



Model Curriculum

QP Name: Tour Manager

QP Code: : THC/Q4405

QP Version: 2.0

NSQF Level: 6

Model Curriculum Version: 1.0

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Training Parameters

Sector	Tourism and Hospitality
Sub-Sector	Tours and Travels
Occupation	Tour Packaging
Country	India
NSQF Level	6
Aligned to NCO/ISCO/ISIC Code	NCO-2015/ NIL
Minimum Educational Qualification and Experience	Graduate with 3 Years of experience as a Tour Guide OR Certificate-NSQF (level-5 Tour Guide) with 2 Year of experience as a Customer Service Executive (Meet & Greet)
Pre-Requisite License or Training	NA
Minimum Job Entry Age	30 years
Last Reviewed On	30/12/2021
Next Review Date	30/12/2024
NSQC Approval Date	30/12/2021
QP Version	2.0
Model Curriculum Creation Date	30/12/2021
Model Curriculum Valid Up to Date	30/12/2024
Model Curriculum Version	1.0
Minimum Duration of the Course	880 Hours, 0 Minutes
Maximum Duration of the Course	880 Hours, 0 Minutes

Program Overview

This section summarizes the end objectives of the program along with its duration.

Training Outcomes

At the end of the program, the learner will be able to:

- Apply appropriate procedures to administer the staff and operations
- Draft a sample budget for the department comprising of various costs for the financial year
- Employ appropriate methods to manage tour operations
- Prepare a sample tour package
- Apply proper procedures to manage tour execution
- Prepare a sample tour manual for tour escort, tour guide and for other services
- Apply appropriate practices to promote effective communications with guests, colleagues, and superiors to achieve a smooth workflow
- Employ appropriate practices to ensure gender and age-sensitive service practices
- Describe the protocols to protect confidentiality of the organizational information and guests' privacy
- Apply appropriate practices to monitor health, hygiene, and safety standard at the workplace

Compulsory Modules

The table lists the modules, their duration and mode of delivery.

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
Bridge Module	08:00	00:00	00:00	00:00	08:00
Module 1: Introduction to Tours & Travels and Tour Manager	08:00	00:00	00:00	00:00	08:00
THC/N4414: Administer the Staff and Operations NOS Version No. 2.0 NSQF Level 6	56:00	64:00	48:00	00:00	168:00
Module 2: Administer the Staff and Operations	56:00	64:00	48:00	00:00	168:00
THC/N4415: Manage Tour Operations NOS Version No. 2.0 NSQF Level 6	112:00	144:00	112:00	00:00	368:00
Module 3: Research and Develop Tour Package	56:00	72:00	56:00	00:00	184:00
Module 4: Price the Tour Package and Develop Marketing Strategies	56:00	72:00	56:00	00:00	184:00
THC/N4416: Manage	56:00	60:00	32:00	00:00	148:00

Tour Execution NOS Version No. 2.0 NSQF Level 6					
Module 5: Manage Tour Execution	56:00	60:00	32:00	00:00	148:00
THC/N9902 – Ensure Effective Communication and Service Standard at Work Place NOS Version No. 2.0 NSQF Level 6	24:00	32:00	24:00	00:00	80:00
Module 6: Promote Effective Communication and Service Standard	24:00	32:00	24:00	00:00	80:00
THC/N9910 – Ensure to Maintain Organizational Confidentiality and Guest’s Privacy NOS Version No. 2.0 NSQF Level 6	16:00	04:00	08:00	00:00	28:00
Module 7: Organizational Confidentiality and Guest’s privacy	16:00	04:00	08:00	00:00	28:00
THC/N9907 – Monitor and Maintain Health, Hygiene and Safety at Workplace NOS Version No. 2.0 NSQF Level 6	24:00	40:00	16:00	00:00	80:00
Module 8: Monitor Health and Safety Standard	24:00	40:00	16:00	00:00	80:00
Total Duration	296:00	344:00	240:00	00:00	880:00

Module Details

Module 1: Introduction to Tours & Travels and Tour Manager Bridge Module

Terminal Outcomes:

