

**GENERAL INFORMATION**

<b>1.</b>	<b>Name of the Sector</b>	:	Travel & Tourism
<b>2.</b>	<b>Name of the Module</b>	:	Ticket Reservation Assistant
<b>3.</b>	<b>Module No.</b>	:	TRV
<b>4.</b>	<b>Duration of Craftsman Training</b>	:	520 Hrs.
<b>5.</b>	<b>Power Norms</b>	:	4.0 KW
<b>6.</b>	<b>Space Norm</b>	:	a) Work shop: 56 Sq. Meter
		:	b) Class Room: 30 Sq. Meter
<b>7.</b>	<b>Entry Qualification</b>	:	10+2 pass with age at least 16 years
<b>8.</b>	<b>Unit Strength</b>	:	20 Trainees
<b>9.</b>	<b>Instructors/Trainer's Qualification</b>	:	a) NTC/NAC in the trade with three years' experience in the relevant field.
			OR
		:	b) Diploma in Tour and Travel management with two year Post Qualification experience as a Tour guide from a recognized organization
			OR
		:	c) Degree in Tourism with one year post qualification experience
			OR
		:	d) Graduate with due subject of Indian History with two year experience in the relevant field
	<b>Desirable Qualification:</b>	:	Preference will be given to a candidate with Craft Instructor Certificate (CIC)
<b>10.</b>	<b>Job Description/ Terminal Competency</b>	:	➤ After completion of the course, one should be able to do reservation / cancellation / re-booking of ticket as per customer choice and affordability.

**Level – 1**

**Module No.** TRV101  
**Name :** Ticket Reservation Assistant  
**Sector :** Travel & Tourism  
**Code :** TRV101  
**Duration:** 520 hours

<b>Practical Competencies</b>	<b>Underpinning Knowledge (Theory)</b>
<p><b>Visit to a nearby Travel Agency.</b></p> <p>Development of Effective Communication (Verbal &amp; Non-Verbal) and Listening Skills.</p> <p>Development of Etiquette, Manners, Customer care, Positive Attitude, Self esteem, Self confidence, Personal hygiene &amp; Grooming.</p> <p>Development of Organizing and Implementation of exercises/task(Systematic approach, accuracy, efficient work, carefulness, planning &amp; Organizing).</p> <p>Development of Independency &amp; Responsibility.</p> <p>Development of Mental Technique(Risk taking skill, managing challenges, thinking ahead, ability to transfer, creativity)</p> <p>Development of presentation Skill Practice, Team building/Coordinating skills, Creative thinking &amp; Problem solving</p> <p><b>Computer &amp; Internet Operational Skills:</b>            Creating and Saving a document using Word processor software.</p> <p>Editing text (inserting, deleting, undo, redo, select &amp; copy), Formatting Text (Font style, font size, format painter), Aligning Text (right, left, centered, justified).</p> <p>Formatting paragraphs (line spacing, paragraph</p>	<p>Orientation on the career opportunities in the Sector            Travel &amp; Tourism concept – awareness</p> <p>Effective Communication (Verbal &amp; Non-Verbal) and Listening Skills.</p> <p>Etiquette, Manners, Customer care, Positive Attitude, Self esteem, Self confidence, Personal hygiene &amp; Grooming.</p> <p>Organizing and Implementation of exercises/task(Systematic approach, accuracy, efficient work, carefulness, planning &amp; Organizing).</p> <p>Independency &amp; Responsibility.</p> <p>Mental Technique(Risk taking skill, managing challenges, thinking ahead, ability to transfer, creativity)</p> <p>Presentation Skill Practice, Team building/Coordinating skills, Creative thinking &amp; Problem solving</p> <p>Basic working knowledge of computer.</p> <p>Principle of Principle of Guest - Host relationship Management</p> <p>Awareness of legal and ethical issues.</p> <p>Knowledge of local security, route chart.</p>

<p>spacing, setting tabs), formatting pages(setting margins, changing page orientation), grammar check, Creating tables(adding text, selecting text in a table, inserting rows and columns, merging cells), Printing documents.</p> <p>Create folders, cut/copy &amp; paste files and folders. Prepare presentations using PowerPoint software. Create E-mail account. Send Email. Copy/ print received mail. Send mail with attachment. Open/download attachments.</p> <p><b>Tour:</b> Study of Atlas/map of different cities/towns/ country etc,</p> <p>Visit tourist sites of various nature (Religious, Gardens, Exhibition/museum Visit to shopping Arcades</p> <p>Co-ordination with hospitality institution like Tour Agency, Hotels and restaurants adjacent to tourist places</p> <p>Visit to good Restaurants/Hotel for quality awareness in terms food &amp; stay</p> <p>Practice on use of first aid, Liaison with leading Specialist/Doctor/nursing home/ hospital for dealing emergency situation</p> <p>Familiarization with the name and location of different assemblies of motor vehicles</p>	<p>Knowledge of India and world geography &amp; culture climate and environmental conditions, various seasonal functions/ celebrations/ events etc.</p> <p>Knowledge of different tourist places/Exhibition/Museum and its historical importance of various package tour &amp; cultural relation.</p> <p>Health &amp; hygiene awareness Type of food of national &amp; international standard. Quality awareness Awareness of different type of first aid required for emergency treatment Mode of transport in different locality. International Travel Organisation. Basic knowledge of India &amp; World geography, culture, etc. Types of correspondences done with concerned authorities of different states for conducting tour, information for guides etc</p> <p>Knowledge of contacts/liaison with other travel office regarding tour.</p> <p>Knowledge of climate, condition, time, places worth visiting in area of operation in other states</p> <p>Knowledge of first aid</p> <p>Emerging trends in travel industry – Adventure tourism, Eco Tourism, Health Tourism, etc</p> <p>Legal issues – tourism related laws e. g. consumer protection laws, Indian contract</p> <p>Act, STA ( state Transport authority) rules, Ancient monument &amp; preservation Act , Shop &amp; Establishment Act, etc Bank financing, trade licenses, Service Tax Licenses.</p>
<p>Field visit to Railway Reservation booking counter</p> <p><b>Train Ticket Reservation –</b> a) Referring Train Time Table</p>	<ul style="list-style-type: none"> <li>● <b>Indian Railway Transport Services</b></li> <li>● Knowledge of <ul style="list-style-type: none"> <li>➤ different books on Railway time table</li> </ul> </li> </ul>

