

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		

<ul style="list-style-type: none"> • Organization structure to be used in a travel office is drawn based on industry best practice. • Well labelled 	<p>8mks</p> <p>2mks</p>		
<ul style="list-style-type: none"> • Sketch layout of the Front office of a travel office is drawn • Well labelled • Show all the front office Department 	<p>6mks</p> <p>3mk</p> <p>3mks</p>		
<ul style="list-style-type: none"> • File travel office documents in a labelled file per SOPs • File well labelled with a file divider and table of contents 	<p>6mks</p> <p>4mks</p>		
<p>TOTAL</p>	<p>42</p>		
<p>The candidate was found to be:</p> <p>(Please tick as appropriate) Competent <input type="checkbox"/> Not yet competent <input type="checkbox"/></p> <p>(The candidate is competent if s/he gets 50% or higher correct.)</p>			
<p>Feedback from candidate:</p>			
<p>Feedback to candidate:</p>			
<p>Candidate's signature:</p>	<p>Date:</p>		
<p>Assessor's signature:</p>	<p>Date:</p>		