

Model Curriculum

Travel Consultant

SECTOR: TOURISM AND HOSPITALITY
SUB-SECTOR: TOURS AND TRAVEL
OCCUPATION: TOUR PACKAGING
REF. ID: THC/Q4404 ,VERSION 1.0
NSQF LEVEL: 4



Certificate

CURRICULUM COMPLIANCE TO QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the

TOURISM AND HOSPITALITY SKILL COUNCIL

for the

MODEL CURRICULUM

Complying to National Occupational Standards of
Job Role/ Qualification Pack: 'Travel Consultant' QP No. 'THC/Q4404 NSQF Level 4'

Date of Issuance: December 10th, 2015

Valid up to: March 25th, 2016

* Valid up to the next review date of the Qualification Pack


Authorized Signatory
(Tourism and Hospitality Skill Council)

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Travel Consultant

CURRICULUM / SYLLABUS

This program is aimed at training candidates for the job of a “Travel Consultant”, in the “Tourism and Hospitality” and aims at building the following key competencies amongst the learner

Program Name	Travel Consultant		
Qualification Pack Name & Reference ID.	Travel Consultant THC/Q4404 ,Version 1.0		
Version No.	1.0	Version Update Date	25-03 -2015
Pre-requisites to Training	Preferable Diploma Post Graduate		
Training Outcomes	<p>After completing this programme, participants will be able to:</p> <ul style="list-style-type: none"> • Understand the tour packaging requirements of the customers • Plan itinerary as per customer’s requirement • Arrange and monitor tour package • Maintain IPR of the customers • Exhibit Proper etiquette and conduct • Follow age and gender sensitive practices • Follow Health, hygiene and safety practices in the industry • Effectively communicate with Guests and Colleagues 		

This course encompasses 10 out of 10 National Occupational Standards (NOS) of “Travel Consultant”, Qualification Pack issued by “Tourism and Hospitality”.

Sr. No.	Module	Key Learning Outcomes	Equipment Required
1	<p>Welcoming the customer</p> <p>Theory Duration (hh:mm) 03:00</p> <p>Practical Duration (hh:mm) 08:00</p> <p>Corresponding NOS Code THC/N4410</p>	<ul style="list-style-type: none"> Receive customer with a smile or welcoming mail / telephone response Ensure all walk-in customers are attended to Offer refreshments to walk-in customers Make customers comfortable and be accessible to them for queries Inform them about any ongoing promotions 	<p>White board</p> <p>Audio visual</p> <p>Brochures</p> <p>Pamphlets</p> <p>Other promotional material</p>
2	<p>Engaging with customers and identifying their needs</p> <p>Theory Duration (hh:mm) 04:00</p> <p>Practical Duration (hh:mm) 08:00</p> <p>Corresponding NOS Code THC/N4410</p>	<ul style="list-style-type: none"> Understanding the type of tour customer is looking for Understanding the needs of the customer Initiate enquiries Understand other details such as duration of travel, number of people, budget etc. Understand an appropriate destination based on their preferences Identify the type of group Analyze the type of package that can be offered Suggest some best place options and things to do there for customers who haven't planned anything in particular Ensure to be polite and attentive Send mails or stay in touch through phone if customers have not decided across the counter Be updated on current prices of accommodation, transport etc. Keep the customer informed about any new product 	<p>White board</p> <p>Audio visual</p>
3	<p>Gathering resources</p> <p>Theory Duration (hh:mm) 04:00</p> <p>Practical Duration (hh:mm) 07:00</p> <p>Corresponding NOS Code THC/N4411</p>	<ul style="list-style-type: none"> Collect resources such as brochures, travel books etc. Ensure to have the railway and airline timetable for the destination Gather travel magazines related to destination Co-ordinate with government tourist offices of the destination Update information on various facilities and services at the destination Compile the customer's needs 	<p>White board</p> <p>Audio visual</p> <p>Travel magazines</p> <p>Railway and airline time table</p>

