

BANGLADESH TECHNICAL EDUCATION BOARD



**Tourism and Hospitality Sector Industry
Skills Council
Bangladesh**

NATIONAL COMPETENCY STANDARDS

for

TOUR GUIDE

Sponsored by the Bangladesh Skills for Employment and Productivity Project

June 2014

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Introduction

The Technical and Vocational Education and Training (TVET) sector in Bangladesh is now implementing the reform initiatives to strengthen training, assessment and certification. One of the reforms is developing Competency Standards that responds to the needs of the industry both local and international. Strategies include using the existing international standards from Australia, the Philippines, ASEAN and SAARC as bases for developing the CS and contextualize it in the Bangladesh context.

Competency Standards are nationally agreed and industry-determined competencies required for effective work performance. These are presented in a consistent format following sequence such as:

- Unit Title
- Unit Code
- Nominal Hours
- Unit descriptor
- Elements and performance criteria
- Range of Variables
- Evidence Guide

The Competency Standards are the core element for training, assessment and certification of skilled workers. Candidates who are successful in the assessment will receive a qualification in the National Technical and Vocational Qualification Framework (NTVQF).

This document contains Course structures for each qualification. This structure contains the Unit code, unit title and nominal hours for the competencies.

The Competency Standards for Tour Guide were developed by the Technical Sub Committee (TSC) that was established under the Industry Skills Council for Tourism and Hospitality (ISCTH). The members are primarily from industry with representatives from the Bangladesh Technical Education Board (BTEB) and the Directorate of Technical Education (DTE), Workers Association, and Training Institutions involved in this occupation. The Standards and Curriculum Development Committee (SCDC) of BTEB reviewed this document.

The development of Competency Standards was assisted by the Bangladesh Skills for Employment and Productivity Project (B-SEP) funded by the Government of Canada. The B-SEP Project is being implemented by the International Labour organization (ILO) Country Office for Bangladesh in cooperation with the Government of Bangladesh.

Endorsed by

Approved by:

Industry Skills Council
Date:

Bangladesh Technical Education Board (BTEB)
Date:

Bangladesh NTVQF with Job Classifications

NTVQF LEVELS	EDUCATION SECTORS			Job Classification
	Pre-Vocation Education	Vocational Education	Technical Education	
NTVQF 6			Diploma in engineering or equivalent	Middle Level Manager /Sub Assistant Engr. etc.
NTVQF 5		National Skill Certificate 5 (NSC 5)		Highly Skilled Worker / Supervisor
NTVQF 4		National Skill Certificate 4 (NSC 4)		Skilled Worker
NTVQF 3		National Skill Certificate 3 (NSC3)		Semi-Skilled Worker
NTVQF 2		National Skill Certificate 2 (NSC 2)		Medium-Skilled Worker
NTVQF 1		National Skill Certificate 1 (NSC 1)		Basic Skilled Worker
Pre-Voc 2	National Pre-Vocation Certificate NPVC 2			Pre-Vocation Trainee
Pre-Voc 1	National Pre-Vocation Certificate 1 NPVC 1			Pre-Vocation Trainee

The pre-vocational levels prepare the participant for training while learning programs at the various levels of the NTVQF prepare the participant for the workforce.

At the completion of the pre-vocational programs the participants would move into training programs at the NTVQF levels.

NTVQF Level Descriptors

NTVQF Level	Knowledge	Skill	Responsibility	Job Class.
6	Comprehensive actual and theoretical knowledge within a specific study area with an awareness of the limits of that knowledge.	Specialised and restricted range of cognitive and practical skills required to provide leadership in the development of creative solutions to defined problems	- Manage a team or teams in workplace activities where there is unpredictable change - Identify and design learning programs to develop performance of team members	Supervisor / Middle Level Manager / Sub Assistant Engr. etc.
5	Very broad knowledge of the underlying, concepts, principles, and processes in a specific study area	Very broad range of cognitive and practical skills required to generate solutions to specific problems in one or more study areas.	- Take overall responsibility for completion of tasks in work or study - Apply past experiences in solving similar problems	Highly Skilled Worker / Supervisor
4	Broad knowledge of the underlying, concepts, principles, and processes in a specific study area	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	- Take responsibility, within reason, for completion of tasks in work or study - Apply past experiences in solving similar problems	Skilled Worker
3	Moderately broad knowledge in a specific study area.	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	Work or study under supervision with some autonomy	Semi-Skilled Worker
2	Basic underpinning knowledge in a specific study area.	Basic skills required to carry out simple tasks	Work or study under indirect supervision in a structured context	Medium Skilled Worker
1	Elementary understanding of the underpinning knowledge in a specific study area.	Limited range of skills required to carry out simple tasks	Work or study under direct supervision in a structured context	Basic Skilled Worker
Pre-Voc 2	Limited general knowledge	Very limited range of skills and use of tools required to carry out simple tasks	Work or study under direct supervision in a well-defined, structured context.	Pre-Vocation Trainee
Pre-Voc 1	Extremely limited general knowledge	Minimal range of skills required to carry out simple tasks	Simple work or study exercises, under direct supervision in a clear, well defined structured context	Pre-Vocation Trainee

National Competency Standards For Tour Guide

S. No.	Unit Code	Unit Title
Generic Competencies		
1.	GN1001A1	Use basic Mathematical concepts
2.	GN1002A1	Apply OSH practices in the workplace
3.	GN2003A1	Use English in the workplace
4.	GN2004A1	Participate in a team environment
5.	GN2005A1	Present and apply workplace information
Sector Specific Competencies		
6.	TOHSS1006A1	Follow workplace hygiene procedures
7.	TOHSS1007A1	Provide effective guest service
8.	TOHSS1008A1	Work in the Tourism and Hospitality sector
9.	TOHSS2009A1	Acquire and update industry knowledge
10.	TOHSS3010A1	Perform computer operation
Occupation Specific Competencies		
11.	TOHTOG1011A1	Provide arrival and departure assistance
12.	TOHTOG1012A1	Develop and maintain the general knowledge required by guides
13.	TOHTOG2013A1	Work as a guide
14.	TOHTOG2014A1	Operate a tour
15.	TOHTOG2015A1	Provide first aid in emergency situation
16.	TOHTOG2016A1	Prepare and present tour commentary
17.	TOHTOG2017A1	Arrange support service for guests
18.	TOHTOG3018A1	Lead tour groups
19.	TOHTOG3019A1	Conduct oral communication in a language other than Bangla and English
20.	TOHTOG3020A1	Process financial transaction
21.	TOHTOG3021A1	Ensure responsible/sustainable tourism
22.	TOHTOG3022A1	Promote community-based tourism
23.	TOHTOG3023A1	Set up and operate camp site (ELECTIVE)

**Course Structure
for
National Skill Certificate in Tour Guide (NTVQF Level 1)**

S. No.	Unit Code	Unit Title	Nominal Duration (Hours)
Generic Competencies			140
1.	GN1001A1	Use basic Mathematical concepts	40
2.	GN1002A1	Apply OSH practices in the workplace	30
3.	GN2003A1	Use English in the workplace	70
Sector Specific Competencies			100
4.	TOHSS1006A1	Follow workplace hygiene procedures	40
5.	TOHSS1007A1	Provide effective guest service	50
6.	TOHSS1008A1	Work in the Tourism and Hospitality Industry	10
Occupation Specific Competencies			120
7.	TOHTOG1011A1	Provide arrival and departure assistance	60
8.	TOHTOG1012A1	Develop and maintain the general knowledge required by guides	60
On-the-job training			160
Total Nominal Learning Hours			520

**Course Structure
for
National Skill Certificate in Tour Guide (NTVQF Level 2)**

S. No.	Unit Code	Unit Title	Nominal Duration (Hours)
Generic Competencies			60
1.	GN1004A1	Participate in a team environment	30
2.	GN1005A1	Present and apply workplace information	30
Sector Specific Competency			40
3.	TOHSS2009A1	Develop and update industry knowledge	40
Occupation Specific Competencies			230
4.	TOHTOG2013A1	Work as a guide	40
5.	TOHTOG2014A1	Operate a tour	50
6.	TOHTOG2015A1	Provide First aid in emergency situation	50
7.	TOHTOG2016A1	Prepare and present tour commentary	50
8.	TOHTOG2017A1	Arrange support service for guest	40
On-the-job training			216
Total Nominal Learning Hours			546

Course Structure for National Skill Certificate in Tour Guide (NTVQF Level 3)

S. No.	Unit Code	Unit Title	Nominal Duration (Hours)
Sector Specific Competency			60
1.	TOHSS3010A1	Perform computer operations	60
Occupation Specific Competencies			220
2.	TOHTOG3018A1	Lead Tour Groups	40
3.	TOHTOG3019A1	Conduct oral communication in a language other than Bangla & English	50
4.	TOHTOG3020A1	Process Financial transactions	50
5.	TOHTOG3021A1	Ensure responsible/sustainable tourism	40
6.	TOHTOG3022A1	Promote community-based tourism	40

Elective Unit of Competency:

1.	TOHTOG3023A1	Set up and operate camp site	70
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On-the-job training	216
Total Nominal Learning Hours	496

List of Abbreviations used in this Competency Standard.

General

ASEAN – Association of South East Asian Nations

BSEP – Bangladesh Skills for Employability and Productivity

BTEB – Bangladesh Technical Education Board

DTE – Directorate of Technical Education

ILO – International Labour Organization

ISC – Industry Skills Council

NPVC – National Pre-Vocation Certificate

NTVQF – National Technical and Vocational Qualification Framework

SAARC – South Asian Association for Regional Cooperation

SCDC – Standards and Curriculum Development Committee

TVET – Technical and Vocational Education and Training

UoC – Unit of Competency

TSC – Technical Sub Committee

Occupation Specific Abbreviations

OSH – Occupational Safety and Health

PPE – Personal Protective Equipment

GENERIC COMPETENCIES

Competency Standards for Tour Guide

Unit Title	Use Basic Mathematical Concepts
Unit Code	GN1001A1
Nominal Hours	40 hours
Unit Descriptor	This requires the knowledge and skill to apply mathematical methods in the routine tasks of a workplace.
Elements of Competency	Performance Criteria
1. Select mathematical methods for calculation	1.1 Calculation requirements are identified from workplace information 1.2 Mathematical methods are selected to carry out the calculation 1.3 System and units of measurement to be followed are determined
2. Use basic mathematical concepts for workplace calculation.	2.1 Calculations are completed using the four basic mathematical methods. 2.2 Systems and units of measurement for the task are applied to workplace calculation
Range of Variables	
Variable	Range
1. Workplace information	May include but not limited to 1.1 Project documents 1.2 Graphs 1.3 Charts 1.4 Tables 1.5 Spread sheets 1.6 Item price quotations 1.7 Equipment manuals
2. Mathematical methods	May include but not limited to: 2.1 Addition 2.2 Subtraction 2.3 Multiplication 2.4 Division
3. System and units of measurement	May include but not limited to: 3.1 Measurement 3.2 Volume (rectangular cube, cube, cylinder, prism) 3.3 Weight (kg, g) 3.4 Mass 3.5 Density 3.6 Percentage (%) 3.7 Length / Breadth / Thickness (cm, m, mm) 3.8 Capacity

	3.9 Time 3.10 Temperature (Centigrade, Fahrenheit) 3.11 Budget, Pay/ Wages, Leave entitlements 3.12 Material usage 3.13 Speed 3.14 Costing
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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	1.1 Applied mathematical methods such as addition, subtraction, division and multiplication to workplace calculations.
2. Underpinning Knowledge	2.1 Calculation requirements in the workplace 2.2 Mathematical methods 2.3 Mathematical language, symbols and terminology 2.4 Application units 2.5 Workplace information 2.6 Arithmetic processes for simple mathematical problems
3. Underpinning Skills	3.1 Ability to identify calculation requirements from workplace information 3.2 Ability to select mathematical methods 3.3 Ability to use mathematical language, symbols and terminology 3.4 Ability to use units of measurement (such as kg, meter) 3.5 Ability to include workplace information (project documents, graphs, charts, tables, spread sheets, item price quotations, equipment manuals) 3.6 Ability to use arithmetic processes to find solutions to simple mathematical problems
4. Required Attitude	4.1 Commitment to occupational health and safety 4.2 Environmental concerns 4.3 Tidiness and timeliness 4.4 Respect for rights of peers and seniors in workplace
5. Resource Implication	The following resources must be provided: 5.1 Tools ,equipment and physical facilities appropriate to perform activities 5.2 Materials, consumables to perform activities
6. Methods of Assessment	Competencies could be assessed by: 6.1 Written Test 6.2 Interview 6.3 Demonstration with oral questioning
7. Context of Assessment	Competencies may be assessed in the work place or in a simulated work place

Accreditation Requirements

Training Providers must be accredited by Bangladesh Technical Education Board (BTEB), 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 any national qualification.

Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by BTEB.

Competency Standards for Tour Guide

Unit Title	Apply OSH practices in the workplace
Unit Code	GN1002A1
Nominal Hours	30 hours
Unit Descriptor	This unit covers the skills and knowledge required to identify and apply OSH in the workplace. This also covers identifying, controlling and reporting OSH hazards, conducting of work in a safe manner, following emergency response procedure and maintaining and improving health and safety in the workplace.
Elements of Competency	Performance Criteria
1. Identify, control and report OSH hazards	1.1 Immediate work area is routinely checked for OSH hazards prior to commencing and during work. 1.2 Hazards and unacceptable performance are identified and corrective action is taken within the level of responsibility. 1.3 OSH hazards and incidents are reported to appropriate personnel according to workplace procedures . 1.4 Safety Signs and symbols are identified and followed.
2. Conduct work safely	2.1 OSH practices are applied in the workplace. 2.2 Appropriate personal protective equipment (PPE) is selected and worn.
3. Follow emergency response procedures	3.1 Emergency situations are identified and reported according to workplace reporting requirements. 3.2 Emergency procedures are followed as to the nature of the emergency 3.3 Workplace procedures for dealing with accidents, fires and emergencies are followed whenever necessary within scope of responsibilities.
4. Maintain and improve health and safety in the work place	4.1 Risks are identified and appropriate control measures are implemented in the work area. 4.2 Recommendations arising from risk assessments are implemented within level of responsibility. 4.3 Opportunities for improving OSH performance are identified and raised with relevant personnel. 4.4 Safety records according to company policies are maintained.
Range of Variables	
Variable	Range
1. Hazards	May include but not limited to: 1.1 OSH incidents include near misses, injuries, illnesses and property damage, noise, handling hazardous substances, other hazards 1.2 Working with and near moving equipment/load shifting equipment

	1.3 Broken or damaged equipment or materials
2. Workplace procedure	May include but not limited to: 2.1 OSH system and related documentation including policies and procedures, Standard Operating Procedures (SOPs), information on hazards and the work process, hazard alerts, safety signs and symbols, labels, Material Safety Data Sheets (MSDSs) and manufacturers' advice.
3. Personal Protective equipment	May include but not limited to: 3.1 Goggles 3.2 Ear muffs 3.3 Ear plugs 3.4 Gloves 3.5 Clothing 3.6 Apron 3.7 Helmet 3.8 Boots
4. Company policies	May include but not limited to: 4.1 Job-related Standard Operating Procedures (SOPs) and OSH-specific procedures. Examples of OSH procedures include consultation and participation, emergency response, response to specific hazards, incident investigation, risk assessment, reporting arrangements and issue resolution procedures

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	1.1 Identified, controlled and reported OSH hazards 1.2 Followed work safely. 1.3 Followed emergency response procedures. 1.4 Maintained and improved health and safety in the workplace.
2. Underpinning Knowledge	2.1 Personal protective equipment 2.2 Uses of tools and equipment 2.3 Hazardous events 2.4 Tools, equipment, machinery and relevant accessories. 2.5 Communication 2.6 Job roles, responsibilities and compliance
3. Underpinning Skills	3.1 Use of appropriate PPE. 3.2 Ability to identify tools and equipment. 3.3 Ability to response quickly and to take safety precautions for different hazardous situations. 3.4 Ability to operate and use tools, equipment, machinery and accessories properly 3.5 Ability to communicate with peers and supervisors.
4. Required Attitude	4.1 Commitment to occupational health and safety 4.2 Environmental concerns 4.3 Tidiness and timeliness 4.4 Respect for rights of peers and seniors in workplace

5. Resource Implication	The following resources must be provided: 5.1 Tools, equipment and physical facilities appropriate to perform activities 5.2 Materials and consumables needed to perform activities
6. Methods of Assessment	Competencies could be assessed by: 6.1 Written Test 6.2 Interview
7. Context of Assessment	Competencies may be assessed in the work place or in a simulated work place.
Accreditation Requirements Training Providers must be accredited by Bangladesh Technical Education Board (BTEB), 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 any national qualification. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by BTEB.	

Competency Standards for Tour Guide

Unit Title	Use English in the workplace
Unit Code	GN2003A1
Nominal Hours	70 hours
Unit Descriptor	This unit specifies the competency required to be able to read, write and understand basic English in the workplace.
Elements of Competency	Performance Criteria
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 routine workplace documents are prepared using keywords, phrases, simple sentences and visual aids. 2.2 Key information is written in standard forms
3. Listen to 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 with peers, customers and management is performed in English according to the required workplace standard
Range of Variables	
Variable	Range
1. Workplace documents	May include but not limited to: 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	May include but not limited to: 2.1 Signs 2.2 Maps 2.3 Diagrams 2.4 Forms 2.5 Labels 2.6 Graphs 2.7 Charts

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	1.1 Used basic English in the workplace 1.2 Read and understood workplace documents in English 1.3 Constructed simple routine workplace documents in English 1.4 Listened to conversation in English 1.5 Communicated with peers, customers and management using English to the required workplace standard
2. Underpinning Knowledge	2.1 Workplace documents in English 2.2 Interaction skills (i.e., teamwork, interpersonal skills, etc.) 2.3 Job roles, responsibilities and compliances
3. Underpinning Skills	3.1 Ability to read and understand workplace documents in English 3.2 Ability to write simple routine workplace documents in English, such as: Schedules and agendas, job sheets, operational manuals and brochures, and promotional material 3.3 Ability to listen actively in English language 3.4 Ability to perform conversation with peers, customers and management in English 3.5 Work effectively with others: a. Listening and questioning skills b. Ability to follow simple directions
4. Required Attitude	4.1 Commitment to occupational health and safety 4.2 Environmental concerns 4.3 Tidiness and timeliness 4.4 Respect for rights of peers and seniors in workplace
5. Resource Implication	The following resources must be provided: 5.1 Tools, equipment and physical facilities appropriate to perform activities 5.2 Materials and consumables needed to perform activities
6. Methods of Assessment	Competencies could be assessed by: 6.1 Written and oral questions 6.2 Interview
7. Context of Assessment	Competencies may be assessed in the work place or in a simulated work place

Accreditation Requirements

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Competency Standards for Tour Guide

Unit Title	Participate in a team environment
Unit Code	GN2004A1
Nominal Hours	30 hours
Unit Descriptor	This unit specifies the skills, knowledge and attitude to communicate and work within a team in an interactive work environment as per workplace standard.
Elements of Competency	Performance Criteria
1. Identify team goals and processes	1.1 Team goals and processes are identified. 1.2 Roles and responsibilities of team members are identified 1.3 Relationships within team and with other work areas are identified.
2. Communicate and cooperate with team members	2.1 Effective interpersonal skills are used to interact with team members and to contribute to activities and objectives. 2.2 Formal and informal forms of communication are used effectively to support team achievement. 2.3 Views and opinions of other team members are understood and reflected accurately. 2.5 Workplace staff regulation is used correctly.
3. Work as a team member	3.1 Duties, responsibilities, authorities, objectives and task requirements are identified and clarified with team. 3.2 Tasks are performed in accordance with organizational and team requirements, specifications and workplace procedures. 3.3 Members are supported by team members to ensure team achieves goals and requirements. 3.4 Agreed reporting lines are followed using standard operating procedures
4. Solve problems as a team member	4.1 Current and potential problems faced by team are identified. 4.2 Procedures for avoiding and managing problems are identified. 4.3 Problems are solved effectively and in a manner that supports the team.
Range of Variables	
Variable	Range
1. Team goals and processes	1.1 Identifying the problem 1.2 Consider solutions 1.3 Action 1.4 Follow-up.
2. Workplace staff regulation	2.1 Organization/company's code of conduct, complaint handling/grievance policies and procedures

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	1.1 Communicated and worked within a team in an interactive work environment as per workplace standard.
2. Underpinning Knowledge	2.1 Organization requirements for written and electronic communication methods 2.2 Effective verbal communication methods
3. Underpinning Skills	3.1 Organize information 3.2 Understand and convey intended meaning 3.3 Participate in a variety of workplace discussions 3.4 Comply with Organization's requirements in the use of written and electronic communication methods
4. Required Attitude	4.1 Commitment to occupational health and safety 4.2 Environmental concerns 4.3 Tidiness and timeliness 4.4 Respect for rights of peers and seniors in workplace
5. Resource Implication	The following resources must be provided: 5.1 Tools, equipment and physical facilities appropriate to perform activities 5.2 Materials and consumables needed to perform activities
6. Methods of Assessment	Competencies could be assessed by: 6.1 Written Test 6.2 Interview
7. Context of Assessment	Competencies may be assessed in the work place or in a simulated work place

Accreditation Requirements

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Competency Standards for Tour Guide

Unit Title	Present and apply workplace information
Unit Code	GN2005A1
Nominal Hours	30 hours
Unit Descriptor	This unit covers the skills, knowledge and attitude to communicate and deliver current information in an interactive work environment as per workplace standard.
Elements of Competency	Performance Criteria
1. Identify information requirements	1.1 Sources of information in the workplace are identified.
2. Process Data	2.1 Data is collected and correlated as per prescribed method. 2.2 Relevant data is used as references in accordance with the objectives of the program.
3. Analyse, interpret and organize information	3.1 Collected information is analysed, interpreted and organized as required for workplace.
4. Apply and present workplace information	4.1 Findings and recommendations are summarized and presented. 4.2 Draft report/ forms are prepared based on standard format. 4.3 Graphs and other visual presentations are prepared to highlight analysis/interpretation of information. 4.4 Reports/forms are submitted and distributed to relevant departments/persons.
Range of Variables	
Variable	Range
1. Sources of information	May include but not limited to: 1.1 Daily job instructions 1.2 Specifications 1.3 Standard operating procedures 1.4 Charts 1.5 Lists 1.6 Documents 1.7 Computer data 1.8 Drawings 1.9 Sketches 1.10 Tables 1.11 Technical manuals and/or charts 1.12 Surveys 1.13 Interviews 1.14 Front-end analysis 1.15 Functional analysis
2. Forms	May include but not limited to: 2.1 Questionnaires 2.2 Profile

