



STANDARD KEMAHIRAN PEKERJAAN
KEBANGSAAN
(NATIONAL OCCUPATIONAL SKILL STANDARD)

STANDARD PRACTICE & STANDARD CONTENT
FOR

TOURIST GUIDE (CITY GUIDE)
LEVEL 3



**Jabatan Pembangunan Kemahiran
Kementerian Sumber Manusia, Malaysia**

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STANDARD PRACTICE

NATIONAL OCCUPATIONAL SKILLS STANDARD (NOSS) FOR; TOURIST GUIDE (CITY GUIDE) LEVEL 3

1. INTRODUCTION

This is a NOSS developed for Tourist Guides. There is a high demand for skilled personnel in this field as the industry is developing rapidly. Based on the National Tourism Policy that aims to propel Malaysia to become a world-classed international tourist destination, the need for skilled personnel from the tourism industry is in demand.

The tourism industry will contribute RM103.6 billion in Gross National Income (GNI) by 2020;

- Tourist Arrivals: From 24 million in 2009 to 36 million by 2020 (1.5 times growth).
- Tourist Receipts: From RM53 billion in 2009 to RM168 billion by 2020 (3.2 times growth).
- Income per capita: Increase in income per capita above the current average of RM10, 843 will also attract and retain high quality workers through higher pay and clear career paths for workers in the industry.
- Higher employment: 497,200 additional tourism jobs in the tourism sector by 2020.

Ensuring opportunities for participation in equitable economy. This will enable all Malaysians to be involved in economic activity based on the needs. It involves improving capacity and capability, improve access to jobs and adopt a more specific to encourage entrepreneurship driven innovation. Maintain Level Employment Full during this period, employment is expected to grow by 2.4% per annum to 13.2 million workers, an increase of 1.4 million jobs, mainly in the services. This amount is much higher than 0.9 million jobs created within the 9MP. Thus, the economy is expected remain in full employment with unemployment is estimated to 3.1% in 2015. Focus on facilitating private investment, supporting eco-system industry and create jobs. Tourism sector required 497,000 workers to meet 2010 market demand. 214,000 jobs from EPPs and 283,000 jobs from business opportunities and baseline growth. There are two specific challenges with this. The first challenge is to ensure that we have a sufficient supply of the required human capital. Currently, the tourism sector faces a shortage of local talent as not enough Malaysians are entering the sector, especially at

the level of non-managerial positions. A survey conducted by the Ministry of Human Resources (MoHR) shows that the gaps for hotels are especially for workers in the food and beverages segment, front-line as well as housekeeping staff.

A key feature of the tourism industry is people and its services. The “tourist experience” is largely determined by these two factors. It is therefore important to ensure that a strategic approach to planning and development is undertaken to ensure that the industry has the human resources skills to function effectively servicing and delivering the tourist’s expectations.

A tourist guide importantly as he or she is – is one of the very first person the tourists meet upon arrival in Malaysia and also the very last person to see them off. The “tourist experience” created therefore directly depends on how the tourist guide keep the tourist happy and satisfied by playing his or her role as a successful Malaysian “host” to those visitors.

In today’s tourism marketplace, the tourist guides’ roles as spelt out under the Tourism Industry Act 1992 are to complement and support the efforts undertaken by the government in its tourism plans and policies, and by delivering the desired satisfaction to every tourist handled. In this aspect, the most important element that the tourist guide need is ‘competency’ and in the tourist guiding area, such level of competency is crucial in the profession in order for the Malaysia tourism industry to stay a winner in the trade. The fast developing tourism industry of Malaysia will bring about new demands and new rules to the developing tourism business with customers’ expectations faceted. Therefore a tourist guide needs to be trained and assessed in order to prepare himself or herself to stand before unexpected future ferocious challenges in delivering his or her services. These moves will mean profound changes to the manner and methods the tourist guide service the tourists and his or her responsibilities to the industry by understanding and applying customisation and personalisation in his or her job. Hence, the goal to make every tourist enjoy their stay with us should be the focus of the tourist guide in carrying out his or her job to achieve out government’s tourism objectives.