Sr. No.	Module	Key Learning Outcomes	Equipment Required
4	<p>Estimating tour cost</p> <p>Theory Duration (hh:mm) 04:00</p> <p>Practical Duration (hh:mm) 08:00</p> <p>Corresponding NOS Code THC/N4411</p>	<ul style="list-style-type: none"> Analyze the cost of travel through various modes Understand the costs of different accommodations Understand the package rates from different travels Browse through entrance fees of places of interest Plan on cost of meals, shopping, guides as per customer's cost of living Gather all costs and include any miscellaneous expenses that may occur Estimate total cost of tour along with mark-up 	White Board Audio-Visual
5	<p>Preparing Itinerary</p> <p>Theory Duration (hh:mm) 04:00</p> <p>Practical Duration (hh:mm) 08:00</p> <p>Corresponding NOS Code THC/N4411</p>	<ul style="list-style-type: none"> Decide on route map and ensure routing is planned with nearby locations packed together Plan in a way that all places of attraction are efficiently covered within the time available Consider details like interest of tourist and their energy levels Prepare itinerary from beginning of journey till the end Ensure to add all important tourist destinations into it Mention the opening and closing time of places of interest and background information of that place too Include the distance between the various locations Mention the various restaurant options around Include time taken for every activity Ensure the tour package is tailored according to the customer's interest 	White board Audio visual Sample itinerary Pictures / postcards of famous places of interest around the world
6	<p>Handing over the final package</p> <p>Theory Duration (hh:mm) 03:00</p> <p>Practical Duration (hh:mm) 08:00</p> <p>Corresponding NOS Code THC/N4412</p>	<ul style="list-style-type: none"> Provide relevant travel information to the customer Ensure to update the customer with destination information Notify the customer on luggage limits, insurance, medical, travel documents, currency etc. Advice the customers on the issues that can be faced during travel 	White board Audio visual Passport Visa
7	Co-ordinating with	<ul style="list-style-type: none"> Co-ordinate for booking of tickets, hotels, visa etc. 	White board

Sr. No.	Module	Key Learning Outcomes	Equipment Required
	<p>industry partners and departments</p> <p>Theory Duration (hh:mm) 04:00</p> <p>Practical Duration (hh:mm) 08:00</p> <p>Corresponding NOS Code THC/N4412</p>	<ul style="list-style-type: none"> Confirm the customer's name at the hotel and airline once the booking is made Ensure the necessary processing in case the customer cancels the tour Co-ordinate for transportation Arrange for a tour escort or guide who is well versed in the preferred language of the customer Co-ordinate with appropriate departments on events, entertainment etc. arranged during the travel 	<p>Audio visual</p> <p>Air ticket</p> <p>Railway ticket</p> <p>Bus ticket</p> <p>Hotel booking voucher</p>
8	<p>Informing of any mishaps to customers and assist the customers</p> <p>Theory Duration (hh:mm) 04:00</p> <p>Practical Duration (hh:mm) 08:00</p> <p>Corresponding NOS Code THC/N4413</p>	<ul style="list-style-type: none"> Inform the customers if there is any alteration required to the planning, cancellations, postponement etc. Convince the customer politely if there is any discrepancy in planned itinerary Compensate them with a better option Process refunds timely, if any Assist customers quickly and conveniently if they plan to have a change or upgrade while on tour Ensure the altered service offered matches customer expectations 	<p>White board</p> <p>Audio visual</p>
9	<p>Seeking customer feedback</p> <p>Theory Duration (hh:mm) 03:00</p> <p>Practical Duration (hh:mm) 08:00</p> <p>Corresponding NOS Code THC/N4413</p>	<ul style="list-style-type: none"> Get in touch with the customer after tour and understand how they feel about the package Collect the feedback from customers Provide questionnaire and get a rating for service Attend to customer dissatisfaction and complaints Ensure to rectify if there was some negative feedback 	<p>White board</p> <p>Audio visual</p> <p>Customer feedback form</p>
10	<p>Recording, documentation and customer satisfaction</p>	<ul style="list-style-type: none"> Record customer details Document monthly status report of walk-ins and turn-outs Ensure to maintain privacy of customer 	<p>White board</p> <p>Audio visual</p>

Sr. No.	Module	Key Learning Outcomes	Equipment Required
	<p>Theory Duration (hh:mm) 03:00</p> <p>Practical Duration (hh:mm) 08:00</p> <p>Corresponding NOS Code THC/N4413</p>	<p>details</p> <ul style="list-style-type: none"> Ensure to maintain trust and reliability Ensure all needs of customers are met Ensure to maintain long term relations with customers 	
11	<p>Interacting with superiors and colleagues</p> <p>Theory Duration (hh:mm) 03:00</p> <p>Practical Duration (hh:mm) 08:00</p> <p>Corresponding NOS Code THC/N9901</p>	<ul style="list-style-type: none"> Receive job order and instructions from reporting superior Escalate unresolved problems or complaints to relevant superior Understand work output requirements, targets, performance indicators and incentives Deliver quality work and report anticipated delays with reason Communicate maintenance and repair schedule to superior Receive feedback on work standards Document the completed work Show trust, support and respect to all colleagues and assist them with information and knowledge Try to achieve smooth overflow Identify the potential and existing conflicts with colleagues and resolve them Seek assistance from colleagues when required Pass on essential information to colleagues in a timely manner Behave responsibly and use polite language with colleagues Interact with colleagues from different functions to understand their nature of work To understand teamwork, multi tasking, co-operation, co-ordination and collaboration Lookout for any errors and help colleagues to rectify them 	<p>White board Audio visual</p>
12	<p>Communicating with customers</p> <p>Theory Duration (hh:mm) 03:00</p>	<ul style="list-style-type: none"> Identify customer needs by asking questions Have good knowledge on product and services and brief the customer clearly on them in a polite and professional manner Build friendly but impersonal relationship with the customers Use appropriate language and tone and listen 	<p>White board Audio visual</p>