	2.3 Accident/incident report form 2.4 Work order 2.5 Purchase order,
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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	1.1 Communicated and delivered current information in an interactive work environment as per workplace standard
2. Underpinning Knowledge	2.1 Identify data 2.2 Identify information 2.3 Workplace standard
3. Underpinning Skills	3.1 Collecting data 3.2 Collecting information 3.3 Demonstrating, interpreting and/or following data sheet or instruction 3.4 Performing task as per data sheet or instruction 3.5 Keeping records and reports
4. Required Attitude	4.1 Commitment to occupational health and safety 4.2 Environmental concerns 4.3 Tidiness and timeliness 4.4 Respect for rights of peers and seniors in workplace
5. Resource Implication	The following resources must be provided: 5.1 Tools ,equipment and physical facilities appropriate to perform activities 5.2 Materials and consumables needed to perform activities
6. Methods of Assessment	Competencies could be assessed by: 6.1 Written Test 6.2 Interview
7. Context of Assessment	Competencies may be assessed in the work place or in a simulated work place

Accreditation Requirements

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SECTOR SPECIFIC COMPETENCIES

Competency Standards for Tour Guide

Unit Title	Follow workplace hygiene procedures
Unit Code	TOHSS1006A1
Nominal Hours	40 hours
Unit Descriptor	This unit covers the skills, knowledge and attitude in following workplace hygiene procedures. It includes performing personal hygiene, well grooming standards and identifying and preventing hygiene risks.
Elements of Competency	Performance Criteria
1. Perform personal hygiene and well grooming standards	1.1 Personal hygiene and well grooming is practiced in line with workplace health and safety requirements. 1.2 Health conditions and/or illness are reported as required by the workplace. 1.3 Personal Protective Equipment (PPE) are used and applied according to the situation.. 1.4 Movement around the workplace are conducted in accordance with the procedure.
2. Identify and prevent hygiene risks	2.1 Potential hygiene risks are identified as per workplace hygiene procedures. 2.2 Actions are taken to minimize and remove risks within the scope of individual responsibility as per workplace requirements. 2.3 Hygiene risks are reported to the responsible person, which are beyond the control of individual staff member.
Range of Variables	
Variable	Range
1. PPE (Personal Protective Equipment)	1.1 Protective clothing 1.2 Gloves 1.3 Hair net 1.4 Raincoat /umbrella 1.5 Sun cap 1.6 Walking shoes (Tour Guide) 1.7 Other PPE as per OSH requirements
2. Hygiene risk	2.1 Bacterial and other contamination arising from poor handling of food 2.2 Poor personal hygiene practices 2.3 Poor work practices 2.3.1 cleaning 2.3.2 housekeeping 2.3.3 food handling 2.3.4 vermin 2.3.5 airborne dust 2.4 cross-contamination through inappropriate cleaning practices 2.5 inappropriate handling of potentially infectious linen 2.6 contaminated wastes such as blood and body secretions

	2.7 disposal of garbage and contaminated or potentially contaminated wastes
3. Minimizing or removing risk	Following workplace procedures, if applicable such as: 3.1 Washing 3.2 Preparing 3.3 Mixing 3.4 Cooking 3.5 Storing 3.6 Serving 3.7 Reheating

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 Practiced personal hygiene and grooming standard 1.2 Identified and prevented hygiene risks
2. Underpinning Knowledge	2.1 Personal protective equipment 2.2 Personal hygiene practices 2.3 Rules and regulations to produce quality and safety in food 2.4 Control measures for food safety 2.5 Food hazards 2.6 Cleaning, sanitation, waste segregation and disposal practices 2.7 Food safety procedures 2.8 Cleanliness and safety of transport
3. Underpinning Skills	3.1 Use of PPE. 3.2 Practice personal hygiene and good grooming in line with workplace health and safety requirements. 3.3 Ability to control the measures for minimizing food contamination 3.4 Waste collection: recycling, handling and disposal
4. Required Attitude	4.1 Commitment to occupational health and safety 4.2 Environmental concerns 4.3 Tidiness and timeliness 4.4 Respect for rights of peers and seniors in workplace
5. Resource Implication	The following resources must be provided: 5.1 Hygiene procedures, Tools, equipment and facilities appropriate to perform activities 5.2 Materials and consumables needed to perform activities
6. Methods of Assessment	Competencies could be assessed by: 6.1 Written Test 6.2 Interview 6.3 Demonstration with Oral Questioning 6.4 Portfolio
7. Context of Assessment	Competencies may be assessed in the work place or in a simulated work place

Accreditation Requirements

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Competency Standards for Tour Guide

Unit Title	Provide Effective Guests Service
Unit Code	TOHSS1007A1
Nominal Hours	50 hours
Unit Descriptor	This unit of competency deals with the knowledge, skills and attitudes in providing effective guest service. It includes greeting the guest, identifying guest needs, delivering service to guests, handling queries through telephone, scanner, internet and email and handling complaints, evaluation and recommendation.
Elements of Competency	Performance Criteria
1. Greet guests	1.1 Guests are greeted in line with workplace procedure. 1.2 Verbal and <i>non-verbal communications</i> are applied to the given situation. 1.3 Sensitivity to <i>cultural and social differences</i> is demonstrated.
2. Identify guest needs	2.1 <i>Interpersonal skills</i> are used to ensure that guest needs are identified. 2.2 <i>Guest with special needs</i> is assessed for urgency so that priority for service delivery is applied. 2.3 Guests are provided with information. 2.4 Personal limitation in addressing guest needs is identified and where appropriate, assistance is sought from supervisor.
3. Deliver service to guest	3.1 Guest needs are promptly attended to in line with <i>workplace procedure</i> . 3.2 Rapport is maintained with guest according to workplace procedure.
4. Handle queries through telephone, scanner and internet service	4.1 Telephone, scanner and internet service are used to determine guest requirements. 4.2 Queries/ information are recorded in line with workplace requirements. 4.3 Queries are acted upon correctly in line with workplace procedure.
5. Handle complaints, evaluation and recommendation	5.1 Guest complaints are received according to workplace procedure. 5.2 Complaints are resolved within limit of responsibility. 5.3 Nature and details of complaints are established. 5.4 Action is taken to resolve the complaints to the guest's satisfaction.
Range of Variables	
Variable	Range
1. Non-verbal communication	May include but not limited to: 1.1 body language 1.2 dress and accessories 1.3 gestures and mannerisms 1.4 voice tonality and volume 1.5 use of space

	1.6 culturally specific communication customs and practices
2. Cultural and social differences	May include but not limited to : 2.1 modes of greeting, parting and conversation 2.2 body language/ use of body gestures 2.3 formality of language
3. Interpersonal skills	May include but not limited to: 3.1 interactive communication 3.2 public relation 3.3 friendly attitude 3.4 sincerity 3.5 pleasant disposition 3.6 effective communication skills
4. Guest with special needs	May include but not limited to: 4.1 those with disability 4.2 those with special cultural or language needs 4.3 unaccompanied children 4.4 parents with young children 4.5 pregnant women 4.6 single women 4.7 handling unusual guest (e.g. drunk)
5. Workplace procedure	Protocol and enterprise procedures may include : 5.1 modes of greeting and farewelling 5.2 time-lapse before a response 5.3 style manual requirements 5.4 standard letters and pro-forma 5.5 addressing the guest by name or appropriate title (Sir/madam, etc)

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	1.1 Promoted public relation among others 1.2 Demonstrated familiarity with company facilities, products and services 1.3 Applied workplace procedures and standards 1.4 Applied telephone ethics 1.5 Applied correct procedure in using telephone, scanner and internet service 1.6 Handled customer complaints
2. Underpinning knowledge	2.1 Communication 2.1.1 Interactive communication with others 2.1.2 Interpersonal skills/ social graces with sincerity 2.2 Safety Procedures 2.2.1 Safe work procedures 2.2.2 Personal hygiene 2.3 Attitude 2.3.1 Attentive, patient and cordial 2.3.2 Eye-to-eye contact 2.3.3 Maintain teamwork and cooperation 2.4 Theory 2.4.1 Selling/upselling techniques 2.4.2 Interview techniques

	2.4.3 Conflict resolution 2.4.4 Communication process 2.4.5 Communication barriers
3. Underpinning Skills	3.1 Effective communication skills 3.2 Non-verbal communication skills 3.3 Good time management 3.4 Ability to work calmly and effectively 3.5 Ability to handle telephone inquiries and conversations 3.6 Ability to follow correct procedure in handling telephone inquiries, use scanner and access internet service 3.7 Proper way of handling complaints
4. Required Attitude	4.1 Commitment to occupational health and safety 4.2 Environmental concerns 4.3 Tidiness and timeliness 4.4 Respect for rights of peers and seniors in workplace
5. Resource Implication	The following resources must be provided: 5.1 Availability of telephone, scanner, internet, etc. 5.2 Materials and consumables needed to perform activities 5.3 Workplace or physical facilities required to perform activities
6. Methods of Assessment	Competencies could be assessed by: 6.1 Written test 6.2 Interview 6.3 Demonstration with oral questioning
7. Context of Assessment	Competencies may be assessed in the work place or in a simulated work place
Accreditation Requirements Training Providers must be accredited by Bangladesh Technical Education Board (BTEB), 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 any national qualification. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by BTEB.	

Competency Standards for Tour Guide

Unit Title	Work in the tourism and hospitality sector
Unit Code	TOHSS1008A1
Nominal Hours	10 hours
Unit Descriptor	This unit specifies the knowledge, skills and attitude required to identify roles and responsibilities and work in the tourism and hospitality sector.
Elements of Competency	Performance Criteria
1. Identify job roles and responsibilities in the tourism and hospitality sector	1.1 Job roles and responsibilities in the tourism and hospitality sector are identified. 1.2 Relationships within the tourism and hospitality sector employees are identified. 1.3 Common goals, objectives and task are identified and clarified with appropriate persons.
2. Work with others	2.1 Effective interpersonal skills are applied to interact with others and to contribute to activities and objectives. 2.2 Assigned tasks are performed in accordance with job requirements, specifications and workplace environment. 2.3 Work requirements are confirmed with colleagues.
Range of Variables	
Variable	Range
1. Effective interpersonal skills	Basic listening and speaking skills; use of terminology and jargon, communicating and receiving feedback, interpretation of instructions, and basic principles of effective communication.
2. Requirements	Requirements as directed in verbal modes or written in specification or procedures.

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	1.1 Identified roles, and responsibilities in the tourism and hospitality industry 1.2 Worked within the tourism and hospitality industry.
2. Underpinning knowledge	May include but not limited to: 2.1 organizational set-up of the food production, food services and housekeeping department and tourism sector as a whole 2.2 Job roles and responsibilities
3. Underpinning Skills	3.1 Work with team 3.2 Non-verbal communication skills
4. Required Attitude	4.1 Commitment to occupational health and safety 4.2 Environmental concerns

	4.3 Tidiness and timeliness 4.4 Respect for rights of peers and seniors in workplace
5. Resource Implication	The following resources must be provided: 5.1 Availability of telephone, scanner, internet, etc. 5.2 Materials and consumables needed to perform activities
6. Methods of Assessment	Competencies could be assessed by: 6.1 Written test 6.2 Interview 6.3 Demonstration with oral questioning
7. Context of Assessment	Competencies may be assessed in the work place or in a simulated work place
Accreditation Requirements Training Providers must be accredited by Bangladesh Technical Education Board (BTEB), 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 any national qualification. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by BTEB.	

