



Federal Ministry of Education



Regulatory Body



Sector Skills Council



Sectoral Awarding Body

**NATIONAL SKILLS QUALIFICATION AWARD
IN
HOSPITALITY AND TOUR OPERATIONS
LEVELS 1, 2, 3 & 4**



**INSTITUTE FOR TOURISM PROFESSIONALS OF NIGERIA
(ITPN) NSQ LEVELS 1, 2, 3 & 4**

SECTOR SKILLS COUNCIL: -

- NATIONAL INSTITUTE FOR HOSPITALITY AND TOURISM (NIHOTOUR)

SECTORIAL AWARDING BODY: -



- INSTITUTE FOR TOURISM PROFESSIONALS OF NIGERIA (ITPN)

14, Ubiaja Crescent, Off Ladoke Akintola Boulevard, Garki 2, Abuja

Email: itpntourism@gmail.com, tourismpro@hotmail.co.uk, info@tourism.org.ng

Website: www.tourism.org.ng

Tel: 08124225232, 08119599908

Twitter: itpnigeria Facebook: itpnigeria Instagram: itpnigeria

**Based on Occupational Standards Approved by NBTE 10TH March, 2025
REF. C/TEB/VOL.X155**

CONTENTS

NSQ LEVEL 1: HOSPITALITY AND TOUR OPERATIONS

GENERAL GUIDE

MANDATORY UNITS

1. MAINTAIN SAFE, HYGIENIC AND SECURE ENVIRONMENT
2. COMMUNICATE AT WORK ENVIRONMENT
3. TEAM WORK IN TRAVEL AND TOURISM TEAM

OPTIONAL UNITS (ADDITIONAL 12 CREDITS MINIMUM)

4. TRAVEL, LEISURE & TOURISM INFORMATION
5. TRAVEL DOCUMENTATION
6. CUSTOMER SERVICE PRACTICES
7. CARRYING OUT EVENT TASKS
8. TRAVEL, LEISURE AND TOURISM CUSTOMER BOOKING SERVICES
9. TRAVEL, LEISURE AND TOURISM PAYMENT SERVICES
10. SELL TRAVEL-RELATED PRODUCTS AND SERVICES
11. ASSIST CUSTOMERS BOOK TRAVEL, LEISURE AND TOURISM SERVICES
12. PREPARATION FOR FOOD AND BEVERAGE SERVICE
13. PREPARATION AND CLEARING FOR BEVERAGE SERVICE
14. BEVERAGE SERVICE
15. BUFFET AND CARVER SERVICE

NSQ LEVEL 2: HOSPITALITY AND TOUR OPERATIONS

GENERAL GUIDE

MANDATORY UNITS

1. MAINTAIN SAFE, HYGIENIC AND SECURE ENVIRONMENT
2. COMMUNICATE AT WORK ENVIRONMENT
3. TEAM WORK IN TRAVEL AND TOURISM TEAM

OPTIONAL UNITS (ADDITIONAL 20 CREDITS MINIMUM)

4. CONDUCT TOURS
5. CUSTOMER SERVICE PROBLEMS
6. PASSENGER AND VISITOR COMPLIANCE WITH TRANSPORT REGULATORY REQUIREMENTS
7. BUSINESS TRAVEL ACCOUNT OPERATIONS
8. LEISURE, TRAVEL AND TOURISM OPPORTUNITIES AND ACTIVITIES
9. DISTRIBUTION OF TOURISM -RELATED PRODUCTS AND SERVICES
10. BASIC LEISURE TRAVEL AND TOURISM ICT DOCUMENTATION
11. PASSENGER AND VISITORS CHECKING: MANUALLY AND ELECTRONICALLY
12. HANDLING CUSTOMER HANDOVER SERVICES
13. ORGANIZATION OF EVENTS
14. CUSTOMER TOUR SELECTION AND BOOKING SERVICES
15. TRAVEL AND TOURISM PAYMENT SERVICES
16. BEVERAGES SERVICE
17. BUFFET AND CARVER SERVICE
18. PREPARATION AND SERVICE OF COCKTAILS
19. DINING ROOM OPERATION
20. BANQUET/CATERING FUNCTION
21. SERVICE IN THE DINING /RESTAURANT AREA

NSQ LEVEL 3: HOSPITALITY AND TOUR OPERATIONS

GENERAL GUIDE

MANDATORY UNITS

1. MAINTAIN SAFE, HYGIENIC AND SECURE ENVIRONMENT
2. COMMUNICATE AT WORK ENVIRONMENT
3. TEAM WORK IN TRAVEL AND TOURISM TEAM

OPTIONAL UNITS (ADDITIONAL 27 CREDITS MINIMUM)

4. CONDUCT LOCAL TOURS
5. SOLVING CUSTOMER SERVICE PROBLEMS
6. TRANSPORT LEGAL, REGULATORY, ETHICAL AND SOCIAL REQUIREMENTS
7. MANAGING BUSINESS TRAVEL ACCOUNT
8. PROMOTING OPPORTUNITIES AND ACTIVITIES FOR INDIVIDUAL AND GROUP LEISURE CUSTOMERS
9. INFORMATION FOR SALES OF TOURISM --RELATED PRODUCTS AND SERVICES
10. CUSTOMER SERVICE DURING HANDOVER

11. ORGANIZING SMALL SIZED EVENTS

12. CUSTOMER SERVICES IN LEISURE, TRAVEL AND TOURISM SELECTION, BOOKING AND PROCESSING
13. PROCESSING TRAVEL & TOURISM SERVICES PAYMENT
14. SELLING TRAVEL-RELATED PRODUCTS AND SERVICES
15. TRAVEL GLOBAL DISTRIBUTION SERVICES (GDS)
16. FOOD SAFETY IN STORING, PREPARATION AND SERVICE OF FOOD AND BEVERAGES.
17. DINING ROOM AREA
18. BANQUET/CATERING FUNCTION
19. DINING AREA/RESTAURANT TEAM
20. SILVER SERVICE
21. BUFFET AND CARVERY SERVICE
22. PREPARATION AND SERVICE OF COCKTAILS
23. TABLE AND TRAY SERVICE

NSQ LEVEL 4: HOSPITALITY AND TOUR OPERATIONS

GENERAL GUIDE

MANDATORY UNITS

1. MAINTAIN SAFE, HYGIENIC AND SECURE ENVIRONMENT
2. COMMUNICATE AT WORK ENVIRONMENT
3. TEAM WORK IN TRAVEL AND TOURISM TEAM

OPTIONAL UNITS (ADDITIONAL 36 CREDITS MINIMUM)

4. DELIVERING TOUR SERVICE BY TYPES
5. MONITORING AND SOLVING CUSTOMER SERVICE PROBLEMS
6. TRANSPORT LEGAL, REGULATORY, ETHICAL AND SOCIAL REQUIREMENTS
7. PROMOTING LEISURE OPPORTUNITIES AND ACTIVITIES FOR INDIVIDUALS AND GROUPS
8. PROCESSING TRAVEL DOCUMENTS USING MANUAL AND COMPUTER APPLICATION
9. HANDLING TRAVEL DOCUMENTATION
10. APPLICATION OF MANUAL AND COMPUTER DEVICES IN PASSENGER AND VISITOR CHECK-IN IN AIR, LAND AND WATER TRAVEL
11. CUSTOMER HAND-OVER SERVICE IN AIR, LAND AND WATER TRAVELS
12. EVENTS EXECUTION
13. APPLICATION OF IATA GLOBAL DISTRIBUTION SYSTEM (GDS) IN LEISURE, TRAVEL, HOSPITALITY AND TOURISM SERVICES
14. PROCESSING TRAVEL AND TOURISM SERVICES PAYMENT
15. SELLING TRAVEL AND TOURISM RELATED PRODUCTS AND SERVICES
16. PREPARING BUSINESS TRAVEL ACCOUNTS USING MANUAL AND E-ELECTRONIC DEVICES
17. PURCHASE AND MAINTAIN FOOD AND BEVERAGE SERVICE EQUIPMENT
- BANQUET/CATERING FUNCTION
18. CARRYOUT CUSTOMER SERVICE IN FOOD CARRYOUT CUSTOMER SERVICE IN FOOD
19. MANAGE GUEST EXPECTATIONS AND NEEDS
20. SUPERVISE DINING ROOM AREA OPERATION AREA
21. 20. SUPERVISE BANQUET/CATERING FUNCTION
22. SUPERVISE DINING AREA/RESTAURANT SERVICE
23. SUPERVISE SILVER SERVICE

NATIONAL SKILLS QUALIFICATION

HOSPITALITY AND TOUR OPERATIONS

LEVEL 1

MARCH, 2025

BACKGROUND

The Institute for Tourism Professionals of Nigeria (ITPN) is the Sectoral Awarding Body for hospitality, travel, leisure and tourism in Nigeria, representing members working in the public, private and non-profit sectors. It ensures the highest standards of professional competence in its members. ITPN sets professional standards and provides professional development opportunities through qualifications, training courses and events, at the same time securing employment for trainees in their various fields.

The Governing Board of the National Board for Technical Education, at its 76th regular meeting of October 2014, approved the Institute for Tourism Professionals of Nigeria (ITPN) as the Professional Awarding and Certification Body for the Hospitality, Travel, Leisure and Tourism Sector in Nigeria. By this, ITPN is mandated to develop and administer accredited qualifications, approve and monitor Training centres, and learning providers, provide continuous professional development (CPD) for private sector and public service personnel, from entry level to professional level, and award certificates and membership for every category of staff at different levels and skills.

PURPOSE OF THE QUALIFICATION

This qualification aims to provide trainees with the skills required for assisting in hospitality services and tour operations. It addresses areas such as assisting in preparation for food and beverage service, assisting in buffet and carver service, assisting in travel, leisure & tourism information.

OBJECTIVES OF THE QUALIFICATION

After this qualification, the learner will:

1. Gain knowledge and understanding of the safety and security needs of the hospitality industry, understanding the need to work as a team member and to communicate effectively at the workplace.
2. Be able to assist in undertaking travel documentation.
3. Be able to assist in undertaking in customers book travel, leisure and tourism services.
4. Be able to assist in undertaking in sell travel-related products and services.
5. Be able to assist in undertaking in carrying out event tasks.

ENTRY REQUIREMENTS

To be eligible for this qualification, you must have the following:

Educational qualification: Candidates with Junior Secondary School (JSS) Certificate are eligible for this qualification. The learner must be at least 18 years old. The learner needs to be certified medically fit to perform the duties required of a hospitality and tour operations operator. A background check is necessary because of the security-sensitive nature of the industry. A thorough background check and security clearance are mandatory.

NOS/ OCCUPATIONAL STANDARDS MAPPED

This qualification mirrors the Level 1 Hospitality and Tour Operations NOS developed by the Hospitality and Tourism Skills Sector Council of Nigeria (HHSSCN), which was validated in September 2024 and approved by NBTE on 10TH March 2025, with reference number: C/TEB/VOL.X155.

PROGRESSION ROUTE/CAREER PATHS

This qualification is for those who are interested in a career in hospitality and tour operations industry. It allows learners to learn, develop and practice the skills required for employment and /or career progression in the hospitality and tour operations sector. It allows the candidates to progress into level 2 NSQ and into occupational roles in areas such as Catering Assistant, Tourism Officer, Tour Guide and Server/ Bartender.

ASSESSMENT METHODS

Assessment tools and instruments can include, but are not limited to:

- Case Studies
- Observed Practical Exercises
- Observed Performance at Work
- Role-play and/or other targeted Group Activity
- Oral, Audio and Visual Processes and Presentations
- Long-Answer Questions (reports, proposals for action, specialist articles)
- Short Answer Questions and Structured Questions for oral (Skills based and Witten for knowledge-based criteria)
- Selected-Response Items (e.g. multiple-choice).

GRADING AND AWARDING CRITERIA

NSQ qualifications are assessed on competent or no yet competent. For a candidate to earn a qualification/they must earn a pass assessment in all the mandatory units and the required number of optional units. On completion of the required number of units and guiding hours, totalling 18 credit value, the learner will be awarded NSQ Level 1 hospitality and tour operations.

QUALIFICATION STRUCTURE**ITPN NSQ LEVEL 1: HOSPITALITY AND TOUR OPERATIONS****TOTAL CREDITS REQUIRED – 18 (MINIMUM)**

MANDATORY UNITS- FROM THIS GROUP YOU'LL NEED TO COVER ALL THE 3 UNITS
AND EARN A MINIMUM OF 6 CREDITS

S/N	UNIT TITLE	UNIT REFERENCE NUMBER	CREDIT VALUE	GUIDED LEARNING HOURS
UNIT 001	Maintain Safe, Hygienic and Secure Environment	TLT-HS-009-L1	2	20
UNIT 002	Communicate at Work Environment	TLT-TW-010-L1	2	20
UNIT 003	Team work in Travel and Tourism Team	TLT-CS-011-L1	2	20

OPTIONAL UNIT: FROM THIS GROUP YOU'LL NEED TO EARN A MINIMUM OF 12
CREDITS

UNIT 004	Travel, Leisure & Tourism Information	TLT-TA-001-L1	2	20
UNIT 005	Travel Documentation	TLT-TA-002-L1	2	20
UNIT 006	Customer Service Practices	TLT-TA-004-L1	2	20
UNIT 007	Carrying Out Event Tasks	TLT-TA-006-L1	2	20
UNIT 008	Travel, Leisure and Tourism Customer Booking Services	TLT-TA-007-L1	2	20
UNIT 009	Travel, Leisure and Tourism Payment Services	TLT-TA-009-L1	2	20
UNIT 010	Sell Travel-Related Products and Services	TLT-TA-010-L1	2	20
UNIT 011	Assist Customers Book Travel, Leisure and Tourism Services	TLT-TA-011 L1	2	20

UNIT 012	Preparation for food and beverage service	HTT-CW-002-L1	2	20
UNIT 013	Preparation and clearing for beverage service	HTT-CW-006-L1	2	20
UNIT 14	Beverage service	HTT-CW-010-L1	2	20
UNIT 15	Buffet and Carver service	HTT-CW-012-L1	2	20

UNIT 01: MAINTAIN HEALTH, SAFETY AND SECURITY IN TRAVEL, LEISURE AND TOURISM WORK ENVIRONMENT

Unit reference number: HTT-GP-001-L1

NSQ level: 1

Credit value: 2

Guided learning hours: 20

Unit Purpose:

To enable trainee acquire knowledge, skills and competence to observe and maintain safe hygienic work environment and to attain ethical standards at work.

Unit assessment/evidence requirements

Direct Observation (OBS)

Question & Answer (QA)

Witnesses Testimony (WT)

Assignment (ASS)

Personal Statement (PS)

Reflective/Learning Journal (LJ)

Work Product [(WP)

Recognition of Prior Learning (RPL)

Unit 01: Maintain safe, hygienic and secure working environment

LO (Learning outcome)		Criteria:-	Evidence Type				Evidence Ref Page number			
LO1 Maintain personal health and hygiene	1.1	wear clean, neat and appropriate personal protective equipment								
	1.2	work safely at all times, complying with health, safety and other relevant regulations and guidelines.								
	1.3	get any cuts, grazes and wound treated by the appropriate and qualified person in the work place								
	1.4	Report illness and infection promptly to the appropriate persons.								
LO2 Know how to maintain personal health and hygiene										
	2.1	State responsibility under the health and safety Act as it relates to own occupation								
	2.2	Follow general rules on hygiene that must be followed								
	2.3	identify correct personal Protection Equipment such as Head protection, foot protection, face and eye protection, hand								

[illegible]

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

COMMUNICATE AT TRAVEL, LEISURE AND TOURISM WORKPLACE

Unit 02: Effective Communication in Work Environment

Unit reference number: HTT-GP-002-L1

NSQ level: L1

Credit value: 2

Guided learning hours: 20

Unit Purpose:

To establish a quality communication system that is responsive and subject to change in meeting workers and employers' need in work environment.

Unit assessment requirements/evidence requirements

Direct Observation (OBS)

Question & Answer (QA)

Witnesses Testimony (WT)

Assignment (ASS)

Personal Statement (PS)

Reflective/Learning Journal (LJ)

Work Product [(WP)]

Recognition of Prior Learning (RPL)

Unit 02: Communicate at Work Environment

[illegible]

	2.5	Report findings in accordance with procedures in work environment									
LO3 Demonstrate the use of various communication means in work environment											
	3.1	Locate the various communication equipment in a work environment									
	3.2	Use effectively the various equipment in work environment									
	3.3	Pass information effectively to the right person									
	3.4	Pass information effectively using symbols, signs and codes									
	3.5	Obey instruction in line with ethics of the work environment									

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

Unit 03: Work Effectively as Part of a Travel and Tourism Team

NSQ level: **L1**

Credit value: 2

Guided learning hours: 20

Unit assessment requirements/evidence requirements

Question & Answer (QA)

Assignment (ASS)

Personal Statement (PS)

Reflective/Learning Journal (LJ)

Work Product [(WP)

Recognition of Prior Learning (RPL)

Unit 03: Work Effectively as Part of a Travel, Leisure and Tourism Team

LO (Learning outcome)			Criteria:-	Evidence Type				Evidence Ref Page number			
LO1 Plan and organise own work	1.1	understand what is required for own work									
	1.2	adhere to instructions accurately									
	1.3	plan and organize one’s task in order of importance									
	1.4	place everything needed for work within reach									
	1.5	seek assistance if in need and from the relevant person									
	1.6	provide work output in due time as agreed									
LO2 Work effectively with members of own team											
	2.1	assist team members when they ask									
	2.2	ensure that any assistance given is within limits of own responsibilities									
	2.3	manage time well in spite of assisting others									
	2.4	ensure information transmitted to others in the team is timely									

	2.5	maintain cordial working relations with team mates										
	2.6	report any misunderstandings or incidences in relating with team mates to the relevant person										
	2.7	communicate clearly and effectively with team members										
LO3 Develop own skills												
	3.1	seek feedback on work and be able to use the feedback constructively										
	3.2	identify with appropriate persons what aspects of work that are up to standard and what areas to improve										
	3.3	agree on what have to be improved during work										
	3.4	agree on a learning plan with the appropriate person										
	3.5	seek opportunity to review and develop learning plan										

Learners Signature:

Date:

Assessors Signature:

Date

IQA Signature (if sampled)

Date:

EQA Signature (if sampled)

Date:

UNIT 004: LEISURE, TRAVEL & TOURISM INFORMATION**Unit reference number:** HTT TO-001-L1**NSQ level:** L1**Credit value:** 2**Guided learning hours:** 20

Unit Purpose: To equip the trainee with the knowledge and competence to dispatch information on Travel, Leisure and Tourism.

