



COMPETENCY STANDARD FOR RESERVATION AND TICKETING

Level: 2

(Tourism and Hospitality Sector)

Competency Standard Code: CS-TH-RT-L2-EN-V1



**National Skills Development Authority
Prime Minister's Office
Government of the People's Republic of Bangladesh**

Copyright

National Skills Development Authority
Prime Minister's Office
Level: 10-11, Biniyog Bhaban,
E-6 / B, Agargaon, Sher-E-Bangla Nagar Dhaka-1207, Bangladesh.
Email: ec@nsda.gov.bd
Website: www.nsda.gov.bd.
National Skills Portal: <http://skillsportal.gov.bd>

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This Competency Standard for Reservation and Ticketing is a document for the development of curricula, teaching and learning materials, and assessment tools. It also serves as the document for providing training consistent with the requirements of industry in order to meet the qualification of individuals who graduated through the established standard via competency-based assessment for a relevant job.

This document has been developed by NSDA in association with Tourism and Hospitality Sector, industry representatives, academia, related specialist, trainer and related employee.

Public and private institutions may use the information contained in this standard for activities benefitting Bangladesh.

Introduction

The NSDA aims to enhance an individual's employability by certifying completeness with skills. NSDA works to expand the skilling capacity of identified public and private training providers qualitatively and quantitatively. It also aims to establish and operationalize a responsive skills ecosystem and delivery mechanism through a combination of well-defined set of mechanisms and necessary technical supports.

Key priority economic growth sectors identified by the government have been targeted by NSDA to improve current job skills along with existing workforce to ensure required skills to industry standards. Training providers are encouraged and supported to work with industry to address identified skills and knowledge to enable industry growth and increased employment through the provision of market responsive inclusive skills training program. "**Reservation and Ticketing**" is selected as one of the priority occupations of **Tourism and Hospitality** Sector. This standard is developed to adopt a demand driven approach to training with effective inputs from Industry Skills Councils (ISC's), employer associations and employers.

Generally, a competency standard informs curriculum, learning materials, assessment and certification of trainees enrolled in Skills Training. Trainees who successfully pass the assessment will receive a qualification in the National Skills Qualification Framework (NSQF) under Bangladesh National Qualification Framework and will be listed on the NSDA's online portal.

This competency standard is developed to improve skills and knowledge in accordance with the job roles, duties and tasks of the occupation and ensure that the required skills and knowledge are aligned to industry requirements. A series of stakeholder consultations, workshops were held to develop this document.

The document also details the format, sequencing, wording and layout of the Competency Standard for an occupation which is comprised of Units of Competence and its corresponding Elements.

Overview

A competency standard is a written specification of the knowledge, skills and attitudes required for the performance of an occupation, trade or job corresponding to the industry standard of performance required in the workplace.

The purpose of a competency standards is to:

- provide a consistent and reliable set of components for training, recognising and assessing people's skills, and may also have optional support materials
- enable industry recognised qualifications to be awarded through direct assessment of workplace competencies
- encourage the development and delivery of flexible training which suits individual and industry requirements
- encourage learning and assessment in a work-related environment which leads to verifiable workplace outcomes

Competency standards are developed by a working group comprised of representative from NSDA, Key Institutions, ISC, and industry experts to identify the competencies required of an occupation in Informal Sector.

Competency standards describe the skills, knowledge and attitude needed to perform effectively in the workplace. CS acknowledge that people can achieve technical and vocational competency in many ways by emphasizing what the learner can do, not how or where they learned to do it.

With competency standards, training and assessment may be conducted at the workplace or at training institute or any combination of these.

Competency standards consist of a number of units of competency. A unit of competency describes a distinct work activity that would normally be undertaken by one person in accordance with industry standards.

Units of competency are documented in a standard format that comprises of:

- unit title
- nominal duration
- unit code
- unit descriptor
- elements and performance criteria
- variables and range statement
- curricular content guide
- assessment evidence guide

Together, all the parts of a unit of competency:

- describe a work activity
- guide the assessor to determine whether the candidate is competent or not yet competent

The ensuing sections of this document comprise of a description of the relevant occupation, trade or job with all the key components of a unit of competency, including:

- a chart with an overview of all Units of Competency for the relevant occupation, trade or job including the Unit Codes and the Unit of Competency titles and corresponding Elements
- the Competency Standard that includes the Unit of Competency, Unit Descriptor, Elements and Performance Criteria, Range of Variables, Curricular Content Guide and Assessment Evidence Guide.

Competency Standards for National Skill Certificate, Level-2 in Reservation and Ticketing in Tourism and Hospitality Sector

Level Descriptors of NSQF (BNQF 1-6)

Level & Job classification	Knowledge Domain	Skills Domain	Responsibility Domain
6-Mid-Level Manager/ Sub Assistant Engineer	Comprehensive actual and theoretical knowledge within a specific work or study area with an awareness of the validity and limits of that knowledge, able to analyse, compare, relate and evaluate.	Specialised and wider range of cognitive and practical skills required to provide leadership in the development of creative solutions to defined problems. Communicate professional issues and solutions to the team and to external partners/users.	Work under broad guidance and self-motivation to execute strategic and operational plan/s. Lead lower-level management. Diagnose and resolve problems within and among work groups.
5-Supervisor	Broad knowledge of the underlying, concepts, principles, and processes in a specific work or study area, able to scrutinize and break information into parts by identifying motives or causes.	Broad range of cognitive and practical skills required to generate solutions to specific problems in one or more work or study areas. Communicate practice-related problems and possible solutions to external partners.	Work under guidance of management and self-direction to resolve specific issues. Lead and take responsibility for the work and actions of group/team members. Bridge between management.
4-Highly Skilled Worker	Broader knowledge of the underlying, concepts, principles, and processes in a specific work or study area, able to solve problems to new situations by comparing and applying acquired knowledge.	A range of cognitive and practical skills required to accomplish tasks and solve problems by selecting and applying the full range of methods, tools, materials and information. Communicate using technical terminology and IT technology with partners and users as per workplace requirements.	Work under minimal supervision in specific contexts in response to workplace requirements. Resolve technical issues in response to workplace requirements and lead/guide a team/ group.
3-Skilled Worker	Moderately broad knowledge in a specific work or study area, able to perceive ideas and abstract from drawing and design according to workplace requirements.	Basic cognitive and practical skills required to use relevant information in order to carry out tasks and to solve routine problems using simple rules and tools. Communicate with his team and limited external partners upholding the values, nature and culture of the workplace	Work or study under supervision with considerable autonomy. Participate in teams and responsible for group coordination.
2-Semi Skilled Worker	Basic understanding of underpinning knowledge in a specific work or study area, able to interpret and apply common occupational terms and instructions.	Skills required to carry out simple tasks, communicate with his team in the workplace presenting and discussing results of his work with required clarity.	Work or study under supervision in a structured context with limited scope of manipulation
1 –Basic Skilled Worker	Elementary understanding of ability to interpret the underpinning knowledge in a specific study area, able to interpret common occupational terms and instructions.	Specific Basic skills required to carry out simple tasks. Interpret occupational terms and present the results of own work within guided work environment/ under supervision.	Work under direct supervision in a structured context with limited range of responsibilities.

List of Abbreviations

CS	Competency Standard
ISC	Industry Skills Council
NSDA	National Skills Development Authority
NSQF	National Skills Qualifications Framework
OSH	Occupational Safety and Health
PPE	Personal Protective Equipment
SCVC	Standards and Curriculum Validation Committee
STP	Skills Training Provider
SOP	Standard Operating Procedure
UoC	Unit of Competency
IATA	Interpret International Air Transport Association
TIM	Travel Information Manual
GDS	Global Distribution System
OTA	Online Travel Agency
CRS	Computerized Reservation System
NDC	New Distribution Capability
PNR	Passenger Name Record
PAT	Passenger Air Tariff

Approval of Competency Standard:

Approved by
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**Competency Standards for National Skill Certificate, Level-02 in
Reservation and Ticketing in Tourism and Hospitality Sector**

Course Structure

SL No	Unit code and Title		UOC Level	Nominal (hours)
Generic Units of Competencies				
1.	GU002L2V1	Apply Occupational Safety and Health (OSH) Procedure in the Workplace	2	15
2.	GU006L3V1	Apply Basic IT Skills	3	20
3.	GU003L2V1	Use English in the Workplace	2	20
4.	GU008L2V1	Work in a Team Environment	2	15
Sub Total				70
Sector Specific Units of Competencies				
5.	SUTH001L1V1	Work in the Tourism and Hospitality Sector	1	20
Sub Total				20
Occupation Specific Units of Competencies				
6.	OU-TH-RT-01-L2-V1	Interpret Reservation and Ticketing Operations	2	40
7.	OU-TH-RT-02-L2-V1	Interpret International Air Transport Association (IATA) Geography, Coding and Terminologies	2	50
8.	OU-TH-RT-03-L2-V1	Practice Reservation Software Operation	2	100
9.	OU-TH-RT-04-L2-V1	Make Reservation	2	20
10.	OU-TH-RT-05-L2-V1	Interpret Fare Construction	2	20
11.	OU-TH-RT-06-L2-V1	Check Travel Information Manual (TIM)	2	20
12.	OU-TH-RT-07-L2-V1	Accomplish Ticketing	2	20
Sub Total				270
Total Duration				360

Units & Elements at Glance

Generic Competencies

Code	Unit of competency	Elements of competency	Duration (hours)
GU002L2V1	Apply Occupational Safety and Health (OSH) Procedure in the Workplace	<ol style="list-style-type: none"> 1. Identify OSH policies and procedures 2. Follow OSH procedure 3. Report hazards and risks 4. Respond to emergencies 5. Maintain personal well-being 	15
GU006L3V1	Apply basic IT skills	<ol style="list-style-type: none"> 1. Identify and use most commonly used IT Tools 2. Operate computer 3. Work with word processing software 4. Use spread sheet to create /prepare worksheets 5. Use presentation packages to create / prepare presentation 6. Print the documents 7. Use the internet and access E-mail 	20
GU003L2V1	Use English in the Workplace	<ol style="list-style-type: none"> 1. Read and understand workplace documents in English 2. Write simple routine workplace documents in English 3. Listen to conversation in English 4. Perform conversation in English 	20
GU008L2V1	Work in a Team Environment	<ol style="list-style-type: none"> 1. Identify team goals and processes 2. Communicate and cooperate with team members 3. Work as a team member 4. Solve problems as a team member 	15
Total hours			70