Competency Standards for Tour Guide

Unit Title	Acquire and update industry knowledge
Unit Code	TOHSS2009A1
Nominal Hours	40 hours
Unit Descriptor	This unit specifies the knowledge, skills and attitudes required to access and apply industry knowledge in the tourism and hospitality.
Elements of Competency	Performance Criteria
1. Collect information on the industry	1.1 Information Sources on the industry are known. 1.2 Specific information on sector of work is accessed. 1.3 Information to assist effective work performance is obtained in line with job requirements. 1.4 Industry information is correctly applied to day-to-day work activities
2. Update industry knowledge	2.1 Information are collected to update general knowledge of the industry. 2.2 Updated knowledge is shared with customers and colleagues and incorporated into day-to-day working activities
Range of Variables	
Variable	Range
1. Information sources	May include but not limited to: 1.1 media 1.2 reference books 1.3 libraries 1.4 unions 1.5 industry associations 1.6 industry journals 1.7 internet 1.8 personal observation and experience 1.9 Peers and colleagues
2. Information to assist effective performance	Information about different sector and industries and services may include: 2.1 Relationship between tourism and hospitality 2.2 Relationship between the industry and other industries 2.3 Industry working conditions 2.4 Legislation that affects the industry 2.4.1 alcoholic beverages/shisha 2.4.2 health and safety 2.4.3 hygiene 2.4.4 gaming 2.4.5 workers compensation 2.4.6 consumer protection 2.4.7 duty of care 2.4.8 building regulations 2.5 trade unions

	2.6 environmental issues and requirements 2.8 industrial relations issues and major organizations 2.9 career opportunities within the industry 2.9 work ethics required to work in the industry and industry expectations of staff 2.10 quality assurance 2.11 insurance
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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	1.1 Accessed key sources of information on the tourism and hospitality 1.2 Updated industry knowledge 1.3 Used industry information
2. Underpinning knowledge	2.1 Overview of quality assurance in the industry 2.2 Role of individual staff members 2.3 Industry information sources
3. Underpinning Skills	3.1 Use of computer 3.2 Use of internet
4. Required Attitude	4.1 Commitment to occupational health and safety 4.2 Environmental concerns 4.3 Tidiness and timeliness 4.4 Respect for rights of peers and seniors in workplace
5. Resource Implication	The following resources must be provided: 5.1 Availability of tools, materials, equipment, internet, and physical facilities to conduct the activities in this unit of competency. 5.2 Materials and consumables to perform activities
6. Methods of Assessment	Competencies could be assessed by: 6.1 Written and oral questions 6.2 Interview 6.3 Portfolio
7. Context of Assessment	Competencies may be assessed in the work place or in a simulated work place

Accreditation Requirements

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Competency Standards for Tour Guide

Unit Title	Perform computer operations
Unit Code	TOHSS3010A1
Nominal Hours	60 hours
Unit Descriptor	This unit covers the knowledge, skills and attitudes needed to perform computer operations, which include inputting, accessing, producing and transferring data using the appropriate hardware and software.
Elements of Competency	Performance Criteria
1. Prepare for the task	1.1 Tasks are selected as per workplace requirements. 1.2 Hardware and software is selected according to task assigned and required outcome. 1.3 OSH guidelines and procedures are followed as per workplace requirements.
2. Prepare a Word Document	2.1 Data are entered into the computer in accordance with requirements. 2.2 Information is checked and saved in accordance with standard operating procedures 2.3 Data are stored in storage media according to requirements. 2.4 Documents are printed as per requirements. 2.5 Work is performed within ergonomic guidelines .
3. Prepare a Spreadsheet document	3.1 Spreadsheet data are entered into the computer in accordance with requirements. 3.2 Information are checked and saved in accordance with standard operating procedures. 3.3 Data are stored in storage media according to requirements. 3.4 Documents are printed as per requirements. 3.5 Work is performed within ergonomic guidelines.
4. Prepare a power point presentation	4.1 Data are entered using power point. 4.2 Entered data are checked and saved. 4.3 Power point is used in accordance with workplace requirements. 4.4 Power point documents are printed as per requirements.
5. Access information using internet service	5.1 Application containing the information required is accessed according to workplace procedures. 5.2 Data are accessed and downloaded using internet service. 5.3 Data are stored in storage media according to requirements. 5.4 Data are printed as per workplace requirements. 5.5 Communications through email are performed.
Range of Variables	
Variable	Range
1. Task	1.1 Word processing (type, save and print document including simple tables) 1.2 Spread sheets (payroll, requisition and inventory) 1.3 Internet access 1.4 Power point presentation (Word, inserting symbols)
2. Hardware and peripheral devices	May include but not limited to: 2.1 Personal computers 2.2 Networked systems 2.3 Communication equipment

	2.4 Printers 2.5 Scanners 2.6 Keyboard 2.7 Mouse
3. Software	Includes the following but not limited to: 3.1 Word processing packages 3.2 Data base packages 3.3 Internet 3.4 Spreadsheets
4. OSH guidelines	4.1 OSH guidelines 4.2 Workplace procedures
5. Storage media	Storage media include the following but not limited to: 5.1 CDs 5.2 zip disks 5.3 hard disk drives, local and remote
6. Ergonomic guidelines	6.1 Types of equipment used 6.2 Appropriate furniture 6.3 Sitting posture 6.4 Lifting posture 6.5 Visual display unit screen brightness

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	1.1. Selected and used hardware components according to the task requirement 1.2. Identified and explained the functions of both hardware and software used, their general features and capabilities 1.3. Produced accurate and complete data in accordance with the requirements 1.4. Used appropriate devices and procedures to transfer files/data accurately
2. Underpinning knowledge	2.1 Basic ergonomics of keyboard and computer use 2.2 Main types of computers and basic features of different operating systems 2.3 Main parts of a computer 2.4 Software and hardware 2.5 OSH principles and responsibilities 2.6 Computer peripherals
3. Underpinning Skills	3.1 Reading skills required to interpret work instruction 3.2 Communication skills
4. Required Attitude	4.1 Commitment to occupational health and safety 4.2 Environmental concerns 4.3 Tidiness and timeliness 4.4 Respect for rights of peers and seniors in workplace
5. Resource Implication	The following resources must be provided: 5.1 Computer hardware, facilities and relevant accessories of the computer 5.2 Materials and consumables needed to perform activities
6. Methods of Assessment	Competencies could be assessed by: 6.1 Written test 6.2 Interview 6.3 Demonstration with oral questioning 6.4 Portfolio
7. Context of Assessment	Competencies may be assessed in the work place or in a simulated work place.

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OCCUPATION SPECIFIC COMPETENCIES

Competency Standards for Tour Guide

Unit Title	Provide Arrival and Departure Assistance
Unit Code	TOHTOG1011A1
Nominal Hours	60 hours
Unit Descriptor	This unit deals with the skills, knowledge and attitude required to provide arrival and departure assistance, generally between transport terminals and accommodation.
Elements of Competency	Performance Criteria
1. Conduct arrival transfers for visiting groups or individuals	1.1 PPE and personal hygiene are complied with following workplace requirements. 1.2 Guest arrival information is checked and noted accurately, with prompt implementation of any action required to deal with alterations in schedule. 1.3 Transport is confirmed for the correct time and place with transport supplier. 1.4 Identification techniques are employed in a manner which allows guests to locate the guide at the transport terminal. 1.5 Available terminal facilities are correctly and fully utilised to assist in meeting guests. 1.6 Passenger lists are written accurately and are legible to record arrivals, no-shows and other comments, 1.7 Arrangements for the transport of baggage from the terminal is established prior to the arrival of the guest, check-in procedures are used and the correct number of baggage pieces are transported. 1.8 In case of lost baggage, established procedures are correctly followed.
2. Deliver arrival information to visitors	2.1 Guests are greeted in a manner which arouse positive feelings towards the guide, the company and Bangladesh in general and the destination in particular. 2.2 Guests are given correct and adequate information and advice in a positive and proper manner. 2.3 Room lists are supplied to the guest's.
3. Check in groups and individuals at accommodation	3.1 Guests are briefed on accommodation check-in procedures to minimise confusion and time delay on arrival at accommodation venue. 3.2 Guests are offered friendly and efficient assistance to facilitate accommodation check-in. 3.3 The guide liaises with accommodation staff during check-in to minimise any communication difficulties between guests and accommodation staff.
4. Conduct departure transfers for groups and individuals	4.1 Departure details are verified with carriers prior to commencement of transfer. 4.2 Action is implemented according to a contingency plan if changes in schedule or other problems occur.

	4.3 Guests are organised for departure from hotel in a manner which minimises disruption in the hotel lobby. 4.4 Passenger lists are used to accurately check details of all departing passengers. 4.5 Baggage is checked prior to departure using procedures which ensure that no items are left behind. 4.6 Guests are advised to check belongings for hotel keys, items left in hotel safety deposit boxes, tickets and passports. 4.7 Guests are properly advised of procedures regarding departure time, departure tax, duty free requirements, embarkation cards and general procedures, which apply to departure from transport terminal. 4.8 Feedback on products and services is courteously obtained from guests and accurately relayed to the company. 4.9 Established procedures are correctly employed to facilitate check in at transport terminal.
Range of Variables	
Variable	Range
1. Information and advice	May include but not limited to: 1.1 General welcome and introduction 1.2 Details of transfer procedures 1.3 Details of forthcoming tour arrangements 1.4 Local time, office hours, time difference 1.5 Money exchange rates and facilities 1.6 Tipping 1.7 Accommodation facilities 1.8 Location of hotel and immediate vicinity 1.9 Overview of destination
2. Accommodation	2.1 Hotels 2.2 Guesthouses 2.3 Resorts 2.4 Home stays 2.5 Camping grounds 2.6 Service Apartments 2.7 Cottages
3. Transport terminals	3.1 Airports 3.2 Bus and coach terminals 3.3 Train stations 3.4 Sea / River / Land ports.

Evidence Guide

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1. Critical Aspects of competency	1.1 Followed correct procedures for the complete conduct of arrival and departure transfer, including procedures at terminal and accommodation venues. 1.2 Performed effective communication for required information. 1.3 Confirmed familiarity with a range of transport terminals/facilities and accommodation venues as they impact on guides and guests.
2. Underpinning Knowledge	2.1 Transport terminal facilities and procedures 2.2 Baggage procedures 2.3 Interpretation of standard guest travel documentation 2.4 Religion, culture and custom of visiting guests
3. Underpinning Skills	3.1 Handling of logistics 3.2 Communication Skills 3.3 Interpretation of standard guest travel
4. Required Attitude	4.1 Commitment to occupational health and safety 4.2 Environmental concerns 4.3 Tidiness and timelines 4.4 Respect towards all religions, castes and cultures.
5. Resource Implication	The following resources must be provided: 5.1 Tools ,equipment and physical facilities appropriate to perform activities
6. Methods of Assessment	Competencies could be assessed by: 6.1 Demonstration with oral questioning 6.2 Written test 6.3 Interview
7. Context of Assessment	Competencies may be assessed in the work place as well as in a simulated work place

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Competency Standards for Tour Guide

Unit Title	Develop and Maintain the General Knowledge Required by Guides
Unit Code	TOHTOG1012A1
Nominal Hours	60 hours
Unit Descriptor	This unit deals with the knowledge, skills and attitude required to collect relevant information needed by all guides. It highlights the need for on-going research to update and expand the guide's knowledge.
Elements of Competency	Performance Criteria
1. Collect relevant information	1.1 General information sources frequently used by guides are accessed. 1.2 Credibility and reliability of information sources is evaluated. 1.3 Information is obtained in a culturally and environmentally appropriate way. 1.4 Information is assessed and selected according to the needs of existing and potential guests. 1.5 Personal reference materials are created and updated in a filing system which allows quick and efficient access.
2. Develop and maintain general knowledge	2.1 Informal and formal ways of collecting information is used to update general knowledge of: 2.1.1 Bangladesh (economic, social and political development) 2.1.2 Geography, Demography, Religion, Ethnicity, Culture and Heritage 2.1.3 Current events and festivals of interest to visitors 2.1.4 Local facilities. 2.2 New knowledge is incorporated into guiding activities in a culturally appropriate way.
3. Obtain general information on ethnic communities	3.1 Sources of information about ethnic communities are identified and interpreted. 3.2 Authenticity of information about ethnic communities is checked. 3.3 Key information sources used by guides are identified. 3.4 Respect for local culture and customs when seeking information are followed. 3.5 Knowledge gained is shared with colleagues to increase cultural awareness and understanding in the organisation. 3.6 Information gained includes reference to the diversity of communities. 3.7 Information is shared in a friendly manner that enhances guests' understanding of communities.
Range of Variables	
Variable	Range