Unit assessment requirements/evidence requirements

Direct Observation (OBS)

Question & Answer (QA)

Witnesses Testimony (WT)

Assignment (ASS)

Personal Statement (PS)

Reflective/Learning Journal (LJ)

Work Product [(WP)

Recognition of Prior Learning (RPL)

UNIT 004: LEISURE, TRAVEL & TOURISM INFORMATION

LO (Learning outcome)		Criteria:-	Evidence Type				Evidence Ref Page number			
LO1 Assist dispatch information on features services	1.1	Assist share only relevant and approved information on features and benefits of tourism products- and services.								
	1.2	Assist to get information to the appropriate locations and target audience/customers.								
	1.3	Forward records of dispatched information to the appropriate officer.								
LO2 Assist identify customers' requirement										
	2.1	Assist to identify customer needs								
	2.2	Assist customer to match products and services that best meet their needs.								
	2.3	Assist to offer customers relevant information on their request								

LO3												
Assist refer Customer Queries	3.1	Take appropriate action where customer queries cannot be answer										
	3.2	Identify appropriate quarters to refer customer queries.										
	3.3	Guide customer to the appropriate personnel.										
	3.4	Follow organisational procedures and requirements.										

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

TRAVEL DOCUMENTATION

NSQ level: **L1**

Credit value: 2

Guided learning hours: 20

To enable the trainee, acquire the necessary knowledge, skills and competence to assist in travel documentation.

- Direct Observation (OBS)
- Question & Answer (QA)
- Witnesses Testimony (WT)
- Assignment (ASS)
- Personal Statement (PS)
- Reflective/Learning Journal (LJ)
- Work Product [(WP)
- Recognition of Prior Learning (RPL)

[illegible]

Assist customer to complete relevant documents	2.2	Record received documents for processing										
	2.3	provide relevant documents for customer completion										
	2.4	guide customer to carry out document completion.										
LO3												
Refer documents to appropriate officer for action	3.1	Forward document to appropriate office										
	3.2	Retrieve documents from appropriate office upon completion										
	3.3	Act on documents as directed by the appropriate office										
	3.4	Record received documents										

EQA Signature (if sampled)

Date:

UNIT 006: CUSTOMER SERVICE PRACTICES**Unit reference number:** HTT-TO- 004- L1**NSQ level:** L1**Credit value:** 2**Guided learning hours:** 20**Unit Purpose:**

To equip the candidate with both the knowledge and skills of routinely assisting in checking effective completion of customer services.

Unit assessment/evidence requirements

Direct Observation (OBS)

Question & Answer (QA)

Witnesses Testimony (WT)

Assignment (ASS)

Personal Statement (PS)

Reflective/Learning Journal (LJ)

Work Product [(WP)

Recognition of Prior Learning (RPL)

UNIT 006: CUSTOMER SERVICE PRACTICES

LO (Learning outcome) Criteria:-			Evidence Type				Evidence Ref Page number			
LO 1: Agree joint responsibilities in a customer service team	1.1	identify services or products whose delivery is reliant on effective teamwork								
	1.2	identify steps in the customer service delivery process that rely on exchange of information between colleagues								
	1.3	assist in completing customer services as agreed with colleagues when it is right to pass responsibility for completing action to another person								
	1.4	agree with colleagues on how information								

[illegible]

Unit reference number:	HTT-TO-005-L1
NSQ level:	L1
Credit value:	2
Guided learning hours:	20

To equip the trainee with the required knowledge, skills and competence to assist in the routine operations and management of event functions

Direct Observation (OBS)
Question & Answer (QA)
Witnesses Testimony (WT)
Assignment (ASS)
Personal Statement (PS)
Reflective/Learning Journal (LJ)
Work Product [(WP) attached to OBS/WT]
Recognition of Prior Learning (RPL)

[illegible]

Assist running of event	3,2	Assist and keep all those involved in the event informed of relevant developments									
	3.3	Assist maintain required records on the event									

1.

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

**UNIT 008:
SERVICES****LEISURE, TRAVEL AND TOURISM CUSTOMER BOOKING**

Unit reference number: **HTT-TO- 006- L1**
NSQ level: **L1**
Credit value: **2**
Guided learning hours: **20**

Unit Purpose:

To equip the trainee with the knowledge and skills in helping prospective tourists to choose their itinerary, book and process travel documents accordingly.

Unit assessment requirements/evidence requirements

Direct Observation (OBS)
Question & Answer (QA)
Witnesses Testimony (WT)
Assignment (ASS)
Personal Statement (PS)
Reflective/Learning Journal (LJ)
Work Product [(WP) attached to OBS/WT]
Recognition of Prior Learning (RPL)

**UNIT 008:
SERVICES****LEISURE, TRAVEL AND TOURISM CUSTOMER BOOKING**

LO (Learning outcome)		Criteria:-	Evidence Type				Evidence Ref Page number			
LO1 Help customers in identify their product selection	1.1	assist and Identify customers' travel services requirements								
	1.2	assist and recognise customers' needs.								
	1.3	assist and add up total costs of the travel arrangements								
	1.4	assist and explain total of travel arrangement to customers.								
	1.5	recognise customers' acceptance of the proposed arrangements.								
	1.6	obtain customers' consent to record the necessary information.								
	1.7	record information promptly, accurately and in the required format.								
	1.8	maintain confidentiality of information.								

[illegible]

		assemble documentation and any necessary tickets that are issued to your customers within the required time frame and following your organisation's procedure										
	4.4	assist and describe all travel arrangements clearly to customers in a way they will understand.										
	3.5	assist in explaining to customers their travel arrangements before they leave your premises										
	4.6	assist to complete all customer records and pass such to the relevant person(s) promptly.										

1)

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

Unit reference number:	HTT-TO-007-L1
NSQ level:	L1
Credit value:	2
Guided learning hours:	20

To acquaint the trainee with the different methods, processes of payments and issuance of related documents.

- Direct Observation (OBS)
- Question & Answer (QA)
- Witnesses Testimony (WT)
- Assignment (ASS)
- Personal Statement (PS)
- Reflective/Learning Journal (LJ)
- Work Product [(WP) attached to OBS/WT]
- Recognition of Prior Learning (RPL)

LO (Learning outcome)		Criteria:-	Evidence Type				Evidence Ref	Page number	
LO1 Assist receive payments	1.1	assist and make customers aware of the amount to be paid							
	1.2	assist and ensure customers are aware of the methods of payments that are acceptable and any charges or restrictions that may be attached							
	1.3	assist and ensure the organisation's policies and procedures are followed regarding payment discrepancies, non-cash payments,							

[illegible]

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

Unit reference number:	HTT-TO-008-L1
NSQ level:	L1
Credit value:	2
Guided learning hours:	20

Unit assessment requirements/evidence requirements

UNIT 010: SELL TRAVEL-RELATED PRODUCTS AND SERVICE

LO (Learning outcome)			Criteria:-	Evidence Type					Evidence Ref Page number			
LO1 Assist identify customers' travel and tourism needs	1.1	describe travel and tourism products and services that best match the customer's needs										
	1.2	explain to customer on how information is recorded, processed and stored to meet the organisation's procedures and legal requirements										
	1.3	identify any additional requirements of the customer										
	1.4	assist customers with clear responses to queries, and solutions to issues										
	1.5	assist customer with clear and accurate information on travel and tourism services, costs, legal requirements and additional services at the close of the sale										

LO2												
Assist promote the features and benefits of travel and tourism products and services	2.1	sell to customers, travel and tourism services that match their needs and are in line with organisational policies										
	2.2	promote benefits of travel services to generate further interest from the customer										
	2.3	offer customers opportunities to fully discuss and explore features and benefits										
	2.4	ensure customers' objections are dealt with positively										
	2.5	assist and describe relevant terms, conditions and legal requirements relating to sale clearly										
	3.1	ensure the customers' intention to buy is sought out at a suitable time in the discussion										
	3.2	sell extra travel and tourism products and services that are identified and sold effectively										
	3.3	ensure the total cost of all products and services is given to customers										
	3.4	reassure customers they are positively following their buying decision										
	3.5	ensure that the sale meets the organisation's procedures and legal requirements										

1.

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

UNIT 011: ASSIST CUSTOMERS BOOK AND PROCESS LEISURE, TRAVEL AND TOURISM SERVICES

Unit reference number: HTT-LA- 006- L1

NSQ level: L1

Credit value: 2

Guided learning hours: 20

Unit Purpose:

To equip the trainee with the knowledge and skills in helping prospective tourists to choose their itinerary, book and process travel documents accordingly.

Unit assessment requirements/evidence requirements

Direct Observation (OBS)

Question & Answer (QA)

Witnesses Testimony (WT)

Assignment (ASS)

Personal Statement (PS)

Reflective/Learning Journal (LJ)

Work Product [(WP) attached to OBS/WT]

Recognition of Prior Learning (RPL)

Unit 011: Assist customers to choose, book and process leisure, travel and tourism services.

LO (Learning outcome)		Criteria:-	Evidence Type				Evidence Ref Page number			
LO1 Help customers in identify their product selection	1.1	assist and Identify customers' travel services requirements								
	1.2	assist and recognise customers' needs.								
	1.3	assist and add up total costs of the travel arrangements								
	1.4	assist and explain total of travel arrangement to customers.								
	1.5	recognise customers' acceptance of the proposed arrangements.								
	1.6	obtain customers' consent to record the necessary information.								
	1.7	record information promptly, accurately and in the required format.								
	1.8	maintain confidentiality of information.								

[illegible]

UNIT 012: PREPARATION FOR FOOD AND BEVERAGE SERVICE**Unit Reference Number: HTTCW002L1****NSQ Level: 1****Credit value: 2****GLH: 20**

Unit Purpose: This unit is basic to food and beverage service. It deals with the identification, cleaning, and handling of basic service equipment and utensils.

Unit assessment/evidence requirements

Direct Observation (OBS)

Question & Answer (QA)

Witnesses Testimony (WT)

Assignment (ASS)

Personal Statement (PS)

Reflective/Learning Journal (LJ)

Work Product [(WP)

Recognition of Prior Learning (RPL)

UNIT 012: BASIC PREPARATION FOR FOOD AND BEVERAGE SERVICE

LO (Learning outcome) Criteria:-			Evidence Type				Evidence Page number	Ref	
LO 1 Identify utensils and equipment	1.1	List utensils and equipment used in food and beverage service							
	1.2	Relate each item to its use							
	1.3	Enumerate different cleaning agents appropriate for each piece of equipment							
	1.4	Identify different cleaning agents appropriate for each piece of equipment							
LO 2									
	2.1	Select appropriate cleaning agents for each item							

Clean utensils and equipment appropriately	2.2	Wear appropriate protective clothing										
	2.3	Check that the dishwasher has the appropriate temperature										
	2.4	Arrange equipment in different racks as appropriate										
	2.5	Operate the washing machine										
	2.6	Polish washed items										
	2.7	Describe various hazards that may occur in the course of cleaning utensils and equipment and how to handle them										
	2.8	State that breakages and damages should be reported to										
LO 3												
Transfer utensils and equipment effectively	3.1	Arrange equipment on the trolley in the appropriate order										
	3.2	Distribute items to their various service points making use of the trolley										
	3.4	Lift and arrange utensils and equipment in the appropriate positions in the service area										
	3.5	Explain why it is important to take safety precautions when lifting and handling utensils and equipment										
	3.6	Describe the correct way to push a heavily loaded trolley										
	3.5	Lay up tables and trays in line with the service style										

Learners Signature:

Date:

Assessors Signature:

Date:

IQA Signature (if sampled)

Date:

EQA Signature (if sampled)

Date:

LO (Learning outcome)			Criteria:-	Evidence Type					Evidence Ref Page number
Prepare drink service areas	1.1	Ensure that there is sufficient stock of drinks for service							
	1.2	Prepare and store the drink accompaniments, ready for service							
	1.3	Check that service and electrical equipment is clean free from damage and displayed as required							
	1.4	Ensure that service areas are secure from unauthorized access							

[illegible]

[illegible]

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

UNIT 014: BEVERAGE SERVICE**Unit reference number: HTTCW010L1**

NSQ Level: 1
Credit value: 2
GLH: 20

Unit Purpose: This unit deals with competencies needed in beverage service, maintaining order and cleanness in the service area, answering customer inquiries and properly handling the equipment used in drink service

Unit assessment/evidence requirements

Direct Observation (OBS)

Question & Answer (QA)

Witnesses Testimony (WT)

Assignment (ASS)

Personal Statement (PS)

Reflective/Learning Journal (LJ)

Work Product [(WP)

Recognition of Prior Learning (RPL

UNIT 014: SERVE BEVERAGES

LO (Learning outcome)		Criteria:-	Evidence Type				Evidence Ref Page number			
LO1 Mix and serve drinks and accompaniment	1.1	Welcome customers warmly								
	1.2	Present the list of drinks to the customer								
	1.3	Serve drinks in the required service style, and temperature and measure								
LO2 Understand how to mix and serve										
	2.1	Take order of customer								
	2.2	Explain safe and hygienic working practices in preparing and serving drinks and accompaniments								

[illegible]

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

UNIT 015: BUFFET AND CARVERY SERVICE**Unit reference number: HTTCW012L1****NSQ Level: 1**
Credit value: 2
GLH: 20

Unit Purpose: This unit deals with competencies needed in buffet and carvery service, assisting guests in service, maintaining order and cleanness in the service area, answering customer inquiries, and properly handling the equipment used in service.

Unit assessment/evidence requirements

Direct Observation (OBS)

Question & Answer (QA)

Witnesses Testimony (WT)

Assignment (ASS)

Personal Statement (PS)

Reflective/Learning Journal (LJ)

Work Product [(WP)

Recognition of Prior Learning (RPL.

UNIT 015: PROVIDE A BUFFET AND CARVERY SERVICE

LO (Learning outcome) Criteria:-			Evidence Type				Evidence Ref Page number			
LO1 Arrange a room for a buffet service	1.1	Clean and position the table according to the service style								
	1.2	Lay up tables and place decorations as required by organizational standards								
	1.3	List what factors may interrupt service and place them under control								
	1.4	Determine sitting arrangements that will afford maximum comfort to guests								
	1.5	Identify and discuss factors that will enhance comfort during a buffet and carvery service								
	1.6	Discuss reasons why there should be different service points in a buffet room								

[illegible]

Learners Signature:

Date:

Assessors Signature:

Date:

IQA Signature (if sampled)

Date:

EQA Signature (if sampled)

Date:

NATIONAL SKILLS QUALIFICATION

HOSPITALITY AND TOUR OPERATIONS

LEVEL 2

MARCH, 2025

BACKGROUND

The Institute for Tourism Professionals of Nigeria (ITPN) is the Sectoral Awarding Body for hospitality, travel, leisure and tourism in Nigeria, representing members working in the public, private and non-profit sectors. It ensures the highest standards of professional competence in its members. ITPN sets professional standards and provides professional development opportunities through qualifications, training courses and events, at the same time securing employment for trainees in their various fields.

The Governing Board of the National Board for Technical Education, at its 76th regular meeting of October 2014, approved the Institute for Tourism Professionals of Nigeria (ITPN) as the Professional Awarding and Certification Body for the Hospitality, Travel, Leisure and Tourism Sector in Nigeria. By this, ITPN is mandated to develop and administer accredited qualifications, approve and monitor Training centres, and learning providers, provide continuous professional development (CPD) for private sector and public service personnel, from entry level to professional level, and award certificates and membership for every category of staff at different levels and skills.

PURPOSE OF THE QUALIFICATION

This qualification aims to provide trainees with the skills required for assisting in hospitality services and tour operations. It addresses areas such as assisting in preparation for food and beverage service, assisting in buffet and carver service, assisting in travel, leisure & tourism information.

OBJECTIVES OF THE QUALIFICATION

After this qualification, the learner will:

1. Gain knowledge and understanding of the safety and security needs of the hospitality industry, understanding the need to work as a team member and to communicate effectively at the workplace.
2. Be able to assist in undertaking travel documentation.
3. Be able to assist in undertaking in customers book travel, leisure and tourism services.
4. Be able to assist in undertaking in sell travel-related products and services.
5. Be able to assist in undertaking in preparation and service of cocktails.

ENTRY REQUIREMENTS

To be eligible for this qualification, you must have the following:

Educational qualification: Candidates with Junior Secondary School (JSS) Certificate, plus 5 years working experience in tour operations industry are eligible to be admitted into level 2 NSQ. The learner must be at least 18 years old. The learner needs to be certified medically fit to perform the duties required of a hospitality and tour operations operator. A background check is necessary because of the security-sensitive nature of the industry. A thorough background check and security clearance are mandatory.

NOS/ OCCUPATIONAL STANDARDS MAPPED

This qualification mirrors the Level 2 Hospitality and Tour Operations NOS developed by the Hospitality and Tourism Skills Sector Council of Nigeria (HHSSCN), which was validated in September 2024 and approved by NBTE on 10TH March 2025, with reference number: C/TEB/VOL.X155.

PROGRESSION ROUTE/CAREER PATHS

This qualification is for those who are interested in a career in hospitality and tour operations industry. It allows learners to learn, develop and practice the skills required for employment and /or career progression in the hospitality and tour operations sector. It allows the candidates to progress into level 3 NSQ and into occupational roles in areas such as Catering Assistant, Tourism Officer, Tour Guide and Server/ Bartender.

ASSESSMENT METHODS

Assessment tools and instruments can include, but are not limited to:

- Case Studies
- Observed Practical Exercises
- Observed Performance at Work
- Role-play and/or other targeted Group Activity
- Oral, Audio and Visual Processes and Presentations
- Long-Answer Questions (reports, proposals for action, specialist articles)
- Short Answer Questions and Structured Questions for oral (Skills based and Witten for knowledge-based criteria)
- Selected-Response Items (e.g. multiple-choice).

GRADING AND AWARDING CRITERIA

NSQ qualifications are assessed on competent or no yet competent. For a candidate to earn a qualification/they must earn a pass assessment in all the mandatory units and the required number of optional units. On completion of the required number of units and guiding hours, totalling 26 credit value, the learner will be awarded NSQ Level 2 hospitality and tour operations.