This NOSS is developed focusing on the Tourist Guides.

The experts in this field can also pursue careers in similar hospitality industries in Malaysia or internationally. The demand for qualified and experienced Tourist Guides is important as of now and would increase in the near future. Hence, the development of this NOSS is essential for the industry to have certain guidelines and standards based on the level of competencies that have been set by the industry experts in this field.

Based on the DACUM workshop findings, it was decided that the entry level for Tourist Guides profession is at Level 3. The justification is based on the nature of work that requires competency in performing a range of complex tourist handling activities, performed with a substantial degree of personal responsibility and autonomy. Generally they work following instructions and job assignment schedules that have been prepared on basis as per term of reference.

This NOSS provides first hand information to the candidates regarding the Tourist Guides working environment. This NOSS also provides a career path and employment development for those involved in this industry.

Consequently, the development of this NOSS at Level 3 (*Refer Figure 1.2 Occupational Framework matrix for Hospitality and Tourism– Sub sector of Tourist Guide in Malaysia*) is essential so that the sub sector will have complete standards and guidelines to be used by the industry.

2. OCCUPATIONAL STRUCTURE

Existing Occupational Structure

	Pemandu Pelancong (Tourist Guide)		Ketua Rombongan Pelancong (Tour Leader)	Operasi Pelancongan Keluar Negeri (Outbound Tour Operations)	
L8	Belum Ada (Not Available)				
L7					
L6					
L5					
L4					
L3	Belum Ada (Not Available)	Pemandu Pelancong (Tourist Guide)	Pemandu Pelancong Alam Semulajadi (Nature Guide)	Ketua Rombongan Pelancong (Tour Leader)	Penyelia Operasi Pelancong Keluar Negeri (Outbound Tour Operation Supervisor)
L2	Pemandu Pelancong Alam Semulajadi Setempat (Localise Nature Guide)	Tiada Tahap (No Level)			Penyelaras Operasi Pelancong Keluar Negeri (Outbound Tour Operation Coordinator)
L1	Tiada Tahap (No Level)				Kerani Operasi Pelancong Keluar Negeri (Outbound Tour Operation Clerk)

Figure 1.1 Existing Occupational Framework matrix for Hospitality and Tourism– Sub sector of Tourist Guide in Malaysia

Proposed Occupational Structure

	Pemandu Pelancong (Tourist Guide)		Ketua Rombongan Pelancong (Tour Leader)	Operasi Pelancongan Keluar Negeri (Outbound Tour Operations)	
L8	Belum Ada (Not Available)				
L7					
L6					
L5					
L4					
L3	Belum Ada (Not Available)	Pemandu Pelancong Tourist Guide (City Guide)	Pemandu Pelancong Alam Semulajadi (Nature Guide)	Ketua Rombongan Pelancong (Tour Leader)	Penyelia Operasi Pelancong Keluar Negeri (Outbound Tour Operation Supervisor)
L2	Pemandu Pelancong Alam Semulajadi Setempat (Localise Nature Guide)	Tiada Tahap (No Level)		Penyelaras Operasi Pelancong Keluar Negeri (Outbound Tour Operation Coordinator)	
L1	Tiada Tahap (No Level)			Kerani Operasi Pelancong Keluar Negeri (Outbound Tour Operation Clerk)	

Figure 1.2 Proposed Occupational Framework matrix for Hospitality and Tourism– Sub sector of Tourist Guide in Malaysia

3. DESCRIPTION OF COMPETENCY LEVEL

The NOSS is developed for various occupational areas. Candidates for certification must be assessed and trained at certain levels to substantiate competencies. Below ISA guideline of each NOSS Level as defined by the Department of Skills Development, Ministry of Human Resources, Malaysia.