1. General information sources	May include but not limited to: 1.1 Climate 1.2 Geography 1.3 Flora and fauna 1.4 History - ethnicity, nature , folklore 1.5 Cultural elements including popular events 1.6 Archaeology 1.7 Heritage 1.8 Government and politics 1.9 Economy 1.10 Education 1.11 Food 1.12 Lifestyle 1.13 Souvenirs 1.14 Shopping 1.15 Local industry 1.16 Local customs 1.17 Practical and operational information about the tour 1.18 Features at particular tour spots 1.19 Location of facilities such as banks, money, changers, restaurants etc 1.20 Optional activities - social and cultural considerations
2. Informal and formal ways of collecting information	2.1 Talking and listening to local experts 2.2 Talking and listening to traditional peers 2.3 Personal onsite observation/exploration 2.4 Organising information from own memory and experiences 2.5 Watching TV, videos and films 2.6 Listening to radio 2.7 Reading newspapers, books and other references 2.8 Internet 2.9 Linkage with industry associations 2.10 Attending industry events 2.11 Museum research. 2.12 Cultural seminar, event, meeting.
4. Information	3.1 Ethnic communities found across Bangladesh. 3.2 Specific ethnic communities in certain areas. 3.3 History, pre and post European and Asian contact 3.4 Traditional life and culture 3.5 Contemporary indigenous life and culture 3.6 Art, Music, Dance and Drama 3.7 Special local food or herbal medicine 3.8 Tools and implements

Evidence Guide

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1. Critical Aspects of competency	1.1 Demonstrated general knowledge of Bangladesh and destination. 1.2 Sourced and updated information on a range of topics appropriate to the sector or workplace.
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2. Underpinning Knowledge	2.1 General knowledge of Bangladesh and destination
3. Underpinning Skills	3.1 Skills on collecting information 3.2 Demonstration skills on sharing relevant information to the guests
4. Required Attitude	4.1 Commitment to occupational health and safety 4.2 Environmental concerns 4.3 Tidiness and timelines 4.4 Respect towards all religions, castes and cultures.
5. Resource Implication	The following resources must be provided: 5.1 Tools ,equipment and physical facilities appropriate to perform activities
6. Methods of Assessment	Competencies could be assessed by: 6.1 Demonstration with oral questioning 6.2 Written test 6.3 Interview 6.4 Portfolio
7. Context of Assessment	Competencies may be assessed in the work place as well as in a simulated work place
Accreditation Requirements Training Providers must be accredited by Bangladesh Technical Education Board (BTEB), 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 any national qualification. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by BTEB.	

Competency Standards for Tour Guide

Unit Title	Work as a Guide
Unit Code	TOHTOG2013A1
Nominal Hours	40 hours
Unit Descriptor	This unit deals with the knowledge, skill and attitude to work as a tour guide. It requires the application of guiding techniques, conduct tours and build-up guiding knowledge and skills.
Elements of Competency	Performance Criteria
1. Apply tour guiding techniques	1.1 PPE and personal hygiene is followed. 1.2 Day-to-day guiding activities are performed in a manner which takes account the duties of different types of guides. 1.3 Destination, information and logistic support are confirmed according to check list. 1.4 Local knowledge and guides networks are used to enhance the quality of guiding service provided to guests. 1.5 OSH is maintained during the tour.
2. Conduct tours following ethical, legal formalities and safety requirements.	2.1 Day-to-day guiding activities are performed in accordance with ethical and legal requirements governing the industry. 2.2 Tours are conducted according to the local tour guide code of ethics and the specific ethical considerations. 2.3 Tours are carried-out according to safety requirements and in a manner, which minimises risk to guests and others in the vicinity. 2.4 Tours are guided in a manner that prevents any negative impact on the social or natural environment.
3. Develop guiding knowledge and Skills	3.1 Opportunities are used to update the knowledge and skills required by guides. 3.2 Sources of assistance and support for guides are identified and accessed when required. 3.3 Knowledge is shared with colleagues to enhance the quality of service provided to guests.
Range of Variables	
Variable	Range
1. Ethical	General and specific ethical considerations may include but not limited to: 1.1 Truth and honesty regarding all information given to guests 1.2 Provision of services as promoted 1.3 Ethical dealings with local communities 1.4 Relationships with industry colleagues, guests and suppliers 1.5 Cultural considerations 1.6 Environmental considerations and sustainable practice
2. Opportunities are used to update the knowledge and skills	2.1 Industry seminars 2.2 Training courses 2.3 Familiarization tours

	2.4 Participation in guide association activities 2.5 Formal and informal research. 2.6 Internet research
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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	The specific focus of this unit will depend upon the area of guiding: 1.1 Applied tour guiding techniques. 1.2 Conduct tours following ethical and legal requirements. 1.3 Demonstrate guiding knowledge and skills.
2. Underpinning Knowledge	2.1 Tourism industry and the tour operations/wholesaling sector 2.2 Duties and responsibilities of different types of guides 2.3 Legal and liability issues affecting tour operations including: Licensing Public liability Environmental regulation Safety issues affecting tour operations. 2.4 Knowledge of the social, cultural and business standards applicable to working as a guide
3. Underpinning Skills	3.1 Speaking and listening skills in order to carry out predictable and creative communication involving daily transactions and interactions of a non-routine and varied nature in English
4. Required Attitude	4.1 Commitment to occupational health and safety 4.2 Environmental concerns 4.3 Tidiness and timeliness 4.4 Respect towards all religions, castes and cultures.
5. Resource Implication	The following resources must be provided: 5.1 Tools ,equipment and physical facilities appropriate to perform activities
6. Methods of Assessment	Competencies could be assessed by: 6.1 Demonstration with oral questioning 6.2 Written Test 6.3 Interview
7. Context of Assessment	Competencies may be assessed in the work place as well as in a simulated work place

Accreditation Requirements

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Competency Standards for Tour Guide

Unit Title	Operate a Tour
Unit Code	TOHTOG2014A1
Nominal Hours	50 hours
Unit Descriptor	This unit deals with the knowledge, skills and attitude required for tour operation which includes multiple products and services from the point of view of a guide.
Elements of Competency	Performance Criteria
1. Plan tour operation	1.1 Operation of a tour is planned in accordance with briefing or documentation from the tour operator. 1.2 Tour is planned considering the factors that may affect the activity. 1.3 Tasks are prioritised and actioned.
2. Brief guests	2.1 Guests are welcomed to the tour. 2.2 Guests are briefed on practical tour issues .
3. Liaise with industry partners	3.1 Smooth operation of the tour is achieved through liaison with the industry partners . 3.2 Requests from industry colleagues are executed promptly and willingly wherever possible. 3.3 Assistance from industry partners is requested politely. 3.4 Agreements are executed between industry partners for joint responsibilities during the tour. 3.5 Prior confirmations and bookings with suppliers are made in an accurate and timely manner. 3.6 Documentation from other organisations is interpreted and applied.
4. Manage itinerary	4.1 The tour is conducted as per schedule and includes all features as set down in the itinerary. 4.2 Guests are advised politely and sensibly for any unavoidable change in itinerary. 4.3 Tour is conducted within the limit of budget. 4.4 Itinerary is promptly rescheduled with minimum disruption and inconvenience to guests. 4.5 Industry colleagues and suppliers affected by changes are advised according to company procedures. 4.6 When itinerary is disrupted, alternative options are used employing negotiation technique to minimise negative impact on guests and time loss. 4.7 Guests are kept informed of reasons and the actions taken for delays. 4.8 Service providers affected by delays are promptly informed.
5. Provide general information and assistance	5.1 Information and assistance are provided to guests to enhance enjoyment of the tour.

6. Deal with unexpected events	6.1 Contingency plans are implemented without delay when unexpected events occurred. 6.2 Situation is assessed and appropriate action is taken as required. 6.3 Standard legal procedures are strictly followed, in the case of accidents or where safety of guests or colleagues may be threatened. 6.4 Sources of assistance are promptly identified and accessed. 6.5 Tour is amended to minimise impact on guests' enjoyment.
7. De-brief tour	7.1 Tour reports are provided according to company guidelines. 7.2 Guests' comments and feedback are reported to the company. 7.3 Information and feedback to assist with future tour improvements is provided to the company.
Range of Variables	
Variable	Range
1. Tours	May include but not limited to: 1.1 Half and full day tours 1.2 Extended tours 1.3 City or rural tours 1.4 Cultural and heritage tours 1.5 Eco tours 1.6 Adventure tours 1.7 Special interest tours. 1.8 Pilgrimage tours 1.9 Responsible tours 1.10 Educational tours 1.11 Community-based tour
2. Factors that affect planning of tours	May include but not limited to: 2.1 Destination of tour 2.2 Length of tour 2.3 Size of tour group 2.4 Type of guests 2.5 Mode of Transportation 2.6 Types of accommodation 2.7 Specific itinerary requirements 2.8 Guest's special needs 2.9 Special requests 2.10 Type of commentary required 2.11 Climate / Weather 2.12 Equipment and resources required 2.13 Environmental and cultural considerations 2.14 Language considerations. 2.15 Managing emergency situation
3. Practical tour issues	May include but not limited to: 3.1 Tour itinerary including route, schedule and highlights 3.2 Health and safety procedures 3.3 Local regulations 3.4 Formalities at tour spots

	3.5 Group rules and regulations 3.6 Cultural and environmental considerations 3.7 Special customs and code of conduct. 3.8 Optional tours and additional service
4. Industry partners	4.1 Host communities 4.2 Coach drivers 4.3 Tour managers 4.4 Local guides 4.5 Airlines 4.6 Service providers (hotels, restaurants, attractions, retail locations) 4.7 Tour operating company 4.8 Craft and souvenir partners
5. Information	5.1 Local events and activities 5.2 Options for free time activities 5.3 General guidelines 5.4 Local facilities and formalities.

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	1.1 Planned and operated tour which comprises multiple products and services (must be a fully simulated tour situation) 1.2 Knowledge of the range of potential on tour situations and problems that may arise 1.3 Responded to potential unexpected events on tour situations
2. Underpinning Knowledge	2.1 Knowledge of the tourism industry, supplier networks and interrelationships that impact on the conduct of a multi-product, multi-site tour 2.2 Legal and liability issues affecting guides in specific relation to domestic and relevant overseas consumer law regarding provision of services as advertised 2.3 Tour planning and management processes to be undertaken before, during and at the completion of a tour 2.4 Risks and risk management strategies for different types of tour 2.5 Typical tour management problems and strategies to address risks. 2.6 Operational strategies for gender sensitivity and person with disabilities (PWDs)
3. Underpinning Skills	3.1 Booking and confirmation of reservation procedures 3.2 Tour planning
4. Required Attitude	4.1 Commitment to occupational health and safety 4.2 Environmental concerns 4.3 Tidiness and timeliness 4.4 Respect towards all religions, castes and cultures.
5. Resource Implication	The following resources must be provided: 5.1 Tools ,equipment and physical facilities appropriate to perform

	activities
6. Method of Assessment	Competencies could be assessed by: 6.1 Demonstration with oral questioning 6.2 Written Test 6.3 Interview
7. Context of Assessment	Competencies may be assessed in the work place as well as in a simulated work place
Accreditation Requirements Training Providers must be accredited by Bangladesh Technical Education Board (BTEB), 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 any national qualification. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by BTEB.	