<p>b) Filling of reservation form</p> <p>c) Enquiry of train timing, fares, etc. across the reservation counter and on website</p> <p>d) Booking ticket across the reservation counter and through website</p> <ul style="list-style-type: none"> <li>• Exchange of foreign currency</li> </ul>	<ul style="list-style-type: none"> <li>➤ different tour packages available on railways</li> <li>➤ Filling of reservation form</li> <li>➤ enquiry of train timing, fares, etc. across the reservation counter and on website</li> <li>➤ Railway Website</li> <li>➤ Luggage rules for different modes of transport</li> <li>• Procedure of Exchange of foreign currency</li> </ul>
<p>Field visit to booking counter</p> <p><b>Bus / car Reservation –</b></p> <p>a) Enquire about time table of different bus / car services, type of class and fares of bus / small car services</p> <p>b) Preparing database of time table, type of class and fares, etc. of bus / small car services</p> <p>c) Booking ticket across the reservation counter / on website</p>	<ul style="list-style-type: none"> <li>• <b>Motor Transport Services–</b></li> <li>• Knowledge of time table of different bus / small car services, type of class and fares of bus / car services</li> <li>• database of time table, type of class and fares, etc. of bus / car services</li> </ul>
<p><b>Air Ticket Reservation –</b></p> <p>a) Enquiry about time table , type of class and fares of different Airlines services across the reservation counter and on website</p> <p>b) Preparing database of time table, type of class and fares, etc. of different Airlines services</p> <p>c) Booking ticket across the reservation counter / on website</p>	<ul style="list-style-type: none"> <li>• <b>Air line Services<sup>1</sup></b></li> <li>• Knowledge of time table, type of class and fares of different Airlines services</li> <li>• database of time table, type of class and fares, etc. of different Airlines services</li> <li>• Knowledge of different Airlines' Website</li> </ul>
<p><b>Water transport Reservation –</b></p> <p>a) Enquiry about time table , type of class and fares of different Water transport across the reservation counter / website</p> <p>b) Preparing database of time table, type of class and fares, etc. of different Water transport services</p> <p>c) Booking ticket across the reservation counter / website</p>	<ul style="list-style-type: none"> <li>• Water transport Services</li> <li>• Knowledge of time table , type of class and fares of different Water transport services</li> <li>• database of time table, type of class and fares, etc. of different Water transport services</li> <li>• Information of different Water transport services</li> </ul>

NOTE FOR ALL MES COURSES UNDER TRAVEL AND TOURISM SECTOR :

1. At the start of the course, an orientation may be conducted where experts from local industry of Travel and Tourism Sector may be invited besides internal experts etc where career

opportunities available, course contents. Discipline, assessment etc. be discussed to motivate the trainees.

2. The Orientation may be follow up with an nearby Travel and Tourism establishments for firsthand knowledge/ experience/feel of the activities attached as an employee in the Travel and Tourism Sector.
3. On day visit be made on the last day of 2<sup>nd</sup> every week for actual on the job practical experience where they would assist. At the end of this visit one practical session is dedicated for practical experience in the VTP. An MOU/agreement with the near establishment for “04-08 “On the Job Training” (OJT), visit by trainees along with concerned faculty after completion of each of 20 hours institutional training. 10% marks of the internal assessment would be based on the performance of the individual trainees.
4. A minimum of 2 hours and maximum of 6 hours training can be conducted in institutional environment.
5. Two internal assessments would be conducted during the training period of 20% marks each. Final independent assessment conducted by NCVT empanelled Assessing Body (AB) would be of remaining 50% marks.
6. After completion of 400 hours training, trainees would be deputed for 96 hours “ on the job training where the trainees would be assisting the actual employees performing course related activities ‘On the Shop floor in the nearby Travel and Tourism Sector establishment.
7. Last two weeks or 24 hours would be dedicated for i) internal assessment and ii) preparation of final assessment iii) Final independent assessment by NCVT empanelled Assessing Body.

**List of tools (for a batch of 20 trainees)**

1. Latest computer with internet and multimedia facility 02nos.
2. Overhead Projector / LCD projector 01 no.
3. OHP Screen 01 no.
4. Cellular phone 05 nos.
5. Telephone (STD & ISD facility) 01 no.
7. Latest FAX machine 01 no.
8. Laser jet printer 01 no.
9. Scanner 01 no.
10. Photo copy machine 01 no
11. First aid box. 1 No.

**GENERAL INFORMATION**

<b>11.</b>	<b>Name of the Sector</b>	:	Travel & Tourism
<b>12.</b>	<b>Name of the Module</b>	:	Tour Agent and Travel Operator
<b>13.</b>	<b>Module No.</b>	:	TRV
<b>14.</b>	<b>Duration of Craftsman Training</b>	:	520 Hrs.
<b>15.</b>	<b>Power Norms</b>	:	4.0 KW
<b>16.</b>	<b>Space Norm</b>	:	c) Work shop: 56 Sq. Meter
		:	d) Class Room: 30 Sq. Meter
<b>17.</b>	<b>Entry Qualification</b>	:	10+2 pass with age at least 16 years
<b>18.</b>	<b>Unit Strength</b>	:	20 Trainees
<b>19.</b>	<b>Instructors/Trainer's Qualification</b>	:	e) NTC/NAC in the trade with three years' experience in the relevant field.
			OR
		:	f) Diploma in Tour and Travel management with two year Post Qualification experience as a Tour guide from a recognized organization
			OR
		:	g) Degree in Tourism with one year post qualification experience
			OR
		:	h) Graduate with due subject of Indian History with two year experience in the relevant field
	<b>Desirable Qualification:</b>	:	Preference will be given to a candidate with Craft Instructor Certificate (CIC)
<b>20.</b>	<b>Job Description</b>	:	➤ After completion of the course, one should be able to co- ordinate and arrange tour package and also having the knowledge of entrepreneurship

**Level – 1**

**Module No.** TRV103  
**Name :** Tour Agent and Travel Operator  
**Sector :** Travel & Tourism  
**Code :** TRV103  
**Duration:** 520 hours

<b>Practical Competencies</b>	<b>Underpinning Knowledge (Theory</b>
<p><b>Visit to a nearby Travel Agency.</b></p> <p>Development of Effective Communication (Verbal &amp; Non-Verbal) and Listening Skills.</p> <p>Development of Etiquette, Manners, Customer care, Positive Attitude, Self-esteem, Self-confidence, Personal hygiene &amp; Grooming.</p> <p>Development of Organizing and Implementation of exercises/task (Systematic approach, accuracy, efficient work, carefulness, planning &amp; Organizing).</p> <p>Development of Independency &amp; Responsibility.</p> <p>Development of Mental Technique(Risk taking skill, managing challenges, thinking ahead, ability to transfer, creativity)</p> <p>Development of presentation Skill Practice, Team building/Coordinating skills, Creative thinking &amp; Problem solving</p>	<p>Orientation on the career opportunities in the Sector            Travel &amp; Tourism concept – awareness</p> <p>Effective Communication (Verbal &amp; Non-Verbal) and Listening Skills.</p> <p>Etiquette, Manners, Customer care, Positive Attitude, Self-esteem, Self-confidence, Personal hygiene &amp; Grooming.</p> <p>Organizing and Implementation of exercises/task (Systematic approach, accuracy, efficient work, carefulness, planning &amp; Organizing).</p> <p>Independency &amp; Responsibility.</p> <p>Mental Technique(Risk taking skill, managing challenges, thinking ahead, ability to transfer, creativity)</p> <p>Presentation Skill Practice, Team building/Coordinating skills, Creative thinking &amp; Problem solving</p>