Malaysia Skills Certificate Level 1:
(Operation and Production Level)

Competent in performing a range of varied work activities, most of which are routine and predictable.

Malaysia Skills Certificate Level 2:
(Operation and Production Level)

Competent in performing a significant range of varied work activities, performed in a variety of contexts. Some of the activities are non-routine and required individual responsibility and autonomy.

Malaysia Skills Certificate Level 3:
(Supervisory Level)

Competent in performing a broad range of varied work activities, performed in a variety of contexts, most of which are complex and non-routine. There is considerable responsibility and autonomy and control or guidance of others is often required.

Malaysia Skills Diploma Level 4:
(Executive Level)

Competent in performing a broad range of complex technical or professional work activities performed in a wide variety of contexts and with a substantial degree of personal responsibility and autonomy. Responsibility for the work of others and allocation of resources is often present.

Malaysia Skills Advanced Diploma:
Level 5: (Managerial Level)

Competent in applying a significant range of fundamental principles and complex techniques across a wide and often unpredictable variety of contexts. Very substantial personal autonomy and often significant responsibility for the work of others and for the allocation of substantial resources features strongly, as do personal accountabilities for analysis, diagnosis, planning, execution and evaluation.

4. MALAYSIAN SKILL CERTIFICATION

This National Occupational Skill Standard (NOSS) is a standard document used by *Institut Latihan Pelancongan* (ILP) of the Ministry of Tourism Malaysia (MOTOUR) and Accredited Training Centres (ATC) of the Department of Skills Development (DSD) to conduct the Tourist Guide (City Guide) training programme.

Candidates who fulfil the following requirement are eligible to enrol for Tourist Guide (City Guide) course:

- i. At least six (6) passes in Sijil Pelajaran Malaysia (SPM) or its equivalent e.g. Sijil Pelajaran Vokasional Malaysia (SPMV), Malaysia Certificate of Education (MCE), Chinese Senior Middle 3, GCE 'O' Level etc. or;
- ii. Certificate, diploma and degree obtained from any educational institutions which are recognised by Ministry of Higher Education Malaysia or;
- iii. Candidates who failed Sijil Pelajaran Malaysia (SPM) or its equivalent with five (5) years' experience in tourism related industry will be considered, provided passing an interview conducted by Ministry of Tourism Malaysia and;
- iv. Attain the age of eighteen (18) at the time of application and must be physically and mentally fit.

Candidates after being assessed verified and fulfilled Malaysian Skill Certification requirements shall be awarded with Sijil Kemahiran Malaysia (SKM) for Level 3.

Assessment must be in accordance with the following:

This NOSS outlines competency unit in the Tourist Guides working environment as required by the industry and has been developed and documented following extensive collaboration across key tourism industry related organisations. To meet the requirements of this industry, it is imperative that the competency unit outlined follow a high standard as well as maintenance of consistency throughout the assessment process. This can only be done by stipulating a precise framework in which the assessment of competency unit must be conducted. The training and assessment of a Tourist Guides practitioner must be deployed in accordance with DSD policy and the MOTOUR in adherence to Tourism Industry Act 1992.

- i. Learning environment and facilities of the *Institut Latihan Pelancongan* (ILP) shall be in accordance with the requirements of DSD and MOTOUR;

- ii. The final assessment of competence must include the combination of documented continuous assessment conducted by the facilitator during training and the results of post-training examination;
- iii. The competency unit as outlined in this NOSS must be assessed throughout the training program and during a post-training examination;
- iv. The post-training examination is centralised and conducted by MOTOUR which involves written and practical assessments;
- v. The development and assessment of the competency unit shall demonstrate the development of transferable skills;
- vi. The development and assessment of the competency unit shall include documentation by candidates both during training and examination; and
- vii. All training and assessment materials (e.g: Course of Study – CoS and Written Instruction Material -WIM) shall be approved by DSD and MOTOUR.