Sector specific competencies

Code	Unit of competency	Elements of competency	Duration (hours)
SUTH001L1V1	Work in the Tourism and Hospitality Sector	<ol style="list-style-type: none">1. Describe the organization structure within the sector2. Identify processes and procedures3. Identify workplace requirements4. Organize own workload	20
Total hours			20

Occupation specific competencies

Code	Unit of competency	Elements of competency	Duration (hours)
OU-TH-RT-01-L2-V1	Interpret Reservation and Ticketing Operations	<ol style="list-style-type: none"> 1. Recognize the general issues of reservation and ticketing 2. Identify the organizations related to reservation and ticketing 3. Interpret Radio Alphabet 4. Interpret terminologies used in reservation and ticketing 5. List the job responsibilities of reservation and ticketing personnel 	40
OU-TH-RT-02-L2-V1	Interpret International Air Transport Association (IATA) Geography, Coding and Terminologies	<ol style="list-style-type: none"> 1. Recognize IATA Geography 2. Identify IATA Code 3. Interpret IATA Terminologies 	50
OU-TH- RT-03-L2-V1	Practice Reservation Software Operation	<ol style="list-style-type: none"> 1. Interpret the reservation and ticketing software 2. Prepare for software operation 3. Practice Global Distribution System (GDS) 4. Practice Online Travel Agency (OTA) 5. Practice Computerized Reservation System (CRS) 6. Practice New Distribution Capability (NDC) 	100
OU-TH- RT-04-L2-V1	Make Reservation	<ol style="list-style-type: none"> 1. Make Passenger Name Record (PNR) 2. Modify Passenger Name Record (PNR) 	20
OU-TH- RT-05-L2-V1	Interpret Fare Construction	<ol style="list-style-type: none"> 1. Interpret Passenger Air Tariff (PAT) 2. Interpret fare types 3. Recognize fare rules 4. Interpret basic fare construction 	20
OU-TH- RT-06-L2-V1	Check Travel Information Manual (TIM)	<ol style="list-style-type: none"> 1. Interpret travel documents 2. Interpret transit and stopover 3. Analyze Travel destination 	20
OU-TH- RT-07-L2-V1	Accomplish Ticketing	<ol style="list-style-type: none"> 1. Issue ticket 2. Manage void and cancel 3. Generate sales report 	20
Total Hours			270

Generic Units of Competencies

Unit Code and Title	GU002L2V1: Apply Occupational Safety and Health (OSH) Procedure in the Workplace
Unit Descriptor	<p>This unit covers the knowledge, skills and attitudes (KSA) required to apply occupational safety and health (OSH) procedure in the workplace.</p> <p>It specifically includes the task of identifying OSH policies and procedures, following OSH procedure, reporting hazards and risks, responding to emergencies and maintaining personal well-being.</p>
Nominal Hours	15 Hours
Elements of Competency	<p>Performance Criteria <u>Bold & Underlined</u> terms are elaborated in the Range of Variables</p>
1. Identify OSH policies and procedures	<p>1.1. <u>OSH policies</u> and <u>safe operating procedures</u> are accessed and stated</p> <p>1.2. <u>Safety signs and symbols</u> are identified and followed</p> <p>1.3. Emergency response, evacuation procedures and other contingency measures are determined according to workplace requirements</p>
2. Follow OSH procedure	<p>2.1 <u>Personal protective equipment (PPE)</u> is selected and collected as required</p> <p>2.2 Personal protective equipment (PPE) is correctly used in accordance with organization OSH procedures and practices</p> <p>2.3 A clear and tidy workplace is maintained as per workplace standard</p> <p>2.4 PPE is maintained to keep them operational and compliant with OSH regulations</p>
3. Report hazards and risks	<p>3.1 <u>Hazards</u> and risks are identified, assessed and controlled</p> <p>3.2 Incidents arising from hazards and risks are reported to designated authority</p>
4. Respond to emergencies	<p>4.1 Alarms and warning devices are responded</p> <p>4.2 Workplace <u>emergency procedures</u> are followed</p> <p>4.3 <u>Contingency measures</u> during workplace accidents, fire and other emergencies are recognized and followed in accordance with organization procedures</p> <p>4.4 First aid procedures are applied during emergency situations</p>
5. Maintain personal well-being	<p>5.1 OSH policies and procedures are adhered to OSH awareness programs are participated in as per workplace guidelines and procedures.</p> <p>5.2 Corrective actions are implemented to correct unsafe condition in the workplace</p> <p>5.3 <u>“Fit to work” records</u> are updated and maintained according to workplace requirements</p>

Range of Variables	
Variables	Range (may include but not limited to):
1. OSH policies	1.1. Bangladesh standards for OSH 1.2. Fire safety rules and regulations 1.3. Code of practice 1.4. Industry guidelines
2. Safe operating procedures	2.1 Orientation on emergency exits, fire extinguishers, fire escape, etc. 2.2 Emergency procedures 2.3 First aid procedures 2.4 Tagging procedures 2.5 Use of PPE 2.6 Safety procedures for hazardous substances
3. Safety signs and symbols	3.1 Direction signs (exit, emergency exit, etc.) 3.2 First aid signs 3.3 Danger tags 3.4 Hazard signs 3.5 Safety tags 3.6 Warning signs
4. Personal Protective Equipment (PPE)	4.1 Gas Mask 4.2 Gloves 4.3 Safety boots 4.4 Face mask 4.5 Overalls 4.6 Goggles and safety glasses 4.7 Sun block 4.8 Chemical/ gas detectors
5. Hazards	5.1 Chemical hazards 5.2 Biological hazards 5.3 Physical hazards 5.4 Mechanical and electrical hazard 5.5 Mental hazard 5.6 Ergonomic hazard
6. Emergency procedures	6.1 Fire fighting 6.2 Earthquake 6.3 Medical and first aid 6.4 Evacuation
7. Contingency measures	7.1 Evacuation 7.2 Isolation 7.1 Decontamination
8. “Fit to Work” records	8.1 Medical Certificate every year 8.2 Accident reports, if any 8.3 Eye vision certificate

Evidence Guide

The evidence must be authentic, valid, sufficient, reliable, consistent, recent and meet all requirements of current version of the Unit of Competency

1. Critical aspects of competency	Assessment required evidence that the candidate: 1.1 stated OSH policies and safe operating procedures 1.2 followed safety signs and symbols 1.3 used personal protective equipment (PPE) 1.4 maintained workplace clear and tidy 1.5 assessed and controlled hazards 1.6 followed emergency procedures 1.7 followed contingency measures 1.8 implemented corrective actions
2. Underpinning knowledge	2.1 Define OSH 2.2 OSH workplace policies and procedures 2.3 Work Safety procedures 2.4 Emergency procedures 2.5 Hazard control procedure 2.6 Different types of hazards 2.7 PPE and their uses 2.8 Personal hygiene practices 2.9 OSH awareness
3. Underpinning skills	3.1 Accessing OSH policies 3.2 Handling of PPE 3.3 Handling cleaning tools and equipment 3.4 Writing report 3.5 Responding to emergency procedures
4. Required attitude	4.1 Commitment to occupational health and safety 4.2 Sincere and honest to duties 4.3 Promptness in carrying out activities 4.4 Environmental concerns 4.5 Eagerness to learn 4.6 Tidiness and timeliness 4.7 Respect of peers and seniors in workplace 4.8 Communicate with peers and seniors in workplace
5. Resource implications	5.1 Workplace 5.2 Equipment and outfits appropriate in applying safety measures 5.3 Tools, equipment, materials and documentation required 5.4 OSH policies and pprocedures
6. Methods of assessment	Competency should be assessed by: 6.1 Written test 6.2 Demonstration 6.3 Oral questioning

7. Context of assessment	<p>7.1 Competency assessment must be done in NSDA accredited assessment centre</p> <p>7.2 Assessment should be done by a NSDA certified/nominated assessor</p>
<p>Accreditation Requirements</p> <p>Training Providers must be accredited by National Skills Development Authority (NSDA), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of qualification under NSQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.</p>	

Unit Code and Title	GU006L3V1: Apply Basic IT Skills
Nominal Hours	20 Hours
Unit Descriptor	<p>This unit covers the basic knowledge, skills and attitude required to apply basic IT skills.</p> <p>It specifically includes Identifying and use most commonly used IT Tools, operating computer, working with word processing software, use spread sheet to create /prepare worksheets, using presentation packages to create / prepare presentation, printing the documents and using the internet and access E-mail.</p>
Elements of Competency	<p>Performance Criteria</p> <p><u>Bold and Underlined</u> terms are elaborated in the Range of Variables Training Components.</p>
1. Identify and use most commonly used IT tools	<p>1.1 Context of IT is interpreted</p> <p>1.2 Commonly used <u>IT tools</u> are identified</p> <p>1.3 Safe work practice and OSH Standards are followed</p>
2. Operate computer	<p>2.1 <u>Peripherals</u> are checked and connected with computer as per standard</p> <p>2.2 Power cords / adapter are connected with computer and power outlets socket safely</p> <p>2.3 Computer is switched on gently</p> <p>2.4 PC <u>desktop / GUI settings</u> are arranged and customized as per requirement</p> <p>2.5 Files and folders are created, opened, copied, renamed, deleted and sorted as per requirement</p> <p>2.6 Properties of files and folders are viewed and searched</p> <p>2.7 Disks are defragmented, formatted as per requirement</p>
3. Work with word processing software	<p>3.1 Word Processing software is selected and started</p> <p>3.2 Basic typing technique is demonstrated</p> <p>3.3 <u>Documents</u> are created as per requirement in personal use and office environment</p> <p>3.4 <u>Contents</u> are entered</p> <p>3.5 Documents are <u>formatted</u></p> <p>3.6 <u>Paragraph and page settings</u> are completed</p>
4. Use spread sheet to create /prepare worksheets	<p>4.1 Spreadsheet are selected and started</p> <p>4.2 Worksheets are created as per requirement in Personal use and office environment</p> <p>4.3 Data are entered</p> <p>4.4 <u>Functions</u> are used for calculating and editing logical operation</p> <p>4.5 Sheets are formatted as per requirement</p> <p>4.6 Charts are created</p> <p>4.7 Charts/ Sheets are previewed</p>