Sr. No.	Module	Key Learning Outcomes	Equipment Required
	<p>Practical Duration (hh:mm) 08:00</p> <p>Corresponding NOS Code THC/N9901</p>	<p>actively</p> <ul style="list-style-type: none"> • Show sensitivity to gender/ cultural and social differences • Understand customer expectations and provide appropriate product/services • Understand customer dissatisfaction and address their complaints • Maintain proper body language and dress code • Communicate clearly and effectively with the guest • Inform the customers on any issues and developments involving them • Respond back to the customer immediately • Upselling/promoting suitable products and services • Seek feedback from customers • Explain terms and conditions clearly 	
13	<p>Service quality requirements</p> <p>Theory Duration (hh:mm) 03:00</p> <p>Practical Duration (hh:mm) 08:00</p> <p>Corresponding NOS Code THC/N9902</p>	<ul style="list-style-type: none"> • Understand target customers, their profiles and needs • Build good rapport with the customer • Understand the market trends and customer expectations by discussing the same with frequent customers • Seek feedback and rating from customer • Use customer oriented behaviour to gain loyalty and satisfaction • Be friendly but not familiar with guest 	White board Audio visual
14	<p>Achieving customer satisfaction through customer-centric service</p> <p>Theory Duration (hh:mm) 03:00</p> <p>Practical Duration (hh:mm) 08:00</p> <p>Corresponding NOS Code THC/N9902</p>	<ul style="list-style-type: none"> • Ensure fair and honest treatments to customers • Enhance company's brand value • Read customer expectations and ensure they are met • Readily accept and implement new ideas to improve customer satisfaction • Communicate customer feedback to superior • Offer promotions to improve product satisfaction • Consult with senior on unscheduled customer requests 	White board Audio visual
15	<p>Etiquettes</p>	<ul style="list-style-type: none"> • Greet, welcome and address the customer appropriately 	White board Audio visual

Sr. No.	Module	Key Learning Outcomes	Equipment Required
	<p>Theory Duration (hh:mm) 03:00</p> <p>Practical Duration (hh:mm) 08:00</p> <p>Corresponding NOS Code THC/N9903</p>	<ul style="list-style-type: none"> Maintain pitch and tone of voice while speaking to customers Maintain high standards of practice and transparency in pricing Answer the telephone Communicate appropriately with the customer Dress professionally Maintain personal integrity and ethical behaviour Maintain personal grooming and positive body language Demonstrate responsible and disciplined behaviour Escalate grievances to appropriate authority 	
16	<p>Achieving customer satisfaction by being professional</p> <p>Theory Duration (hh:mm) 03:00</p> <p>Practical Duration (hh:mm) 07:00</p> <p>Corresponding NOS Code THC/N9903</p>	<ul style="list-style-type: none"> Use appropriate titles and terms of respect Handle customer grievances professionally Offer friendly, courteous and hospitable service to the customers Provide assistance with sincere attitude Achieve 100% customer satisfaction Understand customer loyalty and brand value 	White board Audio visual
17	<p>Services and facilities specific to age / gender / special needs</p> <p>Theory Duration (hh:mm) 03:00</p> <p>Practical Duration (hh:mm) 07:00</p> <p>Corresponding NOS Code THC/N9904</p>	<ul style="list-style-type: none"> Ensure that the customer feels safe Understand procedures to be followed during terrorist attacks Know the facilities and services specific to gender and age Co-ordinate with team to meet these needs Educate customers about entertainment programs for children, basic safeguard procedures for senior citizens Arrange for transport and equipment as required by senior citizens Understand availability of medical facilities/doctor 	White board Audio visual
18	<p>How to behave with women at workplace?</p> <p>Theory Duration (hh:mm)</p>	<ul style="list-style-type: none"> Understand women rights and company's policies regarding them Know special facilities available for women colleagues and customers Inform about methods to ensure safety and 	White board Audio visual

Sr. No.	Module	Key Learning Outcomes	Equipment Required
	<p>Theory Duration 66Hrs.</p> <p>Practical Duration 154Hrs.</p>	sample tickets for bus, train and airways, travel insurance documents, postcards with places of interest, bills, invoice, travel magazines	

Grand Total Course Duration: **220 Hours, 0 Minutes**

Recommended OJT Hours:**30 days** as a Tour Consultant assistant covering the practical aspects of the job

(This syllabus/ curriculum has been approved by **SSC: Tourism and Hospitality Council**)

Trainer Prerequisites for Job role “Travel Consultant” mapped to Qualification Pack: “THC/Q4404 ,Version 1.0”

Sr. No.	Area	Details
1	Job Description	To deliver accredited training service, mapping to the curriculum detailed above, in accordance with the Qualification Pack “THC/Q4404 ,Version 1.0”
2	Personal Attributes	Aptitude for conducting training, and pre/ post work to ensure competent, employable candidates at the end of the training. Strong communication skills, interpersonal skills, ability to work as part of a team; a passion for quality and for developing others; well-organised and focused, eager to learn and keep oneself updated with the latest in the mentioned field.
3	Minimum Educational Qualifications	Certificate/Diploma/Degree in Hotel Management
4a	Domain Certification	Certified for training for Job Role: “Travel Consultant” mapped to QP: “THC/Q4404 ,Version 1.0” with minimum passing score 70%
4b	Platform Certification	Recommended that the Trainer is certified for the Job Role: “Trainer”, mapped to the Qualification Pack: “SSC\Q1402”. Minimum accepted score is 70%.
5	Experience	At least 5 years’ experience in Travel Industry including one year as supervisory capacity as a Travel Consultant. Experience as Departmental Trainer/ On the Job Trainer would be essential.

Annexure: Assessment Criteria

Assessment Criteria for Travel Consultant	
Job Role	Travel Consultant
Qualification Pack	THC/Q4404 ,Version 1.0
Sector Skill Council	Tourism and Hospitality Skill Council

Sr. No.	Guidelines for Assessment
1	Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for each PC.
2	Each NOS will assessed both for theoretical knowledge and practical which is being proportionately demonstrated in the table below.
3	The assessment for the theory part will be based on knowledge bank of questions created by the SSC
4	To pass the Qualification Pack, every trainee should score a minimum aggregate of 60%

Assessable Outcomes	Assessable Criteria	Total Marks (500)	Out of	Theory	Skills Practical
THC/N4410 Engage with customer to understand their tour packaging requirement	PC1. receive the customers with a smile or welcoming mail/ telephonic response	50	1.5	0.5	1.0
	PC2. ensure that any of the customers who walk-in are not left unattended		1.5	0.5	1.0
	PC3. offer refreshments to the walk-in customer		1.5	0.5	1.0
	PC4. make the customers comfortable and be accessible to them for any queries		1.5	0.5	1.0
	PC5. explain the different services and products that the company offers		1.5	0.5	1.0
	PC6. brief them on any promotional plans that may be on-going		1.5	0.5	1.0
	PC7. understand the type of tour the customers are looking for, such as a leisure package, heritage package, pilgrimage package, cruise package, adventure package, etc.		2.5	1.0	1.5
	PC8. understand the needs of the customer if they are planning for a multiple place visit or a single location		2.5	1.0	1.5
	PC9. initiate queries and identify the needs of the customer based on their travel needs, shopping needs, package needs, etc.		2.5	1.0	1.5
	PC10. understand the duration of their travel, number of people planning the travel, mode of travel, budget, etc.		2.5	1.0	1.5
	PC11. understand an appropriate destination of their interest, travel dates, accommodation preferences, etc.		2.5	1.0	1.5
	PC12. identify the type of group planning the travel such as family, friends, colleagues, etc.		2.5	1.0	1.5
	PC13. analyze the type of package that can be offered based on the customer needs and their budget		2.5	1.0	1.5
	PC14. suggest some best place options, best things to do in these places, best eateries and experiences to have, etc. to the customers who have not planned of any particular travel destination or type		2.5	1.0	1.5
	PC15. ensure to be polite and listen to them with attentiveness understanding their requirement		2.5	1.0	1.5
	PC16. send mails or stay in touch through phone if the walk in customers do not confirm their booking across the table and ask time for deciding		2.5	1.0	1.5
	PC17. ensure to be updated on the current prices of the accommodation, transportation, travel fares, etc. from the procurement team		2.5	1.0	1.5

Assessable Outcomes	Assessable Criteria	Total Marks (500)	Out of	Theory	Skills Practical
	PC18. keep the customers posted on any new product arrivals		2.5	1.0	1.5
	PC19. handle the incoming calls, mail and walk-ins from travel agents and direct customers		2.0	1.0	1.0
	PC20. brief the customers on the rough estimate cost of the package according to their needs		2.5	1.0	1.5
	PC21. inform the customers on the terms and conditions of pay and other details as per company policy		2.5	1.0	1.5
	PC22. educate the customers on the destinations completely making it easier for them to choose		2.0	1.0	1.0
	PC23. suggest alternative travel plans and dates to the customers if any interesting event or entertainment is to happen at those dates in the destination		2.0	1.0	1.0
	POINTS		50	20	30
	TOTAL POINTS				500



Tourism and Hospitality Sector Skill Council

405/6, 4th Floor DLF City Court, Near Sikanderpur Metro Station, Gurgaon - 122002, Haryana, India