>
	<p><b>Analytical Thinking</b></p>
	<p>The individual on the job must be able to:</p> <p>PS15. seek to improve and modify own work practices</p> <p>PS16. assess efforts required to reach from one point to another for the team</p> <p>PS17. estimate the time taken for each activity</p> <p>PS18. assess the resource requirement for smooth operations</p>
	<p><b>Critical Thinking</b></p>
	<p>The individual on the job must be able to:</p> <p>PS19. use equipment such as wing or canopy, harness, parachute, helmet, etc.</p> <p>PS20. use instruments such as GPS units, variometer and radios</p> <p>PS21. undertake maintenance of the tools and equipment</p> <p>PS22. operate the computer for documentation, emailing and reporting</p> <p>PS23. carry out numerical calculation and statistical analysis</p> <p>PS24. execute and manage the online order/reservations processing and confirmation</p> <p>PS25. manage and handle queries on online payment modes, e.g. payment gateways</p> <p>PS26. use internet to gather information related to weather, route etc.</p> <p>PS27. use a hand-held device to process debit/credit card payments at tourist's or company's premises</p> <p>PS28. seek on-the-spot tourist feedback using hand-held device</p> <p>PS29. resolve concerns with connectivity of hand-held device in use</p> <p>PS30. use a smart phone or any other appropriate electronic device to register order booking requests, confirm reservations and track route details</p>

**UNIT 6** [This Unit is about guiding the tourists in nature/eco/rural spots].

<b>Unit No.</b>	<b>06</b>
<b>Unit Title</b>	<b>Guide tourists on nature eco/rural spots (excluding dangerous wildlife areas)</b>
<b>Description</b>	This Unit is about guiding the tourists in nature/eco/rural spots
<b>Scope</b>	This Unit covers the following: <ul style="list-style-type: none"> <li>• Guide the tourists in rural areas</li> <li>• Guide the tourists in nature and eco spots (excluding dangerous wildlife areas, such as national parks and game management areas)</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria (PC)</b>
<b>Guiding the tourists in rural areas</b>	<p>To be competent, the individual must be able to:</p> <p>PC1. take the tourists to rural places</p> <p>PC2. introduce the tourists to the rural community and make the tourists mingle and interact with them</p> <p>PC3. explain the day to day lifestyle and culture of the inhabitants of the rural areas</p> <p>PC4. assist the tourists on the local language of the people if they are not aware</p> <p>PC5. brief the various occupations of the rural community</p> <p>PC6. make the tourists experience the lifestyle of the rural community</p> <p>PC7. build awareness among the tourists on the environmental and social aspects</p> <p>PC8. explain the art, heritage, religion and history of the locals and the location</p> <p>PC9. make the tourists witness the production of the famous crafts products special to the location</p> <p>PC10. organise for events and shows depicting the local art and culture</p> <p>PC11. explain the local cuisine at the location</p> <p>PC12. make the customers experience the food both in terms of eating as well as cooking</p> <p>PC13. take the tourists through the various attractions in and around the rural location</p> <p>PC14. make the customers witness the various agricultural activities and harvest happening in the location by the locals</p> <p>PC15. explain the process and activities for carrying out every agriculture activity such as planting or harvesting pulses, legumes and cereals, horticulture, fishing, etc.</p> <p>PC16. take photographs of the tourist at various locations and during various activities</p> <p>PC17. ensure the tourists have an enriching rural experience</p> <p>PC18. how to undertake basic vehicle pre-activity checks and vehicle mechanics</p> <p>PC19. how to conduct pre-activity safety briefing for guests prior to undertaking the activity</p>

	<p>PC20. how to use wheelchairs and identify all tourist wheelchair access locations and points  PC21. medical doctor/hospital to use in case of accident or medical necessity and information on the nearest police station  PC22. promote a “clean and green” environment by ensuring that rubbish is not discarded unless in bins or biodegradable bags provided</p>
<p><b>Guiding the tourists in nature and eco spots (excluding dangerous wildlife areas, such as national parks and game management areas)</b></p>	<p>To be competent, the individual must be able to:  PC23. take the tourists to nature areas (excluding dangerous wildlife areas)  PC24. brief the tourists on the various nature activities that can be performed at the location such as bird watching, fishing, photography, camping, star gazing, etc.  PC25. arrange for an eco-tour for the tourists in a way of preserving the natural and cultural environment of the place  PC26. ensure to preserve the environment and follow the various norms  PC27. brief and make the customers be part of activities such as recycling, water reuse, energy efficiency, etc.  PC28. explain the customers the use of natural products for the day to day living  PC29. brief the various benefits by the use of such products  PC30. ensure to make the customers experience the use of various natural products in their daily lifestyle  PC31. mention the do’s and don’ts to the tourists in such a way there is no negative impact on the environment such as use of plastics, waste management, drinking aerated drinks, etc.  PC32. explain the various rules and regulations to be followed at the location  PC33. encourage the tourists to plant trees during the visit  PC34. take photographs of the tourist at various locations and during various activities  PC35. ensure the customer experience a healthy and enriching tour  PC36. promote a “clean and green” environment by ensuring that rubbish is not discarded unless in bins or biodegradable bags provided</p>
<p><b>Knowledge and Understanding (K)</b></p>	
<p><b>A. Organisational Context (Knowledge of the company/ organisation and its processes)</b></p>	<p>The individual on the job must demonstrate knowledge and understanding of:  OK1. company’s policies on: delivery standards and personnel management  OK2. legislation, standards, policies and procedures of the industry  OK3. compliance rules of company and related performance measure  OK4. reporting structure and hierarchy  OK5. documentation procedures  OK6. safety and service quality standards followed in the organisation</p>

<p><b>B. Technical Knowledge</b></p>	<p>The individual on the job must demonstrate knowledge and understanding of:</p> <ul style="list-style-type: none"> <li>TK1. tourism related products and services including other tourist areas of Zambia</li> <li>TK2. different segments and forms of tourism</li> <li>TK3. environment, eco and social aspects</li> <li>TK4. nature preservation</li> <li>TK5. use of natural products for living</li> <li>TK6. agricultural activities</li> <li>TK7. in depth destination information and details</li> <li>TK8. photography details</li> <li>TK9. behavioural etiquettes with the customers</li> <li>TK10. government policy communication at the destination</li> <li>TK11. ways of handling customers for 100% satisfaction</li> <li>TK12. environment and safety norms to follow</li> <li>TK13. personal hygiene and food safety etiquettes</li> </ul>
<p><b>Skills (S)</b></p>	
<p><b>A. Core Skills/ Generic Skills</b></p>	<p><b>Reading Skills</b></p>
	<p>The individual on the job must be able to:</p> <ul style="list-style-type: none"> <li>CS1. read about the tour activities and plans for guiding pattern</li> <li>CS2. read information on travel market</li> </ul>
	<p><b>Writing Skills</b></p>
	<p>The individual on the job must be able to:</p> <ul style="list-style-type: none"> <li>CS3. write about the tour activities and plans for guiding pattern</li> <li>CS4. filling forms at tourist spots</li> <li>CS5. generate reports to supervisors on work-related activities</li> </ul>
<p><b>B. Professional Skills</b></p>	<p><b>Oral Communication (Listening and Speaking skills)</b></p>
	<p>The individual on the job must be able to:</p> <ul style="list-style-type: none"> <li>CS6. communicate effectively with tourists</li> <li>CS7. communicate effectively with travel agents and tour operators</li> <li>CS8. communicate with colleagues</li> </ul>
	<p><b>Decision Making</b></p>
<p><b>B. Professional Skills</b></p>	<p>The individual on the job must demonstrate knowledge and understanding of:</p> <ul style="list-style-type: none"> <li>PS1. type of situations which require to be tackled by the individual or need to pass on to the superiors</li> <li>PS2. what sort of work decisions can be taken by the individual within the job responsibilities</li> <li>PS3. need to be firm when choosing a route as to avoid dangerous wildlife areas</li> </ul>
	<p><b>Plan and Organise</b></p>
	<p>The individual on the job must be able to:</p> <ul style="list-style-type: none"> <li>PS4. plan, prioritise and sequence work operations as per job requirements</li> <li>PS5. plan and work in a team in order to achieve better results</li> <li>PS6. organise information and generate, manage and maintain records relevant to work</li> <li>PS7. manage time effectively and efficiently in a way the location is completed as per the planned itinerary or the time availability of the tourists</li> </ul>