Candidates who passed the Tourist Guide (City Guide) Course conducted by Ministry of Tourism Malaysia (MOTOUR) and acquired Sijil Kemahiran Malaysia can apply for Tourist Guide License with the MOTOUR and join recognised Tourist Guide Association

Training, other qualification and advancement for Tourist Guide (City Guide)

- i. After two (2) years' experience as licensed tourist guide, candidates must attend and pass Tourist Guide Confirmation Course conducted by MOTOUR;
- ii. Licensed tourist guide must attend three (3) Continuous Tourism Related Education (CTRE) courses approved by MOTOUR every year to renew their license yearly;
- iii. License tourist guide are encouraged to attend additional language course to enhance their guiding prospects; and
- iv. License tourist guide are encouraged to attend courses listed under Malaysia Welcomes the World programme to be more hospitable towards tourist.

5. JOB COMPETENCIES

A Tourist Guide (City Guide) Level 3 is competent in performing:

- Tour Job Assignment Acceptance
- Tour Arrangement Reconfirmation
- Tourist Arrival Execution
- Tour Commentary Delivery
- Tour Itinerary Execution
- Tourist Health, Safety, Security and Emergency Handling
- Tourist Departure Execution
- Customised Tourist Services Execution
- Tour Payment Arrangement
- Optional Tours Execution
- Post Tour Reporting

6. WORKING CONDITION

Tourist guides are designated to work independently in handling tour operational requirements and procedures. They need to work within the tour itinerary scheduled programme. Due to job commitment, they may have to work during odd hours and away from homes.

7. EMPLOYMENT PROSPECT

The knowledge and skills gained by the Tourist Guide in handling people and the ability to work independently would be advantageous for employment in other related service industries such as travel agencies, hotels, food and beverage sector, event companies etc.

Other related occupation with respect to employment opportunities are:

- Travel and Tour Co-coordinator
- Tour Leader
- Tour Consultant
- Front Office Personal
- Tourism Trainer

Other related industries with respect to employment opportunities are:

- Public service
- Tourism training
- Transportation
- Advertising
- Marketing
- Journalism
- Public relations
- Activities centre
- Accommodation hotels
- Entrepreneur
- Meeting, Incentive, Convention and Exhibition (MICE) industry

8. SOURCES OF ADDITIONAL INFORMATION

- Ministry of Tourism Malaysia
(Industry Development Division)
Level 14, No. 2, Tower 1
Jalan P5/6, Presint 5
62200 Putrajaya
Tel : 03 – 8891 7000
Fax : 03 – 8891 7473
Website : www.motour.gov.my
- Malaysian Tourist Guides Council (MTGC)
7B, Jalan Awan Kelarai
Taman Yari
58200 Kuala Lumpur
Tel : 03 – 8024 0385
Fax : 03 – 7980 5055
Website : www.mtgc.my
- Association of Tourism Training Institutes of Malaysia (ATTIM)
1st Floor, Plaza First Nationwide
161 Jalan Tun H.S Lee
50000 Kuala Lumpur
Fax : 03 – 2070 3817
Website : www.attim.org.my

9. APPROVAL DATE

The National Skills Development Board (NSDB), Ministry of Human Resources has agreed and endorsed this Standard on

10. ACKNOWLEDGEMENT

The Director General of DSD, Secretary General of MOTOUR Malaysia would like to extend his gratitude to the organisations and individuals who have been involved in developing this standard.

11. NOSS DEVELOPMENT COMMITTEE MEMBERS

TOURIST GUIDE (CITY GUIDE)