5. Use presentation packages to create / prepare presentation	5.1 Appropriate presentation software packages are selected and started 5.2 Presentation is created as per requirement in personal use and office environment 5.3 Image, Illustrations, text, table, symbols and media are entered as per requirements 5.4 Presentations are formatted and animated 5.5 Presentations are previewed
6. Print the documents	6.1 Printer is connected with computer and power outlet properly 6.2 Power is switched on at both the power outlet and printer 6.3 Printer is installed and added 6.4 Correct printer settings are selected and document is printed
7. Use the Internet and Access E-Mail	7.1 Appropriate internet <u>browsers</u> are selected 7.2 Search engines are used to access information 7.3 Video / Information are Shared /downloaded / uploaded from / to web site/social media 7.4 Web based resources are used 7.5 Email services are identified and selected to create a new email address 7.6 Document is prepared, attached and sent to different types of recipients 7.7 Email is read, forwarded, replied and deleted as per requirement 7.8 Custom email folders are created and manipulated 7.9 Email message is printed
Range of Variables	
Variable	Range (may include but not limited to):
1. IT tools	1.1 Phone 1.2 Cell Phone 1.3 TABs 1.4 Radio 1.5 Television 1.6 Computers 1.7 Laptops 1.8 Notebooks 1.9 Internet 1.10 Software 1.11 Satellite
2. Peripherals	2.1. Monitor 2.2. Keyboard 2.3. Mouse 2.4. Modem 2.5. Scanner 2.6. Printer
3. Desktop / GUI settings	3.1 Icons 3.2 Taskbar 3.3 View

	3.4 Resolutions
4. Documents	4.1 Word documents 4.2 Standard CV / Bio-Data with different text & fonts, image and table. 4.3 Application / Official letter with proper paragraph and indenting, spacing, styles, Illustrations, Tables, Header & Footers and symbols. 4.4 Standard report / newspaper items with column, footnote and endnote, drop cap, indexing and page numbering.
5. Contents	5.1 Illustrations and styles 5.2 Text 5.3 Table 5.4 Symbols 5.5 Header & Footer
6. Formatted	6.1 Bold 6.2 Italic 6.3 Underline 6.4 Font size, colour, 6.5 Change case 6.6 Alignment and intend
7. Functions	7.1. Mathematics 7.2. Logical 7.3. Simple Statistical
8. Browsers	8.1 Internet Explorer 8.2 Firefox 8.3 Google Chrome 8.4 Opera 8.5 Safari 8.6 Omni Web
Evidence Guide The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet the requirements of the current version of the Unit of Competency.	
1. Critical Aspects of Competency	Assessment required evidence that the candidate: 1.1 created, opened, copied, renamed, deleted and sorted files and folders as per requirement. 1.2 completed application software Installations as per standard 1.3 performed simple trouble shooting with Computer 1.4 created email accounts. 1.5 used email account for online platforms purpose
2. Underpinning Knowledge	2.1 Basic competent of PC 2.2 IT and IT Tools 2.3 Different type of software and application packages 2.4 Use of word processor, spread sheet and presentation software 2.5 Different type of math and logical functions 2.6 Computer Trouble Shooting 2.7 Techniques to access internet

3. Underpinning Skills	3.1 Identifying and use IT Tools 3.2 Demonstrating typing on word processing software 3.3 Saving and retrieving documents on Word Processing software. 3.4 Demonstrated ability to create email accounts 3.5 Opening an email account and use it for different purpose. 3.6 Configured appropriate printer settings and printed the document
4. Underpinning Attitudes	4.1 Commitment to occupational health and safety 4.2 Environmental concerns 4.3 Eagerness to learn 4.4 Tidiness and timeliness 4.5 Respect for rights of peers and seniors in workplace 4.6 Communication with peers and seniors in workplace
5. Resource Implications	The following resources must be provided: 5.1 Workplace (simulated or actual) 5.2 IT Tools 5.3 Computers with word processing application 5.4 Internet connection 5.5 Presentations 5.6 Learning manuals
6. Methods of Assessment	Competency should be assessed by: 6.1 Written test 6.2 Demonstration 6.3 Oral Questioning
7. Context of Assessment	7.1 Competency assessment must be done in a NSDA accredited assessment centre 7.2 Assessment should be done by an NSDA certified/ nominated assessor
Accreditation Requirements Training Providers must be accredited by National Skills Development Authority (NSDA), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of qualification under NSQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.	

Unit Code and Title	GN003L2V1: Use English in the workplace
Nominal Hours	20 Hours
Unit Descriptor	This unit covers the knowledge, skills and attitudes required to use English in the workplace. It specifically includes the task of reading and understanding workplace documents in English, writing simple routine workplace documents in English, listening conversation in English and performing conversation in English
Elements Of Competency	Performance Criteria <u>Bold and Underlined</u> terms are elaborated in the range of variables
1. Read and understand workplace documents in English	1.1 Workplace documents are read and understood. 1.2 Visual information is interpreted.
2. Write simple routine workplace documents in English	2.1 Simple <u>routine workplace</u> documents are prepared using key words, phrases, simple sentences and <u>visual aids</u> where appropriate. 2.2 Key information is written in the appropriate places in standard forms.
3. Listen conversation in English	3.1 Active listening in English language is demonstrated to the required workplace standard.
4. Perform conversation in English	4.1 Conversation is performed in English with peers, customers and management to the required workplace standard
Range of Variables	
Variable	Range (May include but not limited to):
1. Routine workplace	1.1 Schedules and itineraries 1.2 Agenda 1.3 Simple reports such as progress and incident reports 1.4 Job sheets 1.5 Operational manuals 1.6 Brochures and promotional material 1.7 Visual and graphic materials 1.8 Standards 1.9 OSH information
2. Visual information	2.1 Signs 2.2 maps 2.3 diagrams 2.4 forms 2.5 labels 2.6 graphs 2.7 charts
Evidence Guide	

1. Critical aspects of competency	<p>Assessment requires evidence that the candidate:</p> <p>1.1 Spoke English with workplace fellows</p> <p>1.2 Made reports of workplace documents in English.</p>
2. Underpinning Knowledge	<p>2.1 Read workplace documents in English</p> <p>2.2 Write simple routine workplace documents in English</p> <p>2.3 Listen to conversation in English</p> <p>2.4 Perform conversation in English</p> <p>2.5 Interaction skills (i.e., teamwork, interpersonal skills, etc.)</p> <p>2.6 Job roles, responsibilities and compliances</p>
3. Underpinning Skills	<p>3.1 Ability to read and understand workplace documents in English by using appropriate vocabulary and grammar, standard spelling and punctuation.</p> <p>3.2 Ability to write simple routine workplace documents in English such as: Schedules and agenda, job sheets, operational manuals and brochures and promotional material.</p> <p>3.3 Ability in active listening in English language is demonstrated to the required workplace standard.</p>
4. Required Attitude	<p>4.1 Commitment to occupational health and safety</p> <p>4.2 Environmental concerns</p> <p>4.3 Eagerness to learn</p> <p>4.4 Tidiness and timeliness</p> <p>4.5 Respect of peers and seniors in workplace</p>
5. Resource Implications	<p>The following resources must be provided:</p> <p>5.1. Work place Procedure</p> <p>5.2. Materials relevant to the proposed activity</p> <p>5.3. All tools, equipment, material and documentation required.</p> <p>5.4. Relevant specifications or work instructions</p>
6. Methods of Assessment	<p>Competency must be assessed through:</p> <p>6.1 Written Exam</p> <p>6.2 Demonstration</p> <p>6.3 Oral Questioning</p>
7. Context for Assessment	<p>7.1 Competency assessment must be done in NSDA accredited assessment center</p> <p>7.2 Assessment should be done by a NSDA certified/nominated assessor</p>

Accreditation Requirements

Training Providers must be accredited by National Skills Development Authority (NSDA), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of qualification under NSQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA

Unit Code and Title	GU08L2V1: Work in a Team Environment
Unit descriptor	<p>This unit covers the knowledge, skills and attitudes required to work in a team environment.</p> <p>It specifically includes the task of identifying team goals and processes, communicating and cooperating with team members, working as a team member and solving problems as a team member.</p>
Nominal Hours	15 Hours
Elements of Competency	Performance Criteria Bold & Underlined terms are elaborated in the Range of Variables Training Components
1. Identify team goals and processes	1.1 Team goals and collaborative decision-making processes are identified. 1.2 Role and common goals of the team are defined from available <u>sources of information</u> . 1.3 Team structure, responsibilities and reporting relations are identified from team discussions and other external sources.
2. Communicate and cooperate with team members	2.1 Communication and negotiation skills are applied and maintained in all relevant situations. 2.2 Constructive contributions are made to <u>workplace discussions</u> on such issues as production, quality and safety. 2.3 Goals/ objectives and action plans undertaken in the workplace are communicated promptly. 2.4 Information regarding problems and issues are organized coherently to ensure clear and effective communication. 2.5 Dialogue is initiated with appropriate personnel. 2.6 Communication problems and issues are raised 2.7 Barriers to communication are identified and resolved
3. Work as a team member	3.1 Effective forms of communication are used to interact with <u>team members</u> in discussing team activities and objectives. 3.2 Mutual respect, empathy and active collaboration are demonstrated 3.3 Communication channels are followed as per <u>workplace context</u> .
4. Solve problems as a team member	4.1 Current and potential problems faced by team are identified. 4.2 Problems are investigated and analyzed. 4.3 Potential solutions of problem are identified. 4.4 Recommendations about possible solutions are developed, documented, ranked and presented to team members for decision.
Range of Variables	
Variables	Range (may include but not limited to)
1. Sources of information	1.1 Organizational structures 1.2 Operations Manuals 1.3 Job description 1.4 Standard operating procedures
2. Workplace discussions	2.1 Coordination meetings 2.2 Toolbox discussion

	2.3 Peer-to-peer discussion
3. Team members	3.1 Coach / mentors 3.2 Supervisor / manager 3.3 Peers / colleagues 3.4 Other members /employee representative of the organization.
4. Workplace context	4.1 National laws and statutes 4.2 Standard operating procedures 4.3 Workplace rules and regulations
<p>Evidence guides</p> <p>The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet the requirements of the current version of the unit of competency.</p>	
1.Critical aspects of competency	<p>Assessment required evidence that the candidate:</p> <p>1.1 demonstrated knowledge in working in a team environment.</p> <p>1.2 satisfied the requirements mentioned in the performance criteria and range of variables.</p>
2.Underpinning knowledge	<p>2.1 Sources of information define</p> <p>2.2 Team structure, role, and responsibility.</p> <p>2.3 Individual member's roles and responsibilities.</p> <p>2.4 Effective verbal communication methods</p> <p>2.5 Communication flow and reporting structures.</p> <p>2.6 Interpersonal communication skills.</p> <p>2.7 Organization requirements for written and electronic communication methods</p> <p>2.8 Communication problems and issues</p> <p>2.9 Barriers in communication</p> <p>2.10 Team planning.</p> <p>2.11 Team meeting procedures.</p> <p>2.12 Workplace etiquette</p> <p>2.13 Industry maintenance, service and helpdesk practices, processes and procedures</p> <p>2.14 Industry standard diagnostic tools</p> <p>2.15 Malfunctions and resolutions</p>
3.Underpinning skill	<p>3.1 Organizing sources of information</p> <p>3.2 Identifying the role and responsibility of the team.</p> <p>3.3 Identifying roles and responsibilities of individual members.</p> <p>3.4 Identifying effective verbal communication methods</p> <p>3.5 Identifying communication flow and reporting structure.</p> <p>3.6 Identifying interpersonal communication skills</p> <p>3.7 Complying with organization requirements for the use of written and electronic communication methods</p> <p>3.8 Negotiation and communication skills</p> <p>3.9 Participating in team discussion.</p> <p>3.10 Working as a team member.</p> <p>3.11 Participating in a variety of workplace discussions</p> <p>3.12 Effective clarifying and probing skills</p>