QUALIFICATION STRUCTURE**ITPN NSQ LEVEL 2: HOSPITALITY AND TOUR OPERATIONS****TOTAL CREDITS REQUIRED – 26 (MINIMUM)**

MANDATORY UNITS- FROM THIS GROUP YOU'LL NEED TO COVER ALL THE 3 UNITS
AND EARN A MINIMUM OF 6 CREDITS

S/N	UNIT TITLE	UNIT REFERENCE NUMBER	CREDIT VALUE	GUIDED LEARNING HOURS
UNIT 001	Maintain Safe, Hygienic and Secure Environment	TLT-HS-009-L2	2	20
UNIT 002	Communicate at Work Environment	TLT-TW-010-L2	2	20
UNIT 003	Team work in Travel and Tourism Team	TLT-CS-011-L2	2	20

OPTIONAL UNIT: FROM THIS GROUP YOU'LL NEED TO EARN A MINIMUM OF 20
CREDITS

UNIT 005	Conduct Tours	TLT-TA-001-L2	2	20
UNIT 006	Customer Service Problems	TLT-TA-002-L2	2	20
UNIT 007	Passenger and Visitor Compliance with Transport Regulatory Requirements	TLT-TA-004-L2	2	20
UNIT 008	Business Travel Account Operations	TLT-TA-006-L2	2	20
UNIT 009	Leisure, Travel and Tourism Opportunities and Activities	TLT-TA-007-L2	2	20
UNIT 10	Distribution of Tourism - Related Products and Services	TLT-TA-009-L2	2	20
UNIT 11	Basic Leisure Travel And Tourism ICT Documentation	TLT-TA-010-L2	2	20
UNIT 12	Passenger and Visitors checking: Manually and Electronically	TLT-TA-011 L2	2	20
UNIT 13	Handling Customer Handover Services	TLT-TA-012-L2	2	20
UNIT 14	Organization of Events	TLT-TA-013-L2	2	20

UNIT 15	Customer Tour Selection and Booking Services	TLT-TA-014-L2	2	20
UNIT 16	Travel and Tourism Payment Services	TLT-TA-015-L2	2	20
UNIT 17	Beverages service	HTT-SW-001-L2	2	20
UNIT 18	Buffet and Carver service	HTT-SW-002-L2	2	20
UNIT 19	Preparation and service of cocktails	HTT-SW-003-L2	2	20
UNIT 20	Dining room operation	HTT-SW-004-L2	2	20
UNIT 21	Banquet/catering function	HTT-SW-005-L2	2	20
UNIT 22	Service in the dining /restaurant area	HTT-SW-006-L2	2	20

UNIT 01: MAINTAIN SAFE, HYGIENIC AND SECURE WORKING ENVIRONMENT

Unit reference number: HTT-GP- 001-L2

NSQ level: 2

Credit value: 2

Guided learning hours: 20

Question & Answer (QA)

Witnesses Testimony (WT)

Assignment (ASS)

Personal Statement (PS)

Reflective/Learning Journal (LJ)

Work Product [(WP) attached to OBS/WT]

Recognition of Prior Learning (RPL)

Unit 01: Maintain a safe, hygienic and secure working environment

LO (Learning outcome)		Criteria:-	Evidence Type				Evidence Ref Page number			
LO1 Maintain personal health and hygiene	1.1	Wear clean, neat and appropriate personal protective equipment								
	1.2	Work safely at all times, complying with health, safety and other relevant regulations and guidelines.								
	1.3	Get any cuts, grazes and wound treated by the appropriate and qualified person in the work place								
	1.4	Report illness and infection promptly to the appropriate persons.								
LO2 Know how to maintain personal health and hygiene										
	2.1	State responsibility under the health and safety Act as it relates to own occupation								
	2.2	Follow general rules on hygiene that must be followed								
	2.3	Identify correct personal Protection Equipment such as Head protection, foot protection, face and eye protection, hand and body protection and regulatory protection								

[illegible]

[illegible]

Learners Signature:

Date:

Assessors Signature:

Date:

IQA Signature (if sampled)

Date:

EQA Signature (if sampled)

Date:

UNIT 02: COMMUNICATE AT WORK ENVIRONMENT

Unit reference number: HTT-GP-002-L2

NSQ level: L2

Credit value: 2

Guided learning hours: 20

Unit Purpose:

To establish a quality communication system that is responsive and subject to change in meeting workers and employers' need in work environment.

Unit assessment requirements/evidence requirements

Direct Observation (OBS)

Question & Answer (QA)

Witnesses Testimony (WT)

Assignment (ASS)

Personal Statement (PS)

Reflective/Learning Journal (LJ)

Work Product [(WP) attached to OBS/WT]

Recognition of Prior Learning (RPL)

Unit 02: Communication System in a work environment

LO (Learning outcome)			Criteria:-		Evidence Type				Evidence Ref Page number			
LO1 Use a non- complex communication system in a work environment	1.1	Use a simple verbal means to pass the necessary information										
	1.2	Use non-verbal means to pass on necessary information e.g body language										
	1.3	Interpret symbols and signs appropriately										
LO2 Develop the ability to identify the source of information in a work environment												
	2.1	Locate the source of information in an organisation and work environment										
	2.2	Relate appropriately with the source of information										
	2.3	Use the various information flows system in work environment										
	2.4	Use the various information to avoid challenges in a work situation										

	2.5	Report findings in accordance to procedure in work environment									
LO3											
Demonstrate the use of various communication means in work environment	3.1	Locate the various communication equipment in a work environment									
	3.2	Use effectively the various equipment in work environment									
	3.3	Pass information effectively to the right person									
	3.4	Pass information effectively using symbols, signs and codes									
	3.5	Obey instruction in line with ethics of the work environment									

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

UNIT 03: TEAM WORK IN LEISURE TRAVEL AND TOURISM

Unit reference number: **HTT-GP-003-L2**

NSQ level: L2

Credit value: 2

Guided learning hours: 20

Unit Purpose:

To equip the candidate with the knowledge and competence to employ skills in involving colleagues in carrying out organisational functions to achieve its goals

Unit assessment requirements/evidence requirements

Direct Observation (OBS)

Question & Answer (QA)

Witnesses Testimony (WT)

Assignment (ASS)

Personal Statement (PS)

Reflective/Learning Journal (LJ)

Work Product [(WP) attached to OBS/WT]

Recognition of Prior Learning (RPL)

Unit 03: Work effectively as part of a Travel, Leisure and Tourism Team

[illegible]

	2.4	Ensure information transmitted to others in the team is timely											
	2.5	Maintain cordial working relations with team mates											
	2.6	Report any misunderstandings or incidences in relating with team mates to the relevant person											
	2.7	Communicate clearly and effectively with team members											
LO3 Develop own skills													
	3.1	Seek feedback on work and be able to use the feedback constructively											
	3.2	Identify with appropriate persons what aspects of work that are up to standard and what areas to improve											
	3.3	Agree on what have to be improved during work											
	3.4	Agree on a learning plan with the appropriate person											
	3.5	Seek opportunity to review and develop learning plan											

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

Unit reference number:	HTT-TO-001-L2
NSQ level:	L2
Credit value:	2
Guided learning hours:	20

Unit Purpose: To equip the trainee on the job with the required skills and competence to professionally manage the delivery of local tour.

Unit assessment requirements/evidence requirements

Direct Observation (OBS)

Question & Answer (QA)

Witnesses Testimony (WT)

Assignment (ASS)

Personal Statement (PS)

Reflective/Learning Journal (LJ)

Work Product [(WP) attached to OBS/WT]

Recognition of Prior Learning (RPL)

UNIT 004: CONDUCT TOURS

[illegible]

	3.5	report factors likely to affect future tours clearly and promptly to relevant officers											
--	-----	--	--	--	--	--	--	--	--	--	--	--	--

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

Unit reference number:	HTT-TO-002-L2
NSQ level:	L2
Credit value:	2
Guided learning hours:	20

To acquaint the candidate with competence required in dealing satisfactorily with customer having problems with the services provided.

- Direct Observation (OBS)
- Question & Answer (QA)
- Witnesses Testimony (WT)
- Assignment (ASS)
- Personal Statement (PS)
- Reflective/Learning Journal (LJ)
- Work Product [(WP) attached to OBS/WT]
- Recognition of Prior Learning (RPL)

[illegible]

[illegible]

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

**UNIT 006: PASSENGER AND VISITOR COMPLIANCE WITH THE TRANSPORT
LEGAL, REGULATORY, ETHICAL AND SOCIAL REQUIREMENTS**

Unit reference number:	HTT-TO-003-L2
NSQ level:	L2
Credit value:	2
Guided learning hours:	20

Unit Purpose:

To equip the candidate on the job with the knowledge and skills to enable compliance with operational tasks at workplace

Unit assessment requirements/evidence requirements

- Direct Observation (OBS)
- Question & Answer (QA)
- Witnesses Testimony (WT)
- Assignment (ASS)
- Personal Statement (PS)
- Reflective/Learning Journal (LJ)
- Work Product [(WP) attached to OBS/WT]
- Recognition of Prior Learning (RPL)

**UNIT 006: PASSENGER AND VISITOR COMPLIANCE WITH THE TRANSPORT
LEGAL, REGULATORY, ETHICAL AND SOCIAL REQUIREMENTS**

[illegible]

ethical and social requirements		Support monitor the way policies and procedures are put into practice and provide support									
	2.2	promote a climate of openness about meeting and not meeting the requirements									
	2.3	identify and correct any failures to meet the requirements									
	2.4	identify reasons for not meeting requirements and adjust the policies and procedures to reduce the likelihood of failures in the future									
	2.5	provide full reports about any failures to meet the requirements to the relevant stakeholders									

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

Unit reference number:	HTT-TO-004-L2
NSQ level:	L2
Credit value:	2
Guided learning hours:	20

To assist the trainee with the required knowledge and competence to track and supply business travel information in relation to usage and costs against agreed travel policies

- Direct Observation (OBS)
- Question & Answer (QA)
- Witnesses Testimony (WT)
- Assignment (ASS)
- Personal Statement (PS)
- Reflective/Learning Journal (LJ)
- Work Product [(WP) attached to OBS/WT]
- Recognition of Prior Learning (RPL)

[illegible]

[illegible]

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

	2.3	Support direct customers and organisations to other appropriate sources for information											
	2.4	Support correct customers' ill-informed attitudes and behaviour which are misguided, abusive or discriminatory											
	2.5	encourage customers in providing opportunities to raise the awareness others											
LO 3													
Support Negotiate activity opportunities	3.1	Support provide leisure opportunities and activities											
	3.2	Support explain organisation role and responsibilities on activity opportunities											
	3.3	Support customers to consider offers on activity adjustments needed											
	3.4	Identify and report potential challenges, rewards and any resources which will be required											

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

UNIT 009: DISTRIBUTION OF TOURISM - RELATED PRODUCTS AND SERVICES**Unit reference number:** HTT-TO-006-L 2**NSQ level:** L 2**Credit value:** 2**Guided learning hours:** 20**Unit Purpose:**

To equip the trainee with the knowledge and competence to disseminate information and sales of leisure, travel and tourism products and services

Unit assessment requirements/evidence requirements

Direct Observation (OBS)

Question & Answer (QA)

Witnesses Testimony (WT)

Assignment (ASS)

Personal Statement (PS)

Reflective/Learning Journal (LJ)

Work Product [(WP) attached to OBS/WT]

Recognition of Prior Learning (RPL)

UNIT 009: DISTRIBUTION OF TOURISM - RELATED PRODUCTS AND SERVICES

LO (Learning outcome)		Criteria:-	Evidence Type				Evidence Ref Page number			
LO1 Support to Promote the features and benefits of tourism products and services	1.1	Support to identify those features of tourism products and services that accurately match customers' needs								
	1.2	Support to ensure benefits are communicated clearly, accurately and in a way which generates interest from customers								
	1.3	give customers the opportunities to fully discuss and explore features and benefits								
	1.4	Describe to customers clearly the relevant terms, conditions and legal requirements relating to sale								
	1.5	explain to customers relevant terms and conditions connected to sales of tour								
LO2										
	2.1	Offer basic suitable options of tourism products and services								

Identify your customers' requirements		that best match your customers' needs.									
	2.2	Assist to offer opportunities for selling extra tourism products and services at a suitable time in the discussion with customers									
	2.3	offer customers alternatives relevant to their request									
	2.4	report appropriate action where customers' queries cannot be answered									
LO3 Support Close sales											
	3.1	seek customers' intention to buy at a suitable time in your discussion									
	3.2	Reassure customers of benefits of buying choice									
	3.3	Assist identify extra tourism products and services to be sold									
	3.4	Collect and pass total cost of all products and services is given to customers									
	3.5	ensure that the sale meets your organisation's procedures and legal requirements									

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

UNIT 010: BASIC LEISURE TRAVEL AND TOURISM ICT DOCUMENTATION

Unit reference number: HTT-TO- 007-L2

NSQ level: L2

Credit value: 2

Guided learning hours: 20

Unit Purpose:

To enable the trainee acquire the necessary knowledge, skills and competence to assist in travel documentation.

Unit assessment requirements/evidence requirements:

Direct Observation (OBS)

Question & Answer (QA)

Witnesses Testimony (WT)

Assignment (ASS)

Personal Statement (PS)

Reflective/Learning Journal (LJ)

Work Product [(WP) attached to OBS/WT]

Recognition of Prior Learning (RPL)

UNIT 010: BASIC LEISURE TRAVEL AND TOURISM ICT DOCUMENTATION

[illegible]

Assist customer complete relevant documents using manual and electronic device	2.1	collect documents from customer to be processed										
	2.2	Assist with computerized and manual device records and documentation processing using GDS services										
	2.3	Support provide relevant documents for customer completion										
	2.4	Support guide customers in completing travel documents										
LO3 Assist documents to refer appropriate officer for action												
	3.1	Forward document to appropriate office										
	3.2	retrieve documents from appropriate office upon completion										
	3.3	Assist act on documents as directed by the appropriate office										
	3.4	Support recording of received documents										

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

UNIT 011: PASSENGER AND VISITOR CHECK-IN : MANUALLY AND ELECTRONICALLY

Unit reference number: HTT-TO-008-L2
NSQ level: L2
Credit value: 2
Guided learning hours: 20

Unit Purpose:

To enable the candidate the knowledge and skills and competence needed to assist in check-in and check-out of passengers and visitors at travel and tourism terminals and entry points

Unit assessment requirements/evidence requirements

Direct Observation (OBS)
Question & Answer (QA)
Witnesses Testimony (WT)
Assignment (ASS)
Personal Statement (PS)
Reflective/Learning Journal (LJ)
Work Product [(WP) attached to OBS/WT]
Recognition of Prior Learning (RPL)

UNIT 011: PASSENGER AND VISITOR CHECK-IN: MANUALLY AND ELECTRONICALLY

LO (Learning outcome)	Criteria:-	Evidence Type	Evidence Ref Page number
LO1 Support to check in passenger or visitor	1.1 Deal with passengers in a polite and friendly way at all times		
	1.2 Support to process passenger electronic documents for validity before processing		
	1.3 Support to handle electronic documentary discrepancies in line with your organisation's procedures		

	1.4	Support to process electronic documents in line with the organisation's procedures								
	1.5	Support to identify, allocate seats, services and facilities to passengers and visitors according to their electronic requests, needs and status								
	1.6	Support to provide ticket and boarding information to passengers electronically according to their needs								
	1.7	ensure that the information given to passengers electronically is complete, accurate, relevant and meets the organisation's requirements								
	1.8	Support to process electronic information relating to passengers in line with the organisation's procedures								
	1.9	Support to carryout appropriate electronic action to deal with passengers who are unfit or incapable of air travel								

[illegible]

	3.2	Support to identify excess baggage charges electronically in line with organisation's procedures										
	3.3	Support in reporting security concerns relating to baggage from electronic devices to the appropriate authority										

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

UNIT 012: HANDLING CUSTOMER HANDOVER SERVICES

Unit reference number: HTT-TU- 009-L2
NSQ level: L2
Credit value: 2
Guided learning hours: 20

Unit Purpose:

To equip the candidate with both the knowledge and skills of routinely assist in checking effective completion of customer services activities.

Unit assessment requirements/evidence requirements

Direct Observation (OBS)
 Question & Answer (QA)
 Witnesses Testimony (WT)
 Assignment (ASS)
 Personal Statement (PS)
 Reflective/Learning Journal (LJ)
 Work Product [(WP) attached to OBS/WT]
 Recognition of Prior Learning (RPL)

UNIT 012: HANDLING CUSTOMER HANDOVER SERVICES

LO (Learning outcome)	Criteria:-	Evidence Type	Evidence Ref Page number
LO 1: Support joint responsibilities in customer service team	1.1	Support to identify services involved in delivery that rely on effective teamwork	
	1.2	Support to identify steps in the customer service delivery process that rely on exchange of information between colleagues	
	1.3	Support to complete customer services as agreed with colleagues when it is right to pass responsibility for	

[illegible]

		Report customer problems and complaints										
--	--	---	--	--	--	--	--	--	--	--	--	--

Learners Signature:

Date:

Assessors Signature:

Date:

IQA Signature (if sampled)

Date:

EQA Signature (if sampled)

Date:

Unit reference number:	HTT-TU-010-L2
NSQ level:	L2
Credit value:	2
Guided learning hours	20

To equip the trainee with the required knowledge, skills and competence to assist in the routen operations and management of event functions.

- Direct Observation (OBS)
- Question & Answer (QA)
- Witnesses Testimony (WT)
- Assignment (ASS)
- Personal Statement (PS)
- Reflective/Learning Journal (LJ)
- Work Product [(WP) attached to OBS/WT]
- Recognition of Prior Learning (RPL)

LO (Learning outcome)			Criteria:-				Evidence Type				Evidence Ref Page number			
LO 1 Support with event planning inputs LO 2 Assist identify events inputs	1.1	Assist report the type of event request												
	1.2	Assist generate a demographic profile for the event												
	1.3	Assist register the event												
	1.4	Assist identify facility for reservation and invitations												
	2.1	Assist identify supplies required												
	2.2	Assist bring up event budget worksheet												
	2.3	Assist in set up access for disabilities												
	2.4	Assist with inputs on meals to be served												
	2.5	Assist identify demand for audio-visual												
LO 3	3.1	Support follow agreed plans for the event												

[illegible]

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

UNIT 014: CUSTOMER TOUR SELECTION AND BOOKING SERVICES**Unit reference number:** HTT-TO- 011-L2**NSQ level:** L2**Credit value:** 2**Guided learning hours:** 20**Unit Purpose:**

To equip the trainee with the knowledge and skills in helping prospective tourists to choose their itinerary, book and process travel documents accordingly.