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LEVEL 3

PANEL		
1	Pn. Ivin Mercy a/p Jayabalan	Assistant Secretary Ministry of Tourism Malaysia
2.	En. Leong Wie Kong, Jimmy	President Malaysian Tourist Guides Council (MTGC)
3.	En. Wong Hing Tuck	Hon. Chairman Kuala Lumpur Tourist Guides' Association (KLTGA)
4.	En. Khairul bin Khairuddin	Secretary General Association of Tourism Training Institutes of Malaysia (ATTIM)
5.	En. Ahmad Najib bin Ariffin	Freelance Tourist Guide
6.	En. Isvaran a/l P.Ramasamy	Freelance Tourist Guide
7.	Cik Elizabeth Chong Yoke Lan	Freelance Tourist Guide
8.	Pn. Jaiyah binti Shahbudin	Freelance Tourist Guide
FACILITATOR		
9.	Hj. Moin bin Hj. Hussien	
DOCUMENTOR		
10.	Pn. Siti Maimunah binti Ahmad	

JOB PROFILE CHART (JPC)

SECTOR	HOSPITALITY AND TOURISM		
SUB SECTOR	TOURIST GUIDE		
JOB AREA	TOURIST GUIDE (CITY GUIDE)		
JOB LEVEL	THREE (3)	JOB AREA CODE	



COMPETENCY PROFILE (CP)

Sub Sector	TOURIST GUIDE			
Job Area	TOURIST GUIDE (CITY GUIDE)			
Level	THREE (3)			
CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
1. Tour Job Assignment Acceptance		Receive tour job assignment from customer in a hospitable manner in accordance with the Code of Ethics. The Tourist Guide who is competent in receiving the tour job assignment shall be able to communicate with customer, identify, confirm and accept tour job assignment	1. Communicate with customer 2. Identify tour job assignment 3. Confirm tour job assignment details 4. Accept tour job assignment	1.1 Customer communication conducted according to the Code of Ethics 1.2 Sufficient customer and assignment information gathered 2.1 Tour job assignment determined according to customers requirement 2.2 Tour job assignment interpreted 3.1 Tour job assignment details verified 4.1 Tour job assignment accepted according to the Code of Ethics 4.2 Tour job assignment documents collected

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
2. Tour Arrangement Reconfirmation		Reconfirm tour arrangement with service providers and places to be visited in a precise manner in accordance to the Tourist Guides' Code of Ethics, to ensure that sufficient facts are gathered to gain an understanding of the tour programme, the scope of service needed and the possible benefits that may accrue to the tourist. The Tourist Guide who is competent in reconfirming tour arrangement shall be able to verify tour itinerary, acquire up to date information related to tour arrangement activities and finalise tour arrangement	<ol style="list-style-type: none"> 1. Verify tour itinerary 2. Acquire up to date information related to tour arrangement activities 3. Finalise tour arrangement 	<ol style="list-style-type: none"> 1.1 Tour itinerary contents confirmed 2.1 Accurate tour arrangement information obtained 3.1 Information from service providers obtained 3.2 Customer / service provider confirmation obtained

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
3. Tourist Arrival Execution		Execute tourist arrival arrangement in a precise manner so that the Tourist Guide shall Meet and Greet tourist by following the norms using pre-set procedures so that the tourist will receive a warm and friendly welcome in accordance to the industry's requirements. The Tourist Guide who is competent in executing tourist arrival shall be able to perform pre-arrival activities, meet and greet at arrival point, transfer tourist to accommodation destination and execute accommodation check-in	<ol style="list-style-type: none"> 1. Perform pre-arrival activities 2. Perform meet and greet at arrival point 3. Transfer tourist to accommodation destination 4. Execute accommodation check-in 	<ol style="list-style-type: none"> 1.1 Tourist pick up point, tour transport Audio Visual Aid (AVA) and tourist arrival details checked and confirmed 1.2 "Meet and Greet" information and materials acquired 2.1 Meet and greet performed according to the Code of Ethics 3.1 Tourist information kit distributed and explained 3.2 Tourist transferred to accommodation destination 4.1 Rooms allocated to the tourist 4.2 Accommodation check-in performed according to rooming list