	<p>PS8. prioritise work activities to make best use of time and resources</p>
	<p><b>Customer Centricity</b></p>
	<p>The individual on the job must be able to:</p> <p>PS9. develop a rapport with team members          PS10. listen carefully and interpret their requirement          PS11. show appreciation of importance of personal grooming          PS12. show appreciation of significance of etiquette such as maintaining the appropriate physical distance with team members during conversation          PS13. show appreciation of importance of being patient and courteous with others</p>
	<p><b>Problem Solving</b></p>
	<p>The individual on the job must be able to:</p> <p>PS14. think through the problems, evaluate possible solutions and suggest an optimum/best possible solution          PS15. identify immediate or temporary solutions to resolve delay or other problems related to the tour guiding</p>
	<p><b>Analytical Thinking</b></p>
	<p>The individual on the job must be able to:</p> <p>PS16. seek to improve and modify own work practices          PS17. assess efforts required to reach from one point to another for the team          PS18. estimate the time taken for each activity          PS19. assess the resource requirement for smooth operations</p>
	<p><b>Critical Thinking</b></p>
	<p>The individual on the job must be able to:</p> <p>PS20. use equipment such as wing or canopy, harness, parachute, helmet, etc.          PS21. use instruments such as GPS units, variometer and radios          PS22. undertake maintenance of the tools and equipment          PS23. operate the computer for documentation, emailing and reporting          PS24. carry out numerical calculation and basic statistical analysis          PS25. execute and manage the online order/reservations processing and confirmation          PS26. manage and handle queries on online payment modes, e.g. payment gateways          PS27. use internet to gather information related to weather, route etc.          PS28. use a hand-held device to process debit/credit card payments at tourist's or company's premises          PS29. seek on-the-spot tourist feedback using hand-held device          PS30. resolve concerns with connectivity of hand-held device in use          PS31. use a smart phone or any other appropriate electronic device to register order booking requests, confirm reservations and track route details</p>

**UNIT 7** [This Unit is about guiding the tourists making sports visits].

<b>Unit No.</b>	<b>07</b>
<b>Unit Title</b>	<b>Guide tourists to sporting events</b>
<b>Description</b>	This Unit is about guiding the tourists making sports visits
<b>Scope</b>	This Unit covers the following: <ul style="list-style-type: none"> <li>• Brief the requirements to the tourists</li> <li>• Explain the destination or the tourist spot</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria (PC)</b>
<b>Briefing the requirements to the tourists</b>	To be competent, the individual must be able to: PC1. brief the customers on the various safety devices and measures to be taken during the sporting activity PC2. mention the dress code to be followed PC3. promote a “clean and green” environment by ensuring that rubbish is not discarded unless in bins or biodegradable bags provided
<b>Explaining the destination or the tourist spot</b>	To be competent, the individual must be able to: PC4. understand the purpose of the tourist if they are in the location to observe or participate in the sport events PC5. understand the type of sport that the tourist is interested such as cricket, football, tennis, chess, golf, hockey, etc. PC6. provide the tourists with entry ticket and ID passes for entry into the sport locality PC7. collect the appropriate payment for the sport event entry fee PC8. explain the tourists the number of days the sport event will be held and the time duration of every play PC9. brief the tourists on the history and the significance of the major sport events such as Olympics, Africa Cup of Nations, FIFA World Cup, etc. PC10. provide the tourists with the schedule of the day to day sport event organised, time of the play and the teams that will be participating PC11. brief the various equipment used for that sport event PC12. explain the various rules and regulations of the sport if the tourist is new to witnessing the sport event PC13. mention the names of the players in the event and the details of the famous players in the team PC14. brief the tourists on the current status, score, competitors, ranks, position and the other complete details about the sport event that the tourist has visited PC15. offer refreshments, motivation and support in all ways to the tourists who are participants in the sport event PC16. advice the tourists on the safety measures to be taken in order to not get hurt during the sports activity PC17. explain the participants the details of their competitors and encourage them to be concentrative and active during the event PC18. arrange for an accommodation and food for the tourists near the sporting area based on their budget PC19. arrange for transportation of the tourists from the place of stay to the place of where the sporting event is taking place



<b>Knowledge and Understanding (K)</b>	
<b>A. Organisational Context (Knowledge of the company/ organisation and its processes)</b>	The individual on the job must demonstrate knowledge and understanding of: OK1. company's policies on: delivery standards and personnel management OK2. legislation, standards, policies and procedures of the industry OK3. compliance rules of company and related performance measure OK4. reporting structure and hierarchy OK5. documentation procedures OK6. safety and service quality standards as well as pre-activity safety briefs followed in the organisation
<b>B. Technical Knowledge</b>	The individual on the job must demonstrate knowledge and understanding of: TK1. tourism related products and services TK2. different segments and forms of tourism TK3. destination and travel information TK4. various types of sports activities such as boxing, football, netball, etc. TK5. rules and regulations of the game TK6. players in the game TK7. behavioural etiquettes with the customers TK8. safety measures and devices used at tour spots TK9. ways of handling customers for 100% satisfaction TK10. environment and safety norms to follow TK11. how to undertake basic vehicle pre-activity checks and vehicle mechanics TK12. how to conduct pre-activity safety briefing for guests prior to undertaking the activity TK13. how to use wheelchairs and identify all tourist wheelchair access locations and points TK14. medical doctor/hospital to use in case of accident or medical necessity and information on the nearest police station
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Reading Skills</b>
	The individual on the job must be able to: CS1. read about the tour activities and plans for guiding pattern CS2. read information on travel market
	<b>Writing Skills</b>
	The individual on the job must be able to: CS3. write about the tour activities and plans for guiding pattern CS4. filling forms at tourist spots CS5. generate reports to supervisors on work-related activities
	<b>Oral Communication (Listening and Speaking skills)</b>
	The individual on the job must be able to: CS6. communicate effectively with tourists CS7. communicate effectively with travel agents and tour operators CS8. communicate with colleagues

<b>B. Professional Skills</b>	<b>Decision Making</b>
	The individual on the job must demonstrate knowledge and understanding of: PS1. type of situations which require to be tackled by the individual or need to pass on to the superiors PS2. what sort of work decisions can be taken by the individual within the job responsibilities
	<b>Plan and Organise</b>
	The individual on the job must be able to: PS3. plan, prioritise and sequence work operations as per job requirements PS4. plan and work in a team in order to achieve better results PS5. organise information and generate, manage and maintain records relevant to work PS6. manage time effectively and efficiently in a way the location is completed as per the planned itinerary or the time availability of the tourists PS7. prioritise work activities to make best use of time and resources
	<b>Customer Centricity</b>
	The individual on the job must be able to: PS8. develop a rapport with team members PS9. listen carefully and interpret their requirement PS10. show appreciation of importance of personal grooming PS11. show appreciation of significance of etiquette such as maintaining the appropriate physical distance with team members during conversation PS12. show appreciation of importance of being patient and courteous with others
	<b>Problem Solving</b>
	The individual on the job must be able to: PS13. think through the problems, evaluate possible solutions and suggest an optimum/best possible solution PS14. identify immediate or temporary solutions to resolve delay or other problems related to the tour guiding
	<b>Analytical Thinking</b>
	The individual on the job must be able to: PS15. seek to improve and modify own work practices PS16. assess efforts required to reach from one point to another for the team PS17. estimate the time taken for each activity PS18. assess the resource requirement for smooth operations
<b>Critical Thinking</b>	
The individual on the job must be able to: PS19. use equipment such as wing or canopy, harness, parachute, helmet, etc. PS20. use instruments such as GPS units, variometer and radios PS21. undertake maintenance of the tools and equipment PS22. operate the computer for documentation, emailing and reporting	



	<p>PS23. carry out numerical calculation and basic statistical analysis</p> <p>PS24. execute and manage the online order/ reservations processing and confirmation</p> <p>PS25. manage and handle queries on online payment modes, e.g., payment gateways</p> <p>PS26. use internet to gather information related to weather, route etc.</p> <p>PS27. use a hand-held device to process debit/ credit card payments at tourist's or company's premises</p> <p>PS28. seek on-the-spot tourist feedback using hand-held device</p> <p>PS29. resolve concerns with connectivity of hand-held device in use</p> <p>PS30. use a smart phone or any other appropriate electronic device to register order booking requests, confirm reservations and track route details</p>
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**UNIT 8** [This Unit is about guiding the tourists in wellness and medical tours].