Unit assessment requirements/evidence requirements

Direct Observation (OBS)

Question & Answer (QA)

Witnesses Testimony (WT)

Assignment (ASS)

Personal Statement (PS)

Reflective/Learning Journal (LJ)

Work Product [(WP) attached to OBS/WT]

Recognition of Prior Learning (RPL)

UNIT 014: CUSTOMER TOUR SELECTION AND BOOKING SERVICE

LO (Learning outcome)		Criteria:-	Evidence Type				Evidence Ref Page number			
LO1 Help customers in identify their product selection	1.1	Support to identify customers' travel services requirements								
	1.2	Support to recognise customers' needs.								
	1.3	Support to add up total costs of the travel arrangements								
	1.4	Support to explain the total package arrangement.								
	1.5	Support to recognise customers' acceptance of the proposed arrangements.								
	1.6	Support to confirm customers' consent to record the necessary information.								
	1.7	Support to ensure record of information promptly, accurately and in the required format.								
	1.8	maintain confidentiality of information.								
	1.9	Support to process and store information to meet								

[illegible]

		procedure										
	3.4	describe all travel arrangements clearly to customers in a way they will understand.										
	3.5	explain to customers their travel arrangements before they leave your premises.										
	3.6	complete all customer records and pass such to the relevant person(s) promptly.										

1.

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

	1.6	Support to ensure correct procedures to maintain confidentiality of customers' purchases and payment information										
LO2 Support in issuing receipts and store payments												
	2.1	Support ensure all internal payment records are completed accurately and follow the organisation's procedures										
	2.2	Support ensure that customers receive legible and accurate receipts										
	2.3	Support to ensure all payments are stored securely and protected										

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

UNIT 016: BEVERAGES SERVICE**Unit reference number: HTTSW001L2**

NSQ Level: 2
Credit value: 2
GLH: 20

Unit Purpose: This unit deals with competencies needed in beverage service, maintaining order and cleanness in the service area, answering customer inquiries and properly handling the equipment used in beverage service

Unit assessment requirements/evidence requirements.

Direct Observation (OBS)

Oral Question & Answer (OQA) for Skills based criteria

Written Question & Answer (WQA) for knowledge-based criteria

Witnesses Testimony (WT)

Assignment (ASS)

Personal Statement (PS)

Reflective/Learning Journal (LJ)

Work Product [(WP)

Recognition of Prior Learning (RPL)

UNIT 016 : SERVE BEVERAGES

LO (Learning outcome) Criteria:-			Evidence Type				Evidence Ref Page number	Ref
L01 Mix and serve drinks and accompaniment	1.1	Welcome customers warmly						
	1.2	Present the list of drinks to the customer						
	1.3	Serve drinks in the required service style, and temperature and measure						
L02								

[illegible]

	4.5	State why drinks and accompaniments must always be available in the service area										
--	-----	--	--	--	--	--	--	--	--	--	--	--

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

UNIT 017: **BUFFET AND CARVERY SERVICE**

Unit reference number: HTTSW003L2

NSQ Level: 2

Credit value: 2

GLH: 20

Unit Purpose: This unit deals with competencies needed in buffet and carvery service, assisting guests in service, maintaining order and cleanliness in the service area, answering customer inquiries, and properly haling the equipment used in service.

Unit assessment requirements / evidence requirements.

Direct Observation (OBS)

Oral Question & Answer (OQA) for Skills based criteria

Written Question & Answer (WQA) for knowledge-based criteria

Witnesses Testimony (WT)

Assignment (ASS)

Personal Statement (PS)

Reflective/Learning Journal (LJ)

Work Product [(WP)]

Recognition of Prior Learning (RPL)

UNIT 017: PROVIDE A BUFFET AND CARVERY SERVICE

[illegible]

[illegible]

Learners Signature:

Date:

Assessors Signature:

Date:

IQA Signature (if sampled)

Date:

EQA Signature (if sampled)

Date:

PREPARATION AND SERVICE OF COCKTAILS

NSQ Level: 2
Credit value: 2
GLH: 20

Unit assessment requirements / evidence requirements

Recognition of Prior Learning (RPL)

UNIT 018: PREPARE AND SERVE COCKTAILS

LO (Learning outcome)			Criteria:-	Evidence Type				Evidence	Ref
								Page number	
LO1 Support preparation for Cocktail service	1.1	Clean and organize work areas before service time							
	1.2	Prepare the necessary ingredients for accompaniments, garnishes, and mixed liquids							
	1.3	Arrange glasses and plates for ease of service							
	1.4	Check and get documents ready for use							
	1.5	Measure all ingredients and get them ready for use							
	1.6	Ensure that service equipment is clean and functional.							

L02 Support customers request serves on												
	2.1	Welcome customers and take orders										
	2.2	Process orders promptly and be ready to communicate with guests whenever needed										
	2.3	Give adequate information that promotes sales and the organization										
	2.4	State the requirements and guidelines for serving alcoholic drinks										
	2.5	Describe safe and hygienic working practices when serving cocktails										
	2.6	handle unexpected situations effectively										
	2.7	Discuss how best to handle violent cases of alcoholic intoxication										
	2.8	Explain the importance of informing customers accurately about the alcoholic content of drinks										
	2.9	Explain why breakages and damages should be reported and to whom.										
	3.0	State the circumstances under which customers must not be served alcohol										

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

UNIT 019: DINING AREA OPERATION**Unit reference number: HTTSW008L2****NSQ level: 2****Credit value: 2****Guided learning hours: 20**

Unit Purpose: This unit describes level 2 competences to be efficient in running the foodservice in the dining/restaurant area. This will include monitoring and developing staff performance.

Unit assessment requirements/evidence requirements

Direct Observation (OBS)

Oral Question & Answer (OQA) for Skills based criteria

Written Question & Answer (WQA) for knowledge-based criteria

Witnesses Testimony (WT)

Assignment (ASS)

Personal Statement (PS)

Reflective/Learning Journal (LJ)

Work Product [(WP)

Recognition of Prior Learning (RPL)

UNIT 019: CARRY OUT DINING AREA OPERATION

LO (Learning outcome)		Criteria:-	Evidence Type				Evidence Ref Page number			
LO1	organize dining room staff	1.1	Get opening and closing duties in accordance with establishment/industry standards							
		1.2	carry out side work and service station in accordance with establishment/industry standards							
		1.3	Get duty/shift schedules in accordance with establishment/industry standards							

[illegible]

LO 4	4.5	carry out food storage is important in food service operation									
	4.6	give feedback is important in food service operation									
	4.7	conduct staff appraisal									
	4.8	beware of risk management in food service operation is important									
	4.9	comply with new technology in food service operation is necessary									

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

UNIT 020; BANQUET/CATERING FUNCTION**Unit reference number: HTTSW009L2****NSQ level: 2****Credit value: 3****Guided learning hours: 30**

Unit Purpose: This unit describes level 2 competences carrying out the tasks and duties related to the operation of the banquet/catering functions. This will include event logistics of pre-function set-up, food and beverage service and post event clean up.

Unit assessment requirements/evidence requirements

Direct Observation (OBS)

Oral Question & Answer (OQA) for Skills based criteria

Written Question & Answer (WQA) for knowledge-based criteria

Witnesses Testimony (WT)

Assignment (ASS)

Personal Statement (PS)

Reflective/Learning Journal (LJ)

Work Product [(WP)

Recognition of Prior Learning (RPL)

Unit 020: Supervise banquet/catering function

LO (Learning outcome)		Criteria:-		Evidence Type				Evidence Ref Page number			
LO1	Support pre-function mise-en place	1.1	Collect all relevant information needed for the function: date of event, number/type of guests, type of meal and service, table layout and set-up and special requests								
		1.2	Obtain all the supplies in accordance to the event/function requirements								
		1.3	Set-up tables and chairs according to the function requirements								

[illegible][illegible]

LO 5 Support supervise banquet and catering function	5.2	set up the banquet										
	5.3	prepare the floor plan										
	5.4	prepare the seating arrangement										
	5.6	carry out catering service										
	5.7	carry out different types of banquet forms										

Learners Signature:

Date:

Assessors Signature:

Date:

IQA Signature (if sampled)

Date:

EQA Signature (if sampled)

Date:

Unit 021: **SERVICE IN DINING/RESTAURANT AREA**

Unit reference number: **HTTSW010L2**

NSQ level: **2**

Credit value: **2**

Guided learning hours: **20**

Unit Purpose: Unit describes level 2 competences for serving food and beverage service staff on their work shifts in different types of food and beverage providers to ensure fast and efficient foodservice delivery. This will include food service duties as well as monitoring the entire service delivery process.

Unit assessment requirements/evidence requirements

Direct Observation (OBS)

Oral Question & Answer (OQA) for Skills based criteria

Written Question & Answer (WQA) for knowledge-based criteria

Witnesses Testimony (WT)

Assignment (ASS)

Personal Statement (PS)

Reflective/Learning Journal (LJ)

Work Product [(WP)

Recognition of Prior Learning (RPL

Unit 021: SUPERVISE TEAM IN DINING AREA/RESTAURANT

LO (Learning outcome)		Criteria:-		Evidence Type				Evidence Ref Page number			
LO1 Assist supervise pre-opening preparations	1.1	Countercheck table assignment for each guest reservations.									
	1.2	check the waiter service stations are complete with necessary stocks and supplies for the day's service									
	1.3	Re-check tables for completeness in setting.									

[illegible]

in the dining are	4.2	seek assistance in service and its components											
	4.3	provide specialist room service											
	4.4	adhere to food safety and occupational health hazards in food service operations.											

LO (Learning outcome)		Criteria:-	Evidence Type					Evidence Ref Page number				
	4.5	carry out “gueridon service”										
	4.6	observe the duties and responsibilities of a food service personnel.										

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

NATIONAL SKILLS QUALIFICATION

HOSPITALITY AND TOUR OPERATIONS

LEVEL 3

MARCH, 2025

BACKGROUND

The Institute for Tourism Professionals of Nigeria (ITPN) is the Sectoral Awarding Body for hospitality, travel, leisure and tourism in Nigeria, representing members working in the public, private and non-profit sectors. It ensures the highest standards of professional competence in its members. ITPN sets professional standards and provides professional development opportunities through qualifications, training courses and events, at the same time securing employment for trainees in their various fields.

The Governing Board of the National Board for Technical Education, at its 76th regular meeting of October 2014, approved the Institute for Tourism Professionals of Nigeria (ITPN) as the Professional Awarding and Certification Body for the Hospitality, Travel, Leisure and Tourism Sector in Nigeria. By this, ITPN is mandated to develop and administer accredited qualifications, approve and monitor Training centres, and learning providers, provide continuous professional development (CPD) for private sector and public service personnel, from entry level to professional level, and award certificates and membership for every category of staff at different levels and skills.

PURPOSE OF THE QUALIFICATION

This qualification aims to provide trainees with the skills required for supporting in hospitality services and tour operations. It addresses areas such as supporting in preparation for food and beverage service, supporting in buffet and carver service and supporting in travel, leisure & tourism information.

OBJECTIVES OF THE QUALIFICATION

After this qualification, the learner will:

1. Gain knowledge and understanding of the safety and security needs of the hospitality industry, understanding the need to work as a team member and to communicate effectively at the workplace.
2. Be able to support in undertaking travel documentation.
3. Be able to support in undertaking in customers book travel, leisure and tourism services.
4. Be able to support in undertaking in sell travel-related products and services.
5. Be able to support in undertaking in preparation and service of cocktails.

ENTRY REQUIREMENTS

To be eligible for this qualification, you must have the following:

Educational qualification: Candidates with Level 2 NSQ in tour operations, and Senior Secondary School (SSS) Certificate are eligible to be admitted into level 3 NSQ. The learner must be at least 18 years old. The learner needs to be certified medically fit to perform the duties required of a hospitality and tour operations operator. A background check is necessary because of the security-sensitive nature of the industry. A thorough background check and security clearance are mandatory.

NOS/ OCCUPATIONAL STANDARDS MAPPED

This qualification mirrors the Level 3 Hospitality and Tour Operations NOS developed by the Hospitality and Tourism Skills Sector Council of Nigeria (HHSSCN), which was validated in September 2024 and approved by NBTE on 10TH March 2025, with reference number: C/TEB/VOL.X155.

PROGRESSION ROUTE/CAREER PATHS

This qualification is for those who are interested in a career in hospitality and tour operations industry. It allows learners to learn, develop and practice the skills required for employment and /or career progression in the hospitality and tour operations sector. It allows the candidates to progress into level 4 NSQ and into occupational roles in areas such as Catering Assistant, Tourism Officer, Tour Guide and Server/ Bartender.

ASSESSMENT METHODS

Assessment tools and instruments can include, but are not limited to:

- Case Studies
- Observed Practical Exercises
- Observed Performance at Work
- Role-play and/or other targeted Group Activity
- Oral, Audio and Visual Processes and Presentations
- Long-Answer Questions (reports, proposals for action, specialist articles)
- Short Answer Questions and Structured Questions for oral (Skills based and Witten for knowledge-based criteria)
- Selected-Response Items (e.g. multiple-choice).

GRADING AND AWARDING CRITERIA

NSQ qualifications are assessed on competent or no yet competent. For a candidate to earn a qualification/they must earn a pass assessment in all the mandatory units and the required number of optional units. On completion of the required number of units and guiding hours, totalling 36 credit value, the learner will be awarded NSQ Level 3 hospitality and tour operations.

QUALIFICATION STRUCTURE**ITPN NSQ LEVEL 3: HOSPITALITY AND TOUR OPERATIONS****TOTAL CREDITS REQUIRED – 36 (MINIMUM)**

MANDATORY UNITS- FROM THIS GROUP YOU'LL NEED TO COVER ALL THE 3 UNITS
AND EARN A MINIMUM OF 9 CREDITS

S/N	UNIT TITLE	UNIT REFERENCE NUMBER	CREDIT VALUE	GUIDED LEARNING HOURS
UNIT 001	Maintain Safe, Hygienic and Secure Environment	TLT-HS-009-L3	2	20
UNIT 002	Communicate at Work Environment	TLT-TW-010-L3	2	20
UNIT 003	Team work in Travel and Tourism Team	TLT-CS-011-L3	2	20

OPTIONAL UNIT: FROM THIS GROUP YOU'LL NEED TO EARN A MINIMUM OF 27
CREDITS

UNIT 004	Conduct Local Tours	TLT-TA-001-L3	3	30
UNIT 005	Solving Customer Service Problems	TLT-TA-002-L3	3	30
UNIT 006	Transport legal, Regulatory, Ethical and Social Requirements	TLT-TA-004-L3	3	30
UNIT 007	Managing Business Travel Account	TLT-TA-006-L3	3	30
UNIT 008	Promoting Opportunities and Activities for Individual and Group Leisure Customers	TLT-TA-007-L3	3	30
UNIT 9	Information for Sales of Tourism -- Related Products and Services	TLT-TA-009-L3	3	30
UNIT 10	Customer Service During Handover	TLT-TA-010-L3	3	30
UNIT 11	Organizing Small Sized Events	TLT-TA-011 L3	3	30
UNIT 12	Customer Services in Leisure, Travel and Tourism Selection, Booking and Processing	TLT-TA-012-L3	3	30

UNIT 13	Processing Travel & Tourism Services Payment	TLT-TA-013-L3	3	30
UNIT 14	Selling Travel-Related Products and Services	TLT-TA-014-L3	3	30
UNIT 15	Travel Global Distribution Services (GDS)	TLT-TA-015-L3	3	30
UNIT 16	Food safety in storing, preparation and service of food and beverages.	HTT-WT-007-L3	3	30
UNIT 17	Dining room area	HTT-WT-007-L3	3	30
UNIT 18	Banquet/catering function	HTT-WT-007-L3	3	30
UNIT 19	Dining area/restaurant team	HTT-WT-007-L3	3	30
UNIT 20	Silver service	HTT-WT-007-L3	3	30
UNIT 21	Buffet and carvery service	HTT-WT-007-L3	3	30
UNIT 22	Preparation and service of cocktails	HTT-WT-007-L3	3	30
UNIT 23	Table and tray service	HTT-WT-007-L3	3	30

UNIT 01: MAINTAIN SAFE, HYGIENIC AND SECURE WORKING ENVIRONMENT

Unit reference number: HTT-GP- 001-L3

NSQ level: L3

Credit value: 2

Guided learning hours: 20

Unit Purpose:

To enable trainee on the job acquire the knowledge, competence and skills to maintain safe, hygiene and safety measures while on job at work place environment.

Evidences

Direct Observation (OBS)

Question & Answer (QA)

Witnesses Testimony (WT)

Assignment (ASS)

Personal Statement (PS)

Reflective/Learning Journal (LJ)

Work Product [(WP) attached to OBS/WT]

Recognition of Prior Learning (RPL)

Unit 01: Maintain a safe, hygienic and secure working environment

LO (Learning outcome)		Criteria:-	Evidence Type				Evidence Ref Page number			
LO1 Maintain personal health and hygiene	1.1	Wear clean, neat and appropriate personal protective equipment								
	1.2	Work safely at all times, complying with health, safety and other relevant regulations and guidelines.								
	1.3	Get any cuts, grazes and wound treated by the appropriate and qualified person in the work place								
	1.4	Report illness and infection promptly to the appropriate persons.								
	1.5									
LO2 Know how to maintain personal health and hygiene										
	2.1	State responsibility under the health and safety Act as it relates to own occupation								
	2.2	Follow general rules on hygiene that must be followed								

[illegible]

	4.5	Identify risk elements in workplace environment									
	4.6	State how to warn other people about hazards and why this is important									
	4.7	State why accidents and near accidents should be reported in a manner that follow due procedures.									
		Follow procedures of raising awareness of hazards									
LO 5: Emergency procedures	5.1	Describe the type of emergencies that may happen in the workplace and how to deal with them									
	5.2	Find the first aid equipment and who the registered first aiders is in the workplace									
	5.3	Follow safe lifting and handling techniques that should be followed									
	5.4	Work safely in relevant safety areas									
	5.5	Describe organisational emergencies procedures in particular fire and how these are important to be followed									
	5.6	State the possible causes for fire in the workplace									
	5.7	Describe how to minimise the possibility of fire in the workplace									
	5.8	Locate alarms and how to set them on and off									
	5.9	Explain why a fire should never be approached unless you are trained to do so.									
	5.10	State the importance of following the fire safe rules									
	5.11	Describe organisational security procedures and why these are important									

	5.12	Report all unusual or non-routine incidents to the appropriate personnel								
--	------	--	--	--	--	--	--	--	--	--

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

UNIT 02: COMMUNICATE AT WORK ENVIRONMENT

Unit reference number: **HTT-GP- 002-L3**

NSQ level: **L3**

Credit value: 2

Guided learning hours: 20

Unit purpose:

The unit enables the learner to communicate effectively and relay information that is responsive and subject to change in meeting workers and employers' need in work environment.