	3.13 Identifying issues 3.14 Identifying current industry standard diagnostic tools 3.15 Describing common malfunctions and resolutions. 3.16 Determining the root cause of a routine malfunction
4. Required attitude	4.1 Commitment to occupational health and safety 4.2 Promptness in carrying out activities 4.3 Sincere and honest to duties 4.4 Eagerness to learn 4.5 Tidiness and timeliness 4.6 Environmental concerns 4.7 Respect for rights of peers and seniors at workplace 4.8 Communication with peers and seniors at workplace
5. Resource implication	The following resources must be provided: 5.1 Workplace (actual or simulated). 5.2 Relevant materials and equipment. 5.3 Relevant specifications or work instructions.
6. Methods of assessment	Methods of assessment may include but not limited to: 6.1 Written test 6.2 Demonstration 6.3 Oral questioning 6.4 Portfolio
7. Context of assessment	7.1 Competency assessment must be done in NSDA accredited center. 7.2 Assessment should be done by NSDA certified/ nominated assessor.
Accreditation Requirements Training Providers must be accredited by National Skills Development Authority (NSDA), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of qualification under NSQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.	

Sector Specific Units of Competencies

Unit Code and Title	SUTH001L1V1: Work in the Tourism and Hospitality Sector
Unit Descriptor	This unit covers the knowledge, skills and altitude to work in the tourism and hospitality sectors. It specifically includes the task of describing the organization structure within the sector, identifying processes and procedures, identifying workplace requirements and organizing own workload.
Nominal Hours	20 Hours
Elements of Competency	Performance Criteria <u>Bold & Underlined</u> terms are elaborated in the Range of Variables
1. Describe the organization structure within the sector	1.1 Scope, nature and <u>major fields</u> of the Tourism and hospitality sector is determined 1.2 Profile of the Tourism and hospitality sector in relation to local and global <u>employment conditions</u> is determined 1.3 Trends and technologies relevant to the sector are explained 1.4 Relevant policies and guidelines are identified and interpreted 1.5 <u>Instructions</u> as to procedures in achieving quality are obtained, understood, and clarified
2. Identify processes and procedures	2.1 Processes in the Tourism and hospitality sector are identified, described and explained based on specifications 2.2 Work steps are correctly identified based on <u>Manuals</u> of Instruction. 2.3 Adjustments are interpreted
3. Identify workplace requirements	3.1 <u>Workplace requirements</u> are identified and clarified 3.2 Roles and responsibilities of all personnel are described 3.3 Workplace's practices are identified 3.4 <u>Problem-solving strategies</u> are used to address bottlenecks, inconsistencies and other concerns
4. Organize own workload	4.1 Own work activities are planned and progress of work is communicated to relevant staff 4.2 Work activities are completed 4.3 Difficulties and bottlenecks are identified, and solutions are put forwarded 4.4 Own work is monitored against workplace standards and areas for improvement identified and acted upon
Range of Variables	
Variables	Range (may include but not limited to):
1. Major Fields	1.1 Housekeeping 1.2 Tour guiding

	1.3 Cooking and baking 1.4 Mid-level Management for Hospitality 1.5 Front office operations 1.6 Reservation and Ticketing 1.7 Sales and marketing 1.8 Airlines and traveling 1.9 Engineering and maintenance
2. Employment conditions	2.1 Code of practice 2.2 Salary/wage system 2.3 Labor practices 2.4 Anti-discrimination policy 2.5 Gender issues 2.6 Collective bargaining and other practices 2.7 Awards 2.8 Procedures for handling disputes 2.9 Innovations in the sector 2.10 Inclusion of persons with disability
3. Instructions	3.1 Office programs 3.2 Specifications and requirements 3.3 Standard operating procedures 3.4 Manuals of Instruction 3.5 Operations Manual 3.6 Environmental Guidelines
4. Manuals	4.1 Manual of instruction 4.2 Manual of specification 4.3 Operations manual 4.4 Repair manual 4.5 Quality manual
5. Workplace requirements	5.1 Goals and objectives 5.2 Strategic and operational plans 5.3 Systems and processes 5.4 Monitoring and evaluation 5.5 Reports and documentation
6. Problem-solving strategies	6.1 Listening and asking questions 6.2 Feedback and feed forward system 6.3 Reference to standard operating procedures 6.4 Accessing information 6.5 Review 6.6 Brainstorming
Evidence Guide The evidence must be authentic, valid, sufficient, reliable, consistent, recent and meet all requirements of current version of the Unit of Competency	
1. Critical aspects of competency	Assessment required evidence that the candidate: <ul style="list-style-type: none"> 1.1 identified processes and procedures in the hotel and tourism industry 1.2 identified tools, equipment and materials 1.3 identified workplace requirements

	1.4 practiced OSH in performing works
2. Underpinning knowledge	2.1 Basic software operation 2.2 Scope and major divisions of the hotel and tourism Industry 2.3 Policies and guidelines 2.4 Manuals used in the hotel and tourism Industry 2.5 Relevant terminologies and acronyms 2.6 Types and Uses of hotel and tourism industries tools and materials 2.7 Workplace practices 2.8 Occupational health and safety practices 2.9 Recording and reporting practices
3. Underpinning skills	3.1. Checking input electrical parameters of the device in accordance with peripheral device specification. 3.2. Describing organization structure within the hotel and tourism industry 3.3. Identifying processes and procedures 3.4. Identifying tools, equipment and materials 3.5. Identifying workplace practices 3.6. Organizing own workload 3.7. Practicing OSH
4. Required attitude	4.1 Commitment to occupational health and safety 4.2 Sincere and honest to duties 4.3 Promptness in carrying out activities 4.4 Environmental concerns 4.5 Eagerness to learn 4.6 Tidiness and timeliness 4.7 Respect of peers and seniors in workplace 4.8 Communicate with peers and seniors in workplace
5. Resource implications	5.1 Workplace (actual or simulated) 5.2 Availability of quality tools and materials required 5.3 Information on standard operating procedures (SOP), 5.4 OSH, and other policies and guidelines 5.5 Relevant specifications and work instructions 5.6 Fire extinguisher 5.7 Uninterrupted power supply
6. Methods of assessment	Competency should be assessed by: 6.1 Written test 6.2 Demonstration 6.3 Oral questioning
7. Context of assessment	7.1 Competency assessment must be done in NSDA accredited assessment centre 7.2 Assessment should be done by a NSDA certified/nominated assessor
Accreditation Requirements Training Providers must be accredited by National Skills Development Authority (NSDA), the National Quality Assurance Body, or a body with delegated authority for quality assurance to	

conduct training and assessment against this unit of competency for credit towards the award of qualification under NSQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.

Occupation Specific Units of Competencies

Unit Code and Title	OU-TH-RT-01-L2-V1: Interpret Reservation and Ticketing Operations
Unit Descriptor	<p>This unit covers the knowledge, skills, and attitudes required to Interpret Reservation and Ticketing Operations.</p> <p>It specifically includes recognizing the general issues of reservation and ticketing, identifying the organizations related to reservation and ticketing, interpreting Radio Alphabet, interpreting terminologies used in reservation and ticketing and listing the job responsibilities of reservation and ticketing personnel.</p>
Nominal Hours	40 Hours
Elements of Competency	<p>Performance Criteria <u>Bold & Underlined</u> terms are elaborated in the Range of Variables</p>
1. Recognize the general issues of reservation and ticketing	1.1 Reservation and ticketing is defined 1.2 <u>Requirements of reservation</u> is recognized 1.3 <u>Areas of reservation and ticketing</u> are interpreted 1.4 <u>Process flow chart</u> of reservation and ticketing are recognized
2. Identify the organizations related to reservation and ticketing	2.1 <u>Organizations</u> related to reservation and ticketing are identified 2.2 Role and activities of each organization are interpreted and listed
3. Interpret Radio Alphabet	3.1 Concept of Radio alphabet is interpreted as per standard procedure 3.2 <u>Examples of alphabets</u> are practiced as per industry standard 3.3 Radio alphabet is used as per workplace standard
4. Interpret terminologies used in reservation and ticketing	4.1 General <u>terminologies</u> of reservation and ticketing are interpreted 4.2 General terminologies of reservation and ticketing are listed
5. List the job responsibilities of reservation and ticketing personnel	5.1 <u>Job responsibilities</u> of reservation and ticketing personnel are recognized 5.2 Requirements of personal grooming for reservation and ticketing personnel are interpreted 5.3 Job responsibilities of reservation and ticketing personnel are listed as per workplace standard
Range of Variables	
Variables	Range (may include but not limited to):
1. Requirements of reservation	1.1 Seat booking 1.2 Confirm ticket 1.3 Ancillary booking 1.4 Check-in and boarding 1.5 Baggage reclaim

	1.6 Itinerary preparation
2. Areas of reservation and ticketing	2.1 Air booking 2.2 Land transport booking 2.3 Rail transport booking 2.4 Cruise ship booking 2.5 Accommodation booking 2.6 Meetings, Incentives, Conferences and Exhibitions (MICE) booking 2.7 Entertainment activities booking 2.8 Meet and greet service booking
3. Process flow chart	3.1 Greet customer 3.2 Know customer requirements 3.3 Cross check the availability of service 3.4 Offering price 3.5 Make a reservation 3.6 Confirmation
4. Organizations	4.1 International Civil Aviation Organization (ICAO) 4.2 International Air Transport Association (IATA) 4.3 Universal Federation of Travel Agents Association (UFTAA) 4.4 Ministry of Civil Aviation and Tourism (MOCAT) 4.5 Civil Aviation Authority of Bangladesh (CAAB) 4.6 Ministry of Railways 4.7 Bangladesh Tourism Board (BTB) 4.8 Bangladesh Inland Water Transport Corporation (BIWTC) 4.9 Association of Travel Agents of Bangladesh (ATAB) 4.10 Tour Operators Association of Bangladesh (TOAB) 4.11 Airlines company 4.12 Travel agency 4.13 General Sales Agent (GSA) 4.14 Passenger Sales Agent (PSA)
5. Examples of alphabets	5.1 A- Alfa 5.2 B- Bravo 5.3 C- Charlie 5.4 D- Delta 5.5 E- Echo 5.6 F- Foxtrot 5.7 G- Golf 5.8 H- Hotel 5.9 I- India 5.10 J- Juliett 5.11 K- Kilo 5.12 L- Lima 5.13 M- Mike 5.14 N- November 5.15 O- Oscar 5.16 P- Papa 5.17 Q- Quebec

