

101505T4TTM
TOUR AND TRAVEL CONSULTANT LEVEL 6
TO/OS/TM/CR/08/6
MANAGE TOUR OFFICE OPERATIONS
July/August 2024



**TVET CURRICULUM DEVELOPMENT, ASSESSMENT AND CERTIFICATION
COUNCIL (TVET CDACC)**

PRODUCT/ OBSERVATION CHECKLIST

INSTRUCTIONS TO ASSESSOR

- 1. The candidate is allocated TWO HOURS to perform the tasks*
- 2. Allocate candidate 30 minutes to prepare*
- 3. You are required to mark the practical after the candidate performs the tasks.*
- 4. You are required to take video clips/ photos at critical points.*
- 5. Ensure the candidate has an identification tag pinned at the back and front near the shoulders showing candidate's name and registration code.*

This guide consists of 4 printed pages
Assessor should check the checklist to ascertain that all the pages are printed as
indicated and that no questions or answers are missing.

PRODUCT OBSERVATION CHECKLIST

Candidate's name & reg. NO.			
Assessors name and reg. Code			
Unit of competency	Manage tour office operations		
Venue of assessment			
Date of assessment			
Item to be evaluated: <i>Award marks appropriately. Give a brief comment on your observation</i>	Marks available	Marks obtained	Comment
Included a cover page: - Name of Company - Contact Details - Time Frame <i>(Award 1 mark each or 0)</i>	1 1 1		
1. Recruitment and Selection - Outlined procedures for advertising, shortlisting, interviewing and hiring - Emphasized commitment to diversity and non-discrimination. - Outlined recruitment and selection process <i>(Award 2 marks each or 0)</i>	2 2 2		
2. Employee Onboarding and Training Outlined: - Orientation - Training - Induction - Onboarding <i>(Award 1 mark each or 0)</i>	1 1 1 1		
3. Work Conditions and Hours - Specified working hours - Outlined break periods - Provided overtime regulations - Clarified expectations regarding attendance and punctuality. <i>(Award 2 marks each or 0)</i>	2 2 2 2		