Unit assessment requirements/evidence requirements

Direct Observation (OBS)

Question & Answer (QA)

Witnesses Testimony (WT)

Assignment (ASS)

Personal Statement (PS)

Reflective/Learning Journal (LJ)

Work Product [(WP) attached to OBS/WT]

Recognition of Prior Learning (RPL)

Unit 02:

[illegible]

		clarification where necessary									
	4.3	Interpret diagrams and pictorial information									
LO5 Produce, Retrieve and process leisure travel and tourism information	5.1	Storage of info as appropriate									
	5.2	Store and retrieve information whenever required									
	5.3	Produce and process information as appropriate									
	5.4	Safety of information and info security system.									

Learner' signature:	Date
Assessor's signature:	Date
IQA Signature (If sampled):	Date
EQA Signature (If sampled):	Date

UNIT 03: TEAM WORK AT TRAVEL AND TOURISM WORKPLACE

Unit reference number: **HTT-GP-003-L3**

NSQ level: **L3**

Credit value: 2

Guided learning hours: 20

Unit Purpose:

To equip the candidate with the knowledge and competence to employ skills in carrying out organisational functions to achieve its goals.

Unit assessment requirements/evidence requirements

Direct Observation (OBS)

Question & Answer (QA)

Witnesses Testimony (WT)

Assignment (ASS)

Personal Statement (PS)

Reflective/Learning Journal (LJ)

Work Product [(WP) attached to OBS/WT]

Recognition of Prior Learning (RPL)

Unit 03: Work effectively as part of a Travel, Leisure and Tourism Team

[illegible]

	2.4	Ensure information transmitted to others in the team is timely and accurate.									
	2.5	Maintain cordial working relations with team mates									
	2.6	Discuss and resolve any misunderstanding or incidences between the team mate before reporting relevant person									
	2.7	Report any misunderstandings or incidences in relating with team mates to the relevant person									
	2.8	Communicate clearly and effectively with team members									
LO3 Develop own skills											
	3.1	Seek feedback on work and be able to use the feedback constructively									
	3.2	Identify with appropriate persons what aspects of work that are up to standard and what areas to improve									
	3.3	Agree on what have to be improved during work									
	3.4	Agree on a learning plan with the appropriate person									
	3.5	Seek opportunity to review and develop and improve learning plan									

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

Unit reference number:	HTT-TO-001-L3
NSQ level:	L3
Credit value:	3
Guided learning hours:	30

To equip the trainee on the job with the required skills and competence to professionally plan, organize and manage the delivery of local tour.

- Direct Observation (OBS)
- Question & Answer (QA)
- Witnesses Testimony (WT)
- Assignment (ASS)
- Personal Statement (PS)
- Reflective/Learning Journal (LJ)
- Work Product [(WP)
- Recognition of Prior Learning (RPL)

LO (Learning outcome)			Criteria:-	Evidence Type				Evidence Ref	Page number
LO1 Guide local tour	1.1	Guide tour in accordance with agreed terms.							
	1.2	ensure compliance with programme and timing agreed between the organiser and suppliers							
	1.3	commence and complete recording of tour sales activities using the electronic system application							
LO 2 Delivery local tour	2.1	carryout delivery of services standards and quality agreed							
	2.2	issue relevant, clear and accurate information to customers at key points throughout the tour							

[illegible]

	3.2	ensure customer and baggage check-in and check-out are smooth and efficient											
	3.3	ensure information bulletins are provided at suitable times and places											
	3.4	ensure all procedures comply with local, national and organisational requirements											
	3.5	report any factors likely to affect future tours clearly and promptly to relevant officers											

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

UNIT 005: SOLVING CUSTOMER SERVICE PROBLEMS

Unit reference number: HTT-TO -002-L3

NSQ level: L3

Credit value: 3

Guided learning hours: 30

Unit Purpose:

To acquaint the candidate with competence and skills required in dealing satisfactorily with customer having problems with the services provided.

Unit assessment requirements/evidence requirements

Direct Observation (OBS)

Question & Answer (QA)

Witnesses Testimony (WT)

Assignment (ASS)

Personal Statement (PS)

Reflective/Learning Journal (LJ)

Work Product [(WP) attached to OBS/WT]

Recognition of Prior Learning (RPL)

UNIT 005: SOLVING CUSTOMER SERVICE PROBLEMS

LO (Learning outcome)		Criteria:-	Evidence Type				Evidence Ref Page number			
LO1 Attend to immediate customer service problems	1.1	ensure prompt response to customer service problems following organisational guidelines								
	1.2	find and solve customer service problems with sufficient authority								
	1.3	guide and work with others to solve customer service problems								
	1.4	ensure to inform customers of the actions being taken								
	1.5	check with customers that they are comfortable with the actions being taken								
	1.6	investigate and solve problems with service systems and procedures that might affect customers before they become aware of them								
	1.7	inform managers and colleagues of the steps taken to solve specific problems								

[illegible]

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

UNIT 006: TRANSPORT LEGAL, REGULATORY, ETHICAL AND SOCIAL REQUIREMENTS

Unit reference number: HTT-TO-003-L3
 NSQ level: L3
 Credit value: 3
 Guided learning hours: 30

Unit Purpose:

To equip the candidate on the job with the knowledge and skills to enable compliance with operational tasks at workplace.

Unit assessment requirements/evidence requirements

Direct Observation (OBS)
 Question & Answer (QA)
 Witnesses Testimony (WT)
 Assignment (ASS)
 Personal Statement (PS)
 Reflective/Learning Journal (LJ)
 Work Product [(WP) attached to OBS/WT]
 Recognition of Prior Learning (RPL)

UNIT 006: TRANSPORT LEGAL, REGULATORY, ETHICAL AND SOCIAL REQUIREMENTS

LO (Learning outcome)		Criteria:-	Evidence Type				Evidence Ref Page number			
LO1 Identify need and demand for transport	1.1	gather relevant data to plan recreation and tourism destination transport needs								
	1.2	Acquire necessary basic knowledge of the health, safety, legal, social and ethical requirements								
	1.3	ensure transport operations are executed in line with the required standards								
	1.4	manage transport operations with attention on the legal, regulatory, ethical and social requirements								
Comply with transport legal, regulatory, ethical and social requirements	2.1	monitor the relevant legal, regulatory, ethical and social requirements and the effect that they have on area of responsibility								

	2.2	develop effective policies and procedures to make sure the organisation meets all the necessary requirements									
	2.3	ensure that relevant people have clear understanding of the policies and procedures									
	2.4	monitor the way policies and procedures are put into practice and provide support									
LO3 Meet transportation requirements	3.1	review and promote a climate of openness about meeting and not meeting transportation requirements									
	3.2	certify and correct any failures to meet the requirements									
	3.3	analyse reasons for not meeting requirements and adjust the policies and procedures to reduce the likelihood of failures in the future									
	3.4	assess full reports about any failures to meet the requirements to the relevant stakeholders									

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

UNIT 008: PROMOTING OPPORTUNITIES AND ACTIVITIES FOR INDIVIDUAL AND GROUP LEISURE CUSTOMERS

Unit reference number: HTT-TO-005-L3
NSQ level: L3
Credit value: 3
Guided learning hours: 30

Unit Purpose:

To equip the candidate with the knowledge and competence to raise awareness of the value of leisure activities and negotiate specific arrangements for leisure opportunities and activities.

Unit assessment requirements/evidence requirements

Direct Observation (OBS)
 Question & Answer (QA)
 Witnesses Testimony (WT)
 Assignment (ASS)
 Personal Statement (PS)
 Reflective/Learning Journal (LJ)
 Work Product [(WP)
 Recognition of Prior Learning (RPL)

UNIT 008: PROMOTING OPPORTUNITIES AND ACTIVITIES FOR INDIVIDUAL AND GROUP LEISURE CUSTOMERS

LO (Learning outcome) Criteria:-			Evidence Type				Evidence Ref Page number			
LO1 Raise awareness of the value of leisure opportunities and activities for individuals	1.1	find out from the audience who may have an interest in leisure opportunities for individuals								
	1.2	communicate with the identified audience to establish their current perceptions of and interest in the value of leisure activities for individuals or groups.								
	1.3	present clear, accurate and relevant information to the audience about the benefits that leisure activities can bring to individuals and groups.								

[illegible]

	2.4	identify involved the potential challenges, rewards and any resources which will be required											
	2.5	assess the willingness and capacity of people and organisation's to provide leisure opportunities and activities for individuals											
LO3 Support Monitor provision of leisure opportunities and activities for customers	3.1	Support to monitor and agree with people and organisations who are willing to be offered leisure opportunities											
	3.3	Support to categories the type of leisure opportunities and activities that can be offered, the number of individuals who can be catered for and any reasonable restrictions on who may be offered the opportunities											
	3.4	interpret basic adjustments, including those that are legally required, that people and organisations will need to make											
	3.5	negotiate common agreement on who will make the adjustments and how they will be resourced											
	3.6	Ensure all agreements are made in writing											
	3.7	Follow appropriate actions to enable the leisure opportunities and activities to be accessed											
	3.8	reports on processes and outcomes, within confidentiality agreements and according to legal and work setting requirements											

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

[illegible]

Identify customers' requirements	2.1	ensure suitable options of tourism products and services that best match the customers' needs are identified and offered										
	2.2	apply opportunities to sell extra tourism products and services at a suitable time in the discussion with customers										
	2.3	provide offered alternatives relevant to customer request										
	2.4	monitor appropriate action taken where customers' queries cannot be answered										
LO3 Close sales												
	3.1	review customers' intention to buy at a suitable time in your discussion										
	3.2	monitor to ensure that customers are positively reassured following their buying choice										
	3.3	compile and provide extra tourism products and services to be sold										
	3.4	compare to ensure that the total cost of all products and services is given to customers										
	3.5	assess to ensure that the sale meets the organisation's procedures and legal requirements										

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

UNIT 010: CUSTOMER SERVICE DURING HANDOVER

Unit reference number: HTT –TO- 009-L3
NSQ level: L3
Credit value: 3
Guided learning hours: 30

Unit Purpose:

To equip the candidate with both the knowledge and skills of routinely assist in checking effective completion of customer services activities.

Unit assessment requirements/evidence requirements

Direct Observation (OBS)
Question & Answer (QA)
Witnesses Testimony (WT)
Assignment (ASS)
Personal Statement (PS)
Reflective/Learning Journal (LJ)
Work Product [(WP) attached to OBS/WT]
Recognition of Prior Learning (RPL)

UNIT 010: CUSTOMER SERVICE DURING HANDOVER

LO (Learning outcome) Criteria:-			Evidence Type				Evidence Ref Page number			
LO 1: Agree joint responsibilities in a customer service team	1.1	monitor and assess services or products involved in delivering that rely on effective teamwork								
	1.2	monitor steps in the customer service delivery process that rely on exchange of information between colleagues								
	1.3	inspect completion of customer services as agreed with colleagues when it is right to pass responsibility for completing action to another								

[illegible]

		not done and take actions										
--	--	---------------------------	--	--	--	--	--	--	--	--	--	--

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

Unit reference number:	HTT-TO-010-L3
NSQ level:	L3
Credit value:	3
Guided learning hours:	30

To equip the trainee with the required knowledge, skills and competence to support in the routine event operations.

- Direct Observation (OBS)
- Question & Answer (QA)
- Witnesses Testimony (WT)
- Assignment (ASS)
- Personal Statement (PS)
- Reflective/Learning Journal (LJ)
- Work Product [(WP)
- Recognition of Prior Learning (RPL)

LO (Learning outcome)		Criteria:-	Evidence Type					Evidence Ref Page number			
LO1 Handle small size Events	1.1	follow agreed plans for the event									
	1.2	identify all resources and personnel in place for a function									
	1.3	prepare for staff and personnel briefing									
	1.4	confirm authorisation for each stage of the event to take place									
LO 2 Support handle event arrangements	2.1	Support the work of key personnel and other stakeholders using effective communication									
	2.2	deal effectively with any problem that arise during the event									
	2.3	Support to ensure proper change is taken during the event to minimise disruption									

LO 3 Support to ensure proper change is taken during the event to minimise disruption	3.1	Review and keep all those involved in the event informed of relevant developments								
	3.2	maintain required records on the event								
	3.3	Explain how to support to ensure proper change is taken during the event to minimise disruption								

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

UNIT 012: CUSTOMER SERVICES IN LEISURE, TRAVEL AND TOURISM SELECTION, BOOKING AND PROCESSING

Unit reference number: HTT-TO- 011-L3
NSQ level: L3
Credit value: 3
Guided learning hours: 30

Unit Purpose:

To equip the trainee with the knowledge and skills in support of prospective tourists to choose their itinerary, book and process travel documents accordingly.

Unit assessment requirements/evidence requirements

Direct Observation (OBS)
 Question & Answer (QA)
 Witnesses Testimony (WT)
 Assignment (ASS)
 Personal Statement (PS)
 Reflective/Learning Journal (LJ)
 Work Product [(WP)
 Recognition of Prior Learning (RPL)

UNIT 012: CUSTOMER SERVICES IN LEISURE, TRAVEL AND TOURISM SELECTION, BOOKING AND PROCESSING

LO (Learning outcome)		Criteria:-	Evidence Type				Evidence Ref Page number			
LO1 Support customers identify their product selection	1.1	ensure customers' travel services requirements are identified								
	1.2	recognise customers' needs.								
	1.3	calculate and add up total costs of the travel arrangements								
	1.4	assess total sums of travel arrangement to customers.								
	1.5	recognise customers' acceptance of the proposed arrangements.								
	1.6	reconfirm customers' consent to record the necessary information.								
	1.7	inspect record of information promptly, accurately and in the required format								
	1.8	ensure maintaining of confidentiality of information.								

[illegible]

		the required time scale and following your organisation's procedure										
	3.4	review all travel arrangements clearly to customers in a way they will understand.										
	3.5	guide explanations to customers their travel arrangements before they leave your premises.										
	3.6	inspect completion of all customer records and pass such to the relevant person(s) promptly.										

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

payments where necessary	2.3	monitor to ensure correct procedures to maintain confidentiality of customers' purchases and payment information									
LO 3 Issue receipts and store payments											
	3.1	monitor to ensure all internal payment records are completed accurately and follow the organisation's procedures									
	3.2	monitor ensure that customers receive legible and accurate receipts									
	3.3	monitor to ensure all payments are stored securely and protected									
	3.4										

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

Unit reference number	HTT-TO-013-L3
NSQ level:	L3
Credit value:	3
Guided learning hours:	30

To assist in making customers aware of the choices available to them when booking leisure or business travel and any additional services that they need.

- Direct Observation (OBS)
- Question & Answer (QA)
- Witnesses Testimony (WT)
- Assignment (ASS)
- Personal Statement (PS)
- Reflective/Learning Journal (LJ)
- Work Product [(WP) attached to OBS/WT]
- Recognition of Prior Learning (RPL)

[illegible]

	3.6	Follow up and check organisation's procedures and legal requirements in sales of tour product and services										
--	-----	--	--	--	--	--	--	--	--	--	--	--

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

UNIT 015: TRAVEL GLOBAL DISTRIBUTION SYSTEM SERVICES (GDS)**Unit reference number**HTT-TO-013-L3**NSQ level:** L3**Credit value:** 3**Guided learning hours:** 30**Unit Purpose:**

To acquire knowledge, understanding and skills of GDS fares associated with inventory on behalf of the air carrier. To gain an understanding and application of electronic ticketing to track passenger transportation. To get familiar with the multi-purpose document to interline accountable traffic documents, dates and prices.

Unit assessment requirements/evidence requirements

Direct Observation (OBS)

Question & Answer (QA)

Witnesses Testimony (WT)

Assignment (ASS)

Personal Statement (PS)

Reflective/Learning Journal (LJ)

Work Product [(WP) attached to OBS/WT]

Recognition of Prior Learning (RPL)

UNIT 015: TRAVEL GLOBAL DISTRIBUTION SYSTEM SERVICES (GDS)

LO (Learning outcome) Criteria:-			Evidence Type				Evidence Ref Page number			
LO 1 Know and understand Global Distribution System (GDS)	1.2	Explain GDS								
		Describe how GDS is Helpful for a Smaller Travel and tourism Agency								
		Explain the Working of GDS in Travel								
		Explain the Evolution of GDS								
		Risk of Booking with GDS								
LO 2 Demonstrate ability to Construct Fares	2.1	Identify Air Fares								
		Generate and compute GDS Fare								
		Explain terminologies for Air Fare								
		Construct fares based on types of Journeys								
		Apply Fare Basis								
		Apply Steps of Fare Construction								

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

Unit 016: FOOD SAFETY IN STORING, PREPARATION AND SERVICE OF FOOD AND BEVERAGES

Unit Reference Number: HTTWT008L3

NSQ Level: 3

Credit Value: 3

Guided Learning Hours: 30

Unit Purpose: This unit is about personal hygiene, environment sanitation and ensuring own contribution to Security in the Workplace. It focuses on the learner's ability to work under safe and hygienic conditions, preventing cross-contamination. More so, it provides the learner with a broad understanding of reviewing hazards and hazard-based procedures such that they are part of a team maintaining food safety. This unit is appropriate to a learner who directly serves food and beverages.

Unit assessment requirements/evidence requirements

Direct Observation (OBS)

Oral Question & Answer (OQA) for Skills based criteria

Written Question & Answer (WQA) for knowledge based criteria

Witnesses Testimony (WT)

Assignment (ASS)

Personal Statement (PS)

Reflective/Learning Journal (LJ)

Work Product [(WP)

Recognition of Prior Learning (RPL)

Unit 016:

LO (Learning outcome) Criteria:-			Evidence Type				Evidence Ref Page number			
LO 1 : Maintain Personal Hygiene and Cleanliness	1.1	Wear clean and hygienic clothes suitable for the tasks to be carried out.								
	1.2	Put on appropriate hair covering.								
	1.3	Wear only safe jewellery and other accessories, to avoid food safety hazards.								

