

**101505T4TTM  
TOUR AND TRAVEL CONSULTANT 5  
TO/OS/TM/CR/08/5/A**

**PARTICIPATE IN TRAVEL OFFICE OPERATIONS  
July/August 2023**



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

*This paper consists of THREE (3) printed pages*

*Assessor should check the observation checklist to ascertain that all  
pages are printed as indicated and that no questions*

### PRODUCT CHECKLIST

<b>CANDIDATE'S NAME &amp; REGISTRATION NO.</b>			
<b>ASSESSOR'S NAME &amp; REG. CODE</b>			
<b>UNIT(S) OF COMPETENCY</b>			
<b>VENUE OF ASSESSMENT</b>			
<b>DATE OF ASSESSMENT</b>			
<b>Items to be evaluated:</b>	<b>Maximum marks to allocate</b>	<b>Marks obtained</b>	<b>Comments</b>
Simulates attributes of human resource officer <ul style="list-style-type: none"> <li>• Good grooming</li> <li>• Greeting the interviewee</li> <li>• Well organized human resource office</li> <li>• Customer well received</li> <li>• Good work etiquette</li> </ul> <i>Award 2 marks for each of the above</i>	<b>10</b>		
<ul style="list-style-type: none"> <li>• Demonstrates how to handle interviewee professionally</li> <li>• Makes interviewee feel comfortable</li> <li>• Asks questions appropriately</li> <li>• Uses materials well</li> <li>• Maintains eye contact</li> </ul> <i>Award 2 marks for each of the above</i>	<b>08</b>		
<b>Shows how to control the interview conversation</b>			

<ul style="list-style-type: none"> <li>• Listen keenly</li> <li>• Does not interrupt</li> <li>• Take notes</li> <li>• Respond</li> <li>• Listening</li> <li>• Have an interview checklist</li> <li>• Checking interviewee documents</li> </ul> <p><i>Award 2 marks for each of the above</i></p>	<p><b>10</b></p>		
<p><b>Shows how to conclude the interview</b></p>			
<ul style="list-style-type: none"> <li>• Gives an opportunity to the interviewee to ask questions</li> <li>• Final communication and comments</li> </ul> <p><i>Award 1 mark for each of the above</i></p>	<p><b>2</b></p>		
<p><b>TOTAL</b></p>			
<p><b>The candidate was found to be:</b>                      <b>Competent</b> <input type="checkbox"/>                      <b>Not yet competent</b> <input type="checkbox"/></p> <p><i>(Please tick as appropriate)</i></p> <p><i>(The candidate is competent if s/he gets 50% of the total items correct.)</i></p>			
<p><b>Feedback from candidate:</b></p>			
<p><b>Feedback to candidate:</b></p>			
<p><b>Candidate's signature:</b></p>		<p><b>Date:</b></p>	
<p><b>Assessor's signature:</b></p>		<p><b>Date:</b></p>	

