

101505T4TTM

TOUR AND TRAVEL CONSULTANT LEVEL 5

TO/OS/TM/CR/08/5/A

PARTICIPATE IN TRAVEL OFFICE OPERATION

Nov/Dec 2023



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

PRACTICAL ASSESSMENT

INSTRUCTIONS TO ASSESSOR

- You are required to mark the practical as the candidate performs the tasks.
- You are required to take video clips at critical points
- Ensure the candidate has a name tag and registration code at the back and front
- Allocate 15 minutes to the candidate for preparation and 3 hours to carry out the task

OBSERVATION CHECKLIST

Candidate's name & Registration No.			
Assessor's name & Reg. code			
Unit(s) of Competency	Participate in Travel Office Operations		
Venue of Assessment			
Date of assessment			
Items to be evaluated:	Marks Available	Marks Obtained	Comments
1. Simulate tour travel office using the materials provided as per the SOPs	10 mks		

- Organization structure to be used in a travel office is drawn based on industry best practice. - Well labelled	8mks 2mks		
- Sketch layout of the Front office of a travel office is drawn - Well labelled - Show all the front office Department	6mks 3mk 3mks		
- File travel office documents in a labelled file per SOPs - File well labelled with a file divider and table of contents	6mks 4mks		
TOTAL	42		
The candidate was found to be: (Please tick as appropriate) Competent ☐ Not yet competent ☐			
(The candidate is competent if s/he gets 50% or higher correct.)			
Feedback from candidate:			
Feedback to candidate:			
Candidate's signature:	Date:		
Assessor's signature:	Date:		