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
4. Tour Commentary Delivery		Tour commentary delivery shall be performed in a precise manner following the norms using pre-set procedures in accordance to the Tourist Guides' Code of Ethics, so that the tourist are fully and accurately informed. The Tourist Guide who is competent in tour commentary delivery shall be able to gather information on the relevant topics, prepare storyline for commentary delivery, conduct tour commentary on the topics and handle question and answer	<ol style="list-style-type: none"> 1. Gather information on the relevant topics 2. Prepare storyline for commentary delivery 3. Conduct tour commentary on the topics 4. Handle question and answer 	<ol style="list-style-type: none"> 1.1 Commentary information identified according to tour itinerary 1.2 Information source determined 2.1 Relevant information interpreted 2.2 Commentary storyline drafted 3.1 Tour commentary performed 4.1 Tourist questions answered 4.2 Tourist satisfied

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
5. Tour Itinerary Execution		Execute tour itinerary arrangement in a smooth manner so that the Tourist Guide shall communicate effectively with the tourists on the arrangement, agreed time schedule and the various places to be visited or patronised. The Tourist Guide who is competent in executing tour itinerary arrangement shall be able to analyse tour itinerary contents and its arrangement, carry out tour itinerary, carry out alternative arrangement for contingencies, adhere to safety, security and emergency procedures and report tour itinerary execution	<ol style="list-style-type: none"> 1. Analyse tour itinerary content and its arrangement 2. Carry out tour itinerary 3. Carry out alternative arrangement for contingencies 4. Adhere to safety, security and emergency procedures 5. Report tour itinerary execution 	<ol style="list-style-type: none"> 1.1 Tour itinerary contents and its arrangements analysed 1.2 Tour arrangement planned according to tour itinerary 2.1 Tour itinerary implemented according to the Code of Ethics 2.2 Commentary on the relevant information delivered according to the Code of Ethics 3.1 Alternative arrangement executed according to contingencies plans 4.1 Safety and security procedures complied according to the customer's requirements 5.1 Tour itinerary execution report produced according to the Code of Ethics

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
6. Tourist Health, Safety, Security and Emergency Handling		Handling of tourist health, safety, security and emergency is a vital task to observe and execute in performing tour job assignment in accordance with MTGC's Code of Ethics. The Tourist Guide who is competent in handling of tourist health, safety, security & emergency shall be able to analyse relevant health, safety, security and emergency information, minimise risk and hazard, conduct health, safety, security and emergency briefing and report health, safety, security and emergency incidence	<ol style="list-style-type: none"> 1. Analyse relevant health, safety, security and emergency information 2. Minimise risk and hazard 3. Conduct health, safety, security and emergency briefing 4. Report health, safety, security and emergency incidence 	<ol style="list-style-type: none"> 1.1 Relevant health, safety, security and emergency information obtained 1.2 Safety and security risk evaluated 2.1 Safety and security risk level mitigated 3.1 Tourist health, safety, security and emergency information delivered 4.1 Tourist health, safety, security and emergency information report generated according to the Code of Ethics

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
7. Tourist Departure Execution		Execute tourist departure arrangement in a precise manner so that the Tourist Guide shall execute departure arrangement effectively and smoothly in accordance with departure procedures and industry's requirements. The Tourist Guide who is competent in performing tourist departure shall be able to ascertain tourist departure details, plan tourist departure arrangement, inform tourist in advance of departure details and arrangement, coordinate departure arrangement, execute accommodation check-out, transfer tourist to departure point and execute boarding arrangement activities at the departure point	<ol style="list-style-type: none"> 1. Ascertain tourist departure details 2. Plan tourist departure arrangement 3. Inform tourist in advance of departure details and arrangement 4. Coordinate departure arrangement 5. Execute accommodation check-out 6. Transfer tourist to departure point 	<ol style="list-style-type: none"> 1.1 Tourist departure details confirmed according to tour itinerary 1.2 Tourist identification confirmed according to departure name list 2.1 Tourist departure activities arrangement planned and confirmed 3.1 Tourist departure arrangement information updated 3.2 Departure arrangement information delivered to tourist 4.1 Service providers and relevant parties communicated and updated on departure arrangement according to the Code of Ethics 5.1 Tourist luggage handling coordinated, tourist personal documents and belongings reminded 5.2 Numbers of check out tourist confirmed 6.1 Tourist arrived at the departure point according to the departure schedule 6.2 Boarding procedure briefed to the tourist