<p><b>Computer &amp; Internet Operational Skills:</b> Creating and Saving a document using Word processor software.</p> <p>Editing text (inserting, deleting, undo, redo, select &amp; copy), Formatting Text (Font style, font size, format painter), Aligning Text (right, left, cantered, justified).</p> <p>Formatting paragraphs (line spacing, paragraph spacing, setting tabs), formatting pages(setting margins, changing page orientation), grammar check, Creating tables(adding text, selecting text in a table, inserting rows and columns, merging cells), Printing documents.</p> <p>Create folders, cut/copy &amp; paste files and folders. Prepare presentations using PowerPoint software. Create E-mail account. Send Email. Copy/ print received mail. Send mail with attachment. Open/download attachments.</p> <p><b>Tour:</b> Study of Atlas/map of different cities/towns/ country etc,</p> <p>Visit tourist sites of various nature (Religious, Gardens, Exhibition/museum Visit to shopping Arcades</p> <p>Co-ordination with hospitality institution like Tour Agency, Hotels and restaurants adjacent to tourist places</p> <p>Visit to good Restaurants/Hotel for quality awareness in terms food &amp; stay</p> <p>Practice on use of first aid, Liaison with leading Specialist/Doctor/nursing home/hospital for dealing emergency situation</p> <p>Familiarization with the name and location of</p>	<p>Basic working knowledge of computer.</p> <p>Principle of Principle of Guest - Host relationship Management</p> <p>Awareness of legal and ethical issues.</p> <p><b>Responsibility of Guide</b> – Preparation of tour, review of tour, participant list, time planning &amp; Management, identifying travel needs of groups or individuals, vehicle management, standard of dress and personal grooming, greeting participants, general instructions to participants at monuments / sacred places, giving commentary, answering questions.</p> <p>Knowledge of local security, route chart. Knowledge of India and world geography &amp; culture climate and environmental conditions, various seasonal functions/ celebrations/ events etc. Knowledge of different tourist places/Exhibition/Museum and its historical importance of various package tour &amp; cultural relation. Health &amp; hygiene awareness.</p> <p>Type of food of national &amp; international standard. Quality awareness Awareness of different type of first aid required</p>
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<p>different assemblies of motor vehicles</p> <p>Procedure of ticketing &amp; ticket booking, cancellation, changing tickets in Airlines, Railways and Road transport for International &amp; domestic travel &amp; baggage handling.</p> <p>Procedure of hotel booking. Procedure of getting IATA certificate. (International Air Transport Association). Procedure of Air ticket booking Procedure of opening a Travel office, completion of travel formalities such as Pass Port, Visa, Health Certificate, tax, Customs, currency conversion, travel insurance, etc.</p> <p>Procedure of travel office management. Procedure of advertisement and publicity . Practice of correspondence with concerned authorities of different states for conducting tour, information for guides, translators/interpreter, visa formalities etc.</p> <p>Tour operation and selection of tour sites in different states Salesmanship.</p> <p>Practice of contact/liaison with other travel office regarding tour.</p> <p>Tour planning in-bound and out-bound, programme depending upon cost, mode of transport etc.</p> <p>Tour planning programme for inbound and outbound tourist taking into consideration factors such as food habit, sensitivity, interpreter, caterer etc.</p> <p>. Use of communication systems such as e-mail, Fax, internet, computer etc. Visit to different Bank financial institutions for finance of tour package.</p>	<p>for emergency treatment</p> <p>Mode of transport in different locality. International Travel Organisation. Basic knowledge of India &amp; World geography, culture, etc.</p> <p>Knowledge on advertisement and publicity Types of correspondences done with concerned authorities of different states for conducting tour, information for guides etc.</p> <p>Knowledge of contacts/liaison with other travel office regarding tour.</p> <p>Knowledge of climate, condition, time, places worth visiting in area of operation in other states</p> <p>Knowledge of first aid</p> <p>Emerging trends in travel industry – Adventure tourism, Eco Tourism, Health Tourism, etc</p> <p>Legal issues – tourism related laws e. g. consumer protection laws, Indian contract</p> <p>. Travel &amp; Tourism concept - awareness Government formalities to establish tour operation agency, affiliation formalities for different state tourism departments, role of IATA, IATO, TAAI, etc. Mode of transport in different locality. International Travel Organisation. Basic knowledge of India &amp; World geography culture, etc. Knowledge of Different records to be maintained in travel office. Abbreviations used in travel ticket &amp; travel terminology, city code, country code, etc. Knowledge about IATA and their operations International regulations. Procedure of becoming agent of National &amp; International Airline.</p>
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Maintenance and compilation of records used in travel office. Procedure of hotel booking.		
Procedure of getting IATA certificate (International Air Transport Association). Procedure of Air ticket booking	Terms and conditions to become sub agent of IATA approved agencies, assessing locality, capital investment & risk, market potential.	
Procedure of opening a Travel office, completion of travel formalities such as Pass Port, Visa, Health Certificate, tax, Customs, currency conversion, travel insurance, etc.	Knowledge on travel office management Knowledge on advertisement and publicity Types of correspondences done with concerned authorities of different states for conducting tour, information for guides etc.	
Procedure of travel office management. Procedure of advertisement and publicity . Practice of correspondence with concerned authorities of different states for conducting tour, information for guides, translators/interpreter, visa formalities etc.	Knowledge of contacts/liaison with other travel office regarding tour. Knowledge of climate, condition, time, places worth visiting in area of operation in other states	
Tour operation and selection of tour sites in different states Salesmanship Practice of contact/liaison with other travel office regarding tour.	Knowledge of first aid. Emerging trends in travel industry – Adventure. tourism, Eco Tourism, Health Tourism, etc	
Tour planning in-bound and out-bound, programme depending upon cost, mode of transport etc. Tour planning programme for inbound and outbound tourist taking into consideration factors such as food habit, sensitivity, interpreter, caterer etc.	Legal issues – tourism related laws. e.g. consumer protection laws, Indian contract Act, STA ( state Transport authority) rules, Ancient monument & preservation Act , Shop & Establishment Act, etc.	
Visits to the authorized travel agencies/airlines	Bank financing, trade licenses, Service Tax .Licenses	
Use of communication systems such as e-mail, Fax, internet, computer etc.		
Visit to different Bank financial institutions for Finance of tour package.		