<b>Unit No.</b>	<b>08</b>
<b>Unit Title</b>	<b>Guide the tourists on wellness and medical tours</b>
<b>Description</b>	This Unit is about guiding the tourists in wellness and medical tours
<b>Scope</b>	This Unit covers the following: <ul style="list-style-type: none"> <li>• Guide the tourist on a wellness tour</li> <li>• Guide the tourist on a medical tour</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria (PC)</b>
<b>Guiding the tourist on a wellness tour</b>	<p>To be competent, the individual must be able to:</p> <p>PC1. ensure the medical records of the tourists have been submitted to the wellness/medical instructor/doctor who has approved the tour after examining records</p> <p>PC2. ensure tour guide has received medical details (e.g. allergies, mode of transportation, etc.) which are necessary to know when on a pre or post medical treatment, which may be needed for the tour</p> <p>PC3. suggest for wellness activities accordingly depending on type of medical/wellness treatment</p> <p>PC4. understand the duration of stay of the tourists</p> <p>PC5. arrange for an appropriate accommodation for the tourists where wellness activities will be provided as a package</p> <p>PC6. brief the tourists on various health and safety tips that they should follow for a healthy and quality life</p> <p>PC7. explain the various types of wellness activities such as naturopathy, spa, yoga, etc.</p> <p>PC8. explain the procedures of each wellness activity</p> <p>PC9. brief the health benefits obtained with each activity</p> <p>PC10. mention the history and the significance of each of the wellness activity</p> <p>PC11. explain the ingredients or any specific material usage for the activity and it's benefits to the tourists, where possible</p> <p>PC12. ensure the tourists are happy and relieved of stress after undergoing wellness activity</p> <p>PC13. ensure to promote the health and wellbeing of the tourist during their stay</p> <p>PC14. promote a "clean and green" environment by ensuring that rubbish is not discarded unless in bins or biodegradable bags provided</p>
<b>Guiding the tourist on a medical tour</b>	<p>To be competent, the individual must be able to:</p> <p>PC15. understand the purpose of the tourist visit and the kind of medical treatment that they have visited for</p> <p>PC16. check that the previous medical reports of the person have been submitted to the doctor/instructor at the wellness or medical facility</p> <p>PC17. collect the medical reports once requested for and consented to by the tourist</p>

	<p>PC18. understand the medical issues that the tourist is undergoing in order to make special arrangements such as transportation and dietary requirements, etc.</p> <p>PC19. advice the do's and don'ts to the tourists</p> <p>PC20. brief the tourists on the general health awareness tour</p> <p>PC21. brief the customers on the hospital location</p> <p>PC22. assist the tourists if they are not aware of the local language</p> <p>PC23. arrange for transportation for the tourist to travel from the place of stay to the hospital</p> <p>PC24. obtain copies of the medical records and prescriptions once the treatment is over once requested for and consented to by the tourist</p> <p>PC25. ensure to assist in buying all the necessary medications prescribed for the tourists</p> <p>PC26. list down the activities and food habits that the tourists have to abide as advised by a doctor or wellness instructor</p> <p>PC27. promote a "clean and green" environment by ensuring that rubbish is not discarded unless in bins or biodegradable bags provided</p>
<b>Knowledge and Understanding (K)</b>	
<p><b>A. Organisational Context (Knowledge of the company/ organisation and its processes)</b></p>	<p>The individual on the job must demonstrate knowledge and understanding of:</p> <p>OK1. company's policies on: delivery standards and personnel management</p> <p>OK2. legislation, standards, policies and procedures of the industry</p> <p>OK3. compliance rules of company and related performance measure</p> <p>OK4. reporting structure and hierarchy</p> <p>OK5. documentation procedures</p> <p>OK6. safety and service quality standards followed in the organisation</p> <p>OK7. that a tour guide is not a medical doctor and should not offer any advice or discuss medical conditions other than those needed to transport the tourist and offer tours that are allowed and authorised by the medical/wellness specialists</p>
<p><b>B. Technical Knowledge</b></p>	<p>The individual on the job must demonstrate knowledge and understanding of:</p> <p>TK1. tourism related products and services</p> <p>TK2. different segments and forms of tourism</p> <p>TK3. destination and travel information</p> <p>TK4. various types of wellness activities such as yoga, naturopathy, spar, etc.</p> <p>TK5. health benefits from the wellness activities</p> <p>TK6. various kinds of medical treatments</p> <p>TK7. health awareness and tips</p> <p>TK8. behavioural etiquettes with the customers</p> <p>TK9. safety measures and devices used at tour spots</p> <p>TK10. ways of handling customers for 100% satisfaction</p>

	<p>TK11. environment and safety norms to follow</p> <p>TK12. understand basic vehicle pre-activity checks and vehicle mechanics</p> <p>TK13. pre-activity safety briefing for guests prior to undertaking the activity</p> <p>TK14. understand how to use wheelchairs and identify all tourist wheelchair access locations and points</p> <p>TK15. medical doctor/hospital to use in case of accident or medical necessity and information on the nearest police station</p> <p>TK16. personal hygiene and food safety etiquettes</p>
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Reading Skills</b>
	The individual on the job must be able to: CS1. read about the tour activities and plans for guiding pattern CS2. read information on travel market
	<b>Writing Skills</b>
	The individual on the job must be able to: CS3. write about the tour activities and plans for guiding pattern CS4. filling forms at tourist spots CS5. generate reports to supervisors on work-related activities
	<b>Oral Communication (Listening and Speaking skills)</b>
The individual on the job must be able to: CS6. communicate effectively with tourists CS7. communicate effectively with travel agents and tour operators CS8. communicate with colleagues	
<b>B. Professional Skills</b>	<b>Decision Making</b>
	The individual on the job must demonstrate knowledge and understanding of: PS1. type of situations which require to be tackled by the individual or need to pass on to the superiors PS2. what sort of work decisions can be taken by the individual within the job responsibilities
	<b>Plan and Organise</b>
	The individual on the job must be able to: PS3. plan, prioritise and sequence work operations as per job requirements PS4. plan and work in a team in order to achieve better results PS5. organise information and generate, manage and maintain records relevant to work PS6. manage time effectively and efficiently in a way the location is completed as per the planned itinerary or the time availability of the tourists PS7. prioritise work activities to make best use of time and resources
	<b>Customer Centricity</b>
The individual on the job must be able to: PS8. develop a rapport with team members PS9. listen carefully and interpret their requirement PS10. show appreciation of importance of personal grooming	

	<p>PS11. show appreciation of significance of etiquette such as maintaining the appropriate physical distance with team members during conversation PS12. show appreciation of importance of being patient and courteous with others</p>
	<p><b>Problem Solving</b></p>
	<p>The individual on the job must be able to: PS13. think through the problems, evaluate possible solutions and suggest an optimum/best possible solution PS14. identify immediate or temporary solutions to resolve delay or other problems related to the tour guiding</p>
	<p><b>Analytical Thinking</b></p>
	<p>The individual on the job must be able to: PS15. seek to improve and modify own work practices PS16. assess efforts required to reach from one point to another for the team PS17. estimate the time taken for each activity PS18. assess the resource requirement for smooth operations</p>
	<p><b>Critical Thinking</b></p>
	<p>The individual on the job must be able to: PS19. use equipment such as wing or canopy, harness, parachute, helmet, etc. PS20. use instruments such as GPS units, variometer and radios PS21. undertake maintenance of the tools and equipment PS22. operate the computer for documentation, emailing and reporting PS23. carry out numerical calculation and basic statistical analysis PS24. execute and manage the online order/ reservations processing and confirmation PS25. manage and handle queries on online payment modes, e.g., payment gateways PS26. use internet to gather information related to weather, route etc. PS27. use a hand-held device to process debit/ credit card payments at tourist's or company's premises PS28. seek on-the-spot tourist feedback using hand-held device PS29. resolve concerns with connectivity of hand-held device in use PS30. use a smart phone or any other appropriate electronic device to register order booking requests, confirm reservations and track route details PS31. be fully aware of the tourists needs for transportation and ensure that they receive the required vehicle for the relevant medical needs.</p>

**UNIT 9** [This Unit is about communicating effectively with superiors, colleagues and customers to achieve a smooth workflow].

<b>Unit No.</b>	<b>09</b>
<b>Unit Title</b>	<b>Communicate with customers and colleagues</b>
<b>Description</b>	This Unit is about communicating effectively with superiors, colleagues and customers to achieve a smooth workflow
<b>Scope</b>	This Unit covers the following: <ul style="list-style-type: none"> <li>• Interact and communicate with superiors</li> <li>• Interact and Communicate with colleagues</li> <li>• Interact and Communicate effectively with customers</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria (PC)</b>
<b>Interacting and communicating with superiors</b>	To be competent, the individual must be able to: PC1. receive job order and instructions from reporting superiors PC2. understand the work output requirements, targets, performance indicators and incentives PC3. deliver quality work on time and report any anticipated reasons for delays PC4. escalate unresolved problems or complaints to the relevant senior PC5. communicate maintenance and repair schedule proactively to the superior PC6. receive feedback on work standards PC7. document the completed work schedule and handover to the superior PC8. promote a “clean and green” environment by ensuring that rubbish is not discarded unless in bins or biodegradable bags provided
<b>Interacting and communicating with colleagues</b>	To be competent, the individual must be able to: PC9. exhibit trust, support and respect to all the colleagues in the workplace PC10. aim to achieve smooth workflow PC11. help and assist colleagues with information and knowledge PC12. seek assistance from the colleagues when required PC13. identify the potential and existing conflicts with the colleagues and resolve PC14. pass on essential information to other colleagues on timely basis PC15. maintain the etiquette, use polite language, demonstrate responsible and disciplined behaviours to the colleagues PC16. interact with colleagues from different functions clearly and effectively on all aspects to carry out the work among the team and understand the nature of their work PC17. put team goals over individual goals PC18. multi-task or share work where necessary to support other colleagues PC19. highlight any errors of colleagues, help to rectify and ensure quality output