Competency Standards for Tour Guide

Unit Title	Provide first aid in emergency situation
Unit Code	TOHTOG2015A1
Nominal Hours	50 hours
Unit Descriptor	This unit of competency describes the knowledge, skills and attitude required to provide first aid to a casualty in emergency situation.
Elements of Competency	Performance Criteria
1. Prepare to respond to emergency situation	1.1 Expected contingencies are <i>prepared for isolated travel</i> . 1.2 Casualty's condition is assessed and determined in order to minimize hazards and determine need for medical assistance 1.3 Options for transporting casualty or waiting for medical assistance in relation to environmental issues, transport availability and casualty's condition are evaluated.
2. Provide first aid in a remote situation	2.1 Nature of casualty's injury/condition and relevant first aid procedures to provide comfort are determined and explained. 2.2 Consent from casualty is obtained prior to applying first aid management. 2.3 First aid response is provided to address casualty's condition and in accordance with effective first aid principles 2.4 Casualty's condition is monitored and applied with first aid procedures as required 2.5 Information is provided to reassure casualty during the wait for medical assistance. 2.6 Shelter is provided from elements in accordance with environmental conditions 2.7 Condition of casualty is documented over time to assist on operation management
3. Work in conjunction with medical emergency support services	3.1 Communication links are established to medical services. 3.2 Ambulance support is requested or appropriate medical assistance according to relevant circumstances. 3.3 Medication is administered under direct instruction from an <i>authorised health worker</i> as required. 3.4 Evacuation of casualty is assisted following direction given by emergency services. 3.5 Documents are maintained and provided for insurance coverage.
4. Evaluate the incident	4.1 Incident is evaluated where required and action plan is developed in consultation with relevant parties. 4.2 Debriefing/evaluation is participated in order to improve future operations and address individual's needs
Range of Variables	
Variable	Range
1. Prepared for isolated travel	May include but not limited to: 1.1 Selection of relevant communication equipment 1.2 Accessing relevant first aid supplies and resources to cater for environmental conditions 1.3 Considering access/egress opportunities 1.4 Notifying relevant authorities of travel plans

2. Authorised health worker	May include but not limited to: 2.1 Paramedic/ambulance officer 2.2 General practitioner 2.3 Nurse practitioner
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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	1.1 Competence should be demonstrated working individually and, where appropriate, as part of a first aid team 1.2 Consistency of performance should be demonstrated over the required range of situations relevant to the workplace or community setting 1.3 Currency of first aid knowledge and skills is to be demonstrated in line with federal/ regional regulations, legislation and policies, and industry guidelines
2. Underpinning Knowledge	2.1 Working knowledge of communication systems, equipment and methods as available in the remote situation 2.2 Infection control principles and procedures, including use of standard precautions 2.3 Principles of identifying and preparing area for safe evacuation (including aero-medical evacuation) 2.4 Principles for evaluating management options relating to transporting casualty and/or waiting for assistance 2.5 Principles of preparing for providing first aid in an area remote from ready assistance, including identifying and preparing supplies to address contingencies specific to different types of situation 2.6 Awareness of stress management techniques and available support
3. Underpinning Skills	3.1 Conduct an initial casualty assessment in a remote situation 3.2 Plan an appropriate first aid response in line with established first aid principles, policies and procedures, Guidelines and/or federal/regional regulations, legislation and policies and industry requirements and respond appropriately to contingencies in line with own level of skills and knowledge 3.3 Use available communication methods and equipment to access medical assistance 3.4 Evaluate available options for transporting or maintaining condition of casualty 3.5 Transport casualty safely using available methods 3.6 Use available resources effectively to manage pain 3.7 Administer medication under direct instruction from an authorised health worker and in accordance with federal/regional regulations, legislation and policies
4. Required Attitude	4.1 Commitment to occupational health and safety 4.2 Environmental concerns 4.3 Tidiness and timeliness 4.4 Respect towards all religions, castes and cultures
5. Resource Implication	The following resources must be provided: 5.1 Tools ,equipment and physical facilities appropriate to perform activities
6. Method of Assessment	Competencies could be assessed by: 6.1 Demonstration with oral questioning

	6.2 Written test 6.3 Interview
7. Context of Assessment	Competencies may be assessed in the work place as well as in a simulated work place
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Competency Standards for Tour Guide

Unit Title	Prepare and Present Tour Commentaries
Unit Code	TOHTOG2016A1
Nominal Hours	50 hours
Unit Descriptor	This unit deals with the knowledge, skills and attitude required to prepare and present a commentary to guests.
Elements of Competency	Performance Criteria
1. Prepare information for delivery to guests	1.1 PPE is used according to workplace standard and personal hygiene. 1.2 Information is gathered and prepared according to the needs of guests and tour itinerary. 1.3 Where commentary is to be presented during specialized tour, themes and information are ensured to be consistent. 1.4 Commentary is constructed following established procedures. 1.5 All support materials are obtained and assembled in advance of the tour or activity. 1.6 All work is carried out in accordance with Occupational Health and Safety.
2. Present commentary to guests	2.1 Current, accurate and relevant information is presented. 2.2 Information is presented in a manner, which demonstrates religious, cultural and social sensitivity. 2.3 Language used is appropriate for the guest group. 2.4 Presentation techniques are used to enhance guest enjoyment. 2.5 Equipment is used during presentation.
3. Interact with guests difficulties	3.1 Guest participation is encouraged. 3.2 Questions and feedback are welcomed from guests. 3.3 Questions are answered politely and sensibly, if required, the whole group is involved by repetition of the question and delivery of answer audible to all. 3.4 Where the answer to a question is unknown, an offer is made to provide the answer at a future time or the guest is referred to other information sources.
Range of Variables	
Variable	Range
1. Needs of guests	Needs of guests may be based from: 1.1 Geographic origin 1.2 Cultural and historical background 1.3 Age 1.4 Gender 1.5 Educational level 1.6 Special interests

	1.7 Requested coverage
2. Commentaries	May include but not limited to: 2.1 Climate 2.2 Demography 2.3 Geography 2.4 Flora and fauna 2.5 History - ethnicity, nature , folklore 2.6 Cultural elements including popular events 2.7 Heritage 2.8 Government and politics 2.9 Education 2.10 Food 2.11 Lifestyle 2.12 Shopping 2.13 Local customs 2.14 Specific tour features and locations 2.15 Religion
3. Presentation techniques	May include but not limited to: 3.1 Humour 3.2 Body language 3.3 Voice techniques 3.4 Storytelling and anecdotes

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	1.1 Gathered and prepared commentary information to meet a specific need. 1.2 Used appropriate presentation techniques in the delivery of commentary.
2. Underpinning Knowledge	2.1 Principles of group management and group dynamics. 2.2 Procedures for maximising efficiency of physical group movements.
3. Underpinning Skills	3.1 Communication and leadership techniques with particular application to guiding activities and building group cohesion 3.2 Conflict resolution techniques with particular application to conflicts encountered during guiding activities
4. Required Attitude	4.1 Commitment to occupational health and safety 4.2 Environmental concerns 4.3 Tidiness and timeliness 4.4 Respect towards all religions, castes and cultures 4.5 Sense of humour and friendliness
5. Resource Implication	The following resources must be provided: 5.1 Tools ,equipment and physical facilities appropriate to perform activities
6. Methods of Assessment	Competencies could be assessed by 6.1 Demonstration with Oral Questioning

	6.2 Written Test 6.3 Interview
7. Context of Assessment	Competencies may be assessed in the work place as well as in a simulated work place
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Competency Standards for Tour Guide

Unit Title	Arrange support service for guests
Unit Code	TOHTOG2017A1
Nominal Hours	40 hours
Unit Descriptor	This unit covers the knowledge, skills and attitude required in providing support services to visitors.
Elements of Competency	Performance Criteria
1. Determine support services	1.1 Support services required by the guests are identified. 1.2 Relevant documents and legal formalities are arranged for the services.
2. Arrange required support services	2.1 Activities related to the support services are executed. 2.2 Support services are provided to the visitors in accordance with nature of destination. 2.3 Legal formalities are performed accordingly.
Range of Variables	
Variable	Range
1. Support services	May include but not limited to: 1.1 Transport 1.2 Accommodation 1.3 Food 1.4 Legal formalities 1.5 Entertainment 1.6 Security
2. Activities	May include but not limited to: 2.1 Arrange transport 2.2 Confirmation of accommodation 2.3 Finalization of meal plan 2.4 Security briefing 2.5 Obtained permission 2.6 Arrangement of support service as per the itinerary

Evidence Guide

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1. Critical Aspects of competency	1.1 Provided support services required by visitors 1.2 Arranged required support services following the visitors requirements
2. Underpinning Knowledge	2.1 Support Service 2.2 Legal procedures 2.3 Checklist as per itinerary 2.4 Food habit
3. Underpinning Skills	3.1 Documentation 3.2 Reservation 3.3 Interpretation and communication
4. Required Attitude	4.1 Commitment to occupational health and safety 4.2 Environmental concerns 4.3 Tidiness and timeliness 4.4 Respect towards all religions, castes and cultures.
5. Resource Implication	The following resources must be provided: 5.1 Tools ,equipment and physical facilities appropriate to perform activities
6. Method of Assessment	Competencies could be assessed by: 6.1 Demonstration with oral questioning 6.2 Written test 6.3 Interview
7. Context of Assessment	Competencies may be assessed in the work place as well as in a simulated work place

Accreditation Requirements

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Competency Standards for Tour Guide

Unit Title	Lead Tour Groups
Unit Code	TOHTOG3018A1
Nominal Hours	40 hours
Unit Descriptor	This unit deals with the skills, knowledge and attitude required to undertake the group coordination role played by the guide.
Elements of Competency	Performance Criteria
1. Coordinate group movements	1.1 PPE and personal hygiene are complied. 1.2 Tour schedule is maintained wherever possible. 1.3 Techniques are used to promptly attract group attention when required. 1.4 The group is advised sensitively and accurately about ways in which minimum disruption and disturbance can be caused to other tour members, host communities and the environment. 1.5 Physical movement of the group is completed in an orderly manner, checking group numbers at appropriate times. 1.6 Guests are advised in appropriate procedures if they become separated from the group. 1.7 Instructions are provided in a manner and pace appropriate to the particular group. 1.8 Guests are encouraged to seek clarification of instructions where necessary.
2. Encourage group morale and goodwill	2.1 Techniques are used to build group cohesion during the tour. 2.2 Balance between the needs of individuals and the group is taken into consideration.
3. Deal with conflicts and difficulties	3.1 Probable conflicts and unexpected events are timely assessed and appropriate action is taken to prevent and/or resolve the conflicts. 3.2 Appropriate action is taken to deal with difficult tour members. 3.3 Action is taken in a manner likely to optimise the goodwill and morale of the group.
Range of Variables	
Variable	Range
1. Techniques to build group cohesion	1.1 Encouraging interactions between group members 1.2 Group activities or games 1.3 Inviting individuals to address the group 1.4 Utilising the skills of individual group members in the operation of the tour 1.5 Focusing the group on shared experiences 1.6 Using seat rotation systems.
2. Conflicts	May include but not limited to: 2.1 Dominant or disruptive guests

	2.2 Negative guests 2.3 Sub groups or cliques within the group 2.4 Perception of favouritism by guide 2.5 Dissatisfaction with the tour. 2.6 Drug or Alcohol-affected guests
3. Unexpected events	May include but not limited to: 3.1 Systems failure 3.2 Technical/equipment failure 3.3 Injury or accident 3.4 Adverse weather conditions 3.5 Inappropriate guest behaviour 3.6 Unpredictable animal behaviour 3.7 Cultural considerations 3.8 Sudden closures 3.9 Change of access 3.10 Reassessment of guests' physical abilities. 3.11 Disruption of transport