NOTE FOR ALL MES COURSES UNDER TRAVEL AND TOURISM SECTOR :

8. At the start of the course, an orientation may be conducted where experts from local industry of Travel and Tourism Sector may be invited besides internal experts etc where career opportunities available, course contents. Discipline, assessment etc. be discussed to motivate the trainees.
9. The Orientation may be follow up with an nearby Travel and Tourism establishments for firsthand knowledge/ experience/feel of the activities attached as an employee in the Travel and Tourism Sector.
10. On day visit be made on the last day of 2<sup>nd</sup> every week for actual on the job practical experience where they would assist. At the end of this visit one practical session is dedicated for practical experience in the VTP. An MOU/agreement with the near establishment for “04-08 “On the Job Training” (OJT), visit by trainees along with concerned faculty after completion of each of 20 hours institutional training. 10% marks of the internal assessment would be based on the performance of the individual trainees.
11. A minimum of 2 hours and maximum of 6 hours training can be conducted in institutional environment.
12. Two internal assessments would be conducted during the training period of 20% marks each. Final independent assessment conducted by NCVT empanelled Assessing Body (AB) would be of remaining 50% marks.
13. After completion of 400 hours training, trainees would be deputed for 96 hours “ on the job training where the trainees would be assisting the actual employees performing course related activities ‘On the Shop floor in the nearby Travel and Tourism Sector establishment.
14. Last two weeks or 24 hours would be dedicated for i) internal assessment and ii) preparation of final assessment iii) Final independent assessment by NCVT empanelled Assessing Body.

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11. First aid box. 1 No.

**GENERAL INFORMATION**

<b>1.</b>	<b>Name of the Sector</b>	:	<b>Travel &amp; Tourism</b>
<b>2.</b>	<b>Name of the Module</b>	:	<b>Tour Assistant</b>
<b>3.</b>	<b>Module No.</b>	:	<b>TRV</b>
<b>4.</b>	<b>Duration of Craftsman Training</b>	:	520 Hrs
<b>5.</b>	<b>Power Norms</b>	:	4.0 KW
<b>6.</b>	<b>Space Norm</b>	:	<b>a)</b> Work shop: 56 Sq. Meter
		:	<b>b)</b> Class Room: 30 Sq. Meter
<b>7.</b>	<b>Entry Qualification</b>	:	10+2 pass with age at least 16 years
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			OR
		:	<b>b)</b> Diploma in Tour and Travel management with two year Post Qualification experience as a Tour guide from a recognized organization
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		:	<b>c)</b> Degree in Tourism with one year post qualification experience
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		:	<b>d)</b> Graduate with due subject of Indian History with two year experience in the relevant field
	<b>Desirable Qualification:</b>	:	Preference will be given to a candidate with Craft Instructor Certificate (CIC)
<b>10.</b>	<b>Job Description/Terminal Competency</b>	:	After completion of the course, one should be able to successfully conduct & guide the Package Tour

**Level – 1**

<b>Module No.</b>	<b>TRV102</b>
<b>Name :</b>	<b>Tour Assistant</b>
<b>Sector :</b>	<b>Travel &amp; Tourism</b>
<b>Code :</b>	<b>TRV101</b>
<b>Duration:</b>	<b>520 hours</b>

<b>Practical Competencies</b>	<b>Underpinning Knowledge (Theory</b>
<p><b>Visit to a nearby Travel Agency.</b></p> <p>Development of Effective Communication (Verbal &amp; Non-Verbal) and Listening Skills.</p> <p>Development of Etiquette, Manners, Customer care, Positive Attitude, Self esteem, Self confidence, Personal hygiene &amp; Grooming.</p> <p>Development of Organizing and Implementation of exercises/task(Systematic approach, accuracy, efficient work, carefulness, planning &amp; Organizing).</p> <p>Development of Independency &amp; Responsibility.</p> <p>Development of Mental Technique(Risk taking skill, managing challenges, thinking ahead, ability to transfer, creativity)</p> <p>Development of presentation Skill Practice, Team building/Coordinating skills, Creative thinking &amp; Problem solving</p> <p><b>Computer &amp; Internet Operational Skills:</b> Creating and Saving a document using Word processor software.</p> <p>Editing text (inserting, deleting, undo, redo, select &amp; copy), Formatting Text (Font style, font size, format painter), Aligning Text (right, left, centered, justified).</p> <p>Formatting paragraphs (line spacing, paragraph spacing, setting tabs), formatting pages(setting margins, changing page orientation), grammar check, Creating tables(adding text, selecting text</p>	<p>Orientation on the career opportunities in the Sector Travel &amp; Tourism concept – awareness</p> <p>Effective Communication (Verbal &amp; Non-Verbal) and Listening Skills.</p> <p>Etiquette, Manners, Customer care, Positive Attitude, Self esteem, Self confidence, Personal hygiene &amp; Grooming.</p> <p>Organizing and Implementation of exercises/task(Systematic approach, accuracy, efficient work, carefulness, planning &amp; Organizing).</p> <p>Independency &amp; Responsibility.</p> <p>Mental Technique(Risk taking skill, managing challenges, thinking ahead, ability to transfer, creativity)</p> <p>Presentation Skill Practice, Team building/Coordinating skills, Creative thinking &amp; Problem solving</p> <p>Basic working knowledge of computer.</p> <p>Awareness of legal and ethical issues.</p>