	<p>PC20. work with cooperation, coordination, communication and collaboration, with shared goals and supporting each other's performance</p> <p>PC21. promote a "clean and green" environment by ensuring that rubbish is not discarded unless in bins or biodegradable bags provided</p>
<p><b>Interacting and communicating effectively with customers</b></p>	<p>To be competent, the individual must be able to:</p> <p>PC22. ask more questions to the customers and identify their needs</p> <p>PC23. possess strong knowledge on the product, services and market</p> <p>PC24. brief customers clearly</p> <p>PC25. communicate with the customers in a polite, professional and friendly manner</p> <p>PC26. build effective but impersonal relationship with the customers</p> <p>PC27. ensure the appropriate language and tone are used to the customers</p> <p>PC28. listen actively in a two way communication</p> <p>PC29. be sensitive to the gender, cultural and social differences such as modes of greeting, formality, etc.</p> <p>PC30. understand the customer expectations correctly and provide the appropriate products and services</p> <p>PC31. understand the customer dissatisfaction and address to their complaints effectively</p> <p>PC32. maintain a positive, sensible and cooperative manner all time</p> <p>PC33. ensure to maintain a proper body language, dress code, gestures and etiquettes towards the customers</p> <p>PC34. avoid interrupting customers while they talk unless in emergencies.</p> <p>PC35. ensure to avoid negative questions and statements to the customers</p> <p>PC36. inform the customers on any issues or problems before hand and also on the developments involving them</p> <p>PC37. ensure to respond back to the customer immediately for their voice messages, e-mails, etc.</p> <p>PC38. develop good rapport with the customers and promote suitable products and services</p> <p>PC39. seek feedback from the customers on their understanding to what was discussed</p> <p>PC40. explain the terms and conditions clearly</p> <p>PC41. promote a "clean and green" environment by ensuring that rubbish is not discarded unless in bins or biodegradable bags provided</p>
<p><b>Knowledge and Understanding (K)</b></p>	
<p><b>A. Organisational Context (Knowledge of the</b></p>	<p>The individual on the job must demonstrate knowledge and understanding of:</p> <p>OK1. company's policies on: personnel management, effective team work at workplace</p>



<b>company/ organisation and its processes)</b>	<p>OK2. company’s Human Resources policies          OK3. company’s reporting structure          OK4. company’s documentation policy          OK5. company’s customer profile          OK6. company pre-activity safety briefings</p>
<b>B. Technical Knowledge</b>	<p>The individual on the job must demonstrate knowledge and understanding of:</p> <p>TK1. methods for effective communication with various categories of people and the different departments in the organisation          TK2. significance of team coordination and productivity targets of the organisation          TK3. how to record the job activity as required on various types of documents          TK4. how to use computer or smart phone to communicate effectively and productively          TK5. significance of helping colleagues with specific issues and problems          TK6. importance of meeting quality and time standards as a team          TK7. how to practice effective listening          TK8. how to communicate effectively with customers          TK9. effective use of voice tone and pitch for communication          TK10. how to demonstrate ethics and convey discipline to the customers          TK11. how to build effective working relationship with mutual trust and respect within the team          TK12. importance of dealing with grievances effectively and in time</p>
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Reading Skills</b>
	<p>The individual on the job must be able to:</p> <p>CS1. read job sheets, company policy documents and information displayed at the workplace          CS2. read notes/comments from the supervisor</p>
	<b>Writing Skills</b>
	<p>The individual on the job must be able to:</p> <p>CS3. fill up documentation pertaining to job requirement          CS4. generate reports to supervisors on work-related activities</p>
	<b>Oral Communication (Listening and Speaking skills)</b>
<p>The individual on the job must be able to:</p> <p>CS5. interact with team members to work efficiently          CS6. communicate effectively with superior to achieve smooth workflow          CS7. communicate effectively with the customers to build a good rapport with them          CS8. use language that the customer or colleague understands          CS9. use the communications systems of the company, e.g., telephone, fax, public announcement systems          CS10. E-mail and use internet for communicating          CS11. use of audio-visual aids to communicate complex issues</p>	



<b>B. Professional Skills</b>	<b>Decision Making</b>
	The individual on the job must be able to: PS1. spot and communicate potential areas of disruptions to work process and report the same PS2. report to supervisor and deal with a colleague individually, depending on the type of concern
	<b>Plan and Organise</b>
	The individual on the job must be able to: PS3. organise information and generate, manage and maintain records relevant to work
	<b>Customer Centricity</b>
	N/A
	<b>Problem Solving</b>
	The individual on the job must be able to: PS4. coordinate with different departments and multi-task as necessary PS5. contribute to quality of team work and achieve smooth workflow PS6. share work load as required PS7. delegate work in consultation with superior or as necessary instead of allowing work to pile up
	<b>Analytical Thinking</b>
	N/A
<b>Critical Thinking</b>	
The individual on the job must be able to: PS8. improve work processes by interacting with others and adopting best practices PS9. resolve recurring inter-personal conflicts PS10. carry out numerical calculation and basic statistical analysis	

**UNIT 10** [This Unit is about understanding customer requirements, understanding the market standards of service, assessing scheduled services and those that are unscheduled but can be offered, and conveying or executing it in a manner that results in customer satisfaction].

<b>Unit No.</b>	<b>10</b>
<b>Unit Title</b>	<b>Maintain customer-centric service orientation</b>
<b>Description</b>	This Unit is about understanding customer requirements, understanding the market standards of service, assessing scheduled services and those that are unscheduled but can be offered, and conveying or executing it in a manner that results in customer satisfaction
<b>Scope</b>	This Unit covers the following: <ul style="list-style-type: none"> <li>• Engage with customers to understand their service quality requirements</li> <li>• Achieve customer satisfaction</li> <li>• Fulfil customer requirement</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria (PC)</b>
<b>Engaging with customers to assess service quality requirements</b>	To be competent, the individual must be able to: PC1. keep in mind the profiles of expected customers PC2. understand the target customers and their needs as defined by the company PC3. organize regular customer events and feedback session frequently PC4. build a good rapport with the customers including the ones who complain PC5. have frequent discussions with regular customers on general likes and dislikes in the market, latest trends, customer expectations, etc. PC6. receive regular feedbacks from the clients on current service, complaints, and improvements to be made, etc. PC7. compulsively seek customer rating of service to help develop a set of regularly improved procedures PC8. ingrain customer oriented behaviour in service at all level PC9. aim to gain their long lasting loyalty and satisfaction PC10. engage with customers without intruding on their privacy PC11. promote a “clean and green” environment by ensuring that rubbish is not discarded unless in bins or biodegradable bags provided
<b>Achieving customer satisfaction</b>	To be competent, the individual must be able to: PC12. ensure clarity, honesty and transparency with the customers PC13. treat the customers fairly and with due respect PC14. focus on executing company’s marketing strategies and product development PC15. focus on enhancing brand value of company through customer satisfaction

<p><b>Fulfilling customer requirement</b></p>	<p>To be competent, the individual must be able to:</p> <p>PC16. ensure that customer expectations are met</p> <p>PC17. learn to read customers' needs and wants</p> <p>PC18. willingly accept and implement new and innovative products and services that help improve customer satisfaction</p> <p>PC19. communicate feedback of customer to senior members of staff, especially, the negative feedback</p> <p>PC20. maintain close contact with the customers and focus groups</p> <p>PC21. offer promotions to improve product satisfaction level to the customers periodically</p> <p>PC22. weigh the cost of fulfilling unscheduled customer requests, consult with senior and advise the customer on alternatives</p>
<p><b>Knowledge and Understanding (K)</b></p>	
<p><b>A. Organisational Context (Knowledge of the company/ organisation and its processes)</b></p>	<p>The individual on the job must demonstrate knowledge and understanding of:</p> <p>OK1. company's policies on: customer centric orientation behaviour at workplace</p> <p>OK2. company's Human Resources policies</p> <p>OK3. company's reporting structure</p> <p>OK4. company's documentation policy</p> <p>OK5. company's customer profile</p> <p>OK6. company pre-activity briefings</p>
<p><b>B. Technical Knowledge</b></p>	<p>The individual on the job must demonstrate knowledge and understanding of:</p> <p>TK1. significance of treating the customers with respect and in a friendly and professional way</p> <p>TK2. importance of gaining customer satisfaction</p> <p>TK3. methods of engaging with the customers effectively and professionally</p> <p>TK4. ways to improve company's customer satisfaction rating</p> <p>TK5. company's and prevailing market standards of customer satisfaction</p> <p>TK6. standard operating procedure (SOP)</p> <p>TK7. the variety of common and unscheduled requests to expect</p> <p>TK8. significance of being transparent and courteous under all circumstances involving customer interaction without losing composure</p>
<p><b>Skills (S)</b></p>	
<p><b>A. Core Skills/ Generic Skills</b></p>	<p><b>Reading Skills</b></p>
	<p>The individual on the job must be able to:</p> <p>CS1. read job sheets, company policy documents and information displayed at the workplace</p> <p>CS2. read notes/comments from the supervisor</p>
	<p><b>Writing Skills</b></p>
<p>The individual on the job must be able to:</p> <p>CS3. fill up documentation pertaining to one's role in customer satisfaction</p> <p>CS4. generate reports to supervisors on work-related activities</p>	