- Outline the overview of Skill India Mission
- Describe the scope of Tourism and Hospitality Industry
- Define the roles and responsibilities of a Tour Manager
- Explain the scope of work for a Tour Manager

Duration: 08:00	Duration: 00:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the objectives and benefits of the Skill India Mission • Describe the Tourism and Hospitality Industry and its sub-sectors • Elaborate the basic terminology used in the Tour and Travel parlance • Elaborate the hierarchy of Tours and Travel organizations • Elaborate the job role and responsibilities for a Tour Manager in the Tourism and Hospitality Industry • Explain the grooming standards for a Tour Manager 	NA
Classroom Aids	
Whiteboard, Markers, Duster, Projector, Laptop, Presentation	
Tools, Equipment and Other Requirements	
NA	

Module 2: Administer the Staff and Operations

Mapped to THC/N4414 v 2.0

Terminal Outcomes:

- Apply proper methods to assess the staffing needs based on the tourist season and needs
- Employ appropriate methods to monitor the performance of the staff and give constructive feedback for improvement
- List various components of an itinerary
- Draft a sample budget for the department comprising of various costs for the financial year
- Apply proper process to ensure the customer complaints and concerns are addressed promptly

Duration: 56:00	Duration: 64:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss human resource management procedures • State the importance of appropriate training and awareness of the staff about the tour packages offered as well as on cash handling, tour organizing, and customer management procedures • Describe appraisal and performance criteria along with methods for performance appraisal of the staff • Discuss various components of an itinerary and methods of reviewing the same • Describe standard procedure on booking, payments, and customer service • State the significance of ensuring the bookings are taken as per SOP and the payments are taken as as per the agreed terms of fund transfer • State the significance of ensuring appropriate maintenance of the inventory and coordinating the available resources to achieve the set targets • State the significance of prompt resolution of customer complaints, maintaining good rapport with them and ensuring customer satisfaction at all times 	<ul style="list-style-type: none"> • Apply proper methods to assess the staffing needs based on the tourist season and needs and selecting the staff as per standards • Roleplay a situation to assign the targets and debrief the team leaders • Apply proper methods to monitor the performance of the staff and give constructive feedback for improvement • Role play on how to handle conflicts among the staff and address the grievances and problems of the staff • Apply proper process to decide the sequence of various tour ingredients and essential information such as assembling point, departure point, date of departure and duration of tour, legal requirements, features of destinations, optional activities, meal inclusions etc. • Dramatize a situation to handle customer complaints • Draft a sample budget for the department comprising of various costs for the financial year • Employ appropriate techniques to inspect the reports and documents submitted by the team leaders • Apply appropriate monitoring methods to oversee the various arrangements made for all the activities and tours organized
Classroom Aids	



Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures

Tools, Equipment and Other Requirements

Sample budget format, list of frequent customer complaints, formats for various reports and documents used in itinerary

Module 3: Research and Develop Tour Package

Mapped to THC/N4415 v 2.0

Terminal Outcomes:

- Apply proper methods to identify key destinations and perform a comparative study of alternative destinations
- Role play on how to negotiate with the tourism suppliers or vendors
- List various components of a tour package
- Prepare a sample tour package mentioning the origin points, destinations, route points, accommodation, transportation, sightseeing activities and other services

Duration: 56:00	Duration: 72:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Elaborate on primary and secondary research methods and comparative analysis techniques for planning tour packages • Discuss effective ways of identifying the economic, political, social and climatic factors that influence the future development of package tours as well as the suppliers and tourist resources at the destination area • Describe the methods of performing client, market, and competitor analysis for developing tour packages • State the significance of visiting the destination and undertake the familiarization tour • Explain effective ways to identify, evaluate, categories and deciding the suppliers and vendors • List various components of a tour package 	<ul style="list-style-type: none"> • Prepare a sample market research report and analysis of key elements associated with a particular tourist market and destination • Apply proper methods to identify key destinations and perform a comparative study of alternative destinations • Role play on how to negotiate with the tourism suppliers or vendors like airlines, lodging companies, transport operators, car rentals, ground operators, sightseeing vendors, etc. • Apply appropriate process to plan the tour packages to meet the exact needs of the target market • Draft a sample tour package mentioning the origin points, destinations, route points, accommodation, transportation, sightseeing activities and other services
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Sample market research report, Sample tour package, list of components of tour package	