<p>in a table, inserting rows and columns, merging cells), Printing documents.</p> <p>Create folders, cut/copy &amp; paste files and folders. Prepare presentations using PowerPoint software. Create E-mail account. Send Email. Copy/ print received mail. Send mail with attachment. Open/download attachments.</p> <p><b>Tour:</b> Study of Atlas/map of different cities/towns/ country etc,</p> <p>Visit tourist sites of various nature (Religious, Gardens, Exhibition/museum Visit to shopping Arcades</p> <p>Co-ordination with Travel and Tourism institution like Tour Agency, Hotels and restaurants adjacent to tourist places</p> <p>Visit to good Restaurants/Hotel for quality awareness in terms food &amp; stay</p> <p>Practice on use of first aid, Liaison with leading Specialist/Doctor/nursing home/ hospital for dealing emergency situation</p> <p>Familiarization with the name and location of different assemblies of motor vehicles</p> <p>Preliminary checking of the vehicle before driving Straight driving on an open ground and practice in watching different gauges and meters while driving</p> <p>Practice in changing gear from :- i) Low gear to high gear &amp; ii) High gear to low gear</p> <p>Procedure of ticketing &amp; ticket booking, cancellation, changing tickets in Airlines, Railways and Road transport for International &amp; domestic travel &amp; baggage handling. Maintaining and compilation of records used in travel office</p> <p>Procedure of hotel booking</p> <p>Procedure of getting IATA certificate (International Air Transport Association).</p> <p>Procedure of Air ticket booking.</p>	<p><b>Responsibility of Guide</b> – Preparation of tour, review of tour, participant list, time planning &amp; Management, identifying travel needs of groups or individuals, vehicle management, standard of dress and personal grooming, greeting participants, general instructions to participants at monuments / sacred places, giving commentary, answering questions.</p> <p>Knowledge of local security, route chart.</p> <p>Knowledge of India and world geography &amp; culture climate and environmental conditions, various seasonal functions/ celebrations/ events etc.</p> <p>Knowledge of different tourist places/Exhibition/Museum and its historical importance of various package tour &amp; cultural relation.</p> <p>Health &amp; hygiene awareness</p> <p>Type of food of national &amp; international standard.</p> <p>Quality awareness</p> <p>Awareness of different type of first aid required for emergency treatment</p> <p>Travel &amp; Tourism concept - awareness Basic concept of computer.</p> <p>Government formalities to establish tour operation agency, affiliation formalities for different state tourism departments, role of IATA, IATO, TAAI, etc</p> <p>Mode of transport in different locality. International Travel Organisation. Basic knowledge of India &amp; World geography, culture, etc.</p> <p>Travel &amp; Tourism concept - awareness</p>
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<p>Procedure of opening a Travel office, completion of travel formalities such as Pass Port, Visa, Health Certificate, tax, Customs, currency conversion, travel insurance, etc.</p> <p>Procedure of travel office management.</p> <p>Procedure of advertisement and publicity.</p> <p>Practice of correspondence with concerned authorities of different states for conducting tour, information for guides, translators/interpreter, visa formalities etc</p> <p>Tour operation and selection of tour sites in different states Salesmanship</p> <p>Practice of contact/liaison with other travel office regarding tour,</p> <p>Tour planning in-bound and out-bound, programme depending upon cost, mode of transport etc.</p> <p>Tour planning programme for inbound and outbound tourist taking into consideration factors such as food habit, sensitivity, interpreter, caterer etc.</p> <p>Visits to the authorized travel agencies/airlines</p> <p>Use of communication systems such as e-mail, Fax, internet, computer etc</p> <p>Visit to different Bank financial institutions for finance of tour package</p>	<p>Government formalities to establish tour operation agency, affiliation formalities for different state tourism departments, role of IATA, IATO, TAAI, etc</p> <p>Mode of transport in different locality. International Travel Organisation. Basic knowledge of India &amp; World geography,culture.</p> <p>Knowledge of Different records to be maintained in travel office. Abbreviations used in travel ticket &amp; travel terminology, city code, country code, etc</p> <p>Knowledge about IATA and their operations. International regulations. Procedure of becoming agent of National &amp; International Airline.</p> <p>Terms and conditions to become sub agent of IATA approved agencies, assessing locality, capital investment &amp; risk, market potential</p> <p>Knowledge on travel office management Knowledge on advertisement and publicity Types of correspondences done with concerned authorities of different states for conducting tour, information for guides etc</p> <p>Knowledge of contacts/liaison with other travel office regarding tour. Communication skill</p> <p>Knowledge of climate, condition, time, places worth visiting in area of operation in other states Knowledge of first aid Emerging trends in travel industry – Adventure tourism, Eco Tourism, Health Tourism, etc Legal issues – tourism related laws e. g. consumer protection laws, Indian contract Act, STA ( state Transport authority) rules, Ancient monument &amp; preservation Act , Shop &amp; Establishment Act, etc Bank financing, trade licenses, Service Tax Licenses</p>
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**NOTE FOR ALL MES COURSES UNDER TRAVEL AND TOURISM SECTOR :**

- At the start of the course, an orientation may be conducted where experts from local industry of Travel and Tourism Sector may be invited besides internal experts etc where career

opportunities available, course contents. Discipline, assessment etc. be discussed to motivate the trainees.

16. The Orientation may be follow up with an nearby Travel and Tourism establishments for firsthand knowledge/ experience/feel of the activities attached as an employee in the Travel and Tourism Sector.
17. On day visit be made on the last day of 2<sup>nd</sup> every week for actual on the job practical experience where they would assist. At the end of this visit one practical session is dedicated for practical experience in the VTP. An MOU/agreement with the near establishment for “04-08 “On the Job Training” (OJT), visit by trainees along with concerned faculty after completion of each of 20 hours institutional training. 10% marks of the internal assessment would be based on the performance of the individual trainees.
18. A minimum of 2 hours and maximum of 6 hours training can be conducted in institutional environment.
19. Two internal assessments would be conducted during the training period of 20% marks each. Final independent assessment conducted by NCVT empanelled Assessing Body (AB) would be of remaining 50% marks.
20. After completion of 400 hours training, trainees would be deputed for 96 hours “ on the job training where the trainees would be assisting the actual employees performing course related activities ‘On the Shop floor in the nearby Travel and Tourism Sector establishment.
21. Last two weeks or 24 hours would be dedicated for i) internal assessment and ii) preparation of final assessment iii) Final independent assessment by NCVT empanelled Assessing Body.

#### **List of tools (for a batch of 20 trainees)**

1. Latest computer with internet and multimedia facility 02nos.
2. Overhead Projector / LCD projector 01 no.
3. OHP Screen 01 no.
4. Cellular phone 05 nos.
5. Telephone (STD & ISD facility) 01 no.
7. Latest FAX machine 01 no.
8. Laser jet printer 01 no.
9. Scanner 01 no.
10. Photo copy machine 01 no



**GENERAL INFORMATION**

<b>11.</b>	<b>Name of the Sector</b>	:	<b>Travel &amp; Tourism</b>
<b>12.</b>	<b>Name of the Module</b>	:	<b>Tour Guide for International Tourist</b>
<b>13.</b>	<b>Module No.</b>	:	<b>TRV</b>
<b>14.</b>	<b>Duration of Craftsman Training</b>	:	520 Hrs
<b>15.</b>	<b>Power Norms</b>	:	4.0 KW
<b>16.</b>	<b>Space Norm</b>	:	c) Work shop: 56 Sq. Meter
		:	d) Class Room: 30 Sq. Meter
<b>17.</b>	<b>Entry Qualification</b>	:	10+2 pass with age at least 16 years
<b>18.</b>	<b>Unit Strength</b>	:	20 Trainees
<b>19.</b>	<b>Instructors/Trainer's Qualification</b>	:	e) NTC/NAC in the trade with three years' experience in the relevant field.
			OR
		:	f) Diploma in Tour and Travel management with two year Post Qualification experience as a Tour guide from a recognized organization
			OR
		:	g) Degree in Tourism with one year post qualification experience
			OR
		:	h) Graduate with due subject of Indian History with two year experience in the relevant field
	<b>Desirable Qualification:</b>	:	Preference will be given to a candidate with Craft Instructor Certificate (CIC)
<b>20.</b>	<b>Job Description/Terminal Competency</b>	:	After completion of the course, one should be able to successfully conduct & guide the Package Tour for International Tourist.

