

**101505T4TTM  
TOUR AND TRAVEL CONSULTANT 5  
TO/OS/TM/CR/09/5/A**

**PROVIDE TOUR GUIDING SERVICES**

**July /Aug 2023**



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

### **OBSERVATION CHECKLIST**

#### **INSTRUCTIONS TO ASSESSOR**

1. You are required to mark the practical as the candidate perform the tasks.
2. Ensure the candidate has a name tag and registration code at the back and front.

## OBSERVATION CHECKLIST

<b>CANDIDATE'S NAME &amp; REG. NO.</b>			
<b>ASSESSOR'S NAME &amp; REG. CODE/ID NO.</b>			
<b>UNIT OF COMPETENCE</b>			
<b>VENUE OF ASSESSMENT</b>			
<b>DATE OF ASSESSMENT</b>			
<b>(Award maximum marks if correct and zero marks if wrong)</b>			
<b>Items to Be Evaluated</b>	<b>Marks Allocated</b>	<b>Marks Awarded</b>	<b>Comment</b>
<b>Communication skills.</b> <ul style="list-style-type: none"> <li>• The candidate demonstrated clarity of speech.</li> <li>• Tone</li> <li>• Voice</li> <li>• Facial expressions</li> <li>• Nonverbal cues</li> <li>• Maintained eye contact</li> </ul> <p style="text-align: center;"><i>Award 2 marks for correct answer</i></p>	<p>2</p> <p>2</p> <p>2</p> <p>2</p> <p>2</p> <p>2</p>		
<b>Elements of the commentary</b> <b>Creating Rapport</b> <ul style="list-style-type: none"> <li>• The candidate greeted the clients</li> <li>• The Candidate introduced himself/herself.</li> </ul> <b>Product knowledge</b> <ul style="list-style-type: none"> <li>• The candidate described the Unique features of the attraction.</li> </ul>	<p>2</p> <p>2</p> <p>2</p>		

<ul style="list-style-type: none"> <li>The Candidate was able to share on important landmarks, cultural aspects and historical facts</li> </ul> <p><i>Award 2 marks for correct answer</i></p>	2		
<p><b>Delivery</b></p> <ul style="list-style-type: none"> <li>The candidate appeared presentable and well groomed.</li> <li>Demonstrated Confidence</li> <li>The candidate was enthusiastic and demonstrated a good sense of humor.</li> <li>The candidate incorporated story telling techniques</li> <li>Demonstrated proper Time management</li> </ul> <p><i>Award 2 marks for correct answer</i></p>	2  2  2  2		
<b>Sub Total Marks</b>			
<b>Total Marks</b>	<b>30</b>		
<p><b>The candidate was found to be (Please tick as appropriate)</b></p> <p style="text-align: center;"> <b>Competent</b> <input type="checkbox"/> <span style="margin-left: 200px;"><b>Not Yet Competent</b> <input type="checkbox"/></span> </p> <p><b>(The candidate is competent if s/he gets at least 50%of the 30marks)</b></p>			
<b>Feedback to Candidate:</b>			
<b>Feedback from Candidate:</b>			
<b>Candidate's signature</b>		<b>Date</b>	
<b>Assessor's signature</b>		<b>Date</b>	