Module 4: Price the Tour Package and Develop Marketing Strategies

Mapped to THC/N4415 v 2.0

Terminal Outcomes:

- Describe various cost elements of a tour package
- Draft a sample of cost sheet to show the total cost/cost structure along with the break-up of individual cost elements
- Prepare a sample tour marketing plan for individual as well as mass tours considering the budget, packages offered and target market
- Explain operating procedure of Computerized Reservation Networks (CRN) and Global Distribution Systems (GDS)

Duration: 56:00	Duration: 72:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the elements that make up the total cost of a tour package like air travel cost, accommodation cost, local arrangement cost, payroll cost, research cost, marketing cost and other expenses • Discuss various approaches for fixing the profit margin and tour pricing like cost-oriented, market-oriented etc. • Explain methods of evaluating the financial risks such as foreign exchange, for payment of airlines, hotels, and other destination agencies • Discuss various types of marketing strategies • Discuss the operating procedure and significance of participating in Computerized Reservation Networks (CRN) and in Global Distribution Systems (GDS) • Describe the methods of identifying target demographic, monitoring the competition, and adjusting strategies accordingly • State the significance of ensuring the tour brochure contains comprehensive information to persuade and motivate potential holiday makers to purchase tourist products/services 	<ul style="list-style-type: none"> • Prepare a sample cost sheet to show the total cost/cost structure along with the break-up of individual cost elements • Apply proper methods to determine tourist flows to a particular destination • Employ appropriate procedure to determine the tour price on the basis of expected goals such as Rate of return, Market share (both domestic and international) and Price competitiveness of the tour package along with exchange rates, estimate future selling prices and finalizes tour prices • Draft a tour marketing plan for individual as well as mass tours considering the budget, packages offered and target market • Apply proper practices to assist in developing, integrated marketing, advertising, media and public relations strategies and tactics to the authorized person • Apply proper process to ensure that marketing activities match the resources, time requirements and standard objectives
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	



Tools, Equipment and Other Requirements

Sample format of the cost sheet, draft of a tour marketing plan, sample tour brochure, Computerized Reservation Networks (CRN) and Global Distribution Systems (GDS)

Module 5: Manage Tour Execution

Mapped to THC/N4416 v 2.0

Terminal Outcomes:

- Prepare a sample tour manual for tour escorts, tour guides and for other services to provide an understanding of how the to operate and handle tours
- Apply proper process to complete billing & payment formalities with partner vendors such as hotel partners, meal & service partners etc.
- Describe comparative evaluation methods for the effectiveness of the tour packages
- Apply proper methods to identify the problems and modify the planning, designing, or marketing of the upcoming tours

Duration: 56:00	Duration: 60:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain methods to coordinate travel arrangements with respect to flights, accommodation, meals & services, etc. as per the itinerary • State the significance of ensuring the tour is conducted in a professional manner and tour package offers all facilities promised to the customers • Describe the methods of reviewing the customers’ feedback to ensure the quality of the tour • Explain statistical analysis techniques to analyze the data to calculate a mean average in determining an overall tour members opinion • Describe methods of evaluating the services rendered and products provided by the vendors • Discuss ways to assess the customer satisfaction level, the financial gains, and the effectiveness of the tour packages • Elaborate various techniques to identify the problems and modify the planning, designing or marketing of the upcoming tours 	<ul style="list-style-type: none"> • Draft a sample tour manual for tour escort, tour guide and for other services to provide an understanding of how the to operate and handle tours • Dramatize a situation to handle critical issues such as over-booking by airlines, lost baggage by airlines, stolen passports, stolen travel documents • Apply appropriate procedures to complete all billing & payment formalities with all partner vendors such as hotel partners, meal & service partners etc. • Prepare a sample comparative analysis report of the perceived goals, and actual achievement
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Sample tour manual, tour plans etc.	