Evidence Guide

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1. Critical Aspects of competency	1.1 Used communication and leadership techniques to build group cohesion and to respond to 'guests' management' problems and issues 1.2 Knowledge of the range of 'guests' management' issues which could arise during group tours
2. Underpinning Knowledge	2.1 Principles of group management and group dynamics. 2.2 Communication and leadership techniques with particular application to guiding activities and building group cohesion 2.3 Conflict resolution techniques with particular application to conflicts encountered during guiding activities 2.4 Procedures for maximising efficiency of physical group movements.
3. Underpinning Skills	3.1 Communicate and lead group tours 3.2 Resolved conflicts
4. Required Attitude	4.1 Commitment to occupational health and safety 4.2 Environmental concerns 4.3 Tidiness and timeliness 4.4 Respect towards all religions, castes and cultures.
5. Resource Implication	The following resources must be provided: 5.1 Tools ,equipment and physical facilities appropriate to perform activities
6. Method of Assessment	Competencies could be assessed by: 6.1 Demonstration with oral questioning 6.2 Written test 6.3 Interview

7. Context of Assessment	Competencies may be assessed in the work place as well as in a simulated work place
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Competency Standards for Tour Guide

Unit Title	Conduct oral communication in a language other than Bangla and English
Unit Code	TOHTOG3019A1
Nominal Hours	50 hours
Unit Descriptor	This unit describes the knowledge, skills and attitude required to understand and use a language other than Bangla and English for very simple, commonly used expressions of a basic and predictable nature in tourism and hospitality workplaces. It covers activities such as welcoming and bidding farewell to guests, providing face-to-face routine guest service and other routine workplace activities.
Elements of Competency	Performance Criteria
1. Practice courteousness to guests and colleagues	1.1 Specific language needed in order to conduct basic communications is identified. 1.2 Simple and commonly-used courtesy expressions with guests or colleagues including greeting and welcoming, parting, apologizing and thanking are used. 1.3 Social and cultural conventions of the specific language speaker are recognized to support communication. 1.4 Efforts to communicate through use of gestures or use of basic vocabulary in the other person's language where language barriers exist are made. 1.5 Appropriate resources are identified and assistance is seen from those with suitable language skills.
2. Communicate with guests and colleagues in a language other than Bangla and English	2.1 Key words, short phrases and gestures are used to enhance communication . 2.2 Visual techniques are used to enhance or replace oral communication. 2.3 Means of non-verbal communication are used to enhance understanding among colleagues and guests.
Range of Variables	
Variable	Range
1. Language	May include but not limited to: 1.1 Chinese 1.2 Japanese 1.3 Korean 1.4 Spanish 1.5 German 1.6 French 1.7 Italian 1.8 Arabic
2. Appropriate resources	May include: 2.1 language mats 2.2 phrase books 2.3 dictionaries 2.4 pamphlets written in the specific language 2.5 menus written in the specific language

	2.6 signs written in the specific language 2.7 international signage, such as 'No Smoking' signs 2.8 websites with translating facilities
3. Communication	Must include: 3.1 listening to requests and comments 3.2 providing factual information, such as: - location of specific facilities - opening hours 3.3 procedures, e.g. check-in and tour pick-up 3.4 currency 3.5 prices 3.6 room and floor numbers 3.7 safety rules 3.8 conducting simple product and service transactions, such as: purchase of souvenir products payment of a restaurant bill payment for a tourism service, e.g. day tour, accommodation and ticket 3.9 references to timetable, signage and basic rules, e.g. opening hours 3.10 selection of food and beverages from a menu 3.11 advising check-in and check-out procedures and times 3.12 advising opening and closing times 3.13 answering very simple queries about products and services, including: in-house facilities local attractions and places of interest shopping centres tour desk pick-up and drop-off point for tours transport terminals, and taxi and other transport services 3.14 providing general assistance within the scope of responsibility 3.15 providing very simple directions
3. Visual techniques	May include: 4.1 marking of a map 4.2 drawing attention to pamphlets and timetables 4.3 locating specific costs and items on itineraries 4.4 signs, gesturing and appropriate body language

Evidence Guide

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1. Critical Aspects of competency	1.1 Used appropriate courtesy expressions, key words, phrases, short expressions and numbers in a language other than Bangla and English in order to fulfil common guest needs and wants. 1.2 Performed gesture in a socially and culturally appropriate manner.
2. Underpinning Knowledge	2.1 Culture and social conventions relevant to the language 2.2 Awareness of cross-cultural communications
3. Underpinning Skills	3.1 Communicate basic foreign language other than Bangla and English
4. Required Attitude	4.1 Commitment to occupational health and safety 4.2 Environmental concerns 4.3 Tidiness and timeliness 4.4 Respect towards all religions, castes and cultures.
5. Resource Implication	The following resources must be provided: 5.1 Tools ,equipment and physical facilities appropriate to perform activities
6. Method of Assessment	Competencies could be assessed by: 6.1 Demonstration with oral questioning 6.2 Written test 6.3 Interview
7. Context of Assessment	Competencies may be assessed in the work place as well as in a simulated work place

Accreditation Requirements

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Competency Standards for Tour Guide

Unit Title	Process financial transactions
Unit Code	TOHTOG3020A1
Nominal Hours	50 hours
Unit Descriptor	This unit describes the knowledge, skills and attitude required to process simple financial transactions in a range of workplace contexts. Cash and other types of transactions are included in the unit.
Elements of Competency	Performance Criteria
1. Process receipts and payments	1.1 Cash floats are received using correct documentation. 1.2 Payments received from the guest are checked and correct change is given where appropriate. 1.3 Receipts are issued including all relevant tax details. 1.4 Transactions are processed and recorded according to organization and financial institution procedures. 1.5 Documents are checked when cash payments are required. 1.6 Transactions are conducted using appropriate software applications. 1.7 Transactions are conducted to meet organization speed and guest service standards.
2. Reconcile payments	2.1 Balancing procedures are performed at the designated times according to organization policy and in consultation with colleagues. 2.2 Cash floats are separated from payments prior to balancing procedure. 2.3 Register or terminal reading or printout is determined. 2.4 Payments received are removed and transported according to organization security procedures . 2.5 Balance between register or terminal reading and sum of payments are determined. 2.6 Payments are recorded according to organization procedures. 2.7 Discrepancies are investigated or reported in the reconciliation within the scope of individual responsibility
Range of Variables	
Variable	Range
1. Transactions	May include: 1.1 Cash 1.2 Credit cards 1.3 Cheques 1.4 Deposits 1.5 Advance payments 1.6 Vouchers 1.7 Company charges 1.8 Refunds 1.9 Travellers cheques 1.10 Foreign currency
2. Balancing procedures	2.1 Manual 2.2 Electronic

3. Security procedures	May relate to: 3.1 Process for taking cash from guests 3.2 Managing floats, such as when to reduce cash held 3.3 Maintaining low levels of cash in tills 3.4 Rules for when and how cash should be counted 3.5 Handling guest claims of short change 3.6 Transporting takings to the bank 3.7 Procedures in the event of a hold-up
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Evidence Guide	
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1. Critical Aspects of competency	1.1 Performed accurate and secure financial transactions. 1.2 Balanced transactions within acceptable organization timeframes. 1.3 Knowledge of security principles and procedures in relation to tender and other financial documentation ability to work within time constraints typical of the industry environment, such as several people waiting to pay their bill. 1.4 Processed multiple and varied transactions to address different situations and contexts.
2. Underpinning Knowledge	2.1 Procedures for processing different types of transactions in the relevant industry context 2.2 Underpinning principles of the reconciliation and balancing process 2.3 Relevant software, such as point of sale 2.4 Role and importance of the reconciliation and balancing process in a broader financial management context 2.5 Security procedures for cash and other financial transactions
3. Underpinning Skills	3.1 Problem-solving to identify and investigate a range of routine reconciliation and discrepancies 3.2 Literacy to read and interpret documentation, such as credit card details, receipts or cash float documentation 3.3 Numeracy to tender correct change and undertake simple financial reconciliations
4. Required Attitude	4.1 Commitment to occupational health and safety 4.2 Environmental concerns 4.3 Tidiness and timeliness 4.4 Respect towards all religions, castes and cultures.
5. Resource Implication	The following resources must be provided: 5.1 Tools ,equipment and physical facilities appropriate to perform activities
6. Methods of Assessment	Competencies could be assessed by: 6.1 Demonstration with oral questioning 6.2 Written test 6.3 Interview
7. Context of Assessment	Competencies may be assessed in the work place as well as in a simulated work place

Accreditation Requirements

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Competency Standards for Tour Guide

Unit Title	Ensure responsible/sustainable tourism
Unit Code	TOHTOG3021A1
Nominal Hours	40 hours
Unit Descriptor	This unit deals with the knowledge, skills and attitude required to collect and prepare interpretive content for specialized, responsible and sustainable eco-tourism.
Elements of Competency	Performance Criteria
1. Collect specialized ecological information	1.1 Current, accurate and relevant information are accessed on specialized ecological topics. 1.2. Relevant information on the basis of tour program are identified
2. Prepare interpretive content	2.1 Educational and interpretive themes and messages are incorporated into responsible tourism activities. 2.2 Activities are developed to include focus on the relationship between key themes and relevant parts of the eco-system. 2.3 Content is prepared according to the principles of interpretation. 2.4 Activities are incorporated according to biological knowledge and ecological principles. 2.5 Themes and activities are generated in accordance with ecotourism codes of practice .
3. Disseminate information	3.1 All information are shared with guests accurately. 3.2 Information is shared in a responsible manner which shows respect for community values and ethics.
Range of Variables	
Variable	Range
1. Relevant information	Relevant information may be accessed through: 1.1 Talking and listening to community people 1.2 Organising information from personal memory and experiences 1.3 Watching TV, Videos and Films listening to radios, written books and other references, museum, cultural events, seminar, meeting 1.4 Specific eco-system in certain areas
2. Content	2.1 Bangladesh's Geology and physical geography 2.2 Preservation and conservation issues 2.3 Indigenous community 2.4 Culture 2.5 Climate 2.6 Religion
4. Themes and activities	3.1 Jungle trekking 3.2 Community walk 3.3 Boating 3.4 Hiking

4. Ecotourism code of practice	4.1 Code of conduct of eco-tourism by International eco-tourism society.
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Evidence Guide

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1. Critical Aspects of competency	1.1 Demonstrated in depth knowledge and skills on collecting and recording information on the key themes of responsible tourism 1.2 Disseminated acquired information to the guests
2. Underpinning Knowledge	2.1 Specialised topic 2.2 Responsible tourism codes of ethics 2.3 Environmental standard practices and principles
3. Underpinning Skills	3.1 Data collection 3.2 Interpretive skills 3.3 Communication and negotiation skills
4. Required Attitude	4.1 Commitment to occupational health and safety 4.2 Environmental concerns 4.3 Tidiness and timeliness 4.4 Respect towards all religions, castes and cultures. 4.5 Sense of humour and friendliness
5. Resource Implication	The following resources must be provided: 5.1 Tools ,equipment and physical facilities appropriate to perform activities
6. Methods of Assessment	Competencies could be assessed by: 6.1 Demonstration with oral questioning 6.2 Written Test 6.3 Interview
7. Context of Assessment	Competencies may be assessed in the work place as well as in a simulated work place

Accreditation Requirements

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Competency Standards for Tour Guide