**Level – 1**

**Module No.** TRV104  
**Name :** Tour Guide for International Tourist  
**Sector :** Travel & Tourism  
**Code :** TRV104  
**Duration:** 520 hours

<b>Practical Competencies</b>	<b>Underpinning Knowledge (Theory)</b>
Visit to a nearby Travel Agency/Places of tourist interest / Shopping Places and Hotel and Restaurants etc. .	Orientation on the career opportunities in the Sector Travel & Tourism concept – awareness
Development of Effective Communication (Verbal & Non-Verbal) and Listening Skills.	Effective Communication (Verbal & Non-Verbal) and Listening Skills.
Development of Etiquette, Manners, Customer care, Positive Attitude, Self esteem, Self confidence, Personal hygiene & Grooming.	Etiquette, Manners, Customer care, Positive Attitude, Self esteem, Self confidence, Personal hygiene & Grooming.
Development of Organizing and Implementation of exercises/task(Systematic approach, accuracy, efficient work, carefulness, planning & Organizing).	Organizing and Implementation of exercises/task(Systematic approach, accuracy, efficient work, carefulness, planning & Organizing).
Development of Independency & Responsibility.	Independency & Responsibility.
Development of Mental Technique(Risk taking skill, managing challenges, thinking ahead, ability to transfer, creativity)	Mental Technique(Risk taking skill, managing challenges, thinking ahead, ability to transfer, creativity)
Development of presentation Skill Practice, Team building/Coordinating skills, Creative thinking & Problem solving	Presentation Skill Practice, Team building/Coordinating skills, Creative thinking & Problem solving
<b>Computer &amp; Internet Operational Skills:</b> Creating and Saving a document using Word processor software.	Basic working knowledge of computer.
Editing text (inserting, deleting, undo, redo,	Principle of Principle of Guest - Host relationship Management

<p>select &amp; copy), Formatting Text (Font style, font size, format painter), Aligning Text (right, left, centered, justified).</p> <p>Formatting paragraphs (line spacing, paragraph spacing, setting tabs), formatting pages(setting margins, changing page orientation), grammar check, Creating tables(adding text, selecting text in a table, inserting rows and columns, merging cells), Printing documents.</p> <p>Create folders, cut/copy &amp; paste files and folders. Prepare presentations using PowerPoint software. Create E-mail account. Send Email. Copy/ print received mail. Send mail with attachment. Open/download attachments.</p> <p><b>Tour:</b> Study of Atlas/map of different cities/towns/ country etc,</p> <p>Visit tourist sites of various nature (Religious, Gardens, Exhibition/museum Visit to shopping Arcades</p> <p>Co-ordination with hospitality institution like Tour Agency, Hotels and restaurants adjacent to tourist places</p> <p>Visit to good Restaurants/Hotel for quality awareness in terms food &amp; stay</p> <p>Practice on use of first aid, Liaison with leading Specialist/Doctor/nursing home/hospital for dealing emergency situation</p>	<p>Awareness of legal and ethical issues.</p> <p><b>Responsibility of Guide</b> – Preparation of tour, review of tour, participant list, time planning &amp; Management, identifying travel needs of groups or individuals, vehicle management, standard of dress and personal grooming, greeting participants, general instructions to participants at monuments / sacred places, giving commentary, answering questions.</p> <p>Knowledge of local security, route chart.</p> <p>Knowledge of India and world geography &amp; culture climate and environmental conditions, various seasonal functions/ celebrations/ events etc.</p> <p>Knowledge of different tourist places/Exhibition/Museum and its historical importance of various package tour &amp; cultural relation.</p> <p>Health &amp; hygiene awareness</p> <p>Type of food of national &amp; international standard.</p> <p>Quality awareness</p> <p>Awareness of different type of first aid required for emergency treatment</p> <p>Mode of transport in different locality. International Travel Organisation. Basic knowledge of India &amp; World geography, culture, etc.</p> <p>Knowledge on advertisement and publicity</p> <p>Types of correspondences done with concerned authorities of different states for conducting tour, information for guides etc</p> <p>Knowledge of contacts/liaison with other travel office regarding tour.</p> <p>Knowledge of climate, condition, time, places worth visiting in area of operation in other states</p> <p>Knowledge of first aid</p> <p>Emerging trends in travel industry – Adventure tourism, Eco Tourism, Health Tourism, etc</p> <p>Legal issues – tourism related laws e. g. consumer protection laws, Indian contract</p> <p>Act, STA ( state Transport authority) rules, Ancient monument &amp; preservation Act , Shop &amp;</p>
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<p>Practice on public speaking with accent for foreign languages - Japanese/ German/ French, Chinese etc.</p>	<p>Establishment Act, etc  Bank financing, trade licenses, Service Tax Licenses.</p> <p>Study of script, cultures, and foreign languages  Japanese / German / French / Chinese, etc</p>
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NOTE FOR ALL MES COURSES UNDER TRAVEL AND TOURISM SECTOR :

22. At the start of the course, an orientation may be conducted where experts from local industry of Travel and Tourism Sector may be invited besides internal experts etc where career opportunities available, course contents. Discipline, assessment etc. be discussed to motivate the trainees.
23. The Orientation may be follow up with an nearby Travel and Tourism establishments for firsthand knowledge/ experience/feel of the activities attached as an employee in the Travel and Tourism Sector.
24. On day visit be made on the last day of 2<sup>nd</sup> every week for actual on the job practical experience where they would assist. At the end of this visit one practical session is dedicated for practical experience in the VTP. An MOU/agreement with the near establishment for “04-08 “On the Job Training” (OJT), visit by trainees along with concerned faculty after completion of each of 20 hours institutional training. 10% marks of the internal assessment would be based on the performance of the individual trainees.
25. A minimum of 2 hours and maximum of 6 hours training can be conducted in institutional environment.
26. Two internal assessments would be conducted during the training period of 20% marks each. Final independent assessment conducted by NCVT empanelled Assessing Body (AB) would be of remaining 50% marks.
27. After completion of 400 hours training, trainees would be deputed for 96 hours “ on the job training where the trainees would be assisting the actual employees performing course related activities ‘On the Shop floor in the nearby Travel and Tourism Sector establishment.
28. Last two weeks or 24 hours would be dedicated for i) internal assessment and ii) preparation of final assessment iii) Final independent assessment by NCVT empanelled Assessing Body.