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>7. Execute boarding arrangement activities at the departure point</p>	<p>7.1 Tourist boarding arrangement coordinated according to the Code of Ethics</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
8. Customised Tourist Services Execution		Perform customised tourist services and requirements in a satisfactory manner so that good personalised and customised services can be given attention to. The Tourist Guide who is competent in customising tourist services shall be able to analyse and carry out customised tourist services arrangement	<ol style="list-style-type: none"> 1. Analyse customised tourist service arrangement information 2. Carry out customised tourist services arrangement 	<ol style="list-style-type: none"> 1.1 Customised service arrangement information obtained 1.2 Tourist customised services requirement listed out 2.1 Customised tourist needs coordinated and fulfilled according to tourist requirement 2.2 Customised tourist services arrangement reported according to the Code of Ethics

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
9. Tour Payment Arrangement		Tour payment arrangement carried out in an acceptable manner so that all payment arrangement instructions are transacted in accordance with industry procedures and requirements. The Tourist Guide who is competent in the tour payment arrangements shall be able to assess tour payment arrangement instruction, execute tour payment instruction and record tour payment transactions	<ol style="list-style-type: none"> 1. Assess tour payment arrangement instruction 2. Execute tour payment instruction 3. Report tour payment transactions 	<ol style="list-style-type: none"> 1.1 Tour payment arrangement instruction checked 1.2 Tour payment method determined according to the Code of Ethics 2.1 Collection tour payment transacted according to the Code of Ethics 2.2 Tour payment transactions acknowledgement received according to the Code of Ethics 3.1 Tour payment transactions report generated according to the Code of Ethics

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
10. Optional Tours Execution		Optional tours arrangement promoted and carried out in a satisfactory manner so that the tourist is able to visit and explore other tourism products available in accordance with industry procedures and requirements. The Tourist Guide who is competent in the promotion and arrangement of optional tours shall be able to identify optional tours suitable for tourist, promote and carry out optional tours to the tourist	<ol style="list-style-type: none"> 1. Identify optional tours suitability for tourist 2. Promote optional tours to the tourist 3. Carry out optional tours to the tourist 	<ol style="list-style-type: none"> 1.1 Tourist free time identified 1.2 Suitable optional tours selected 2.1 Optional tours information delivered to tourist according to the Code of Ethics 3.1 Optional tour arrangement coordinated according to the Code of Ethics 3.2 Optional tour destination visited according to the Code of Ethics 3.3 Optional tour execution reported according to the Code of Ethics

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
11. Post Tour Reporting		Post tour reporting contains the scope of tour reports so that tour activities are evaluated and analysed in accordance with travel agents requirements. The Tourist Guide who is competent in post tour reporting shall be able to obtain on-tour information, study tourist feedback and generate tour report	<ol style="list-style-type: none"> 1. Obtain on-tour information 2. Study tourist feedback 3. Generate tour report 	<ol style="list-style-type: none"> 1.1 Source of on-tour information located 2.1 Tourist guide log book information exacted 2.2 Severity of the issues determined 3.1 Customised tourist services arrangement reported according to the Code of Ethics

CURRICULUM of COMPETENCY UNIT (CoCU)