	5.18 R- Romeo 5.19 S- Sierra 5.20 T- Tango 5.21 U- Uniform 5.22 V- Victor 5.23 W- Whiskey 5.24 X- X-ray 5.25 Y- Yankee 5.26 Z- Zulu
6. Terminologies	6.1 Connecting flight 6.2 Direct flight 6.3 Nonstop flight 6.4 Baggage allowance 6.5 Transit 6.6 Stop over 6.7 Lay over 6.8 Online carrier 6.9 Offline carrier 6.10 Interline connection 6.11 Intra line connection 6.12 Code sharing 6.13 Cancellation 6.14 Boarding 6.15 E-ticket 6.16 Classes of service 6.17 Fare basis 6.18 Reservation Booking Designator (RBD) 6.19 Stopover Paid by Carrier (STPC) 6.20 Miscellaneous Charge Order (MCO) 6.21 Electronic Miscellaneous Documents (EMD) 6.22 Origin 6.23 Destination 6.24 Conjunction ticket 6.25 Airline code 6.26 Departure 6.27 Arrival 6.28 Minimum Connecting Time (MCT) 6.29 Agency Debit Memo (ADM) 6.30 Agency Credit Memo (ACM) 6.31 Side trip 6.32 Add-On 6.33 Sector 6.34 Segment 6.35 Leg 6.36 Fare Break Point (FBP) 6.37 Pricing unit 6.38 Turn Around Point

	6.39 Country of commencement of transportation 6.40 Gateway point 6.41 Not Valid Before (NVB) 6.42 Not Valid After (NVA) 6.43 Status code 6.44 Schedule flight 6.45 Charter flight 6.46 Passenger Type Code (PTC)
7. Job responsibilities	7.1 Help passengers by answering questions on travel arrangements 7.2 Help passengers to plan for their trips 7.3 Help to make and confirm reservations 7.4 Make accurate bookings for customers 7.5 Calculate expenses and write and sell tickets to the passengers 7.6 Provide good customer service 7.7 Re-book tickets and other arrangements (if needed)
Evidence Guide The evidence must be authentic, valid, sufficient, reliable, consistent, recent and meet all requirements of current version of the Unit of Competency	
1. Critical aspects of competency	Assessment required evidence that the candidate: 1.1 recognized issues of reservation and ticketing 1.2 identified organizations related reservation and ticketing 1.3 interpreted terminologies of reservation and ticketing 1.4 listed job responsibilities of reservation and ticketing personnel
2. Underpinning knowledge	2.1 Reservation and requirements 2.2 Ticketing 2.3 Reservation and ticketing terminologies 2.4 Process flow chart of reservation and ticketing 2.5 Related organizations for reservation and ticketing 2.6 Radio alphabet 2.7 Job responsibilities of reservation and ticketing personnel
3. Underpinning skills	3.1 Defining reservation and ticketing 3.2 Recognizing requirements of reservation 3.3 Recognizing Process flow chart of reservation and ticketing 3.4 Identifying reservation and ticketing organizations and their activities 3.5 Interpreting radio alphabet 3.6 Interpreting terminologies of reservation and ticketing 3.7 Listing job responsibilities of reservation and ticketing personnel

4. Required attitude	4.1 Commitment to occupational health and safety 4.2 Sincere and honest to duties 4.3 Promptness in carrying out activities 4.4 Tidiness and timeliness 4.5 Respect of peers and seniors in workplace 4.6 Communicate with peers and seniors in workplace
5. Resource implications	5.1. Workplace (simulated or actual) 5.2. Relevant materials 5.3. Pens 5.4. Papers
6. Methods of assessment	Competency should be assessed by: 6.1 Written test 6.2 Demonstration 6.3 Oral Questioning
7. Context of assessment	7.1 Competency assessment must be done in NSDA accredited assessment centre 7.2 Assessment should be done by a NSDA certified/nominated assessor
Accreditation Requirements Training Providers must be accredited by National Skills Development Authority (NSDA), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of qualification under NSQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.	

Unit Code and Title	OU-TH-RT-02-L2-V1: Interpret International Air Transport Association (IATA) Geography, Coding and Terminologies	
Unit Descriptor	This unit covers the knowledge, skills and attitudes required to Interpret International Air Transport Association (IATA) Geography, Coding and Terminologies. It specifically includes recognizing IATA Geography, identifying IATA Code, and interpreting IATA Terminologies.	
Nominal Hours	50 Hours	
Elements of Competency	Performance Criteria <u>Bold & Underlined</u> terms are elaborated in the Range of Variables	
1. Recognize IATA Geography	1.1	IATA Geography is interpreted as per IATA standard
	1.2	<u>Importance of IATA Geography</u> is stated
	1.3	<u>Traffic Conference Area</u> is recognized
	1.4	<u>Traffic Conference sub area</u> is identified as per TCA
	1.5	<u>Types of journeys</u> are interpreted
	1.6	<u>Global indicators (GI)</u> are recognized as per IATA traffic area
	1.7	<u>GMT and Time zone</u> are identified and interpreted
	1.8	Elapse Travel Time (ETT) is calculated
2. Identify IATA Code	2.1	IATA codes are interpreted
	2.2	<u>City and Airport codes</u> are identified as per IATA
	2.3	<u>Country codes</u> are listed
	2.4	<u>Currency codes</u> are interpreted
	2.5	<u>Airlines designators</u> are recognized as per IATA
	2.6	<u>Common abbreviations</u> are illustrated as per IATA standard
3. Interpret IATA Terminologies	3.1	Brief history of civil aviation is described
	3.2	<u>Chicago convention</u> of civil aviation is interpreted
	3.3	<u>Warsaw convention</u> of civil aviation is interpreted
	3.4	<u>Bi-lateral air transport agreement</u> is recognized
	3.5	<u>Freedom of the air</u> is interpreted
Range of Variables		
Variables	Range (may include but not limited to):	
1. Importance of IATA Geography	1.1	For Planning and pricing
	1.2	For industry standardization
	1.3	For routing and fare establishment
	1.4	For specific policy making
2. Traffic Conference Area	2.1	TCA1
	2.2	TCA2
	2.3	TCA3
3. Traffic Conference sub area	3.1	TCA1 Sub area
	3.2	TCA2 Sub area
	3.3	TCA3 sub area
4. Types of journeys	4.1	One-way (OW) journey
	4.2	Return /Round trip (RT) journey
	4.3	Circle trip (CT) journey
	4.4	Round the world (RTW) journey

	4.5	Open jaw (OJ) journey
5. Global indicators (GI)	5.1	Atlantic Route (AT)
	5.2	Pacific Route (PA)
	5.3	Atlantic and Pacific Route (AP)
	5.4	Eastern Hemisphere (EH)
	5.5	Western Hemisphere (WH)
	5.6	Trans-Siberian Route (TS)
	5.7	Polar Route (PO)
6. GMT and Time zone	6.1	Greenwich mean time
	6.2	IATA Clock
	6.3	International Time Zone
7. City and Airport codes	7.1	Dhaka- DAC
	7.2	New York- NYC
	7.2.1	JFK
	7.2.2	EWR
	7.2.3	LGA
	7.3	London- LON
	7.3.1	LHR
	7.3.2	LGW
	7.3.3	LCY
	7.3.4	LTN
	7.3.5	STD
	7.4	Toronto-YYZ
	7.5	Montreal-YUL
	7.6	Ottawa- YOW
	7.7	Jeddah- JED
	7.8	Dubai- DXB
8. Country codes	8.1	Bangladesh- BD
	8.2	India- IN
	8.3	Great Britain-GB
	8.4	United States of America- US
	8.5	China- CN
	8.6	Russia- RU
	8.7	Kingdom of Saudi Arabia- SA
	8.8	United Arab Emirates- AE
9. Currency codes	9.1	Bangladesh- BDT
	9.2	India- INR
	9.3	Great Britain-GBP
	9.4	United States of America- USD
	9.5	China- CNY
	9.6	Russia- RUB
	9.7	Kingdom of Saudi Arabia- SAR
	9.8	United Arab Emirates- AED
10. Airlines designators	10.1	Biman Bangladesh Airlines- BG/997
	10.2	Air India- AI/098
	10.3	Emirates-EK/176
	10.4	Saudi Airlines- SV/065

	10.5	Qatar Airways- QR/157
	10.6	Singapore airlines- SQ/618
11. Common abbreviations	11.1	SITI- Sold Inside and Ticketed Inside
	11.2	SOTO- Sold Outside and Ticketed Outside
	11.3	SITO- Sold Inside and Ticketed Outside
	11.4	SOTI- Sold Outside and Ticketed Inside
	11.5	PTA- Prepaid Ticket Advice
	11.6	GSA- General Sales Agent
	11.7	TOD- Ticketed On Departure
	11.8	PNR- Passenger Name Record
	11.9	DNB- Denied Boarding
	11.10	TCP- Total Complete Party
	11.11	ISI- International Sales Indicator
	11.12	OSI- Other Supplementary Information
	11.13	SSR- Special Service Request
	11.14	WCHR-Wheelchair for Ramp
	11.15	WCHS- Wheelchair for Stairs
	11.16	WCHC-Wheelchair for Cabin
	11.17	MOML- Muslim Meal
	11.18	DBML- Diabetics Meal
	11.19	VGML- Vegetables Meal
	11.20	CHML- Child Meal
	11.21	BBML- Baby Meal
12. Chicago convention	12.1	Article 1: Every state has complete and exclusive sovereignty over airspace above its territory.
	12.2	Article 3: Every other state must refrain from resorting to the use of weapons against civil aircraft in flight.
	12.3	Article 5: The aircraft of states, other than scheduled international air services, have the right to make flights across state's territories and to make stops without obtaining prior permission. However, the state may require the aircraft to make a landing.
	12.4	Article 6: (Scheduled air services) No scheduled international air service may be operated over or into the territory of a contracting State, except with the special permission or other authorization of that State.
	12.5	Article 10: (Landing at customs airports): The state can require that landing to be at a designated customs airport and similarly departure from the territory can be required to be from a designated customs airport.
	12.6	Article 12: Each state shall keep its own rules of the air as uniform as possible with those established under the convention, the duty to ensure compliance with these rules rests with the contracting state.
	12.7	Article 13: (Entry and Clearance Regulations) A state's laws and regulations regarding the admission and departure of passengers, crew or cargo from aircraft shall be complied with on arrival, upon departure and whilst within the territory of that state.