LO (Learning outcome) Criteria:-			Evidence Type				Evidence Ref Page number			
	2.11	State why it is even more important to report stomach illnesses.								
	2.12	Explain why it is important to avoid doing certain things that can contaminate food while handling it.								
LO 3: Work Environment Hygiene	3.1	Ensure that surfaces and equipment are clean and in good condition.								
	3.2	Use an appropriate cloth that is clean for wiping and cleaning and cleaning equipment as you work.								
	3.3	Discard any surfaces and equipment that are damaged or that have any loose parts.								
	3.4	Report damaged surfaces, walls, ceilings, furniture, fittings and equipment to the appropriate Personnel.								
	3.5	Ensure that waste is disposed promptly, hygienically and suitably								
	3.6	Identify, and take appropriate action on any damage to walls, floors, ceilings, furniture, and fittings.								
	3.7	Identify and act appropriately on any signs of pests.								
	3.8	Explain why surfaces and equipment must be clean, hygienic, and suitable for the intended use before commencing a new task.								
	3.9	Describe how to sanitize surfaces and work tools before use.								
	3.10	State why it is important to use only clean and suitable clothes when cleaning before tasks.								
	3.11	Explain why surfaces, parts of the workplace, and equipment that are damaged or have loose parts constitute food safety hazards.								

	3.12	State the types of damage to be alert for.											
	3.13	Enumerate types of damaged surfaces or equipment that can cause food safety hazards.											
	3.14	Describe how to deal with damaged surfaces and equipment.											

LO (Learning outcome)		Criteria:-	Evidence Type				Evidence Ref Page number			
	3.15	State the importance of clearing and disposing of waste promptly and safely.								
	3.16	Describe how to dispose of waste safely.								
	3.17	State the types of pests that could be found in catering Establishments.								
	3.18	Describe the signs that signify the presence of pests.								
LO 4: Storing Food Safely	4.1	Check the freshness, temperature, and expiry date of food items.								
	4.2	Look for any important information on the label and leave it intact.								
	4.3	Carry out any necessary action to prepare food for storage.								
	4.4	Place food in an appropriate storage place or equipment without temperature change.								
	4.5	Ensure that storage areas for different types of food items are clean, suitable, and at the right temperature.								
	4.6	Prevent contamination while storing food.								

4.7	Follow appropriate stock usage procedures.								
4.8	Dispose of any expired foods safely.								
4.9	Keep all required records up-to-date.								
4.10	Explain why it is important to ensure that food items are safe on delivery.								
4.11	State why food should be prepared before storage.								
4.12	Explain why food must be put in the correct storage area.								
4.13	Enumerate the food storage temperatures.								
4.14	Explain the importance of keeping storage areas clean and tidy.								
4.15	State how to check that food is stored at the correct temperature.								
4.16	Explain why any expired food must be thrown away and not used.								

LO (Learning outcome) Criteria:-			Evidence Type				Evidence Ref Page number			
	4.17	Explain why it is important to keep raw and ready-to-eat food apart.								
	4.18	List types of raw and ready-to-eat foods.								
	4.19	Explain why it is important to have a stock usage policy that rotates stock.								
LO 5: Food Safety in Preparing, Cooking and Holding	5.1	Inspect food before and during preparation and cooking for any hazards.								
	5.2	Follow correct procedures for dealing with food hazards.								
	5.3	Handled different types of food safely to prevent cross-contamination between them.								
	5.4	Keep all required records updated.								
	5.5	Follow laid-down procedures for items that can cause allergic reactions.								
	5.6	Use appropriate methods, times, and temperatures to maintain food safety.								
	5.7	Describe how to check that food is safe while holding and serving.								
	5.8	State why and when it is necessary to defrost foods before cooking.								
	5.9	Explain what to do to discover any food safety hazards.								

	6.6	Enumerate how to control hazards by cooking, chilling, cleaning, and avoiding cross-contamination.									
	6.7	Explain why monitoring is important.									
	6.8	List the key stages in the monitoring process.									
	6.9	State why it is important to know what to do when things go wrong.									
	6.10	Explain why there are some hazards more important than others.									
	6.11	State the appropriate personnel to report to if there are food safety hazards.									

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

UNIT 017: DINING ROOM AREA OPERATION AREA**Unit reference number:** HTTWT001L3**NSQ level:** 3**Credit value:** 3**Guided learning hours:** 30

Unit Purpose: This unit describes level 3 competencies in supervising waitrons to be efficient in running the food service in the dining/restaurant area. This will include monitoring and developing staff performance.

Unit assessment requirements/evidence requirements

Direct Observation (OBS)

Oral Question & Answer (OQA) for Skills based criteria

Written Question & Answer (WQA) for knowledge based criteria

Witnesses Testimony (WT)

Assignment (ASS)

Personal Statement (PS)

Reflective/Learning Journal (LJ)

Work Product [(WP)

Recognition of Prior Learning (RPL)

UNIT 017: SUPERVISE DINING AREA OPERATION

LO (Learning outcome)		Criteria:-		Evidence Type				Evidence Ref Page number			
LO1	organize dining room staff	1.1	Allocate opening and closing duties to staff in accordance with establishment/industry standards								
		1.2	Allocate side work and service station to staff in accordance with establishment/industry standards								

[illegible]

LO 5	4.5	Explain why food storage is important in food service operation										
	4.6	Explain why feedback is important in food service operation										
	4.7	Describe how to conduct staff appraisal										
	4.8	Explain why risk management in food service operation is important										
	4.9	Explain why knowledge in new technology in food service operation is necessary										

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

UNIT 018: **BANQUET/CATERING FUNCTION**

Unit reference number: **HTTWT002L3**

NSQ level: **3**

Credit value: **3**

Guided learning hours: **30**

Unit Purpose: This unit describes level 3 competencies in supervising the tasks and duties related to the operation of the banquet/catering functions. This will include event logistics of pre-function set-up, food and beverage service, and post-event clean-up.

Unit assessment requirements/evidence requirements

Direct Observation (OBS)

Oral Question & Answer (OQA) for Skills based criteria

Written Question & Answer (WQA) for knowledge based criteria

Witnesses Testimony (WT)

Assignment (ASS)

Personal Statement (PS)

Reflective/Learning Journal (LJ)

Work Product [(WP)

Recognition of Prior Learning (RPL)

Unit 018: Supervise banquet/catering function

LO (Learning outcome)		Criteria:-		Evidence Type				Evidence Ref Page number			
LO1	Supervise pre-function mise-en-place	1.1	Collect all relevant information needed for the function: date of event, number/type of guests, type of meal and service, table layout and set-up and special requests								

LO4 performs customer service	4.2	Check service staff professional presentation always										
-------------------------------	-----	--	--	--	--	--	--	--	--	--	--	--

LO 5 How to supervise banquet and catering function	5.1	Describe the banquet service										
	5.2	Describe how to set up the banquet										
	5.3	Describe how to prepare the floor plan										
	5.4	Describe how to prepare the seating arrangement										
	5.6	Describe how to do the catering service										
	5.7	Describe the different types of banquet forms										

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

UNIT 019: **DINING AREA/RESTAURANT TEAM**

Unit reference number: **HTTWT003L3**

NSQ level: **3**

Credit value: **3**

Guided learning hours: **30**

Unit Purpose: The unit describes level 3 competencies for supervising and coordinating food and beverage service staff on their work shifts in different types of food and beverage providers to ensure fast and efficient food service delivery. This will include food service duties as well as monitoring the entire service delivery process.

Unit assessment requirements/evidence requirements

Direct Observation (OBS)

Oral Question & Answer (OQA) for Skills based criteria

Written Question & Answer (WQA) for knowledge based criteria

Witnesses Testimony (WT)

Assignment (ASS)

Personal Statement (PS)

Reflective/Learning Journal (LJ)

Work Product [(WP)

Recognition of Prior Learning (RPL)

UNIT: 019

LO (Learning outcome)		Criteria:-		Evidence Type				Evidence Ref Page number			
LO1	Supervise pre-opening preparations	1.1	Countercheck table assignments for each waiter and monitor guest reservations.								
		1.2	Inspect the waiter service stations are complete with necessary stocks and supplies for the day's service								
		1.3	Re-check tables for completeness in the setting.								

[illegible]

a team in the dining area	4.2	Describe what is assistance in service and its components											
	4.3	Describe what specialist room service											
	4.4	Describe food safety and occupational health hazards in food service operations.											

LO (Learning outcome)		Criteria:-	Evidence Type					Evidence Ref Page number				
	4.5	Describe how “ Gueridon service ” is carried out										
	4.6	Describe the duties and responsibilities of a food service personnel.										

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

LO (Learning outcome)			Criteria:-		Evidence Type					Evidence Ref Page number			
LO1 Anticipate the needs of guests with reference to the menu	1.1	Process the information on the menu and determine what other factors may facilitate customer service											
	1.2	Perform a random check of the items that should be available for service											
	1.3	List what factors may interrupt service and place them under control											
	1.4	Explain why it is important to maintain a serene composure before serving guests											
LO2													
	2.1	Greet a guest in the customary manner in line with organizational standards											

Welcome guests and take orders	2.2	Present menu card to the guest									
	2.3	Record orders properly in the docket list									
	2.4	Provide adequate information to guests including information about waiting time.									
	2.5	Process the order promptly									
	2.6	State why you should have adequate knowledge of the menu before presenting it to guests									
	2.7	Explain organizational standards for customer service									
L03 Serve customer orders											
	3.1	Announce and present ordered food to guests and									
	3.2	Respond to guest questions or complaints calmly and effectively									
	3.3	Maintain a tidy service area during guest's meal									
	3.4	Explain why the service area must always be clean and tidy									
	3.5	Identify who unexpected incidences should be reported to									
	3.6	Refill drinks and accompaniments as often as required									
	3.7	Deal with unexpected situations effectively									
L04 Clear courses											
	4.1	Determine when a guest has completed a meal and proceed to clear the table									
	4.2	Assemble all items used by the guest and clear them off the table									
	4.3	Check for any stains on the table and handle them accordingly									

	4.4	Report breakages and damages to the appropriate authorities as recommended										
	4.5	Leave the dining room or service area clean, tidy, and ready for the next guest										

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

LO (Learning outcome)			Criteria:-	Evidence Type					Evidence Ref Page number		
LO1 Arrange a room for a buffet service	1.1	Clean and position the table according to the service style									
	1.2	Lay-up tables and place decorations as required by organizational standards									
	1.3	List what factors may interrupt service and place them under control									
	1.4	Determine sitting arrangements that will afford maximum comfort to guests									
	1.5	Identify and discuss factors that will enhance comfort during a buffet and carvery service									
	1.6	Discuss reasons why there should be different service points in a buffet room									
LO2											

[illegible]

Learners Signature:

Assessors Signature:

IQA Signature (if sampled)

Date:

Date:

Date:

EQA Signature (if sampled)

Date:

[illegible]

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

UNIT 023: TABLE AND TRAY SERVICE**Unit Reference Number: HTTWT007L3****NSQ Level 3****Credit value: 3****GLH: 30**

Unit Purpose: This unit is about the requirements for welcoming, greeting, and serving customers to comfort and the ability to answer their questions. It deals with the competencies for promoting the organization and handling unexpected situations effectively.

Unit assessment requirements/evidence requirements.

Direct Observation (OBS)

Oral Question & Answer (OQA) for Skills based criteria

Written Question & Answer (WQA) for knowledge based criteria

Witnesses Testimony (WT)

Assignment (ASS)

Personal Statement (PS)

Reflective/Learning Journal (LJ)

Work Product [(WP)

Recognition of Prior Learning (RPL)

UNIT 023: Provide a table/tray service

LO (Learning outcome) Criteria:-			Evidence Type				Evidence Ref Page number			
LO 1 Welcome customers and take orders	1.1	Greet customers politely in line with organizational standard								
	1.2	Ensure that customers have access to the correct menus								
	1.3	Assist customers with dining arrangements as necessary, in line with the service style								
	1.4	Respond to customers' inquiries and give them information that meets their needs and promotes the organisation's products and services								
	1.5	Identify customers' orders and record them promptly								

[illegible]

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

NATIONAL SKILLS QUALIFICATION

HOSPITALITY AND TOUR OPERATIONS

LEVEL 4

MARCH, 2025

BACKGROUND

The Institute for Tourism Professionals of Nigeria (ITPN) is the Sectoral Awarding Body for hospitality, travel, leisure and tourism in Nigeria, representing members working in the public, private and non-profit sectors. It ensures the highest standards of professional competence in its members. ITPN sets professional standards and provides professional development opportunities through qualifications, training courses and events, at the same time securing employment for trainees in their various fields.

The Governing Board of the National Board for Technical Education, at its 76th regular meeting of October 2014, approved the Institute for Tourism Professionals of Nigeria (ITPN) as the Professional Awarding and Certification Body for the Hospitality, Travel, Leisure and Tourism Sector in Nigeria. By this, ITPN is mandated to develop and administer accredited qualifications, approve and monitor Training centres, and learning providers, provide continuous professional development (CPD) for private sector and public service personnel, from entry level to professional level, and award certificates and membership for every category of staff at different levels and skills.

PURPOSE OF THE QUALIFICATION

This qualification aims to provide trainees with the skills required for supervising in hospitality services and tour operations. It addresses areas such as supervising in preparation for food and beverage service, supervising in buffet and carver service and supervising in travel, leisure & tourism information.

OBJECTIVES OF THE QUALIFICATION

After this qualification, the learner will:

1. Gain knowledge and understanding of the safety and security needs of the hospitality industry, understanding the need to work as a team member and to communicate effectively at the workplace.
2. Be able to supervise in undertaking travel documentation.
3. Be able to supervise in undertaking in customers book travel, leisure and tourism services.
4. Be able to supervise in undertaking in sell travel-related products and services.
5. Be able to supervise in undertaking in preparation and service of cocktails.

ENTRY REQUIREMENTS

To be eligible for this qualification, you must have the following:

Educational qualification: Candidates with Level 3 NSQ in tour operations, and Senior Secondary School (SSS) Certificate with 5 years working experience are eligible to be admitted into level 4 NSQ. The learner must be at least 18 years old. The learner needs to be certified medically fit to perform the duties required of a hospitality and tour operations operator. A background check is necessary because of the security-sensitive nature of the industry. A thorough background check and security clearance are mandatory.

NOS/ OCCUPATIONAL STANDARDS MAPPED

This qualification mirrors the Level 4 Hospitality and Tour Operations NOS developed by the Hospitality and Tourism Skills Sector Council of Nigeria (HHSSCN), which was validated in September 2024 and approved by NBTE on 10TH March 2025, with reference number: C/TEB/VOL.X155.

PROGRESSION ROUTE/CAREER PATHS

This qualification is for those who are interested in a career in hospitality and tour operations industry. It allows learners to learn, develop and practice the skills required for employment and /or career progression in the hospitality and tour operations sector. It allows the candidates to progress into level 5 NSQ and into managerial roles in Hospitality and Tour Operations Careers.

ASSESSMENT METHODS

Assessment tools and instruments can include, but are not limited to:

- Case Studies
- Observed Practical Exercises
- Observed Performance at Work
- Role-play and/or other targeted Group Activity
- Oral, Audio and Visual Processes and Presentations
- Long-Answer Questions (reports, proposals for action, specialist articles)
- Short Answer Questions and Structured Questions for oral (Skills based and Written for knowledge-based criteria)
- Selected-Response Items (e.g. multiple-choice).

GRADING AND AWARDING CRITERIA

NSQ qualifications are assessed on competent or no yet competent. For a candidate to earn a qualification/they must earn a pass assessment in all the mandatory units and the required number of optional units. On completion of the required number of units and guiding hours, totalling 45 credit value, the learner will be awarded NSQ Level 4 hospitality and tour operations.

QUALIFICATION STRUCTURE**ITPN NSQ LEVEL 4: HOSPITALITY AND TOUR OPERATIONS****TOTAL CREDITS REQUIRED – 45 (MINIMUM)****MANDATORY UNITS- FROM THIS GROUP YOU'LL NEED TO COVER ALL THE 3 UNITS
AND EARN A MINIMUM OF 12 CREDITS**

S/N	UNIT TITLE	UNIT REFERENCE NUMBER	CREDIT VALUE	GUIDED LEARNING HOURS
UNIT 001	Maintain Safe, Hygienic and Secure Environment	TLT-HS-009-L4	3	30
UNIT 002	Communicate at Work Environment	TLT-TW-010-L4	3	30
UNIT 003	Team work in Travel and Tourism Team	TLT-CS-011-L4	3	30

**OPTIONAL UNIT: FROM THIS GROUP YOU'LL NEED TO EARN A MINIMUM OF 36
CREDITS**

UNIT 004	Delivering Tour Service by Types	TLT-TA-001-L4	3	30
UNIT 005	Monitoring and Solving Customer Service Problems	TLT-TA-002-L4	3	30
UNIT 006	Transport Legal, Regulatory, Ethical and Social Requirements	TLT-TA-004-L4	3	30
UNIT 007	Promoting Leisure Opportunities and Activities for Individuals and Groups	TLT-TA-006-L4	3	30
UNIT 008	Processing Travel Documents Using Manual and Computer Application	TLT-TA-007-L4	3	30
UNIT 9	Handling Travel Documentation	TLT-TA-009-L4	3	30
UNIT 10	Application of Manual And Computer Devices in Passenger and Visitor Check-In in Air, Land and Water Travel	TLT-TA-010-L4	3	30
UNIT 11	Customer Hand-Over Service in Air, Land and Water Travels	TLT-TA-011 L4	3	30
UNIT 12	Events Execution	TLT-TA-012-L4	3	30
UNIT 13	Application of IATA Global Distribution System (GDS) in Leisure, Travel, Hospitality and Tourism Services	TLT-TA-013-L4	3	30

UNIT 14	Processing Travel and Tourism Services Payment	TLT-TA-014-L4	3	30
UNIT 15	Selling Travel and Tourism Related Products and Services	TLT-TA-015-L4	4	40
UNIT 16	Preparing Business Travel Accounts Using Manual and E-Electronic Devices	TLT-TA-016-L4	4	40
UNIT 17	purchase and maintain food and beverage service equipment banquet/catering function	HTT-WT-001-L4	4	40
UNIT 18	Carryout customer service in food carryout customer service in food	HTT-WT-002-L4	4	40
UNIT 19	Manage guest expectations and needs	HTT-WT-003-L4	4	40
UNIT 20	Supervise dining room area operation area	HTT-WT-004-L4	4	40
UNIT 21	Supervise banquet/catering function	HTT-WT-005-L4	4	40
UNIT 22	Supervise dining area/restaurant service	HTT-WT-006-L4	4	40
UNIT 23	Supervise silver service	HTT-WT-007-L4	4	40

UNIT 01: MAINTAIN SAFE, HYGIENIC AND SECURE WORKING ENVIRONMENT

Unit reference number: **HTT-GP- 001-L4**

NSQ level: **L4**

Credit value: **3**

Guided learning hours: **30**

Unit Purpose:

To enable trainee on the job acquire the knowledge, competence and skills to maintain safe, hygiene and safety measures while on job at work place environment.