**List of tools (for a batch of 20 trainees)**

1. Latest computer with internet and multimedia facility 02nos.
2. Overhead Projector / LCD projector 01 no.
3. OHP Screen 01 no.
4. Cellular phone 05 nos.
5. Telephone (STD & ISD facility) 01 no.
7. Latest FAX machine 01 no.
8. Laser jet printer 01 no.
9. Scanner 01 no.
10. Photo copy machine 01 no
11. First aid box. 1 No.

**GENERAL INFORMATION**

<b>21.</b>	<b>Name of the Sector</b>	:	<b>Travel &amp; Tourism</b>
<b>22.</b>	<b>Name of the Module</b>	:	<b>Travel &amp; Tourism Executive</b>
<b>23.</b>	<b>Module No.</b>	:	<b>TRV</b>
<b>24.</b>	<b>Duration of Craftsman Training</b>	:	520 Hrs
<b>25.</b>	<b>Power Norms</b>	:	4.0 KW
<b>26.</b>	<b>Space Norm</b>	:	e) Work shop: 56 Sq. Meter
		:	f) Class Room: 30 Sq. Meter
<b>27.</b>	<b>Entry Qualification</b>	:	10+2 pass with age at least 16 years
<b>28.</b>	<b>Unit Strength</b>	:	20 Trainees
<b>29.</b>	<b>Instructors/Trainer's Qualification</b>	:	i) NTC/NAC in the trade with three years' experience in the relevant field.
			OR
		:	j) Diploma in Tour and Travel management with two year Post Qualification experience as a Tour guide from a recognized organization
			OR
		:	k) Degree in Tourism with one year post qualification experience
			OR
		:	l) Graduate with due subject of Indian History with two year experience in the relevant field
	<b>Desirable Qualification:</b>	:	Preference will be given to a candidate with Craft Instructor Certificate (CIC)

<b>30.</b>	<b>Job Description</b>	:	<p>On completion of training the trainee will be able to acquaint &amp; get entry level job opportunities in the Travel &amp; Tourism Sector including</p> <ul style="list-style-type: none"> <li>➤ Tours Executive;</li> <li>➤ Tours Escorts;</li> <li>➤ Tours Coordinator;</li> <li>➤ Booking Agent of Transport Company, Travel Agent, Hotel, Guest House, Tour Operator etc;</li> <li>➤ Sales Officer</li> </ul>
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**Level – 1**

<b>Module No.</b>	<b>TRV</b>
<b>Name :</b>	<b>Travel &amp; Tourism Executive</b>
<b>Sector :</b>	<b>Travel &amp; Tourism</b>
<b>Code :</b>	<b>TRV</b>
<b>Duration:</b>	<b>520 hours</b>

<b>Practical Competencies</b>	<b>Underpinning Knowledge (Theory</b>
<p><b>Visit to a nearby Travel Agency.</b></p> <p>Development of Effective Communication (Verbal &amp; Non-Verbal) and Listening Skills.</p> <p>Development of Etiquette, Manners, Customer care, Positive Attitude, Self esteem, Self confidence, Personal hygiene &amp; Grooming.</p> <p>Development of Organizing and Implementation of exercises/task(Systematic approach, accuracy, efficient work, carefulness, planning &amp; Organizing).</p> <p>Development of Independency &amp; Responsibility.</p>	<p>Orientation on the career opportunities in the Sector Travel &amp; Tourism concept – awareness</p> <p>Effective Communication (Verbal &amp; Non-Verbal) and Listening Skills. Etiquette, Manners, Customer care, Positive Attitude, Self esteem, Self confidence, Personal hygiene &amp; Grooming.</p> <p>Organizing and Implementation of exercises/task(Systematic approach, accuracy, efficient work, carefulness, planning &amp; Organizing). Independency &amp; Responsibility.</p> <p>Mental Technique(Risk taking skill, managing challenges, thinking ahead, ability to transfer, creativity)</p> <p>Presentation Skill Practice, Team building/Coordinating skills, Creative thinking &amp; Problem solving</p> <p>Basic working knowledge of computer.</p>