	<p><b>Oral Communication (Listening and Speaking skills)</b></p> <p>The individual on the job must be able to:</p> <ul style="list-style-type: none"> <li>CS5. interact with team members to work efficiently</li> <li>CS6. communicate effectively with customers</li> <li>CS7. engage with customer to understand their expectations</li> <li>CS8. company standards and effectiveness improvements pattern</li> <li>CS9. resolve customer's concerns satisfactorily within timeframe stipulated by the company or as agreed with customer or colleague</li> <li>CS10. use the communications systems of the company, e.g., telephone, fax, public announcement systems</li> <li>CS11. E-mail and use internet for communicating</li> <li>CS12. use of audio-visual aids to communicate complex issues</li> </ul>
<p><b>B. Professional Skills</b></p>	<p><b>Decision Making</b></p>
	<p>The individual on the job must be able to:</p> <ul style="list-style-type: none"> <li>PS1. spot and communicate potential areas of disruptions to work process and report the same so that customer service is smooth</li> <li>PS2. address the complaints and handle dissatisfied customers</li> </ul>
	<p><b>Plan and Organise</b></p>
	<p>The individual on the job must be able to:</p> <ul style="list-style-type: none"> <li>PS3. organise information and generate, manage and maintain records relevant to work</li> </ul>
	<p><b>Customer Centricity</b></p>
	<p>N/A</p>
	<p><b>Problem Solving</b></p>
	<p>The individual on the job must be able to:</p> <ul style="list-style-type: none"> <li>PS4. coordinate with different departments in order to service the customer better</li> <li>PS5. contribute to quality of team work and achieve smooth workflow</li> <li>PS6. share work load as required</li> </ul>
	<p><b>Analytical Thinking</b></p>
	<p>N/A</p>
<p><b>Critical Thinking</b></p>	
<p>The individual on the job must be able to:</p> <ul style="list-style-type: none"> <li>PS7. improve work processes by interacting with customers and adopting best practices</li> <li>PS8. resolve recurring interpersonal or system related conflicts with colleagues that hinder customer service</li> <li>PS9. act upon constructively on any problems as pointed by customers</li> <li>PS10. handle personality clashes effectively</li> <li>PS11. carry out numerical calculation and basic statistical analysis</li> </ul>	

**UNIT 11** [This Unit is about maintaining standard etiquette at workplace and achieving customer satisfaction].

<b>Unit No.</b>	<b>11</b>
<b>Unit Title</b>	<b>Maintain standard etiquette and hospitable conduct</b>
<b>Description</b>	This Unit is about maintaining standard etiquette at workplace and achieving customer satisfaction
<b>Scope</b>	This Unit covers the following: <ul style="list-style-type: none"> <li>• Follow behavioural, personal and telephone etiquettes</li> <li>• Treat customers with high degree of respect and professionalism</li> <li>• Achieve customer satisfaction</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria (PC)</b>
<b>Following behavioural, personal and telephone etiquettes</b>	To be competent, the individual must be able to: <ul style="list-style-type: none"> <li>PC1. greet the customers with a handshake or appropriate gesture based on the type of customer on their arrival</li> <li>PC2. welcome the customers with a smile</li> <li>PC3. ensure to maintain eye contact</li> <li>PC4. address the customers in a respectable manner</li> <li>PC5. do not eat or chew while talking</li> <li>PC6. use their names as many times as possible during the conversation</li> <li>PC7. ensure not to be too loud while talking</li> <li>PC8. maintain fair and high standards of practice</li> <li>PC9. ensure to offer transparent prices</li> <li>PC10. maintain proper books of accounts for payment due and received</li> <li>PC11. answer the telephone quickly and respond back to mails faster</li> <li>PC12. ensure not to argue with the customer</li> <li>PC13. listen attentively and answer back politely</li> <li>PC14. maintain personal integrity and ethical behaviour</li> <li>PC15. dress professionally</li> <li>PC16. deliver positive attitude to work</li> <li>PC17. maintain well-groomed personality</li> <li>PC18. achieve punctuality and body language</li> <li>PC19. maintain the social and telephonic etiquette</li> <li>PC20. maintain a client gift policy in line with establishments policy in line with relevant legal provisions on corruption in workplace</li> <li>PC21. use appropriate tone, pitch and language to convey politeness, assertiveness, care and professionalism</li> <li>PC22. demonstrate responsible and disciplined behaviours at the workplace</li> <li>PC23. escalate grievances and problems to appropriate authority as per procedure to resolve them and avoid conflict</li> </ul>
<b>Treating customers with high degree of</b>	To be competent, the individual must be able to: <ul style="list-style-type: none"> <li>PC24. use appropriate titles and terms of respect to the customers</li> <li>PC25. use polite language</li> </ul>

<b>respect and professionalism</b>	<p>PC26. maintain professionalism and procedures to handle customer grievances and complaints</p> <p>PC27. offer friendly, courteous and hospitable service and assistance to the customer upholding levels and responsibility</p> <p>PC28. provide assistance to the customers maintaining positive sincere attitude and etiquette</p> <p>PC29. provide special attention to the customer at all time</p>
<b>Achieving customer satisfaction</b>	<p>To be competent, the individual must be able to:</p> <p>PC30. achieve 100% customer satisfaction on a scale of standard</p> <p>PC31. gain customer loyalty</p> <p>PC32. enhance brand value of the company</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organisational Context (Knowledge of the company/ organisation and its processes)</b>	<p>The individual on the job must demonstrate knowledge and understanding of:</p> <p>OK1. company's policies on behavioural etiquette and professionalism</p> <p>OK2. company's Human Resources policies</p> <p>OK3. company's reporting structure</p> <p>OK4. company's documentation policy</p> <p>OK5. company's customer profile</p> <p>OK6. company pre-activity briefs</p>
<b>B. Technical Knowledge</b>	<p>The individual on the job must demonstrate knowledge and understanding of:</p> <p>TK1. significance of professional and polite etiquette and behaviour</p> <p>TK2. the need and reason for achieving customer satisfaction</p> <p>TK3. procedural behavioural patterns framed by the organisation</p> <p>TK4. methods for gaining customer satisfaction</p> <p>TK5. standard operating procedure and service quality standards</p> <p>TK6. measure of customer satisfaction</p> <p>TK7. significance of brand enhancement via word-of-mouth</p> <p>TK8. the hospitality and tourism environment</p> <p>TK9. company's growth strategy and productivity targets</p>
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Reading Skills</b>
	The individual on the job must be able to:
	CS1. how to read job sheets, company policy documents and information displayed at the workplace
	CS2. how to read notes and comments from the supervisor or customer
	<b>Writing Skills</b>
The individual on the job must be able to:	
CS3. fill up documentation pertaining to job requirement	
CS4. generate reports to supervisors on work-related activities	
<b>Oral Communication (Listening and Speaking skills)</b>	
The individual on the job must be able to:	
CS5. interact with team members to work efficiently	
CS6. communicate effectively with the customers by building a rapport with them and maintaining the etiquette	

	CS7. how to avoid 'Self Reference Criterion' effect while interacting with guests
<b>B. Professional Skills</b>	<b>Decision Making</b>
	The individual on the job must be able to: PS1. spot and report potential areas of disruption to work process PS2. address the complaints and handle dissatisfied customers
	<b>Plan and Organise</b>
	The individual on the job must be able to: PS3. organise information and generate, manage and maintain records relevant to work
	<b>Customer Centricity</b>
	N/A
	<b>Problem Solving</b>
	The individual on the job must be able to: PS4. coordinate with different departments to achieve smooth workflow PS5. contribution to quality of customer satisfaction via team work PS6. share work load as required
	<b>Analytical Thinking</b>
	N/A
	<b>Critical Thinking</b>
	The individual on the job must be able to: PS7. improve work processes by interacting with customers PS8. adopt suggested best practices PS9. resolve recurring inter-personal conflicts PS10. address or escalate recurring problems reported by customers PS11. measure performance against company's standards PS12. motivate self and colleagues to work effectively given the boundaries of organisational structure, infrastructure and personnel management PS13. use the authority, power and politics issues to serve customer effectively PS14. carry out numerical calculation and basic statistical analysis PS15 handle crisis situations such as medical emergencies



**UNIT 12** [This Unit is about following gender sensitivity for treating different genders and age groups of tourists or local customers such as women/men, children and senior citizens by offering them service as per their typical and collective requirements as well as treating women/men with respect and ensuring personal and material security and at all times].

<b>Unit No.</b>	<b>12</b>
<b>Unit Title</b>	<b>Follow gender and age sensitive service practices</b>
<b>Description</b>	This Unit is about following gender sensitivity for treating different genders and age groups of tourists or local customers such as women/men, children and senior citizens by offering them service as per their typical and collective requirements as well as treating women/men with respect and ensuring personal and material security and at all times
<b>Scope</b>	This unit covers the following: <ul style="list-style-type: none"> <li>• Educate customer on specific facilities and services available for different categories of customers</li> <li>• Provide gender and age specific services as per their unique and collective requirements</li> <li>• Follow standard etiquette with women/men at workplace</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria (PC)</b>
<b>Educating customer on local gender practices and specific facilities and services available</b>	To be competent, the individual must be able to: PC1. educate the tourists, employers and the colleagues at workplace on human rights and national age and gender cultural practices PC2. inform customers about company's policies to prevent physical, mental and verbal sexual harassment cases, PC3. list all the facilities available with respect to transportation facilities, night trips and safeguards, reporting abuse, maternity related and other grievance PC4. inform about methods adopted to ensure safety and personal and baggage security of customers, e.g., CCTV cameras, security guards, and helpline PC5. provide the necessary comfort to the female traveller customers such as secure and safe environment, chain locks/latches, smoke detector, comfortable accommodation, etc. PC6. maintain compliant behavioural etiquette while dealing with customers such as asking permission before entering room and for cleaning, avoiding touch contact, using abusive language or gesture, etc. PC7. ensure that the customer feels safe at all times without being over threatened by the security procedures and related environment PC8. ensure that in the event of a dangerous occurrence/accident customers are calmly handled, led to safer places and instructed properly in order to achieve zero or minimal casualties PC9. inform the customers and employees of the grievance procedure in case of sexual harassment



	<p>PC10. promote a “clean and green” environment by ensuring that rubbish is not discarded unless in bins or biodegradable bags provided</p>
<p><b>Providing different age and gender specific customer service</b></p>	<p>To be competent, the individual must be able to:</p> <p>PC11. ensure the quality of facilities and services offered cater to the needs of every individual, be it man, woman, child, particularly the very young and the aged</p> <p>PC12. be aware of the customer unique needs and wants of each category of customer, e.g., for an infant, for a young woman of man, for an old person, and others</p> <p>PC13. coordinate with team to meet these unique needs, also keeping in mind their diverse cultural backgrounds</p> <p>PC14. provide entertainment programs and events suited for the children tourists</p> <p>PC15. educate parents and attendants of senior citizens on basic safeguards and procedures for them in case of emergencies</p> <p>PC16. arrange for transport and equipment as required by senior citizens</p> <p>PC17. ensure availability of medical facilities and medical personnel</p>
<p><b>Following standard etiquette with women at workplace</b></p>	<p>To be competent, the individual must be able to:</p> <p>PC18. treat women/men equally across both the horizontal as well as vertical segregation of roles in the workplace</p> <p>PC19. ensure a fair and equal pay to the women as men, more of formal training, advancement opportunities, better benefits, etc.</p> <p>PC20. involve women/men in the decision making processes and management professions</p> <p>PC21. avoid specific discrimination and give women/men their due respect</p> <p>PC22. motivate the women/men in the work place towards utilizing their skills</p> <p>PC23. educate the tourists, employers and the colleagues at workplace on women/men rights and the respect that is to be given to them</p> <p>PC24. establish policies to protect the women/men from sexual harassments, both physical and verbal, and objectifications by customers and colleagues</p> <p>PC25. frame women/men friendly work practices such as flexible working hours, maternity leave, transportation facilities, night shift concessions, women/men grievance cell.</p> <p>PC26. ensure the safety and security of women/men in the workplace, particularly when their nature of job is to deal with night shifts, attend guest rooms, back end work, etc.</p> <p>PC27. ensure safety and security of women/men at all levels</p>
<p><b>Knowledge and Understanding (K)</b></p>	
<p><b>A. Organisational Context (Knowledge of the company/</b></p>	<p>The individual on the job must demonstrate knowledge and understanding of:</p> <p>OK1. company’s policies on: gender sensitive service practices at workplace</p> <p>OK2. company’s Human Resources policies</p>

<b>organisation and its processes)</b>	OK3. company's reporting structure OK4. company's documentation policy OK5. company's customer profile
<b>B. Technical Knowledge</b>	The individual on the job must demonstrate knowledge and understanding of: TK1. gender specific requirements of different types of customer TK2. specific requirements of different age-groups of customers TK3. safety measures and procedures available for female colleagues and customers TK4. how to educate female customers and colleagues on available facilities so that they feel safe and secure TK5. helpline numbers TK6. process of handling and reporting abuse TK7. how to be vigilant for breach of safety at smallest level TK8. how to maintain customers' and colleagues' safety without making the environment threatening TK9. different types of potential security threats to domestic and international tourists TK10. standard procedures to be followed in the event of a dangerous occurrence or accident
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Reading Skills</b>
	The individual on the job must be able to: CS1. read job sheets, company policy documents and information displayed at the workplace CS2. read notes/comments from the supervisor
	<b>Writing Skills</b>
	The individual on the job must be able to: CS3. fill up documentation pertaining to safety maintenance requirements CS4. generate reports to supervisors on work-related activities
	<b>Oral Communication (Listening and Speaking skills)</b>
	The individual on the job must be able to: CS5. communicate effectively with the customers building a good servicing rapport with them while maintaining the etiquette CS6. communicate with the women/men at workplace and the customers with respect
<b>B. Professional Skills</b>	<b>Decision Making</b>
	The individual on the job must be able to: PS1. decide on the methods to protect and safeguard the security of women/men children and senior citizens PS2. address the complaints and handle dissatisfied customers PS3. when to refer human rights and harassment cases to relevant authorities
	<b>Plan and Organise</b>
	The individual on the job must be able to: PS4. organise information and generate, manage and maintain records relevant to work
	<b>Customer Centricity</b>
N/A	

	<b>Problem Solving</b>
	The individual on the job must be able to: PS5. coordinate with different departments and work as team PS6. contribute to quality of team work and achieve smooth workflow PS7. share work load as required
	<b>Analytical Thinking</b>
	N/A
	<b>Critical Thinking</b>
	The individual on the job must be able to: PS8. improve work processes by interacting with customers and adopting best practices PS9. resolve recurring problems based on the complaints received from customers and at the workplace PS10. different acceptable standards of behaviour in different cultures and societies to which customers belong PS11. help create enjoyable guest experience by accepting their social behaviour standards even if they may be different from own standards PS12. how to avoid negative behaviours accepted by peer groups that may affect work environment PS13. carry out numerical calculation and basic statistical analysis

**UNIT 13** [This Unit is about maintaining hygiene and health at tourist spots, hospitality units, roadside eateries and retail shops, restaurants, office units, conventions and events, cruise liners, commercial spaces and recreation centres].

<b>Unit No.</b>	<b>13</b>
<b>Unit Title</b>	<b>Maintain health and hygiene</b>
<b>Description</b>	This Unit is about maintaining hygiene and health at tourist spots, hospitality units, roadside eateries and retail shops, restaurants, office units, conventions and events, cruise liners, commercial spaces and recreation centres
<b>Scope</b>	<p>This Unit covers the following:</p> <ul style="list-style-type: none"> <li>• Ensure cleanliness around workplace in hospitality and tourist areas</li> <li>• Follow personal hygiene practices</li> <li>• Take precautionary health measures</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria (PC)</b>
<b>Ensuring cleanliness around workplace</b>	<p>To be competent, the individual must be able to:</p> <p>PC1. keep the workplace hygienically clean of food waste and other litter at all times</p> <p>PC2. ensure that waste is disposed-off as per prescribed standards or in trash cans earmarked for waste disposal</p> <p>PC3. ensure that the trash cans or waste collection points are cleared everyday</p> <p>PC4. arrange for regular pest control activities at the workplace</p> <p>PC5. to maintain records for cleanliness and maintenance schedule</p> <p>PC6. ensure the workplace is well ventilated with fresh air supply</p> <p>PC7. check the air conditioner and other mechanical systems on a regular basis and maintain them well</p> <p>PC8. ensure the workplace is provided with sufficient lighting</p> <p>PC9. ensure clean work environment where food is stored, prepared, displayed and served</p> <p>PC10. ensure safe and clean handling and disposal of linen and laundry, storage area, accommodation, public areas, storage areas, garbage areas, etc.</p> <p>PC11. identify and report poor organisational practices with respect to hygiene, food handling, cleaning</p> <p>PC12. ensure adequate supply of cleaning consumables such as equipment, materials, chemicals, liquids</p> <p>PC13. ensure to clean the store areas with appropriate materials and procedures</p> <p>PC14. identify the different types of wastes, e.g., liquid, solid, food, non-food, and the ways of handling them for disposal</p> <p>PC15. promote a “clean and green” environment by ensuring that rubbish is not discarded unless in bins or biodegradable bags provided</p>