Evidences

Direct Observation (OBS)

Question & Answer (QA)

Witnesses Testimony (WT)

Assignment (ASS)

Personal Statement (PS)

Reflective/Learning Journal (LJ)

Work Product [(WP) attached to OBS/WT]

Recognition of Prior Learning (RPL)

Unit 01: Maintain a safe, hygienic and secure working environment

LO (Learning outcome)		Criteria:-	Evidence Type				Evidence Ref Page number			
LO1 Maintain personal health and hygiene	1.1	Wear clean, neat and appropriate personal protective equipment								
	1.2	Work safely at all times, complying with health, safety and other relevant regulations and guidelines.								
	1.3	Get any cuts, grazes and wound treated by the appropriate and qualified person in the work place								
	1.4	Report illness and infection promptly to the appropriate persons.								
	1.5									
LO2 Know how to maintain personal health and hygiene										
	2.1	State responsibility under the health and safety act as it relates to own occupation								
	2.2	Follow general rules on hygiene that must be followed								
	2.3	Identify correct personal protection equipment such as								

[illegible]

[illegible]

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

UNIT 02: COMMUNICATE AT WORK ENVIRONMENT

Unit reference number: **HTT-GP- 002-L4**
NSQ level: **L4**
Credit value: **3**
Guided learning hours: **30**

Unit purpose:

The unit enables the learner to communicate effectively and relay information that is responsive and subject to change in meeting workers and employers' need in work environment.

Unit assessment requirements/evidence requirements

Direct Observation (OBS)
 Question & Answer (QA)
 Witnesses Testimony (WT)
 Assignment (ASS)
 Personal Statement (PS)
 Reflective/Learning Journal (LJ)
 Work Product [(WP) attached to OBS/WT]
 Recognition of Prior Learning (RPL)

Unit 02:

Learning Outcome		Criteria	Evidence type				Evidence reference page number			
LO1 Demonstrate skills in Information recording and reporting	1.1	Record findings in line with travel and tourism operations record keeping								
	1.2	Read and understand instructions								
	1.3	Demonstrate understanding of communication codes								
	1.4	Report information on work activities appropriately and timely.								
LO2 Carry										
	2.1	Receive and understand information								

Information Delivery		relating to work routine.									
	2.2	Receive relevant information from the right personnel									
	2.3	Communicate relevant information to the right personnel									
	2.4	Use information to carry out task relating to work routine									
	2.5	Ability to communicate in one local and one internal lang.									
LO3 Demonstrate skills in communication gadgets usage	3.1	Knowledge of different type of comm. gadgets									
	3.2	Use codes of communication in conveying information as specified									
	3.3	Select appropriate communication gadget for a specific information									
	3.4	Identify and apply different channels of communication									
LO4 Demonstrate skills to Communicate technical information to colleagues											
	4.1	Communicate technical information to colleagues clearly and effectively									
	4.2	Confirm information has been understood and provide clarification where necessary									

	4.3	Interpret diagrams and pictorial information									
LO5 Demonstrate skills in produce, Retrieve and process information	5.1	Storage of info as appropriate									
	5.2	Store and retrieve information whenever required									
	5.3	Produce and process information as appropriate									
	5.4	Safety of information and info security system.									

Learner' signature:	Date
Assessor's signature:	Date
IQA Signature (If sampled):	Date
EQA Signature (If sampled):	Date

UNIT 03: TEAM WORK AT TRAVEL AND TOURISM TEAM

Unit reference number: **HTT-GP-003-L4**

NSQ level: **L4**

Credit value: **3**

Guided learning hours: **30**

Unit Purpose:

To equip the candidate with the knowledge and competence to employ skills in carrying out organisational functions to achieve its goals

Unit assessment requirements/evidence requirements

Direct Observation (OBS)

Question & Answer (QA)

Witnesses Testimony (WT)

Assignment (ASS)

Personal Statement (PS)

Reflective/Learning Journal (LJ)

Work Product [(WP) attached to OBS/WT]

Recognition of Prior Learning (RPL)

Unit 03:

LO (Learning outcome)		Criteria:-	Evidence Type				Evidence Ref Page number			
LO1 Plan and organise team work routine	1.1	Understand what is required for the work								
	1.2	Adhere to instructions accurately								
	1.3	Plan and organize task in order of importance								
	1.4	Place everything needed for work within reach								
	1.5	Keep work areas clean and tidy								
	1.6	Keep waste to a minimum								
	1.7	Seek assistance if in need and from the relevant person								
	1.8	Provide work output in due time as agreed								
LO2 Work effectively with members of own team										
	2.1	Support team members when necessary								
	2.2	Ensure that any assistance given is within limits of responsibilities								
	2.3	Manage time well in spite of assisting others								
	2.4	Ensure information transmitted to others in the team is timely and accurate.								

	2.5	Maintain cordial working relations with team mates									
	2.6	Discuss and resolve any misunderstanding or incidences between the team mate before reporting relevant person									
	2.7	Report any misunderstandings or incidences in relating with team mates to the relevant person									
	2.8	Communicate clearly and effectively with team members									
LO3 Develop own skills											
	3.1	Seek feedback on work and be able to use the feedback constructively									
	3.2	Identify with appropriate persons what aspects of work that are up to standard and what areas to improve									
	3.3	Agree on what have to be improved during work									
	3.4	Agree on a learning plan with the appropriate person									
	3.5	Seek opportunity to review and develop and improve learning plan									

Learners Signature: Assessors Signature: IQA Signature (if sampled)	Date: Date: Date:
EQA Signature (if sampled)	Date:

UNIT 004: DELIVERING TOURS BY TYPES**Unit reference number:** HTT-TS-001-L4**NSQ level:** L4**Credit value:** 3**Guided learning hours:** 30**Unit Purpose:**

To equip the trainee Supervisor on the job with the required skills and competence to professionally plan, organize and manage the delivery of local tour.

Unit assessment requirements/evidence requirements

Direct Observation (OBS)

Question & Answer (QA)

Witnesses Testimony (WT)

Assignment (ASS)

Personal Statement (PS)

Reflective/Learning Journal (LJ)

Work Product [(WP) attached to OBS/WT]

Recognition of Prior Learning (RPL)

UNIT 004: DELIVERING TOURS BY TYPES

LO (Learning outcome) Criteria:-			Evidence Type				Evidence Ref Page number			
LO1 Supervise execution of organize tour	1.1	Supervise execution of tour in accordance with agreed terms.								
	1.2	ensure compliance with programme and timing agreed between the organiser and suppliers								
	1.3	Monitor recording of tour sales activities using the electronic system application								
LO 2 Exhibit skills in delivery of a tour	2.1	supervise delivery of services standards and quality agreed								
	2.2	issue relevant, clear and accurate information to customers at key points throughout the tour								

[illegible]

Demonstrate skills in organising tour arrangements		information for safe keep and security										
	3.2	ensure customer and baggage check-in and check-out are smooth and efficient										
	3.3	ensure information bulletins are provided at suitable times and places										
	3.4	ensure all procedures comply with local, national and organisational requirements										
	3.5	Look out for any factors likely to clearly affect future tours and report promptly to relevant officers										

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

LO (Learning outcome)		Criteria:-	Evidence Type				Evidence Ref Page number			
LO1 Solve immediate customer service problems	1.1	ensure prompt response to customer service problems following organisational guidelines								
	1.2	find and solve customer service problems with sufficient authority								
	1.3	guide and work with others to solve customer service problems								
	1.4	ensure to inform customers of the actions being taken								
	1.5	check with customers that they are comfortable with the actions being taken								
	1.6	investigate and solve problems with service systems and procedures that might affect customers before they become aware of them								
	1.7	inform managers and colleagues of the steps taken to solve specific problems								

[illegible]

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

UNIT 006: TRANSPORT LEGAL, REGULATORY, ETHICAL AND SOCIAL REQUIREMENTS

Unit reference number: **HTT-TS-003-L4**
 NSQ level: **L4**
 Credit value: **3**
 Guided learning hours: **30**

Unit Purpose:

To equip the Supervisory candidate on the job with the knowledge and skills to ensure compliance with operational tasks at workplace.

Unit assessment requirements/evidence requirements

Direct Observation (OBS)
 Question & Answer (QA)
 Witnesses Testimony (WT)
 Assignment (ASS)
 Personal Statement (PS)
 Reflective/Learning Journal (LJ)
 Work Product [(WP) attached to OBS/WT]
 Recognition of Prior Learning (RPL)

UNIT 006: TRANSPORT LEGAL, REGULATORY, ETHICAL AND SOCIAL REQUIREMENTS

LO (Learning outcome)		Criteria:-	Evidence Type				Evidence Ref Page number			
LO1 Plan, organise, coordinate, execute and supervise tour operations	1.1	gather relevant data to plan recreation and tourism destination transport needs								
	1.2	ensure necessary basic knowledge of the health, safety, legal, social and ethical requirements are observed								
	1.3	Supervise transport operations in the required standards								
	1.4	Supervise transport operations with attention on the legal, regulatory, ethical and social requirements								
LO2 Comply with transport legal, regulatory, ethical and social requirements	2.1	monitor the relevant legal, regulatory, ethical and social requirements and the effect that they have on area of responsibility								
	2.2	Ensure adherence to policies and procedures to make sure the								

[illegible]

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

LO (Learning outcome)			Criteria:-		Evidence Type					Evidence Ref Page number			
LO1 Raise awareness of the value of leisure opportunities and activities for individuals	1.1	find out from the audience who may have an interest in leisure opportunities for individuals											
	1.2	review and communicate with the identified audience to establish their current perceptions of and interest in the value of leisure activities for individuals or groups.											
	1.3	verify to present clear, accurate and relevant information to the audience about the benefits that leisure activities can bring to individuals and groups.											

[illegible]

[illegible]

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

[illegible]

[illegible]

Supervise handling of e-Passport documentation	6.2	Supervise document collection										
	6.3	Supervise delivery of passport document										
	6.4	Verify document										
	6.5	Facilitate interview documentation										
	6.6	Assess Health documentation										
	6.6	Facilitate DNA test										

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

UNIT 009: HANDLING TRAVEL DOCUMENTATION**Unit reference number:** HTT-TS- 006-L4**NSQ level:** L4**Credit value:** 3**Guided learning hours:** 30**Unit Purpose:**

To enable the trainee acquire the necessary knowledge, skills and competence to supervise carrying out of necessary travel documentation.

Unit assessment requirements/evidence requirements

Direct Observation (OBS)

Question & Answer (QA)

Witnesses Testimony (WT)

Assignment (ASS)

Personal Statement (PS)

Reflective/Learning Journal (LJ)

Work Product [(WP) attached to OBS/WT]

Recognition of Prior Learning (RPL)

UNIT 009: HANDLING TRAVEL DOCUMENTATION

LO (Learning outcome)		Criteria:-	Evidence Type				Evidence Ref Page number			
LO1 Receive and treat travel documentation	1.1	supervise welcoming of customer in appropriate manner								
	1.2	Collate details of customer's travel needs								
	1.3	monitor customer's request in relation to existing travel procedures								
	1.4	ensure customer gets travel documentations in request								
	1.5	supervise process for acceptability of travel documents								
	1.6	Supervise guides directed to customer is appropriate with organisation standards								
LO2 Supervise completion of relevant documents for travel customer										
	2.1	supervise collection of documents from customer to be processed								
	2.2	inspect recorded documents received for processing								
	2.3	ensure provision of relevant documents for customer completion								

	2.4	Ensure customer carry out appropriate document completion									
	2.5	Monitor completion of document									
	2.6	Sort out issues relating to travel documentation									
LO3 Refer complex documentation issues to appropriate officer for action											
	3.1	ensure document is forwarded to appropriate office									
	3.2	Supervise and inspect retrieved documents from appropriate office upon completion									
	3.3	direct documents to appropriate office									
	3.4	ensure received documents are recorded									

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

UNIT 010: APPLICATION OF MANUAL AND COMPUTER DEVICES IN PASSENGER AND VISITOR CHECK-IN IN AIR, LAND AND WATER TRAVEL

Unit reference number: HTT-TS-007-L4

NSQ level: L4

Credit value: 3

Guided learning hours: 30 GLH

Unit Purpose:

To enable the candidate to acquire the knowledge, skills and competence needed to supervise check-in and check-out passengers and visitors at travel and tourism terminals and entry points

Unit assessment requirements/evidence requirements

Direct Observation (OBS)

Question & Answer (QA)

Witnesses Testimony (WT)

Assignment (ASS)

Personal Statement (PS)

Reflective/Learning Journal (LJ)

Work Product [(WP) attached to OBS/WT]

Recognition of Prior Learning (RPL)

LO (Learning outcome)	Criteria:-	Evidence Type	Evidence Ref Page number
LO1 Receive and check in passenger or visitor	1.1	ensure passenger or visitor is welcome in a polite and friendly manner at all times	
	1.2	ensure passenger or visitor is dealt with in a polite and friendly way at all times	
	1.3	Take passenger through process of documents for validity and applicability	
	1.4	Supervise Handling of documentary discrepancies in line with your organisation's procedures	
	1.5	monitor and ensure process of	

[illegible]

[illegible]

	3.3	Evaluate and report security concerns relating to baggage to the appropriate authority										
--	-----	--	--	--	--	--	--	--	--	--	--	--

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

UNIT 011: CUSTOMER HAND-OVER SERVICE IN AIR, LAND AND WATER TRAVELS

Unit reference number: HTT-TS- 008-L4
NSQ level: L4
Credit value: 3
Guided learning hours: 30

Unit Purpose:

To equip the candidate with both the knowledge and skills of routinely supervising effective checking-ins and completion of customer services activities.

Unit assessment requirements/evidence requirements

Direct Observation (OBS)
 Question & Answer (QA)
 Witnesses Testimony (WT)
 Assignment (ASS)
 Personal Statement (PS)
 Reflective/Learning Journal (LJ)
 Work Product [(WP) attached to OBS/WT]
 Recognition of Prior Learning (RPL)

UNIT 011: CUSTOMER HAND-OVER SERVICE IN AIR, LAND AND WATER TRAVELS

LO (Learning outcome) Criteria:-			Evidence Type				Evidence Ref Page number			
LO 1: Organise joint responsibilities in a customer service team	1.1	initiate services or products delivering that rely on effective teamwork								
	1.2	observe steps in the customer service delivery process that rely on exchange of information between colleagues								
	1.3	Supervise completion of customer services as agreed with colleagues responsibility for completing action to another								
	1.4	reconfirm agreement with colleagues how information should be exchanged between one to complete a customer service action								
	1.5	inspect and ensure reminders are passed on responsibility colleague for completing a customer service action								
LO2										
	2.1	assess and ensure use of reminders to identify when to check that a								

Check customer service actions through working together with colleagues		customer service action has been completed											
	2.2	ensure identification of all details of customer service actions with colleague due for completion											
	2.3	monitor and cross-check with colleague on the outcome of their completing the customer service action as agreed											
LO 3 monitor and ensure completion of the next customer service actions of colleagues not done and take actions	3.1	monitor and ensure completion of the next customer service actions of colleagues not done and take actions as previously agreed											
	3.2	supervise work with colleagues to review the way in which customer service actions are shared											
	3.3	Describe how to monitor and ensure completion of the next customer service actions of colleagues not done and take actions											

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

UNIT 012: EVENTS EXECUTION

Unit reference number: HTT-TS-009-L4
NSQ level: L4
Credit value: 3
Guided learning hours: 30

Unit Purpose:

To equip the trainee with the required knowledge, skills and competence to supervise routine operations of event functions.

Unit assessment requirements/evidence requirements

Direct Observation (OBS)
 Question & Answer (QA)
 Witnesses Testimony (WT)
 Assignment (ASS)
 Personal Statement (PS)
 Reflective/Learning Journal (LJ)
 Work Product [(WP) attached to OBS/WT]
 Recognition of Prior Learning (RPL)

UNIT 012: EVENTS EXECUTION

LO (Learning outcome)		Criteria:-	Evidence Type				Evidence Ref Page number			
LO1 Stage management function	1.1	Supervise implementation of agreed plans for the event								
	1.2	Inspect all resources, personnel in place in readiness for a function								
	1.3	monitor preparation for staff and personnel briefing								
	1.4	confirm authorisation for each stage of the event to take place								
	1.5	supervise the work of key personnel and other stakeholders throughout the event, using effective communication								
	1.6	supervise the running of event and deal effectively with any problem that arise using the risk management plans								
	1.7	Observe changes during the event to minimise disruption								
	1.8	review and keep all those								
		involved in the event and informed of relevant developments								

	1.9	assess and maintain required records on the event										
--	-----	---	--	--	--	--	--	--	--	--	--	--

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

UNIT 013: APPLICATION OF IATA GLOBAL DISTRIBUTION SYSTEM (GDS) IN LEISURE, TRAVEL, HOSPITALITY AND TOURISM SERVICES

Unit reference number: **HTT-TS- 010-L4**
 NSQ level: **L4**
 Credit value: **3**
 Guided learning hours: **30**

Unit Purpose:

To equip the trainee with the knowledge and skills in helping prospective tourists to choose their itinerary, book and process travel documents accordingly.

Unit assessment requirements/evidence requirements

Direct Observation (OBS)
 Question & Answer (QA)
 Witnesses Testimony (WT)
 Assignment (ASS)
 Personal Statement (PS)
 Reflective/Learning Journal (LJ)
 Work Product [(WP) attached to OBS/WT]
 Recognition of Prior Learning (RPL)

UNIT 013: APPLICATION OF IATA GLOBAL DISTRIBUTION SYSTEM (GDS) IN LEISURE, TRAVEL, HOSPITALITY AND TOURISM SERVICES

LO (Learning outcome)		Criteria:-	Evidence Type				Evidence Ref Page number			
LO1 Help customers in identify their product selection	1.1	monitor and supervise identification of customers' travel services requirements								
	1.2	Maintain recognition of customers' needs.								
	1.3	cross check passenger calculations and add up total costs of the travel arrangements								
	1.4	monitor total of travel arrangement customers								
	1.5	recognise customers' acceptance of the proposed arrangements.								
	1.6	reconfirm customers' consent to record the necessary information.								
	1.7	Supervise and inspect record of information promptly, accurately and in the required format								
	1.8	ensure maintaining of confidentiality of information.								
	1.9	inspect process and store information to meet								

[illegible]

LO2 Issue receipts and store payments												
	2.1	monitor to ensure all internal payment records are completed accurately and follow the organisation's procedures										
	2.2	ensure that customers receive legible and accurate receipts										
	2.3	monitor to ensure all payments are stored securely and protected										
	2.4											

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

[illegible]

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

UNIT 016: PREPARING BUSINESS TRAVEL ACCOUNTS USING MANUAL AND E-ELECTRONIC DEVICES

Unit reference number: HTT-TS-013-L4
QCF level: L4
Credit value: 4
Guided learning hours: 40

Unit Purpose:

To assist the trainee Supervisor with the required knowledge and skills competence to track and ensure supply of business travel information in relation to usage and costs against agreed travel policies.