	12.8 Article 16: The authorities of each state shall have the right to search the aircraft of other states on landing or departure, without unreasonable delay.
13. Warsaw convention	13.1 Chapter I – Definitions 13.2 Chapter II – Documents of Carriage; Luggage and Passenger Ticket 13.3 Chapter III – Liability of the Carrier 13.4 Chapter IV – Provisions Relating to Combined Carriage 13.5 Chapter V – General and Final Provisions
14. Bi-lateral air transport agreement	14.1 Airline codes 14.2 Airline holding companies 14.3 Cargo airline 14.4 Charter airlines 14.5 Low-cost airlines 14.6 Non-scheduled airline 14.7 Passenger airlines 14.8 Regional airlines
15. Freedom of the air	15.1 1st: Right to overfly a foreign country without landing 15.2 2nd: Right to refuel or carry out maintenance in a foreign country 15.3 3rd: Right to fly from one's own country to another 15.4 4th: Right to fly from a foreign country to one's own 15.5 5th: Right to fly between two foreign countries during flights which begin or end in one's own 15.6 6th: Right to fly from one foreign country to another one while stopping in one's own country 15.7 7th: Right to fly between two foreign countries while not offering flights to one's own country 15.8 8th: Right to fly between two or more airports in a foreign country while continuing service to one's own country 15.9 9th: Right to fly inside a foreign country without continuing service to one's own country
Evidence Guide The evidence must be authentic, valid, sufficient, reliable, consistent, recent and meet all requirements of current version of the Unit of Competency	
1. Critical aspects of competency	Assessment required evidence that the candidate: 1.1 interpreted IATA Geography 1.2 identified Traffic Conference Area and sub area 1.3 recognized Global Indicators 1.4 identified GMT and time zone 1.5 identified IATA codes 1.6 interpreted IATA terminologies
2. Underpinning knowledge	2.1 IATA Geography 2.2 Traffic Conference Area and sub area 2.3 Journey types 2.4 Global indicators (GI) 2.5 GMT and Time zone 2.6 Elapse Travel Time (ETT) 2.7 IATA Codes 2.8 Airlines designators

	2.9 Brief history of civil aviation 2.10 Chicago and Warsaw convention 2.11 Bilateral air transport agreement 2.12 Freedom of the air
3. Underpinning skills	3.1 Recognizing IATA Geography 3.2 Recognizing Traffic Conference Area and sub area 3.3 Interpreting types of journeys 3.4 Recognizing Global Indicators 3.5 Identifying GMT and time zone 3.6 Calculating Elapse Travel Time 3.7 Interpreting IATA codes and terminologies 3.8 Recognizing airlines designators
4. Required attitude	4.1 Commitment to occupational health and safety 4.2 Sincere and honest to duties 4.3 Promptness in carrying out activities 4.4 Environmental concerns 4.5 Eagerness to learn 4.6 Tidiness and timeliness 4.7 Respect of peers and seniors in workplace 4.8 Communicate with peers and seniors in workplace
5. Resource implications	5.1 Workplace (simulated or actual) 5.2 World Map 5.3 Relevant materials 5.4 Papers 5.5 Pens 5.6 Calculator 5.7 IATA ticketing handbook 5.8 Computer with internet connectivity
6. Methods of assessment	Competency should be assessed by: 6.1 Written test 6.2 Demonstration 6.3 Oral Questioning
7. Context of assessment	7.1 Competency assessment must be done in NSDA accredited assessment centre 7.2 Assessment should be done by a NSDA certified/nominated assessor
Accreditation Requirements Training Providers must be accredited by National Skills Development Authority (NSDA), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of qualification under NSQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.	

Unit Code and Title	OU-TH-RT-03-L2-V1: Practice Reservation Software Operation
Unit Descriptor	<p>This unit covers the knowledge, skills, and attitudes required to Practice Reservation Software Operation.</p> <p>It specifically includes interpreting the reservation and ticketing software, preparing for software operation, practicing Global Distribution System (GDS), practicing Online Travel Agency (OTA), practicing Computerized Reservation System (CRS) and New Distribution Capability (NDC).</p>
Nominal Hours	100 Hours
Elements of Competency	<p>Performance Criteria <u>Bold & Underlined</u> terms are elaborated in the Range of Variables</p>
1. Interpret the reservation and ticketing software	1.1 <u>Reservation and ticketing software</u> and icons are identified 1.2 Main features of reservation and ticketing software are illustrated 1.3 <u>Entry procedures</u> of each software is followed
2. Prepare for software operation	2.1 Check the peripherals of the computer 2.2 Computer is opened as per Standard Operation Procedure (SOP)
3. Practice Global Distribution System (GDS)	3.1 <u>Operating procedure of GDS</u> is identified 3.2 <u>Encode and Decode functions</u> are practiced through GDS system 3.3 <u>Features for reservation</u> is collected using GDS command 3.4 <u>PNR creation</u> is practiced 3.5 <u>Special Service Request (SSR) and Other Supplementary Information (OSI)</u> insertion process is adapted 3.6 <u>Fare quotation</u> is practiced 3.7 Travel Information Manual (TIM) is checked 3.8 <u>Queue</u> is checked as per standard procedure
4. Practice Online Travel Agency (OTA)	4.1 OTA is identified 4.2 <u>Functions of OTA</u> is interpreted 4.3 Reservation through OTA is practiced
5. Practice Computerized Reservation System (CRS)	5.1 CRS is identified 5.2 <u>Functions of CRS</u> is interpreted 3.1 Reservation through CRS is practiced
6. Practice New Distribution Capability (NDC)	6.1 NDC is identified 6.2 <u>Functions of NDC</u> is interpreted 6.3 Reservation through NDC is practiced
Range of Variables	
Variables	Range (may include but not limited to):
1. Reservation and ticketing software	1.1 SABRE 1.2 GALILEO 1.3 AMADEUS

	1.4 Airlines customized software
2. Entry procedures	2.1 Sign in ID 2.2 Password
3. Operating procedure of GDS	3.1 Command based 3.2 Graphical
4. Encode and Decode functions	4.1 City 4.2 Airport 4.3 Country 4.4 Airlines 4.5 Currency 4.6 Equipment
5. Features for reservation	5.1 Flight schedule 5.2 Flight availability 5.3 Minimum connecting time 5.4 Local time check 5.5 Baggage Allowance Check 5.6 Currency check 5.7 Aircraft check
6. PNR Creation	6.1 Name insert 6.2 Itinerary creation (Seat Sell) 6.3 Phone field insert 6.4 Ticketing field insert 6.5 Received field insert 6.6 End of transaction
7. Special Service Request (SSR) and Other Supplementary Information (OSI)	7.1 Special Service Request (SSR) 7.1.1 DOCS (Passport information) 7.1.2 DOCO (Visa information) 7.1.3 DOCA (Destination information) 7.1.4 CTC (Contact information) 7.1.5 Wheelchair 7.1.6 Meal request 7.1.7 Seat assign 7.1.8 Mileage card 7.1.9 Meet and Assist 7.1.10 Language Assist 7.2 Other Supplementary Information (OSI) 7.2.1 VIP/ CIP message 7.2.2 Total Complete Party (TCP)
8. Fare quotation	8.1 Fare check 8.2 Fare breakdown 8.3 Fare save
9. Queue	9.1 Queue in 9.2 Enter queue 9.3 Queue details 9.4 Queue ignore 9.5 Queue share 9.6 Queue remove

	9.7 Queue out
10. Functions of OTA	10.1 Air ticketing 10.2 Accommodation booking 10.3 Transportation booking 10.4 Package booking
11. Functions of CRS	11.1 Airlines reservation 11.2 Airlines ticketing 11.3 Tour package booking
12. Functions of NDC	12.1 Airlines reservation 12.2 Airlines ticketing
Evidence Guide The evidence must be authentic, valid, sufficient, reliable, consistent, recent and meet all requirements of current version of the Unit of Competency	
1. Critical aspects of competency	Assessment required evidence that the candidate: 1.1 identified Reservation and ticketing software 1.2 followed entry procedure of reservation and ticketing software 1.3 checked peripherals of the computer 1.4 interpreted functions of different software used for reservation and ticketing 1.5 operated GDS software 1.6 practiced OTA, CRS and NDC
2. Underpinning knowledge	2.1 Reservation and ticketing software 2.2 Main features of reservation and ticketing software 2.3 peripherals of the computer 2.4 Global Distribution System (GDS) 2.5 Online Travel Agency (OTA) 2.6 Computerized Reservation System (CRS) 2.7 New Distribution Capability (NDC)
3. Underpinning skills	3.1 Identifying and using reservation and ticketing software 3.2 Checking peripherals of the computer 3.3 Operating GDS software 3.4 Creating PNR 3.5 Operating OTA, CRS and NDC
4. Required attitude	4.1 Commitment to occupational health and safety 4.2 Sincere and honest to duties 4.3 Promptness in carrying out activities 4.4 Environmental concerns 4.5 Eagerness to learn 4.6 Tidiness and timeliness 4.7 Respect of peers and seniors in workplace 4.8 Communicate with peers and seniors in workplace
5. Resource implications	5.1 Workplace (simulated or actual) 5.2 Computer with internet connectivity 5.3 Software 5.4 Relevant materials 5.5 Papers 5.6 Pens
6. Methods of assessment	Competency should be assessed by:

	6.1 Written test 6.2 Demonstration 6.3 Oral questioning
7. Context of assessment	7.1 Competency assessment must be done in NSDA accredited assessment centre 7.2 Assessment should be done by a NSDA certified/nominated assessor
Accreditation Requirements Training Providers must be accredited by National Skills Development Authority (NSDA), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of qualification under NSQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.	