Module 6: Promote Effective Communication and Service Standard

Mapped to THC/N9902 v 2.0

Terminal Outcomes:

- Apply appropriate practices while communicating effectively with guests, team members, and superiors
- Employ appropriate expertise to promote professional etiquette
- Perform the steps of ensuring sensitization towards different age groups, gender and persons with disabilities

Duration: 24:00	Duration: 32:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the importance of professionalism, etiquette and ethical behaviour at the workplace • Explain the importance of maintaining hygiene and wearing designated uniform • Discuss the importance of effective communication • Explain the importance of guest satisfaction and guest feedback • Outline the procedure and policy of handling complaints and feedback constructively • Discuss different ways to enhance guest experience • Describe various ways to handle team members • Discuss different ways to provide feedback to the team members • Explain the importance of gender and age sensitivity • Discuss gender and age-specific requirements of the guests • Discuss the specific needs of People with Disabilities • Discuss the standard policy to prevent Sexual harassment at workplace • Discuss the importance of timely submission of guests' feedback 	<ul style="list-style-type: none"> • Demonstrate the standard procedure to welcome and greet the guests • Dramatize personal integrity and communication etiquette while interacting with guests, colleagues, and superiors • Role play a situation on how to handle guests' dissatisfaction and complaints effectively • Employ appropriate practices to motivate the team members to maintain communication etiquette, provide peer feedback, and adhere to the dress code • Role play how to ensure behavioural etiquette towards all ages, genders and differently abled people as per specification • Prepare a sample report regarding guests' feedback
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Sample of escalation matrix, Organisation structure	

Module 7: Organizational Confidentiality and Guest's Privacy

Mapped to THC/N9910 v 2.0

Terminal Outcomes:

- Explain how to protect the confidentiality of the organization
- Perform the activities to protect the privacy of guest information

Duration: 16:00	Duration: 04:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the significance of ensuring organizational confidentiality and guest privacy in the hospitality industry • Discuss the Intellectual Property issues and policies affecting the organization and guest privacy • Explain the procedures to protect the infringement of IPR to the concerned person • Discuss the usage, storage and disposal procedures of confidential information as per specification 	<ul style="list-style-type: none"> • Employ appropriate ways to ensure usage, storage and disposal of the organisational and guest information
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Handouts of IPR guidelines and regulations	

Module 8: Monitor Health and Safety Standard

Mapped to THC/N9907 v 2.0

Terminal Outcomes:

- Perform the activities of ensuring health, hygiene, and safety practices at workplace
- Explain standard ways to prevent health issues
- Describe how to minimize potential risks and hazards
- Employ effective waste management techniques

Duration: 24:00	Duration: 40:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the concept and importance of personal and workplace hygiene • Discuss procedure to maintain personal hygiene • Explain the compliance norms to ensure cleanliness and sanitization of the workplace and related equipment • Describe standard safety procedures to be followed while handling tools, material, and equipment • Outline the purpose and usage of various Personal Protective Equipment (PPE) required at the workplace • Explain the importance of preventive health check-up organized by the company • List the components of the first-aid kit • Describe the methods to minimize accidental risks and potential hazards in the workplace • Explain different safety warning signs and labels at workplace • Discuss ways to identify and segregate different types of waste at the workplace • Explain the procedure to report accident and other health related issues as per SOP 	<ul style="list-style-type: none"> • Employ appropriate inspection method to ensure routine cleaning and sanitization of tools, equipment, crockery and other articles • Dramatize a situation to ensure work area is clean, hygienic and hazard free • Demonstrate how to use and dispose of relevant protective equipment as per tasks and work conditions • Apply appropriate practices to follow basic first-aid procedures by self and team members • Apply effective waste management procedures at the workplace depending on the types of waste • Role play a situation on reporting safety and security issues to the concerned authority • Prepare a sample incident report
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Personal Protection Equipment: Safety glasses, Head protection, Rubber gloves, Safety footwear, Warning signs and tapes, Fire extinguisher, First aid kit, Relevant Standard Operating Procedures and Sample reports	