Unit assessment requirements/evidence requirements

Direct Observation (OBS)
 Question & Answer (QA)
 Witnesses Testimony (WT)
 Assignment (ASS)
 Personal Statement (PS)
 Reflective/Learning Journal (LJ)
 Work Product [(WP) attached to OBS/WT]
 Recognition of Prior Learning (RPL)

UNIT 016: PREPARING BUSINESS TRAVEL ACCOUNTS USING MANUAL AND E-ELECTRONIC DEVICES

LO (Learning outcome)		Criteria:-	Evidence Type				Evidence Ref Page number			
LO1 Supervise supply of information on business travel usage	1.1	gathered travel-related information from relevant internet/manual sources on a regular and frequent basis, using time and cost-effective methods								
	1.2	supervise travel arrangements and costs accurately recorded and tracked against agreed current travel policies								
	1.3	Monitor cost control for the customers based on valid and accurate information								

	1.4	supervise travel-related information supply and advice to the relevant person(s) in accurate, current and prompt manner to assist the updating of travel fares policies								
	1.5	Apply manual and e-electronic sources to monitor and supply of accurate business travel usage information supplied to the relevant person(s) in the correct format at the time required								
LO2										
Supervise adherence to travel policy observance	2.1	monitor to ensure profile of the traveller established with the travel booking personnel is accurate, complete and current								
	2.2	compare the requested travel arrangements against the traveller's current profile and company travel policy before making any travel arrangements								
	2.3	investigate any deviations from current policy are tactfully pointed out and the traveller is guided in gaining the necessary authorization								
	2.4	rectify suitable and cost-effective alternative recommendations are made to enable them to keep within their budget and meet their requirements								
	2.5	monitor to ensure travellers are aware of any current incentives that would enable them to keep within budget and or enjoy improved services								
	2.6	handle report on any infringements of travel policy to the relevant person(s) following the organization's procedures Report more serious problems to								

LO3 Supervise access to suitable travel account information		Identify sources of suitable travel account information											
		Explain uses of the travel account information											
		Supervise Process the travel fares using appropriate accounting system											
		Reconcile the travel account of customer											
		Generate account record and safe											
LO4 Inspect appliance of Global Distribution System (GDS)		Apply GDS to attend to business travel customer on transport, accommodation, car rental, ferry and event services											
		Supervise access to GDS data and produce electronic document											
		Generate GDS records and document											
		Use GDS electronic internet to reconcile travel itinerary plans											

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

UNIT 017: PURCHASE AND MAINTAIN FOOD AND BEVERAGE SERVICE EQUIPMENT

Unit reference number: HTTWT003L4

NSQ level: 4

Credit value: 4

Guided learning hours: 40

Unit Purpose: This unit is about purchasing and maintaining food and beverage equipment in line with the need of the organization using certain quality traits in selecting, negotiating and setting standards for delivery and receiving. It also expands the learner's skills in purchasing in line with durability and maintenance.

Unit 017: Assessment requirements/evidence requirements

Unit 03	Purchase and Maintain Food and Beverage Service Equipment
Evidence	Evidence for this unit will be: Question and Answer (QA) Observation (OBS) Personal Statement (PS) Work Product (WP) Witness Testimony (WT) Assignment (ASS) Learning Journal (LJ) Case Studies (CS) Professional Discussion (PD) Recognition of prior Learning knowledge (RPL)
	Simulations are not allowed. This unit should be strictly a WORK BASED unit. The knowledge based outcomes can be assessed using; Case studies, Questioning, Assignments and Professional Discussion while Skill based outcomes should be assessed using; Observation, Learning Journal, Questioning and Personal Statement.

Unit 017: PURCHASE AND MAINTAIN FOOD AND BEVERAGE SERVICE EQUIPMENT

Learning Outcome		Performance Criteria	Evidence Type		Evidence Reference Page Number
------------------	--	----------------------	---------------	--	--------------------------------

LO 1: Maintain Food and Beverage Service Equipment.	1.1	State all large, mechanical and small equipment tools and other service utensils including those for silver service and Guerdon service.								
	1.2	State the criteria used in selecting service equipment regarding the manufacture, durability, price efficiency, functionality and maintenance after purchase as well as warranty.								
	1.3	Explain the uses of the equipment above (1.1).								
	1.4	Carryout cleaning and maintaining of the equipment listed in 1.1.								
	1.5	State the necessary precautions in the use of the equipment.								
LO 2: Purchase and receive Service Equipment.	2.1	Estimate the items needed for purchasing through historical data, forecast, sales report and present needs.								
	2.2	Identify items for purchase and make a list.								
	2.3	Establish suppliers and take samples.								
	2.4	Look out for specific traits and make your choice.								
	2.5	Negotiate price and buy equipment.								
	2.6	Establish delivery procedure according to								

		sufficient lead time to allow for storage and handling.									
	2.7	Set standard for receiving.									
	2.8	Receive according to set standard such as counting, inspecting, weighing etc as critical to cost accountability and quality control.									
LO 3: Issue and maintain various service equipment.	3.1	Establish indicators for storage such as rotation, security and sanitation.									
	3.2	Store according to set standard.									
	3.3	Establish appropriate issuing procedures such as the use bin card, FIFO, LIFO, setting PAR levels.									
	3.4	Issue according to set standard.									
	3.5	Establish procedure for identifying spoilage of equipment.									
	3.6	Carryout refurbishment and repair where necessary (identify refurbishment, repairs and replacement to be made).									

Learner's Signature:	Date:
Assessor's Signature:	Date:
IQA Signature (if sampled):	Date:
EQA Signature (if Sampled):	Date:

UNIT 018: CARRYOUT CUSTOMER SERVICE IN FOOD AND BEVERAGE SERVICE OPERATIONS.

Unit reference number: HTTWT004L4
NSQ level: 4
Credit value: 4
Guided learning hours: 40

Unit Purpose: This unit is about carrying out and achieving customer service in food and beverage service operations. It enables the learner to expand his or her capacity in delivering customer service by employing certain skills in resolving complaints, offering alternatives and meeting guest's need in achieving more patronage and attaining customer loyalty.

Unit 018: Assessment requirements/evidence requirements

Unit 04	Carryout Customer Service in Food and Beverage Service Operations.
Evidence	Evidence for this unit will be: Question and Answer (QA) Observation (OBS) Personal Statement (PS) Work Product (WP) Witness Testimony (WT) Assignment (ASS) Learning Journal (LJ) Case Studies (CS) Professional Discussion (PD) Recognition of prior Learning Knowledge (RPL)
	Simulations are not allowed. This unit should be strictly a WORK BASED unit. The knowledge based outcomes can be assessed using; Case studies, Questioning, Assignments and Professional Discussion while Skill based outcomes should be assessed using; Observation, Learning Journal, Questioning and Personal Statement.

UNIT 019: CARRY OUT CUSTOMER SERVICE IN FOOD AND BEVERAGE SERVICE OPERATIONS

Learning Outcome		Performance Criteria	Evidence Type				Evidence Reference Page Number			
LO 1: Deal with Customer needs and complaints.	1.1	Identify and elicit service needs of customers especially those with diets, special needs, special events etc.								
	1.2	Attend to customer needs discovered, promptly.								
	1.3	Identify and elicit customer complaints.								
	1.4	Attend to customer complaints promptly.								
	1.5	Resolve conflicts related to customer needs.								
	1.6	Carryout service recovery in the event of service failure.								
	1.7	Offer suitable alternatives to customer needs using persuasive skills.								
LO 2: Communicate appropriately in customer service.	2.1	Handle information using verbal and non-verbal styles of communication.								
	2.2	Demonstrate listening skills in customer service.								
	2.3	Demonstrate patience and persuasive skills in customer service.								
	2.4	Be courteous, friendly, effable, considerate and patient while giving and/or receiving information.								
	2.5	Communicate using written styles/formal and/or informal to internal and external customers.								

	2.6	Communicate and handle enquires with truthfulness, tact and kindness.											
LO 3: Upsell and develop customer relationship.	3.1	Sell products using various sales techniques.											
	3.2	Anticipate guest needs and deliver appropriately.											
	3.3	Project the image of organizations by going an extra mile to build customer relationship.											
	3.4	Demonstrate a sound product knowledge and use initiative to win customers loyalty and patronage.											
	3.5	Elicit feedback and follow-up by drafting comprehensive reports.											
	3.6	Ensure that quality service is delivered to customers.											

Learner's Signature:	Date:
Assessor's Signature:	Date:
IQA Signature (if sampled):	Date:
EQA Signature (if Sampled):	Date:

UNIT 019: MANAGE GUEST EXPECTATIONS AND NEEDS

Unit reference number: HTTWT005L4

UNIT level: 4

Credit value: 4

Guided learning hours: 40

Unit Purpose: This unit is about managing guest expectations and needs in food and beverage service operations. It focuses on the learner's ability to identify, elicit and even anticipate guest needs and expectations in order to meet them and exceed them. Moreover, it provides the learner with a broader understanding of managing guest needs in relation to guest satisfaction.

Unit assessment requirements/evidence requirements

Unit 19	Manage guest expectations and needs
Evidence	Evidence for this unit will be: Question and Answer (QA) Observation (OBS) Personal Statement (PS) Work Product (WP) Witness Testimony (WT) Assignment (ASS) Learning Journal (LJ) Case Studies (CS) Professional Discussion (PD) Recognition of prior Learning Knowledge (RPL)
	Simulations are not allowed. This unit should be strictly a WORK BASED unit. The knowledge based outcomes can be assessed using; Case studies, Questioning, Assignments and Professional Discussion while Skill based outcomes should be assessed using; Observation, Learning Journal, Questioning and Personal Statement.

Unit 019: MANAGE GUEST EXPECTATIONS AND NEEDS

[illegible]

	2.3	Implement strategies, tools and processes on achieving objectives.									
	2.4	Meet customer needs.									
LO 3 Resolve guest cases	3.1	Get feedback, monitor and analyze customer feedback and performance.									
	3.2	Resolve guest issue with improvements in quality of service.									
	3.3	Share feedback with staff as a corrective learning tool.									

Learner's Signature:	Date:
Assessor's Signature:	Date:
IQA Signature (if sampled):	Date:
EQA Signature (if Sampled):	Date:

UNIT 020: SUPERVISE DINING ROOM AREA OPERATION AREA

Unit reference number: HTTWT006L4

NSQ level: 4

Credit value: 4

Guided learning hours: 40

Unit Purpose: This unit describes level 3 competences in supervising waitrons to be efficient in running the food service in the dining/restaurant area. This will include monitoring and developing staff performance.

Unit 020: Assessment requirements/evidence requirements

Unit	Supervise dining area operation
What you must DO for Outcome 1	The assessor must asses all the performance criteria from LO 1.1 – 1.3
What you must DO for Outcome 3	The assessor must assess the performance criteria on how to: 1) Prepare duty roster 2) Giving feedback
What you must DO for Outcome 4	The assessor must assess criteria 4.1-4,9 tough questioning.
Evidence	Evidence for this unit will be: Questioning (QA) Direct Observation (Obs) Learner's Personal Statement (LPS) Work Product (WP) Witness Statement Witness Testimony (WT) Assignment (ASS)

UNIT 020: SUPERVISE DINING AREA OPERATION

LO (Learning outcome)	Criteria:-	Evidence Type	Evidence Ref Page number
-----------------------	------------	---------------	--------------------------

[illegible]

	4.2	Describe how to conduct staff scheduling											
	4.3	Describe how to carry out food handling standard											
	4.4	Explain why staff development is necessary											

LO 5	4.5	Explain why food storage is important in food service operation											
	4.6	Explain why feedback is important in food service operation											
	4.7	Describe how to conduct staff appraisal											
	4.8	Explain why risk management in food service operation is important											
	4.9	Explain why knowledge in new technology in food service operation is necessary											

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

UNIT 021: SUPERVISE BANQUET/CATERING FUNCTION

Unit reference number: HTTWT007L4

NSQ level: 4

Credit value: 4

Guided learning hours: 40

Unit Purpose: This unit describes level 3 competences in supervising the tasks and duties related to the operation of the banquet/catering functions. This will include event logistics of pre-function set-up, food and beverage service and post event clean up.

Unit 021: Assessment requirements/evidence requirements

Unit	Supervise banquet/catering function
What you must DO for Outcome 1-4	The assessor must assess the performance on how to: 1) Setting up banquet 2) Banquet service 3) Communication skills 4) Preparing floor plan 5) Interpreting banquet order forms 6) Handling guest complaints
What you must know for Outcome 5	The assessor must assess LO through questioning: 3) organization of service staff for banquet/event function 4) how to do the floor plan 5) Table arrangements 6) Workflow 7) Briefing
Evidence	Evidence for this unit will be: Questioning (QA) Direct Observation (DO/OBS) Learner's Personal Statement (LPS) Work Product (WP) Witness Testimony (WT) Assignment (ASS) Reflective Learning Journal (RJ) Recognition of Prior Learning (RPL)

Unit 021: Supervise banquet/catering function

[illegible]

	3.2	Supervise banquet breakdown according the establishment standards										
	3.3	Prepare event report after each function										
LO4 perform customer service												
	4.1	Attend promptly to guest's needs										
	4.2	Check service staff professional presentation always										

LO 5 how to supervise banquet and catering function	5.1	Describe the banquet service										
	5.2	Describe how to set up the banquet										
	5.3	Describe how to prepare the floor plan										
	5.4	Describe how to prepare the seating arrangement										
	5.6	Describe how to do the catering service										
	5.7	Describe the different types of banquet forms										

Learners Signature: Assessors Signature: IQA Signature (if sampled)	Date: Date: Date:
EQA Signature (if sampled)	Date:

UNIT:022: SUPERVISE DINING AREA/RESTAURANT SERVICE

Unit reference number: HTTWT008 L4

NSQ level: 4

Credit value: 4

Guided learning hours: 40

Unit Purpose: Unit describes level 3 competences for supervising and coordinating food and beverage service staff on their work shifts in different types of food and beverage providers to ensure fast and efficient food service delivery. This will include food service duties as well as monitoring the entire service delivery process.

Unit 022: Assessment requirements/evidence requirements

Unit	Supervise team in dining area/restaurant
What you have to DO for Outcome 1	The assessor must assess criteria 1.1, 1.2 and 1.4 through direct observing the learners work.
What you have to DO for Outcome 2	The assessor must assess criteria 2.2,2.3 and 2.4 through observing the learners work.
What you have to DO for Outcome 3	The assessor must assess criteria 3.1 and 3.2 through observing the learners work.
What you must Know from Outcome 4	The assessor must assess criteria 1-6 through oral questioning
What you must COVER for Outcome 1-3	There must be performance evidence, gathered through observing the learner work for: Station <i>mise en place</i> , staff monitoring, ensuring quality service in the dining room, conducting daily briefing and gueridon service
Evidence	Evidence for this unit will be: Questioning (QA) Direct Observation (DO/OBS)

	Learner's Personal Statement (LPS) Work Product (WP) Witness Testimony (WT) Assignment (ASS) Reflective Learning Journal (RJ) Recognition of Prior Learning (RPL)
--	--

LO (Learning outcome) Criteria:-			Evidence Type				Evidence Ref Page number			
LO1 Supervise pre-opening preparations	1.1	Countercheck table assignment for each waiters and monitor guest reservations.								
	1.2	Inspect the waiter service stations are complete with necessary stocks and supplies for the day's service								
	1.3	Re-check tables for completeness in setting.								
	1.4	Re-check that the dining area is clean and arranged according to the establishment standards								
	1.5	Inspect service staff are properly attired and compliant to the establishment standards.								
LO2 Oversee food and beverage service in the dining area										
	2.1	Monitor that standards of service are adhered to by the staff								
	2.2	Monitor service staff are compliant to the establishment's quality service standards.								
	2.3	Conduct service briefing at the beginning of the shift								
	2.4	Coordinate the flow of service with the kitchen								

[illegible]

LO (Learning outcome)			Criteria:-				Evidence Type		Evidence Page number	Ref
	4.5	Describe how “ gueridon service ” is carried out								
	4.6	Describe the duties and responsibilities of a food service personnel.								

Assessors Signature:

IQA Signature (if sampled)

Date:

EQA Signature (if sampled)

Date:

UNIT 023: SUPERVISE SILVER SERVICE

Unit reference number: HTTWT009L4

NSQ Level: 4

Credit value: 4

GLH: 40

Unit Purpose: This unit deals with competences needed in drink service, maintaining order and cleanness in the service area, answering customer enquiries and properly handling the equipment used in drink service.

Unit 023: assessment requirements/evidence requirements.

UNIT	SERVE FOOD AT THE TABLE
What you must DO for outcome 1, 2 and 3	The assessor must assess criteria 1.1 - 1.3 and 3.1 - 3.3 by directly observing the learner's work.
What you must cover for outcome 3 and 4	The performance evidence must be derived from: Table service One from A a) customer with special needs b) customer with routine needs one from B a) meals from three courses and above C a) ball room b) conference room
Evidence	Evidence for this unit will be: Questioning (QA) Direct Observation (DO/OBS) Learner's Personal Statement (LPS) Work Product (WP) Witness Testimony (WT) Assignment (ASS)

	3.3	Maintain a tidy service area during guests meal								
	3.4	Explain why service area must always be clean and tidy								
	3.5	Identify who unexpected incidences should be reported to								
	3.6	Refill drinks and accompaniments as often as required								
	3.7	Deal with unexpected situations effectively								
	4.1	Determine when a guest has completed a meal and proceed to clear the table								
	4.2	Assemble all items used by the guest and clear them off the table								
	4.3	Check for any stains on the table and handle them accordingly								
	4.4	Report breakages and damages to the appropriate authorities as recommended								
	4.5	Leave dining room or service area clean, tidy and ready for the next guest								

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date: