

**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

<b>Candidate's name &amp;reg. NO.</b>			
<b>Assessors name and reg. Code</b>			
<b>Unit of competency</b>	<b>Manage tour office operations</b>		
<b>Venue of assessment</b>			
<b>Date of assessment</b>			
<b>Item to be evaluated:</b> <i>Award marks appropriately. Give a brief comment on your observation</i>	<b>Marks available</b>	<b>Marks obtained</b>	<b>Comment</b>
<b>Included a cover page:</b> <ul style="list-style-type: none"> <li>• Name of Company</li> <li>• Contact Details</li> <li>• Time Frame</li> </ul> <i>(Award 1 mark each or 0)</i>	<b>1</b> <b>1</b> <b>1</b>		
<b>1. Recruitment and Selection</b> <ul style="list-style-type: none"> <li>• Outlined procedures for advertising, shortlisting, interviewing and hiring</li> <li>• Emphasized commitment to diversity and non-discrimination.</li> <li>• Outlined recruitment and selection process</li> </ul> <i>(Award 2 marks each or 0)</i>	2 2 2		
<b>2. Employee Onboarding and Training</b> Outlined: <ul style="list-style-type: none"> <li>• Orientation</li> <li>• Training</li> <li>• Induction</li> <li>• Onboarding</li> </ul> <i>(Award 1 mark each or 0)</i>	1 1 1 1		
<b>3. Work Conditions and Hours</b> <ul style="list-style-type: none"> <li>• Specified working hours</li> <li>• Outlined break periods</li> <li>• Provided overtime regulations</li> <li>• Clarified expectations regarding attendance and punctuality.</li> </ul> <i>(Award 2 marks each or 0)</i>	2 2 2 2		

<p><b>4.Compensation and Benefits</b></p> <ul style="list-style-type: none"> <li>• Laid out salary structures</li> <li>• Provided payment schedules</li> <li>• Outlined criteria for raises and bonuses</li> <li>• Laid out retirement plans</li> <li>• Provided leave entitlements.</li> </ul> <p><i>(Award 2 marks each or 0)</i></p>	<p>2</p> <p>2</p> <p>2</p> <p>2</p> <p>2</p>		
<p><b>Performance Management:</b></p> <ul style="list-style-type: none"> <li>• Provided appraisal system</li> <li>• Laid out criteria for evaluation</li> <li>• Outlined frequency of reviews.</li> <li>• Provided guidelines for giving feedback and managing performance-related issues</li> </ul> <p><i>(Award 2 marks each or 0)</i></p>	<p>2</p> <p>2</p> <p>2</p> <p>2</p>		
<p><b>6.Employee Conduct and Disciplinary Action:</b></p> <ul style="list-style-type: none"> <li>• Set out expected standards of behavior and dress code.</li> <li>• Outlined disciplinary procedures for addressing : <ul style="list-style-type: none"> <li>✓ Misconduct</li> <li>✓ included warnings</li> <li>✓ suspension</li> <li>✓ termination.</li> </ul> </li> </ul> <p><i>(Award 1 mark each or 0)</i></p>	<p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>1</p>		
<p><b>7. Equal Opportunity and Non-Discrimination</b></p> <ul style="list-style-type: none"> <li>• Provided a policy addressing a workplace free of discrimination based on race, color, religion, sex, national origin, age, disability, or any other protected status.</li> <li>• Outlined mechanisms for addressing complaints</li> </ul> <p><i>(Award 2 marks each or 0)</i></p>	<p>2</p> <p>2</p>		
<p><b>8. Health and Safety:</b></p> <ul style="list-style-type: none"> <li>• Emphasized the importance of a safe working environment.</li> <li>• Described safety protocols, emergency procedures, and the reporting process for accidents or hazards.</li> </ul> <p><i>(Award 2 marks each or 0)</i></p>	<p>2</p> <p>2</p>		
<p><b>9. Leave clause:</b></p> <ul style="list-style-type: none"> <li>• Outlined types of leave available (e.g., vacation, sick, maternity, paternity, and bereavement leave),</li> <li>• Outlined eligibility criteria, and application procedures</li> </ul> <p><i>(Award 2 marks each or 0)</i></p>	<p>2</p> <p>2</p>		