<p>Development of Mental Technique(Risk taking skill, managing challenges, thinking ahead, ability to transfer, creativity)</p> <p>Development of presentation Skill Practice, Team building/Coordinating skills, Creative thinking &amp; Problem solving</p> <p><b>Computer &amp; Internet Operational Skills:</b> Creating and Saving a document using Word processor software.</p> <p>Editing text (inserting, deleting, undo, redo, select &amp; copy), Formatting Text (Font style, font size, format painter), Aligning Text (right, left, centered, justified).</p> <p>Formatting paragraphs (line spacing, paragraph spacing, setting tabs), formatting pages(setting margins, changing page orientation), grammar check, Creating tables(adding text, selecting text in a table, inserting rows and columns, merging cells), Printing documents.</p> <p>Create folders, cut/copy &amp; paste files and folders. Prepare presentations using PowerPoint software. Create E-mail account.</p> <p>Send Email. Copy/ print received mail. Send mail with attachment. Open/download attachments.</p> <p><b>Tour:</b> Study of Atlas/map of different cities/towns/ country etc,</p> <p>Visit tourist sites of various nature (Religious, Gardens, Exhibition/museum Visit to shopping Arcades</p> <p>Co-ordination with hospitality institution like Tour Agency, Hotels and restaurants adjacent to tourist places</p> <p>Visit to good Restaurants/Hotel for quality awareness in terms food &amp; stay</p> <p>Practice on use of first aid, Liaison with leading Specialist/Doctor/nursing home/</p>	<p>Principle of Principle of Guest - Host relationship Management Awareness of legal and ethical issues.</p> <p><b>Responsibility of Guide</b> – Preparation of tour, review of tour, participant list, time planning &amp; Management, identifying travel needs of groups or individuals, vehicle management, standard of dress and personal grooming, greeting participants, general instructions to participants at monuments / sacred places, giving commentary, answering questions.</p> <p>Knowledge of local security, route chart.</p> <p>Knowledge of India and world geography &amp; culture climate and environmental conditions, various seasonal functions/ celebrations/ events etc.</p> <p>Knowledge of different tourist places/Exhibition/Museum and its historical importance of various package tour &amp; cultural relation.</p> <p>Health &amp; hygiene awareness, Type of food of national &amp; international standard. Quality awareness, Awareness of different type of first aid required for emergency treatment</p> <p>Mode of transport in different locality. International Travel Organisation. Basic knowledge of India &amp; World geography, culture, etc.</p> <p>Knowledge on advertisement and publicity</p> <p>Types of correspondences done with concerned authorities of different states for conducting tour, information for guides etc</p> <p>Knowledge of contacts/liaison with other travel office regarding tour.</p> <p>Knowledge of climate, condition, time, places worth visiting in area of operation in other states Knowledge of first aid</p> <p>Emerging trends in travel industry – Adventure tourism, Eco Tourism, Health Tourism, etc</p>
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hospital for dealing emergency situation	Legal issues – tourism related laws e. g. consumer protection laws, Indian contract Act, STA ( state Transport authority) rules, Ancient monument & preservation Act , Shop & Establishment Act, etc Bank financing, trade licenses, Service Tax Licenses.	
1.	<p><b>[A] To develop the four stages of understanding in an individual’s progress from acquiring theoretical knowledge to performing a task in practice. Point in reference as follows:</b></p>	<p><b><u>The Heritage of India</u></b></p> <ul style="list-style-type: none"> <li>* Knowledge of Heritage of India.</li> <li>* Knowledge of Indian Architectural style.</li> <li>* Knowledge of World Heritage Sites.</li> </ul>
2.	<p>theoretical knowledge to performing a task in practice. Point in reference as follows:</p>	<p><b><u>Across India – North South East West</u></b></p> <ul style="list-style-type: none"> <li>* Familiarization with each region of India.</li> <li>* India’s uniqueness.</li> <li>* When to visit where.</li> </ul>
3.	<ul style="list-style-type: none"> <li>• Knows Tourism Infrastructures</li> <li>• Knows characteristic the each region of India</li> <li>• Shows how and when to visit</li> </ul>	<p><b><u>Indian Tourism &amp; Culture</u></b></p> <p>Define Tourism.</p> <ul style="list-style-type: none"> <li>• Importance of Tourism &amp; its benefits.</li> <li>• Tourism promotion – in our own way.</li> </ul>
4.	<ul style="list-style-type: none"> <li>• Do be friend with Suppliers, Intermediaries &amp; Customers</li> </ul>	<p><b><u>Travel &amp; Tourism Industry</u></b></p> <ul style="list-style-type: none"> <li>• Industrial relationships with Travel &amp; Tourism.</li> <li>• Suppliers, Intermediaries &amp; Customers. Tourism Infrastructures.</li> </ul>
5.	<p><b>[B] Technical suitability</b></p> <ul style="list-style-type: none"> <li>• To make the different tour</li> </ul>	<p><b><u>Operations &amp; Components of Travel &amp; Tourism</u></b></p> <ul style="list-style-type: none"> <li>• Classification of Tours.</li> <li>• The Components of a Tour.</li> </ul>
6.	<ul style="list-style-type: none"> <li>• To make the itinerary for different places.</li> </ul>	<p><b><u>Tour Planning</u></b></p> <ul style="list-style-type: none"> <li>• Developing Tour Packaging.</li> <li>• What is an itinerary.</li> <li>• The importance of an itinerary.</li> </ul>

7	<p><b>[C] Development of :</b></p> <ul style="list-style-type: none"> <li>• Customer orientation</li> <li>• Quality orientation Orientation towards results</li> <li>• Initiative-to be proactive</li> <li>• Teamwork</li> </ul>	<p><b><u>Skill communication &amp; Customer Service</u></b></p> <ul style="list-style-type: none"> <li>• Skills – What are Skills.</li> <li>• Type of Skills.</li> <li>• Characteristics of Communications.</li> <li>• The Service steps.</li> </ul>
8		<p><b><u>Personality Development &amp; Career Guidance</u></b></p> <ul style="list-style-type: none"> <li>• Grooming &amp; basic manners is a professional work environment.</li> <li>• Factors for a good personality.</li> <li>• Interview Skills.</li> <li>• Prospects of a career in Travel &amp; Tourism.</li> </ul>
9	<p><b>[D] Additional Goals :</b></p> <p><b>Personal qualities</b></p> <ul style="list-style-type: none"> <li>• Manage time effectively</li> <li>• Look for solutions</li> <li>• Be Self-motivated</li> <li>• Be responsive</li> <li>• Perseverance</li> <li>• Innovation</li> <li>• Spoken English</li> <li>• Method to prevent AIDS</li> <li>• Health and hygiene</li> <li>•</li> <li>•</li> </ul>	<p><b><u>Values &amp; Work Ethics</u></b></p> <ul style="list-style-type: none"> <li>• Basic values.</li> <li>• What is Happiness</li> <li>• Work Ethics.</li> </ul>
10		
		<p><b><u>Session on AIDS awareness</u></b></p> <ul style="list-style-type: none"> <li>• What is AIDS.</li> <li>• Causes of AIDS.</li> <li>• How to prevent AIDS.</li> <li>• AIDS testing.</li> <li>• Importance of AIDS prevention.</li> </ul>
		<p><b><u>Session on Health &amp; Hygiene</u></b></p> <ul style="list-style-type: none"> <li>• Importance of being healthy.</li> <li>• Important tips to lead a healthy life.</li> </ul>

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### **List of tools, equipments & machineries for a batch of 20 trainees**

1	Latest computer with Internet & multi-media facilities	10 + 1 nos.
2	LCD projector	1 no.
3	OHP with screen	1 no. each
4	Telephone (STD & ISD facilities)	1 no.
5	Telephone with intercom facilities	1 no.
6	Mobile (GSM/CDMA)	10 nos.
7	Latest Fax machine with answering facility	1 no.
8	Laser jet colour printer	1 no.
9	Scanner	1 no.
10	Xerox machine	1 no.
11	Credit card detection machine	1 no.
12	Fire extinguisher	2 nos.
13	Fire buckles with stand	4 nos.
14	First aid box with first aid items	2 sets.
15	Lap Top with moderate configurations	5 nos.
16	White board	1 no.
17	Class room furniture	As required
18	Computer chair & table	10 +1 no each

NOTE FOR ALL MES COURSES UNDER TRAVEL AND TOURISM SECTOR :

29. At the start of the course, an orientation may be conducted where experts from local industry of Travel and Tourism Sector may be invited besides internal experts etc where career opportunities available, course contents. Discipline, assessment etc. be discussed to motivate the trainees.
30. The Orientation may be follow up with an nearby Travel and Tourism establishments for firsthand knowledge/ experience/feel of the activities attached as an employee in the Travel and Tourism Sector.
31. On day visit be made on the last day of 2<sup>nd</sup> every week for actual on the job practical experience where they would assist. At the end of this visit one practical session is dedicated for practical experience in the VTP. An MOU/agreement with the near establishment for “04-08 “On the Job Training” (OJT), visit by trainees along with concerned faculty after completion of each of 20 hours institutional training. 10% marks of the internal assessment would be based on the performance of the individual trainees.
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35. Last two weeks or 24 hours would be dedicated for i) internal assessment and ii) preparation of final assessment iii) Final independent assessment by NCVT empanelled Assessing Body.