Unit Title	Promote community-based tourism
Unit Code	TOHTOG3022A1
Nominal Hours	40 hours
Unit Descriptor	This unit deals with the knowledge, skills and attitude required to promote community-based tourism.
Elements of Competency	Performance Criteria
1. Collect knowledge about the community	1.1 Relevant information are accessed on community-based topics. 1.2 Relevant information on the basis of tour program are identified
2. Prepare interactive and interpretive content	2.1 Interaction and interpretation of community, its behaviour, habit, art and culture, livelihood, religion, craftsmanship, indigenous agro-based production system and others are incorporated into Community Based Tourism activities. 2.2 Activities are developed to include focus on the relationship between key themes and relevant aspects of the community. 2.3 Content is prepared according to the principles of interpretation showing respect to the community. 2.4 Themes and activities are designed in accordance with community culture.
3. Disseminate information	3.1 Community-based information is shared with guests accurately. 3.2 Information is shared in a responsible manner, which shows respect for community values to avoid any negative impact.
Range of Variables	
Variable	Range
1. Relevant information	Relevant information may include: 1.1 Community History 1.2 Art, culture and festival 1.3 Costumes 1.4 Custom and Habit 1.5 Religion and rituals 1.6 Resources 1.7 Craftsmanship 1.8 Livelihood
2. Content	May include but not limited to: 2.1 Local community: Demography and geography 2.2 Indigenous community 2.3 Culture
3. Themes and activities	May include but not limited to: 3.1 Community walk 3.2 Home stay 3.3 Learning craftsmanship 3.4 Working with community 3.5 Sharing cultural activities

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	1.1 Knowledge and skills on collecting and recording information on community-based tourism 1.2 Disseminated acquired information to the guests
2. Underpinning Knowledge	2.1 Specialised topic 2.2 Responsible tourism codes of practice 2.3 Environmental best practice and principle
3. Underpinning Skills	3.1 Data collection 3.2 Interpretive skills 3.3 Communication and negotiation
4. Required Attitude	4.1 Commitment to occupational health and safety 4.2 Environmental and culture concerns 4.3 Tidiness and timeliness 4.4 Respect towards all religions and castes 4.5 Sense of Humour and friendliness
5. Resource Implication	The following resources must be provided: 5.1 Tools, equipment and physical facilities appropriate to perform activities
6. Methods of Assessment	Competencies could be assessed by: 6.1 Demonstration with oral questioning 6.2 Written Test 6.3 Interview
7. Context of Assessment	Competencies may be assessed in the work place as well as in a simulated work place

Accreditation Requirements

Training Providers must be accredited by Bangladesh Technical Education Board (BTEB), 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 any national qualification.

Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by BTEB.

Competency Standards for Tour Guide (ELECTIVE UNIT OF COMPETENCY)

Unit Title	Set up and operate camp site
Unit Code	TOHTOG3023A1
Nominal Hours	50 hours
Unit Descriptor	This unit describes the knowledge, skills and attitude required to set up and operate a camp site for camping tours. It requires the ability to operate the camp site within the requirements set by any permit conditions and land management guidelines.
Elements of Competency	Performance Criteria
1. Select a camp site	1.1 Camp site is accessed according to tour itinerary, relevant permits, agreement of land owners and other statutory requirements. 1.2 Site is selected to ensure comfort, safety and minimal negative environmental impact . 1.3 Camp site hazards are identified and minimized.
2. Set up a camp site	2.1 Camp site facilities are prepared in the most appropriate position to ensure comfort, safety and minimal environmental impact. 2.2 Shelter for the prevailing weather and conditions are arranged. 2.3 Required water sources are identified and accessed. 2.4 Required campfires are constructed in a safe location and ensure there is no danger to the staff, guests and environment during the construction.
3. Operate a camp site	3.1 Camping equipment are operated according to manufacturer instructions and safety guidelines. 3.2 Environment friendly waste and human waste disposal procedures are strictly followed. 3.3 Guests are briefed on waste disposal requirements, agreed to procedures and monitor adherence at all times. 3.4 Acceptable campsite behaviour is discussed with guests. 3.5 Campfires are operated within land management guidelines and ensured there is no danger to the staff, guests and environment during the use of the fire.
4. Break camp	4.1 Equipment are dismantled, packed and stored using safe lifting and handling techniques to avoid injury. 4.2 Wastes from the site are removed where disposal facilities are not available. 4.3 Camp fires are fully extinguished to ensure there is no danger to the environment. 4.4 Site is checked prior to departure to ensure all equipment and belongings have been removed. 4.5 Camp site is departed in the original or improved condition.
Range of Variables	
Variable	Range
1. Camp site	May include but not limited to: 1.1 Permanent camp site 1.2 Semi-permanent (seasonal) 1.3 temporary

2. Negative environmental impacts	May include: 2.1 disturbance or injury to fauna 2.2 physical damage to flora 2.3 damage to camp sites and surrounding areas 2.4 instigation of bush fire due to incorrect management of open fires 2.5 pollution from waste 2.6 noise disturbance to the local community 2.7 damage to culturally sensitive areas or sites
3. Camp site hazards	May include: 3.1 unstable ground 3.2 rocky and uneven ground 3.3 poor access to facilities 3.4 unstable trees or tree branches 3.5 insufficient distance and protection from local wildlife 3.6 insufficient shade and protection from other weather elements 3.7 swollen creeks or rivers and possible flood activity
4. Camp site facilities	May include: 4.1 tents 4.2 wash areas 4.3 entertainment or scenic viewing areas 4.4 dining and cooking areas 4.5 latrines 4.6 fire sites 4.7 pathways
5. Camping equipment	May include: 5.1 tents 5.2 sleeping equipment 5.3 cooking equipment 5.4 tables and chairs 5.5 cleaning equipment 5.6 groundsheets 5.7 heating facilities 5.8 first aid kit 5.9 cutting equipment and tools 5.10 solar powered/chargeable hand torch 5.11 mobile toilet

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	1.1 Ability to select, set up and safely operate a camp site, including operating a range of camping equipment, with minimal negative environmental and social impact 1.2 Knowledge of the negative environmental impacts of operating a camp site and minimal impact practices 1.3 Knowledge of the safety and regulatory issues that relate to camp site operation 1.4 Setting up and operating a camp site for a minimum of one night
2. Underpinning Knowledge	2.1 The key health and safety issues to be considered when setting up, operating and breaking down a camp site 2.2 The key operational features of commonly-used camping equipment 2.3 The key features of a desirable camp site

	2.4 The cultural or environmental sensitivity of camp sites and surrounding areas and minimal impact practices for setting up, operating and breaking down a camp site 2.5 Correct and environmentally sound disposal methods for waste including human waste 2.6 The key contents of industry ecotourism codes of practice 2.7 The existence and basic aspects of federal, regional and local government environmental and local community protection laws and regulations and actions that must be adhered to when operating a camp site 2.8 Key permit requirements for camp sites, including when camping in national parks 2.9 Land management guidelines for operating camp sites an open fires 2.10 Issues relating to the safe use of open fires in camp sites
3. Underpinning Skills	3.1 safe manual handling techniques 3.2 efficient and safe camping equipment handling techniques 3.3 communication to provide clear verbal advice to guests on waste disposal requirements and camp site behaviour 3.4 literacy to read tour itineraries and guest information, required permit conditions, camp site or land use signage, and manufacturer's basic equipment operational guidelines
4. Required Attitude	4.1 Commitment to occupational health and safety 4.2 Environmental concerns 4.3 Tidiness and timeliness 4.4 Respect towards all religions, castes and cultures.
5. Resource Implication	The following resources must be provided: 5.1 Tools ,equipment and physical facilities appropriate to perform activities
6. Method of Assessment	Competencies could be assessed by: 6.1 Observation with oral questioning 6.2 Written test 6.3 Interview
7. Context of Assessment	Competencies may be assessed in the work place as well as in a simulated work place
Accreditation Requirements Training Providers must be accredited by Bangladesh Technical Education Board (BTEB), 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 any national qualification. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by BTEB.	

ACKNOWLEDGEMENTS

The Bangladesh Skills for Employability and Productivity (BSEP) Project of ILO Country Office for Bangladesh gratefully acknowledge the important contributions and guidance provided by the following members of the Technical Working Group in the development of the competency standards for Tour Guide:

A. K. M. Bari
Chairman, ISC Tourism & Hospitality
Proprietor, TAFA Travel Consultant
Sattara Centre (11th floor), 30/A NayaPalton, Dhaka

Mohiuddin Helal
CEO, ISC Tourism & Hospitality
Proprietor, River and Green Tours
Dhanmondi, Dhaka

M. Messbaul Alam
CEO, Speed Holidays
Banani, Dhaka

Aman Ullah
Professor & Chairman
College of Tourism & Hospitality Management
IUBAT University, Uttara, Dhaka

Shaker Hussain
Senior Training Officer
Travel and Tourism Department
National Hotel & Tourism Training Institute
Mohakhali, Dhaka

Francis de Silva, Senior Specialist
Industry Skills Development, Component 3 Advisor, B-SEP Project
ILO Country Office for Bangladesh

Abdur Razzaque
Deputy Controller of Examination
Bangladesh Technical Education Board (BTEB)
Agargaon, Shere Bangla Nagar, Dhaka

In addition, the BSEP Project would like to thank **Industry Skills Council for Tourism and Hospitality (ISCTH)**, for their support in developing these standards. The ISCTH has been always very responsive in providing administrative and technical support in the development of the said standards.

Md. Serajul Islam
Program Officer
TVET Quality and Relevance, B-SEP Project
ILO Country Office for Bangladesh

Gabriel Genaro H. Bordado, V
Technical Advisor
TVET Quality and Relevance
B-SEP Project
ILO Country Office for Bangladesh
ILO-Dhaka Office

These Competency Standards has been validated on 17 June, 2014 at the National Hotel and Tourism Training Institute, Dhaka. In connection, the Bangladesh Skills for Employability and Productivity (B-SEP) Project of ILO Country Office for Bangladesh gratefully acknowledge the important contribution provided by the following members of the Validation group for validating the competency standards for Tour Guide.

A. K. M. Bari

Chairman, ISC Tourism & Hospitality
Former Member, Bangladesh Tourism Board (BTB)
Proprietor, TAFA Travel Consultant

Mohiuddin Helal

CEO, ISC Tourism & Hospitality
Director, Tourism Developers Association of Bangladesh (TDAB)
Proprietor, River and Green Tours

M. Messbaul Alam

CEO, Speed Holidays

Aman Ullah

Professor & Chairman
College of Tourism & Hospitality Management
IUBAT University

Shaker Hussain

Senior Training Officer
Travel and Tourism Department
National Hotel & Tourism Training Institute (NHTTI)

Faridul Haque

Past President, Tour Operator Association of Bangladesh (TOAB)
Managing Director, Tour Planner Ltd.

Syed Mahbubul Islam Bulu

President, Tour Guide Association of Bangladesh (TGAB)
CEO, Riverine Tours,

MAK Azad Milon

Director, Tourism Developers Association of Bangladesh (TDAB)
Managing Director, Bangladesh Travel Homes Ltd.

Md. Taslim Amin

CEO, Reggae Entertainment & Tourism Ltd.

Abdur Razzaque

Deputy Controller of Examination

Bangladesh Technical Education Board (BTEB)
Agargaon, Shere Bangla Nagar, Dhaka

In addition, the BSEP Project would like to thank **Industry Skills Council for Tourism and Hospitality (ISCTH)**, for their support in the conduct of the validation workshop.

Md. Serajul Islam

Program Officer

TVET Quality and Relevance

B-SEP Project
ILO Country Office for Bangladesh

Gabriel Genaro H. Bordado, V

Technical Advisor

TVET Quality and Relevance

B-SEP Project
ILO Country Office for Bangladesh