Module 9: On-the-Job Training

Mapped to Tour Manager

Mandatory Duration: 240:00

Recommended Duration: 00:00

Location: On Site

Terminal Outcomes

- Apply proper methods to assess the staffing needs based on the tourist season and needs and selecting the staff as per standards
- Role play a situation to assign the targets and debrief the team leaders
- Apply proper methods to monitor the performance of the staff and give constructive feedback for improvement
- Role play on how to handle conflicts among the staff and address the grievances and problems of the staff
- Apply proper process to decide the sequence of various tour ingredients and essential information such as assembling point, departure point, date of departure and duration of tour, legal requirements, features of destinations, optional activities, meal inclusions etc.
- Dramatize a situation to handle customer complaints
- Draft a sample budget for the department comprising of various costs for the financial year
- Employ appropriate techniques to inspect the reports and documents submitted by the team leaders
- Apply appropriate monitoring methods to oversee the various arrangements made for all the activities and tours organized
- Prepare a sample market research report and analysis of key elements associated with a particular tourist market and destination
- Apply proper methods to identify key destinations and perform a comparative study of alternative destinations
- Role play on how to negotiate with the tourism suppliers or vendors like airlines, lodging companies, transport operators, car rentals, ground operators, sightseeing vendors, etc.
- Apply appropriate process to plan the tour packages to meet the exact needs of the target market
- Draft a sample tour package mentioning the origin points, destinations, route points, accommodation, transportation, sightseeing activities and other services
- Prepare a sample cost sheet to show the total cost/cost structure along with the break-up of individual cost elements
- Apply proper methods to determine tourist flows to a particular destination
- Employ appropriate procedure to determine the tour price on the basis of expected goals such as Rate of return, Market share (both domestic and international) and Price competitiveness of the tour package along with exchange rates, estimate future selling prices and finalizes tour prices
- Draft a tour marketing plan for individual as well as mass tours considering the budget, packages offered and target market
- Apply proper practices to assist in developing, integrated marketing, advertising, media and public relations strategies and tactics to the authorized person
- Apply proper process to ensure that marketing activities match the resources, time requirements and standard objectives
- Draft a sample tour manual for tour escort, tour guide and for other services to provide an understanding of how the to operate and handle tours
- Dramatize a situation to handle critical issues such as over-booking by airlines, lost

baggage by airlines, stolen passports, stolen travel documents

- Apply appropriate procedures to complete all billing & payment formalities with all partner vendors such as hotel partners, meal & service partners etc.
- Prepare a sample comparative analysis report of the perceived goals, and actual achievement
- Apply appropriate techniques to promote effective communication standard and etiquette while interacting with guests, colleagues, and superiors
- Role play on how to segregate and dispose of the waste as per the standards
- Demonstrate strong communication skills and workplace etiquette to achieve a smooth workflow
- Perform the steps to ensure sensitization towards different age groups, gender, and persons with disabilities
- Demonstrate the process of monitoring confidentiality of the organizational information and guests' privacy
- Employ appropriate practices to maintain personal and team hygiene and grooming at workplace
- Dramatize a situation on how to identify hazards at workplace and report to the higher authority
- Perform basic activities to ensure gender and age-sensitive service practices
- Perform all the activities to ensure health, hygiene, and safety standards at the workplace

Annexure

Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
12 th Class/I.T.I. OR Certificate/ Diploma/ Degree	Tours and Travel/Hospitality Management	5	Tours and Travel/Hospita lity Management	1	Tours and Travel/Hospita lity Management	

Trainer Certification	
Domain Certification	Platform Certification
"Tour Manager", "THC/Q4405, V2.0", Minimum accepted score is 80% OR Certified in 'relevant CITS course'	"Trainer", "MEP/Q2601, V1.0" with a scoring of minimum 80%

Assessor Requirements

Assessor Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
12 th Class/I.T.I. OR Certificate/ Diploma/ Degree	Tours and Travel/Hospitality Management	5	Tours and Travel/Hospit ality Management	1	Tours and Travel/Hospit ality Management	

Assessor Certification	
Domain Certification	Platform Certification
"Tour Manager", "THC/Q4405, V2.0", Minimum accepted score is 80% OR Certified in 'relevant CITS course'	"Assessor", "MEP/Q2701. V1.0" with the scoring of minimum 80%

Assessment Strategy

This section includes the processes involved in identifying, gathering and interpreting information to evaluate the learner on the required competencies of the program.