<p><b>Following personal hygiene practices</b></p>	<p>To be competent, the individual must be able to:</p> <p>PC16. wash hands on a regular basis with soap and water, particularly after touching any dirty surfaces, before and after handling food, after using the toilet, etc.</p> <p>PC17. ensure to wash hands using suggested material such as soap, warm water and disposable tissue, etc.</p> <p>PC18. wash cups, glasses or other cutlery clean after using them</p> <p>PC19. ensure to maintain personal hygiene by taking a daily bath, wearing clean clothing (uniform), footwear, head gear, cutting nails, healthy diet, using deodorant, etc.</p> <p>PC20. ensure to maintain dental hygiene in terms of brushing teeth every day.</p> <p>PC21. not smoke in the workplace.</p> <p>PC22. ensure no cross contaminations from items such as linen, towels, utensils, etc. occurs in the workplace</p>
<p><b>Taking precautionary health measures</b></p>	<p>To be competent, the individual must be able to:</p> <p>PC23. report on personal health issues related to injury, food, air and infectious diseases</p> <p>PC24. ensure not to go for work if unwell, particularly with virus's, to avoid the risk of being spread to other people</p> <p>PC25. use a tissue, cover the mouth and turn away from people while sneezing or coughing</p> <p>PC26. wash hands on using these tissues after coughing and sneezing and after using the wastes</p> <p>PC27. ensure to use single use tissue and dispose these tissues immediately</p> <p>PC28. coordinate for the provision of adequate clean drinking water</p> <p>PC29. ensure to get appropriate vaccines regularly</p> <p>PC30. avoid serving adulterated or contaminated food</p> <p>PC31. undergo preventive health check-ups at regular intervals</p> <p>PC32. take prompt treatment from the doctor in case of illness</p> <p>PC33. have a general sense of hygiene and appreciation for cleanliness for the benefit of self and the customers or local community</p>
<p><b>Knowledge and Understanding (K)</b></p>	
<p><b>A. Organisational Context (Knowledge of the company/ organisation and its processes)</b></p>	<p>The individual on the job must demonstrate knowledge and understanding of:</p> <p>OK1. company's policies on health and hygiene at workplace</p> <p>OK2. company's Human Resources policies</p> <p>OK3. company's reporting structure</p> <p>OK4. company's documentation policy</p> <p>OK5. company's customer profile</p> <p>OK6. company's pre-activity briefs for tourists</p>
<p><b>B. Technical Knowledge</b></p>	<p>The individual on the job must demonstrate knowledge and understanding of:</p> <p>TK1. food safety and hygiene standards as stipulated by the relevant Zambian Standards, HACCP and ISO 22000</p> <p>TK2. health risks to the worker or customer</p> <p>TK3. healthy work practices</p>

	<p>TK4. equipment and hand swab tests  TK5. internal hygiene-audit tests  TK6. personal protective equipment to be worn and care  TK7. purpose and usage of protective gears such as gloves ,  protective goggles, masks, etc. while working  TK8. acceptable ventilation standards  TK9. technical layout standards and placements of equipment  TK10. safe disposal methods for waste  TK11. compliance norms for established health and hygiene  procedures at workplace  TK12. safe handling of chemicals  TK13. standard material handling procedure  TK14. standard operating procedure (SOP) for maintaining  cleanliness and checklists  TK15. precautionary rules to follow for maintaining health and  hygiene  TK16. municipal or community rules for handling and disposing-off  waste  TK17. how to conduct pre-activity vehicle checks</p>
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Reading Skills</b>
	The individual on the job must be able to: CS1. read and interpret relevant organisational policies, procedures and diagrams that identify good health and hygiene practices CS2. understand internationally or nationally accepted signage related to hygiene and health CS3. read job sheets, company policy documents and information displayed at the workplace CS4. read notes or comments from the supervisor or customer
	<b>Writing Skills</b>
	The individual on the job must be able to: CS5. fill up any documentation required to maintain health and hygiene CS6. generate reports to supervisors on work-related activities
	<b>Oral Communication (Listening and Speaking skills)</b>
<b>B. Professional Skills</b>	The individual on the job must be able to: CS7. receive instructions from doctor and supervisor on medical care CS8. verbally report hygiene hazards and poor organisational practice
<b>B. Professional Skills</b>	<b>Decision Making</b>
	The individual on the job must be able to: PS1. select appropriate hand tools and personal protection equipment PS2. select the cleaning procedures and effective hygiene practices as required
	<b>Plan and Organise</b>
<b>B. Professional Skills</b>	The individual on the job must be able to: PS3. organise information and generate, manage and maintain records relevant to work

	<b>Customer Centricity,</b>
	N/A
	<b>Problem Solving</b>
	N/A
	<b>Analytical Thinking</b>
	N/A
	<b>Critical Thinking</b>
The individual on the job must be able to: PS4. use the acids, detergents, lubricants, etc., for cleaning PS5. use waste disposal equipment at workplace such as large bins, waste disposal stations, and others PS6. carry out numerical calculation and basic statistical analysis	



**UNIT 14** [This Unit is about following workplace safety standards to have a hazard-free environment and avoid downtime because of disruption from personal injuries and hazardous system failures].

<b>Unit No.</b>	<b>14</b>
<b>Unit Title</b>	<b>Maintain safety at workplace</b>
<b>Description</b>	This Unit is about following workplace safety standards to have a hazard-free environment and avoid downtime because of disruption from personal injuries and hazardous system failures
<b>Scope</b>	This Unit covers the following: <ul style="list-style-type: none"> <li>• Take precautionary measures to avoid work hazards</li> <li>• Follow standard safety procedure</li> <li>• Use safety tools or personal protective equipment</li> <li>• Achieve safety standards</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria (PC)</b>
<b>Taking precautionary measures to avoid work hazards</b>	To be competent, the individual must be able to: PC1. assess the various hazards in the work areas PC2. take necessary steps to eliminate or minimize them PC3. analyse the causes of accidents at the workplace PC4. suggest measures to prevent such accidents from taking place PC5. take preventive measures to avoid risk of burns and other injury due to contact with hot surfaces such as stoves, gas, fire, hot liquids, hot foods, hot oil, etc. PC6. suggest methods to improve the existing safety procedures at the workplace PC7 undertake necessary equipment/vehicle checks and maintenance
<b>Following standard safety procedure</b>	To be competent, the individual must be able to: PC8. be aware of the locations of fire extinguishers, emergency exits, etc. PC9. practice correct emergency procedures PC10. check and review the storage areas frequently PC11. stack items in an organised way and use safe lifting techniques to reduce risk of injuries from handling procedures at the storage areas PC12. ensure to be safe while handling materials, tools, acids, chemicals, detergents, etc. PC13. store the chemicals and acids in a well-ventilated and locked areas with warning signs displayed PC14. ensure safe techniques while moving furniture and fixtures PC15. ensure to reduce risk of injury from use of electrical tools PC16. read the manufacturer’s manual carefully before use of any equipment PC17. unplug the electrical equipment before performing Front Office Management, cleaning and maintenance to avoid injuries PC18. keep the floors free from water and grease to avoid slippery surface



	<p>PC19. ensure to use non slip liquids and waxes to polish and treat floors, if required</p> <p>PC20. use rubber mats to the places where floors are constantly wet</p> <p>PC21. ensure safety from injuries of cuts to loss of fingers, while handling sharp tools such as knives, needles, etc.</p> <p>PC22. use flat surfaces, secure holding and protective wear while using such sharp tools</p> <p>PC23. use health and safety practices for storing, cleaning, and maintaining tools, equipment, and supplies</p> <p>PC24. practice ergonomic lifting, bending, or moving equipment and supplies</p> <p>PC25. ensure first aid box is adequately stocked with required necessary items</p> <p>PC26. promote a “clean and green” environment by ensuring that rubbish is not discarded unless in bins or biodegradable bags provided</p>
<p><b>Using safety tools or Personal Protective Equipment</b></p>	<p>To be competent, the individual must be able to:</p> <p>PC27. ensure the workers have access to first aid kit when needed</p> <p>PC28. ensure all equipment and tools are stored and maintained properly and safe to use</p> <p>PC29. ensure to use personal protective equipment and safety gear such as gloves, mask, headwear, footwear, glasses, goggles, etc. for specific tasks and work conditions where required</p> <p>PC30. ensure to display safety signs at places where necessary for people to be cautious</p> <p>PC31. ensure electrical precautions such as insulated clothing, adequate equipment insulation, dry work area, switch off the power supply when not required, etc.</p> <p>PC32. ensure availability of general health and safety equipment such as fire extinguishers, first aid equipment, safety equipment, clothing, safety installations such as fire exits, exhaust fans, etc., are available</p>
<p><b>Achieving safety standards</b></p>	<p>To be competent, the individual must be able to:</p> <p>PC33. document all the first aid treatments, inspections, etc., conducted to keep track of the safety measures undertaken</p> <p>PC34. comply with the established safety procedures of the workplace</p> <p>PC35. report to the supervisor on any problems and hazards identified</p> <p>PC36. ensure zero accident at workplace</p> <p>PC37. adhere to safety standards and ensure no material damage</p>
<p><b>Knowledge and Understanding (K)</b></p>	
<p><b>A. Organisational Context (Knowledge of the company/ organisation)</b></p>	<p>The individual on the job must demonstrate knowledge and understanding of:</p> <p>OK1. company’s policies on safety procedures at workplace</p> <p>OK2. company’s Human Resources policies</p> <p>OK3. company’s reporting structure</p> <p>OK4. company’s documentation policy</p>