Unit Code and Title	OU-TH-RT-04-L2-V1: Make Reservation
Unit Descriptor	This unit covers the knowledge, skills, and attitudes required to Make Reservation . It specifically includes making Passenger Name Record (PNR) and modifying Passenger Name Record (PNR).
Nominal Hours	20 Hours
Elements of Competency	Performance Criteria <u>Bold & Underlined</u> terms are elaborated in the Range of Variables
1. Make Passenger Name Record (PNR)	1.1 PNR is interpreted 1.2 <u>Itinerary field</u> is created as per passenger's request 1.3 <u>Name field</u> is inserted correctly as per SOP 1.4 <u>Phone field</u> is inserted 1.5 <u>Ticketing field</u> is inserted 1.6 Received field is inserted 1.7 End of transaction field is inserted and transmitted 1.8 PNR is created, ignored and retrieved
2. Modify Passenger Name Record (PNR)	2.1 PNR modification is interpreted 2.2 Reason for PNR modification is analyzed 2.3 PNR is modified as per passenger's request 2.4 PNR is cancelled as per workplace standard
Range of Variables	
Variables	Range (may include but not limited to):
1. Itinerary field	1.1 Airlines 1.2 Flight number 1.3 Class 1.4 Day 1.5 Date 1.6 Origin and destination 1.7 Status code 1.8 Departure and arrival time 1.9 Aircraft type
2. Name field	2.1 Last name 2.2 Given name 2.3 Title 2.4 Passenger Type Code (PTC) 2.4.1 Child 2.4.2 Infant 2.4.3 Youth 2.4.4 Senior citizen 2.4.5 Student 2.4.6 Crew

3. Phone field	3.1 Agency contact 3.2 Customer business contact 3.3 Customer residence contact 3.4 E-mail contact
4. Ticketing field	4.1 Time limit 4.2 Ticket number
Evidence Guide The evidence must be authentic, valid, sufficient, reliable, consistent, recent and meet all requirements of current version of the Unit of Competency	
1. Critical aspects of competency	Assessment required evidence that the candidate: 1.1 interpreted PNR 1.2 inserted information for creating PNR 1.3 created PNR 1.4 modified PNR 1.5 cancelled PNR
2. Underpinning knowledge	2.1 PNR 2.2 Itinerary field 2.3 Fields for creating PNR 2.4 PNR modification 2.5 PNR Cancellation
3. Underpinning skills	3.1 Interpreting PNR 3.2 Inserting fields to create PNR 3.3 Creating PNR 3.4 Modifying PNR 3.5 Cancelling PNR
4. Required attitude	4.1 Commitment to occupational health and safety 4.2 Sincere and honest to duties 4.3 Promptness in carrying out activities 4.4 Environmental concerns 4.5 Eagerness to learn 4.6 Tidiness and timeliness 4.7 Respect of peers and seniors in workplace 4.8 Communicate with peers and seniors in workplace
5. Resource implications	5.1 Workplace (simulated or actual) 5.2 Computer with internet connectivity 5.3 Software 5.4 Relevant materials 5.5 Papers 5.1. Pens
6. Methods of assessment	Competency should be assessed by: 6.1 Written test 6.2 Demonstration 6.3 Oral questioning

7. Context of assessment	<p>7.1 Competency assessment must be done in NSDA accredited assessment centre</p> <p>7.2 Assessment should be done by a NSDA certified/nominated assessor</p>
<p>Accreditation Requirements</p> <p>Training Providers must be accredited by National Skills Development Authority (NSDA), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of qualification under NSQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.</p>	

Unit Code and Title	OU-TH-RT-05-L2-V1: Interpret Fare Construction
Unit Descriptor	This unit covers the knowledge, skills, and attitudes required to Interpret fare construction. It specifically includes interpreting Passenger Air Tariff (PAT), interpreting fare types, recognizing fare rules and interpreting basic fare construction.
Nominal Hours	20 Hours
Elements of Competency	Performance Criteria <u>Bold & Underlined</u> terms are elaborated in the Range of Variables
1. Interpret Passenger Air Tariff (PAT)	1.1 Passenger Air Tariff (PAT) is interpreted 1.2 <u>Fare basis</u> is checked
2 Interpret fare types	2.1 <u>Classes of service</u> are recognized 2.2 <u>Types of fare</u> are interpreted
3 Recognize fare rules	3.1 <u>Fare rules</u> are recognized 3.2 Fare rules of <u>different types of fare basis code</u> are interpreted
4 Interpret basic fare construction	4.1 <u>Types of journey</u> are recognized 4.2 <u>Components of fare</u> are interpreted 4.3 One-way fare is interpreted 4.4 Round trip fare is interpreted 4.5 Circle trip fare is interpreted Combination fare is interpreted 4.6 Child and infant fare is interpreted as per regulation 4.7 Taxes and surcharges are interpreted as per requirement
Range of Variables	
Variables	Range (may include but not limited to):
1. Fare basis	1.1 Fare rules 1.2 Fare routes 1.3 Seasonal fare 1.4 Fare level
2. Classes of service	2.1 First class 2.2 Business class 2.3 Economy class
3. Types of fare	3.1 Published fare 3.1.1 Normal fare 3.1.2 Advance Purchase Excursion (APEX) fare 3.1.3 Excursion (EX) fare 3.1.4 Public excursion (PEX) fare 3.1.5 Super public excursion (S-PEX) fare 3.1.6 Student fare 3.1.7 Youth fare 3.1.8 Group fare 3.1.9 Umrah fare 3.2 Unpublished fare 3.2.1 Consolidated fare

	3.2.2 Private fare 3.2.3 Corporate fare
4. Fare rules	4.1 Application 4.2 Day/time 4.3 Flight Application 4.4 Advance reservation/ ticketing 4.5 Minimum stay 4.6 Maximum stay 4.7 Stop over 4.8 Transfer 4.9 Combination 4.10 Surcharges 4.11 Sales restriction 4.12 Penalties 4.13 Higher Intermediate Point (HIP)/Mileage 4.14 Ticket endorsement 4.15 Child discount 4.16 Tour conductor 4.17 Agent discount 4.18 Other discount 4.19 Groups 4.20 Volume changes 4.21 Volume refund 4.22 Accompanied travel 4.23 Unaccompanied minor
5. Different types of fare basis code	5.1 Class code 5.2 Seasonal code 5.3 Day of the week code 5.4 Time of the day code 5.5 Fare and passenger type code 5.6 Minimum and maximum stay 5.7 Miscellaneous code
6. Types of journey	6.1 One-way journey 6.2 Return journey 6.3 Circle trip 6.4 Round the world trip
7. Components of fare	7.1 Base fare 7.2 Gross fare 7.3 Net fare 7.4 Taxes
Evidence Guide The evidence must be authentic, valid, sufficient, reliable, consistent, recent and meet all requirements of current version of the Unit of Competency	
1. Critical aspects of competency	Assessment required evidence that the candidate: 1.1 interpreted Passenger Air Tariff (PAT) 1.2 interpreted fare types 1.3 recognized fare rules and fare basis code 1.4 interpreted components of fare

	1.5 constructed fare
2. Underpinning knowledge	2.1. Passenger Air Tariff (PAT) 2.2. Fare basis and fare basis code 2.3. Classes of service 2.4. Fare rules 2.5. Types of fare 2.6. Types of journey 2.7. Taxes and surcharges
3. Underpinning skills	3.1 Interpreting Passenger Air Tariff (PAT) 3.2 Checking fare basis 3.3 Recognizing classes of service 3.4 Interpreting types of fare 3.5 Recognizing fare rules and types of journey 3.6 Interpreting components of fare 3.7 Constructing fare
4. Required attitude	4.1 Commitment to occupational health and safety 4.2 Sincere and honest to duties 4.3 Promptness in carrying out activities 4.4 Tidiness and timeliness 4.5 Respect of peers and seniors in workplace 4.6 Communicate with peers and seniors in workplace
5. Resource implications	5.1 Workplace (simulated or actual) 5.2 Computer with internet connectivity 5.3 Relevant materials 5.4 Calculator 5.5 Papers 5.1. Pens
6. Methods of assessment	Competency should be assessed by: 6.1 Written test 6.2 Demonstration 6.3 Oral questioning
8. Context of assessment	7.1 Competency assessment must be done in NSDA accredited assessment centre 7.2 Assessment should be done by a NSDA certified/nominated assessor
Accreditation Requirements Training Providers must be accredited by National Skills Development Authority (NSDA), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of qualification under NSQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.	

Unit Code and Title	OU-TH-RT-06-L2-V1: Check Travel Information Manual (TIM)
Unit Descriptor	This unit covers the knowledge, skills, and attitudes required to Check Travel Information Manual (TIM). It specifically includes the tasks of interpreting travel documents, interpreting transit and stopover and analyzing Travel destination.
Nominal Hours	20 Hours
Elements of Competency	Performance Criteria <u>Bold & Underlined</u> terms are elaborated in the Range of Variables
1. Interpret travel documents	1.1 Travel document is interpreted 1.2 <u>Different types of travel documents</u> are identified 1.3 Required travel documents are checked and information inserted
2. Interpret transit and stopover	2.1 Concept of transit is interpreted 2.2 <u>Connecting Time</u> is checked as per IATA and airlines 2.3 Transfer is recognized 2.4 Concept of stopover is interpreted 2.5 Stopover Paid by Carrier (STPC) applicability is checked
3. Analyze travel destination	3.1 <u>Destination requirements</u> are checked 3.2 Weather information is checked 3.3 <u>Demographic information</u> is checked through TIM
Range of Variables	
Variables	Range (may include but not limited to):
1. Different types of travel documents	1.1 Passport 1.2 Visa 1.3 National Identification Document 1.4 Birth Certificate 1.5 Health certificate 1.6 Driving license 1.7 Students ID card 1.8 Travel insurance 1.9 Health insurance 1.10 Manpower clearance card 1.11 Hotel booking 1.12 Credit card 1.13 Travelers check 1.14 Arrival/Departure card
2. Connecting Time	2.1 Minimum Connecting Time (MCT) 2.2 Maximum Transit Time
3. Destination requirements	3.1 Visa types 3.2 Medical certification 3.3 Insurance requirement

	3.4 Transit policy 3.5 Stopover policy
4. Demographic information	4.1 Cultural information 4.2 Social information 4.3 Religious perspective
Evidence Guide The evidence must be authentic, valid, sufficient, reliable, consistent, recent and meet all requirements of current version of the Unit of Competency	
1. Critical aspects of competency	Assessment required evidence that the candidate: 1.1 identified and interpreted travel documents 1.2 checked travel documents 1.3 interpreted transit and stopover 1.4 checked connecting time 1.5 checked STPC 1.6 checked destination requirements 1.7 checked weather and demographic information
2. Underpinning knowledge	2.1 Travel documents 2.2 Transit 2.3 Transfer 2.4 Stopover 2.5 Stopover Paid by Carrier (STPC) 2.6 Connecting time 2.7 Destination requirements 2.8 Weather information 2.9 Demographic information
3. Underpinning skills	3.1 Identified and interpreted travel document 3.2 Checked travel document 3.3 Interpreted transit, transfer and stopover 3.4 Checked connecting time
4. Required attitude	4.1 Commitment to occupational health and safety 4.2 Sincere and honest to duties 4.3 Promptness in carrying out activities 4.4 Tidiness and timeliness 4.5 Respect of peers and seniors in workplace 4.6 Communicate with peers and seniors in workplace
5. Resource implications	5.1 Workplace (simulated or actual) 5.2 Computer with internet connectivity 5.3 Relevant materials 5.4 Sample of travel document 5.5 Papers 5.6 Pens
6. Methods of assessment	Competency should be assessed by: 6.1 Written test 6.2 Demonstration 6.3 Oral questioning