1. Assessment System Overview:

- Batches assigned to the assessment agencies for conducting the assessment on SDSM/SIP or email
- Assessment agencies send the assessment confirmation to VTP/TC looping SSC
- Assessment agency deploys the ToA certified Assessor for executing the assessment
- SSC monitors the assessment process & records
- If the batch size is more than 30, then there should be 2 Assessors.

2. Testing Environment: Assessor must:

- Confirm that the centre is available at the same address as mentioned on SDMS or SIP
- Check the duration of the training.
- Check the Assessment Start and End time to be as 10 a.m. and 5 p.m.
- Check that the allotted time to the candidates to complete Theory & Practical Assessment is correct.
- Check the mode of assessment—Online (TAB/Computer) or Offline (OMR/PP).
- Confirm the number of TABs on the ground are correct to execute the Assessment smoothly.
- Check the availability of the Lab Equipment for the particular Job Role.

3. Assessment Quality Assurance levels / Framework:

- Question papers created by the Subject Matter Experts (SME)
- Question papers created by the SME should be verified by the other subject Matter Experts along with the approval required from THSC
- Questions are mapped with NOS and PC
- Question papers are prepared considering that level 1 to 3 is for the unskilled & semi-skilled individuals, and level 4 and above are for the skilled, supervisor & higher management
- Assessor must be ToA certified
- Assessment agency must follow the assessment guidelines to conduct the assessment

4. Types of evidence or evidence-gathering protocol:

- Time-stamped & geotagged reporting of the assessor from assessment location
- Centre photographs with signboards and scheme specific branding
- Biometric or manual attendance sheet (stamped by TP) of the trainees during the training period
- Time-stamped & geotagged assessment (Theory + Viva + Practical) photographs & videos

5. Method of verification or validation:

- Surprise visit to the assessment location
- Random audit of the batch



- Random audit of any candidate

6. Method for assessment documentation, archiving, and access

- Hard copies of the documents are stored
- Soft copies of the documents & photographs of the assessment are uploaded / accessed from Cloud Storage and are stored in the Hard Drives

References

Glossary

Term	Description
Declarative Knowledge	Declarative knowledge refers to facts, concepts and principles that need to be known and/or understood in order to accomplish a task or to solve a problem.
Key Learning Outcome	Key learning outcome is the statement of what a learner needs to know, understand and be able to do in order to achieve the terminal outcomes. A set of key learning outcomes will make up the training outcomes. Training outcome is specified in terms of knowledge, understanding (theory) and skills (practical application).
OJT (M)	On-the-job training (Mandatory); trainees are mandated to complete specified hours of training on site
OJT (R)	On-the-job training (Recommended); trainees are recommended the specified hours of training on site
Procedural Knowledge	Procedural knowledge addresses how to do something, or how to perform a task. It is the ability to work, or produce a tangible work output by applying cognitive, affective or psychomotor skills.
Training Outcome	Training outcome is a statement of what a learner will know, understand and be able to do upon the completion of the training.
Terminal Outcome	Terminal outcome is a statement of what a learner will know, understand and be able to do upon the completion of a module. A set of terminal outcomes help to achieve the training outcome.

Acronyms and Abbreviations

Term	Description
QP	Qualification Pack
NSQF	National Skills Qualification Framework
NSQC	National Skills Qualification Committee
NOS	National Occupational Standards
TVET	Technical and Vocational Education and Training
PPE	Personal Protective Equipment
SOP	Standard Operating Procedure
IPR	Intellectual Property Rights
PwD	Persons with Disability
HR	Human Resource
CRN	Computerized Reservation Networks
GDS	Global Distribution Systems