<b>and its processes)</b>	OK5. company's customer profile
<b>B. Technical Knowledge</b>	<p>The individual on the job must demonstrate knowledge and understanding of:</p> <ul style="list-style-type: none"> <li>TK1. personal protective equipment should be worn and how it is cared for</li> <li>TK2. purpose and usage of protective gears such as gloves , protective goggles, masks, etc. while working</li> <li>TK3. how to provide the first aid treatment at workplace</li> <li>TK4. significance of accidental risks to the worker and productivity loss</li> <li>TK5. reporting procedure or hierarchy for signs of damage and potential hazards</li> <li>TK6. methods to minimize accidental risks</li> <li>TK7. safe handling chemicals, acids, etc. for cleaning</li> <li>TK8. material handling procedure</li> <li>TK9. standard operating procedure for safety drills and equipment maintenance</li> <li>TK10. precautionary activities to be followed for work place safety</li> <li>TK11. optimal operation of tools and electrical equipment</li> <li>TK12. emergency procedures to be followed in case of an mishap such as fire accidents, etc.</li> </ul>
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Reading Skills</b>
	<p>The individual on the job must be able to:</p> <ul style="list-style-type: none"> <li>CS1. read and interpret relevant organisation policies, procedures and diagrams that identify safety practices</li> <li>CS2. read job sheets, company policy documents and information displayed at the workplace</li> <li>CS3. read notes/comments from the supervisor</li> </ul>
	<b>Writing Skills</b>
	<p>The individual on the job must be able to:</p> <ul style="list-style-type: none"> <li>CS4. fill up documentation relevant to one's role in safety</li> <li>CS5. generate reports to supervisors on work-related activities</li> </ul>
<b>B. Professional Skills</b>	<b>Oral Communication (Listening and Speaking skills)</b>
	<p>The individual on the job must be able to:</p> <ul style="list-style-type: none"> <li>CS6. verbally report safety hazards and poor organisation practice</li> <li>CS7. communicate supervisor about the work safety issues</li> <li>CS8. receive instructions from supervisor on minimizing the accidental risks</li> <li>CS9. communicate co-workers about the precautions to be taken for accident free work</li> </ul>
<b>B. Professional Skills</b>	<b>Decision Making</b>
	<p>The individual on the job must be able to:</p> <ul style="list-style-type: none"> <li>PS1. select appropriate hand tools and personal protection equipment</li> <li>PS2. identify first aid needs in case of accident and of an injury</li> </ul>

	<b>Plan and Organise</b>
	The individual on the job must be able to: PS3. organise information and generate, manage and maintain records relevant to work
	<b>Customer Centricity</b>
	N/A
	<b>Problem Solving</b>
	N/A
	<b>Analytical Thinking</b>
	The individual on the job must be able to: PS4. use safety equipment such as fire extinguisher during fire accidents PS5. store chemicals and tools in a safe way PS6. use tools and equipment without causing any injury to fellow workers
<b>Critical Thinking</b>	
The individual on the job must be able to: PS7. carry out numerical calculation and basic statistical analysis	

**UNIT 15 (Optional)** [This Unit is about gaining working competence in a language other than that used daily, i.e., a foreign language or a local language].

<b>Unit No.</b>	<b>15</b>
<b>Unit Title</b>	<b>Learn a foreign or local language(s) including English</b>
<b>Description</b>	This Unit is about gaining working competence in a language other than that used daily, i.e., a foreign language or a local language
<b>Scope</b>	This Unit covers the following: <ul style="list-style-type: none"> <li>Gain understanding of common vocabulary required to address customers' queries</li> <li>Achieve 'minimal pass' level of language proficiency as per UN standards or as specified by the company</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria (PC)</b>
<b>Gaining understanding of common vocabulary required</b>	To be competent, the individual must be able to: PC1. understand from the company, the typical foreign or vernacular language queries PC2. learn keywords that may be used to pose those queries PC3. practice short oral conversations in the language, preferably, with colleagues or fellow trainees PC4. listen to focussed or recorded sentences as spoken typically in the language
<b>Achieving 'minimal pass standards' of language proficiency</b>	To be competent, the individual must be able to: PC5. speak without hesitation and fear of being incorrect PC6. express coherently in complete sentences over a variety of topics, albeit with effort PC7. exhibit basic range of vocabulary and range of expression PC8. seek to improve language proficiency to 'working knowledge' level
<b>Knowledge and Understanding (K)</b>	
<b>A. Organisational Context (Knowledge of the company/ organisation and its processes)</b>	The individual on the job must demonstrate knowledge and understanding of: OK1. company's policies on use of language OK2. company's Human Resources policies OK3. company's reporting structure OK4. company's documentation policy OK5. company's customer profile
<b>B. Technical Knowledge</b>	The individual on the job must demonstrate knowledge and understanding of: TK1. preferred languages of usual customers TK2. geographical variations of spoken languages TK3. how to pick up the basic grammar of the language TK4. how to identify common expressions used by customers to express their needs and queries TK5. how to use the correct terms as appropriate for the situation TK6. different proficiency levels of language as accepted globally TK7. UN standards of language proficiency

<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Reading Skills</b>
	The individual on the job must be able to: CS1. read the language, e.g., words, sentences, etc. CS2. understand translations
	<b>Writing Skills</b>
	The individual on the job must be able to: CS3. write in the language
	<b>Oral Communication (Listening and Speaking skills)</b>
	The individual on the job must be able to: CS4. interact with customers confidently in their preferred language CS5. not to offend the customer with improper use of language, unknowingly CS6. use the right intonations and pauses CS7. express limited language proficiency so as to alert customer of limitations to fluent conversations
<b>B. Professional Skills</b>	<b>Decision Making</b>
	N/A
	<b>Plan and Organise</b>
	The individual on the job must be able to: PS1. organise information and generate, manage and maintain records relevant to work
	<b>Customer Centricity</b>
	N/A
	<b>Problem Solving</b>
	N/A
	<b>Analytical Thinking</b>
	The individual on the job must be able to: PS2. use audio aids to listen to expressions and correct use of language PS3. build vocabulary
<b>Critical Thinking</b>	
	The individual on the job must be able to: PS4. improve language skills over time PS5. practice at every opportunity available

## 5. EQUIPMENT, TOOLS AND CONSUMABLE MATERIALS

These include cruise ship, wing or canopy, boat, canoe, camping tent, smart phone, map, camera, GPS unit, compass, variometer and radio, computer, harness, parachute, helmet, hunting gun, note pads and pens, etc.

## 6. DILEMMAS/CHALLENGES AND COMPLEXITIES FOR A JOB HOLDER

Dilemmas associated with the job of Tour Guide include working in dangerous areas, long working hours, pressure from tourists and supervisors, language

barriers, working in extreme weather such as rain, cold and hot conditions and environments with high possibility of accidents.

### **6.1 Alternative Choices (Solutions) to Dilemmas and Complexities**

Solutions to dilemmas include enhancing pre tour planning activities, briefing tourists on dangerous areas or activities in the destination or spot of interest, carrying medical kits during tours, exercising regularly to maintain physical fitness, learning other languages other than the official and local languages, etc.

## **7. WORKING CONDITIONS/ENVIRONMENT**

Working conditions include confined spaces, forested areas, slippery areas, heights, cold or hot and rainy conditions, bright and dark areas, day and night shifts, etc.

## **8. PARTIES INVOLVED/INTERACTING WITH THE JOB HOLDER OR TRAINEE**

### **8.1 Internal/Within the Organisation**

Trainers, supervisors, fellow employees, etc.

### **8.2 External/Outside the Organisation**

Tourists, trainers, government regulators, suppliers of equipment/tools/consumables, Guides from other organisations, etc.

## **9. PHYSICAL DEMANDS ON THE BODY**

- Be able to walk and stand for long periods of time;
- Be able to hike, climb, and rappel to and from high altitudes;
- Bend, stretch, twist, or reach out;
- Coordinate movement of several parts of the body, such as arms and legs, while the body is moving;
- Have full hand dexterity;
- Etc.

## **ANNEX A**

### **Criteria for Assessments based on this NOS**

#### **A.1 Guidelines for Assessment**

**A.1.1** Criteria for assessment for curricula and learning programmes based on this NOS will be created by curricula and programmes developers. Each Performance Criteria (PC) will be assigned marks proportional to its importance in the NOS. Curricula and programmes developers will also lay down proportion of marks for theory and practical skills for each performance criteria, giving more weight to practical skills.

There shall be allocated the 'Total Mark', which will be the sum of all marks in each Unit, distributed across the number of PCs in that particular Unit. The 'Out Of' mark will be the mark allocated to each PC, which will be shared between theory and practical skills assessments.

**A.1.2** Awarding/assessment bodies or institutions and other users of the NOS will create unique question papers for the theory part and evaluations for skill practical part for their respective candidates.

## ANNEX B NOS Version Control

This Annex gives details necessary for the tracking of the NOS versions based on the number of revisions.

<b>NOS Code</b>	NOS.TG.01		
<b>ZQF Level</b>	Trade Test III/Level 1 Certificate  <i>Note: the suggested level is yet to be provided for on the ZQF</i>	<b>Version Number</b>	01
<b>Sector</b>	Tourism	<b>Date of Approval</b>	September, 2020
<b>Sub-sector</b>	Travel and Tours	<b>Date of Last Review</b>	N/A
<b>Occupation</b>	Tour Guiding	<b>Date of Next Review</b>	October, 2025









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