7. Context of assessment	<p>7.1 Competency assessment must be done in NSDA accredited assessment centre</p> <p>7.2 Assessment should be done by a NSDA certified/nominated assessor</p>
<p>Accreditation Requirements</p> <p>Training Providers must be accredited by National Skills Development Authority (NSDA), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of qualification under NSQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.</p>	

Unit Code and Title	OU-TH-RT-07-L2-V1: Accomplish Ticketing
Unit Descriptor	This unit covers the knowledge, skills, and attitudes required to Accomplish Ticketing. It specifically includes the tasks of issuing ticket, managing void and cancel and generating sales report.
Nominal Hours	20 Hours
Elements of Competency	Performance Criteria <u>Bold & Underlined</u> terms are elaborated in the Range of Variables
1. Issue ticket	1.1 PNR is retrieved 1.2 <u>Fare quotation</u> is prepared and stored as per system requirements 1.3 Plating carrier is inserted 1.4 <u>Agent commission</u> is inserted as per airlines policy 1.5 <u>Forms of payment</u> is inserted 1.6 Data is saved for issuing ticket 1.7 Issue command is applied for ticket issuance 1.8 <u>Ticket Delivery</u> is performed to the passenger
2. Manage void and cancel	2.1 Ticket void and cancellation process is interpreted 2.2 Ticket void is performed if necessary 2.3 Reservation cancellation is carried out if necessary
3. Generate sales report	3.1 <u>Sales report</u> is identified and interpreted 3.2 Sales report is generated as per SOP 3.3 Sales report is printed and submitted to the concern authority
Range of Variables	
Variables	Range (may include but not limited to):
1. Fare quotation	1.1 Fare quote 1.2 Best buy 1.3 Cheapest buy
2. Agent commission	2.4 Commission with certain percentage 2.5 Zero commission 2.6 Service charge from passenger
3. Forms of payment	3.1 Cash 3.2 Cheque 3.3 Agent invoice 3.4 Credit card/ Debit card
4. Ticket Delivery	4.1 Printed copy 4.2 Through e-mail 4.3 Through social media
5. Sales report	5.1 Periodical sale 5.2 Fare amount

	5.3 Taxes 5.4 Void report 5.5 Re-issue 5.6 Refund report 5.7 Total sale amount
Evidence Guide The evidence must be authentic, valid, sufficient, reliable, consistent, recent and meet all requirements of current version of the Unit of Competency	
1. Critical aspects of competency	Assessment required evidence that the candidate: 1.1 retrieved PNR 1.2 prepared fare quotation 1.3 inserted plating carrier 1.4 inserted agent's commission 1.5 issued ticket 1.6 voided or cancelled ticket 1.7 generated sales report
2. Underpinning knowledge	2.1 Retrieve process of PNR 2.2 Fare quotation 2.3 Plating carrier 2.4 Agent and commission 2.5 Forms of payment 2.6 Issue ticket and delivery 2.7 Ticket void and cancellation 2.8 Sales report
3. Underpinning skills	3.1 Retrieving PNR 3.2 Preparing fare quotation 3.3 Inserting plating carrier 3.4 Inserting agent's commission 3.5 Issuing ticket 3.6 Voiding or cancelling ticket 3.7 Generating sales report
4. Required attitude	4.1 Commitment to occupational health and safety 4.2 Sincere and honest to duties 4.3 Promptness in carrying out activities 4.4 Tidiness and timeliness 4.5 Respect of peers and seniors in workplace 4.6 Communicate with peers and seniors in workplace
5. Resource implications	5.1 Workplace 5.2 Personal Protective Equipment (PPE) 5.3 Tools and equipment 5.4 Materials
6. Methods of assessment	Competency should be assessed by: 6.1 Written test 6.2 Demonstration 6.3 Oral questioning

7. Context of assessment	<p>7.1 Competency assessment must be done in NSDA accredited assessment centre</p> <p>7.2 Assessment should be done by a NSDA certified/nominated assessor</p>
<p>Accreditation Requirements</p> <p>Training Providers must be accredited by National Skills Development Authority (NSDA), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of qualification under NSQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.</p>	

Development of Competency Standard

The Competency Standards for National Skills Certificate in Reservation and Ticketing Occupation, Level- 2 is developed by NSDA on 08-12 January 2023.

List of Members

Sl No	Name and Address	Position in the committee
1.	Md. Shahadat Feroz Sikder CEO- Aeronet International and Member-THISC, Siddeswari Circular Road, Dhaka Cell: +880 1711209990 E-mail: aeronetint@gmail.com	Member
2.	Mohammed Jahangir Alam CEO- Rafid Tours and Travels and Director-THISC Karwan Bazar, Dhaka Cell: +880 1713201769 Email: uzzal912@yahoo.com	Member
3.	Mohammed Thohidul Islam Proprietor, Travel Center, Instructor, ATAB Tourism Training Institute (ATTI) and Member, THISC, Pantan China Town, Dhaka Cell: +880 1916817797 Email: bd.travelcentre@gmail.com	Member
4.	Mohammed Nazrul Islam Owner and CEO, OAE Tours and Travels, Jatrabari, Dhaka. Cell: +880 1778909090 E-mail: nzrl1234@gmail.com	Member
5.	Biswas Fazlul Haque Former Manager (Sales and Marketing), Bangladesh Biman and Regency Airways, Dhaka Cell: +880 1985954306 Email: b_f_haque@yahoo.com	Member
6.	Md. Shaifullar Rabbi Instructor, ATAB Tourism Training Institute (ATTI) and Lecturer and Coordinator, Dept. of Tourism and Hospitality Management, Daffodil Institute of IT, Dhaka Cell: +880 1520102045 Email: shaifullahrabbidu@gmail.com	Member
7.	Syed Azharul Haque Competency Standard Expert, National Skills Development Authority (NSDA) Cell: +880 1711047815 Email: azharulhaque2008@gmail.com	Member

Validation of Competency Standard

The Competency Standards for National Skills Certificate in Reservation and Ticketing Occupation, Level-02 is validated by NSDA on 30 January 2023.

List of Members

Sl No	Name and Address	Position in the committee	Signature
1.	Mohiuddin Helal , Chairman, Tourism and Hospitality ISC, Cell: +880 1819224593, Email: chairman.thisc@gmail.com	Chairperson	
2.	Dr. Md. Mamun Ashraphi (H C), Proprietor and CEO, Amazing Holidays, Noyapaltan, Dhaka Cell: +880 1713034454, Email: ceo@amazing-cso.com	Member	
3.	Afsia Jannat Saleh , Managing Director, Saimon Overseas Ltd., Gulshan-1, Dhaka Cell: +880 1678131601, Email: afsia@saimongroup.com	Member	
4.	Mohammed Jahangir Alam CEO- Rafid Tours and Travels and Director-THISC Karwan Bazar, Dhaka Cell: +880 1713201769 Email: uzzal912@yahoo.com	Member	
5.	Md. Shahadat Feroz Sikder CEO- Aeronet International and Member-THISC, Siddeswari Circular Road, Dhaka Cell: +880 1711209990 E-mail: aeronetint@gmail.com	Member	
6.	Md. Ahsan Habib , Instructor, ATTI, Noyapaltan, Dhaka Cell: +880 1712618950 E-mail: ahsanmasbd@gmail.com	Member	
7.	Syed Azharul Haque Competency Standard Expert, National Skills Development Authority (NSDA) Cell: +880 1711047815 Email: azharulhaque2008@gmail.com	Member	

Workshop Minutes

Government of the People's Republic of Bangladesh
Prime Minister's Office
National Skills Development Authority
Level: 10-11, Biniyog Bhaban,
E-6 / B, Agargaon, Sher-E-Bangla Nagar Dhaka-1207, Bangladesh.
Email: ec@nsda.gov.bd
Website: www.nsda.gov.bd

Minutes of the Competency Standard Validation Workshop on “Reservation and Ticketing”

Chairman	: Mr. Mohiuddin Helal, Chairman, TH, ISC
Date	: 30 January, 2023
Time	: 9:00 am - 4:00 pm
Place	: ISC Conference Room, NSDA, Biniyog Bhaban, Agargaon, Dhaka-1207

The Chairman inaugurated the workshop by welcoming the expert participants attended in the workshop. He urges the participants to share their expert opinion to make the standard effective, job market responsive and updated one. During the day-long workshop, the competency standard of “Reservation and Ticketing” occupation was reviewed, modified and finalized in detail. The following changes and modification were made to validate and finalize the competency standard.

Serial No.	Content of validation	Whether it was appropriate		What actions have been taken if not appropriate?
		Yes	No	
1.	Name and level of occupation		No	The name of the occupation has been changed from ‘Ticketing and Reservation’ to ‘Reservation and Ticketing’. Level of this CS was considered Level 2.
2.	Nominal Hour	Yes		360 hours
3.	Unit of Competency	Yes		• Name of the units were validated without any change.
4.	Element	Yes		• Name of the elements were validated without any change.
5.	Performance Criteria		No	Relevant performance criteria were updated for changed element and some other elements.
6.	Variables		No	Relevant variables were added, changed and updated.
7.	Critical Aspect of Competence		No	Appropriate changes have been made in the critical aspect of competency as per the change of element and performance criteria.
8.	Underpinning knowledge		No	Necessary addition, changings and refinements have been made.
9.	Underpinning Skills		No	Necessary addition, changes and refinements have been made.
10.	Attitude	Yes		
11.	Resources	Yes		
12.	Assessment methods	Yes		

13.	Others			<ul style="list-style-type: none"> • The nominal hours of the units of competencies have been rescheduled for content consideration. • Overall, the occupation has been included in Level-2 according to NSQF (BNQF 1-6).
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Through the above activities, the Competency Standard has been finalized and validated as **“Reservation and Ticketing, Level-2”**

Chairman

Committee on Standard and Curriculum Validation

Chairman – TH ISC