

COURSE INFORMATION SHEET FOR ISC IN TRAVEL SERVICES (GENERAL) FULL PROGRAMME UNDER THE APPROVED TRAINING PROVIDER SCHEME

ATP Scheme

Private training providers interested in conducting training leading to ITE certifications may apply to ITE for the **Approved Training Provider (ATP)** status.

To be eligible for consideration for the award of the ATP status, private training providers should have the following basic requirements:

- Adequate training and examination facilities
- Suitably qualified staff – both technically and pedagogically
- Training programme that is acceptable to ITE;
- Singapore Quality Class (SQC) / SQC for Private Education Organisation (SQC PEO) / Case Trust for Education membership; and
- Registration certificate from the Ministry of Education

Acceptance and/or evaluation of an application is **NOT** to be deemed to be equivalent or shall result in an approval of status. ITE reserves the right to reject an application without assigning any reasons. Accepted applications will be subjected to evaluation by ITE which includes a visit to the premises of the school/centre. All decisions made by ITE arising from the evaluation shall be final.

Title	ITE Skills Certificate (ISC) in Travel Services (General)
Course Objective	This course provides trainees with knowledge and skills in performing sales duties in a travel agency, providing travel-related information, booking flights and accommodation, carrying out ticketing procedures, preparing billing documents and maintaining the records of clients.
Skills Standard	<p>A Tour & Travel Assistant is one who performs sales duties in a travel agency, provides travel-related information, books flights and accommodation, carries out ticketing procedures, prepares billing documents and maintains the records of clients.</p> <p>The work he / she performs include the following:</p> <ul style="list-style-type: none"> ▪ Performs sales duties at a travel company ▪ Provides travel-related information ▪ Recommends destinations and tours to customers according to their needs and requirements ▪ Arranges itineraries for tours and flights ▪ Makes bookings for flights and accommodation ▪ Computes air fares and issues air tickets and travel vouchers ▪ Applies visas for clients ▪ Arranges land transportation and meals ▪ Arranges sight-seeing ▪ Prepares billing documents ▪ Maintains records of clients ▪ Maintains good rapport with clients and business contacts ▪ Arranges for travel insurance ▪ Processes refunds

Content	This course comprises 5 modules:		
	<u>Core Module</u>		<u>Minimum Hours</u>
	1	Introduction to Travel & Tourism	65 hrs
	2	Excellence in Customer Service	45 hrs
	3	Airfares, Reservations & Ticketing	145 hrs
	4	Tour Operations	105 hrs
		Sub-total	360 hrs
	5	Industry Attachment	1056 hrs
		Total	1416 hrs
Structure	1 year comprising 6 months theory and practical training; followed by 6 months Industry Attachment.		
Industry Attachment (IA):	<ul style="list-style-type: none"> ▪ 6 months at a centre approved by ITE ▪ The IA centre must provide training in at least 23 out of 30 tasks (i.e. 75 % of the tasks) specified at <u>Annex A</u>. ▪ The supervisor at the IA centre is required to attend the Coaching Skills course conducted by ITE if he does not have equivalent qualifications / skills. 		
Equipment & Materials	An establishment interested in providing training in this course under the Approved Training Provider Scheme must possess the equipment & materials specified at <u>Annex B</u> .		
Guidelines On Trainer's Qualifications	Trainers should possess the following technical qualifications, relevant work experience and pedagogic qualifications:		
	<u>Technical Qualification</u>	<u>Relevant Work Experience</u>	<u>Pedagogic Qualification</u>
	Relevant Nitec or NTC-2 qualification	At least 3 years work experience in a related industry.	Instructional Skills, or equivalent teaching qualifications, or at least 3 years teaching experience in a related industry Test Construction or equivalent for setting of papers Coaching Skills or equivalent for trainer supervising Industry Attachment
Minimum Entry Requirement	Course participants should have completed GCE'N' level or equivalent.		
Full Certification	To qualify for full certification, the course participant must obtain a minimum of 26 credits as follow:		
	From Core Modules	:	16
	From Industry Attachment Module	:	<u>10</u>
			26

For more information on the ATP scheme for the conduct of the ISC in Travel Services (General) course, please contact **Ms Susan Tan, Head/ Approved Training Providers on Tel. 67720775** or email **Susan_Tan@ite.edu.sg**

INDUSTRY ATTACHMENT TASKLIST FOR ISC IN TRAVEL SERVICES (GENERAL)

S/N

Industry Attachment Tasks

Topic 1 : Introduction to Travel & Tourism

- 1 Provide travel-related information – fares, costs, schedules.
- 2 Assemble relevant travel documents for customers.
- 3 Check all relevant information on travel documents.
- 4 Apply or check visa and other travel documents.

Topic 2 : Excellence in Customer Service

- 5 Serve walk-in customers.
- 6 Attend to telephone enquiries.
- 7 Determine customers' requirements.
- 8 Attend to customers' concerns.

Topic 3 : Airfares, Reservations & Ticketing

- 9 Provide travel-related information - fares, costs, schedules.
- 10 Take reservations and give quotations.
- 11 Check flight schedules.
- 12 Make and check airline reservations.
- 13 Contact airlines for information and assistance.
- 14 Make special passenger handling or meal arrangements with airlines.
- 15 Take customers' booking and document in company's filing and record system.
- 16 Identify the correct airline documents issued e.g., restricted air ticket.
- 17 Ensure correct ticketing details.
- 18 Raise exchange orders.
- 19 Advise ticket number and reconfirmation.
- 20 Inform customers of reschedules and cancellations.
- 21 Prepare billing documents.
- 22 Receive payments (cash and/or credit card).

Topic 4 : Tour Operations

- 23 Provide travel-related information - fares, costs, tours, schedules.
- 24 Make and check hotel reservations.
- 25 Plan or prepare itineraries.
- 26 Raise exchange orders.
- 27 Co-ordinate land arrangements.
- 28 Co-ordinate transfers or check-ins.
- 29 Prepare billing documents.
- 30 Receive payments (cash and/or credit card).

EQUIPMENT & MATERIALS LIST FOR ISC IN TRAVEL SERVICES (GENERAL)

EQUIPMENT

Photocopier / Scanner
Facsimile machine
Telephone
Calculator
Computer / Printer
Computer reservations system
Credit card validator
NETs machine
Ticket validator

MATERIALS

OAG World Airways Guides
Travel Information Manual
Booking Forms / Vouchers