Sub Sector	TOURIST GUIDE						
Job Area	TOURIST GUIDE (CITY GUIDE)						
Competency Unit Title	TOUR JOB ASSIGNMENT ACCEPTANCE						
Competency Unit Descriptor	Receive tour job assignment from customer in a hospitable manner in accordance with the Code of Ethics. The Tourist Guide who is competent in receiving the tour job assignment shall be able to communicate with customer, identify, confirm and accept tour job assignment						
Competency Unit ID		Level	3	Training Duration	15 Hours	Credit Hours	
Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria	
1. Communicate with customer	<ul style="list-style-type: none"> i. Purpose of communicating with customer ii. The Code of Ethics iii. Tourism Industry Act 1992 iv. Categories of customer such as: <ul style="list-style-type: none"> • Tour operator • Service provider v. Types of communication tools such as: <ul style="list-style-type: none"> • Fax • Emails • Telephone vi. Communication skills for verbal, non-verbal and written such as: <ul style="list-style-type: none"> • Clarity • Protocol • Listening • Social etiquette 			1 hour	Lecture	<ul style="list-style-type: none"> i. Categories of customer identified ii. Customer contacts determined iii. Communication tools used iv. Communication skills applied v. Assignment information gathered vi. The Code of Ethics complied vii. The Tourism Industrial Act 1992 complied 	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
		<ul style="list-style-type: none"> i. Identify categories of customer ii. Determine customer contacts iii. Use communication tools iv. Apply communication skills v. Gather assignment information vi. Comply with the Code of Ethics vii. Comply with the Tourism Industrial Act 1992 	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> i. Hospitable in communicating with customer ii. Meticulous in acquiring information <p><u>Safety:</u></p> <ul style="list-style-type: none"> i. Adhere to the Code of Ethics 	2 hours	Demonstration & Observation	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
2. Identify tour job assignment	i. Purpose of assessing tour job assignment ii. Relevant customer personnel iii. Interpersonal skills to obtain tour job assignment such as: <ul style="list-style-type: none"> • Negotiation • Public relation iv. Assignment requirement given by the customer personnel such as: <ul style="list-style-type: none"> • Language • Gender • Specialisation v. Tourist Guide Professionalism such as: <ul style="list-style-type: none"> • Tourism Industry Act 1992 • MTGC Schedule of Professional Fee • Tourism Industry Development in Malaysia • Suruhanjaya Pengangkutan Awam Darat (SPAD) 			1 hour	Lecture	i. Relevant customer personnel determined ii. Interpersonal skills to obtain tour job assignment applied iii. Assignment requirement given by the customer personnel checked iv. Malaysian Tourist Guides Council (MTGC) Schedule of Professional Fee complied
		i. Determine relevant customer personnel ii. Apply interpersonal skills to obtain tour job assignment iii. Determine assignment requirement given by the customer personnel iv. Comply with Malaysian Tourist Guides Council (MTGC) Schedule of Professional Fee		3 hours	Demonstration, Observation & Case Study	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
			<p><u>Attitude:</u></p> <ul style="list-style-type: none"> i. Responsible in handling document ii. Adhere to customer's documentation iii. Precise in applying effective communication iv. Meticulous in checking information v. Refer guidelines from related Ministry from time to time <p><u>Safety:</u></p> <ul style="list-style-type: none"> i. Adhere to the Code of Ethics 			

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
3. Confirm tour job assignment details	i. Purpose of confirming tour job assignment details ii. Tour itinerary such as: <ul style="list-style-type: none"> • Group Name • Places of visit • Arrival details • Accomodation iii. Modes of payment such as: <ul style="list-style-type: none"> • Cash • Voucher iv. Malaysian Tourist Guides Council (MTGC) Schedule of Professional Fee v. Tour assignment confirmation order			2 hours	Lecture	i. Tour itinerary checked ii. Relevant service provider contacts acquired iii. Payment to service provider determined iv. Modes of payment determined v. Malaysian Tourist Guides Council (MTGC) Schedule of Professional Fee complied vi. Tour assignment confirmation order filled up and signed
		i. Check tour itinerary ii. Acquire relevant service provider contacts iii. Determine payment to service provider iv. Determine modes of payment v. Comply to Malaysian Tourist Guides Council (MTGC) Schedule of Professional Fee vi. Fill up and sign tour assignment confirmation order		4 hours	Demonstration & Observation	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
			<p><u>Attitude:</u></p> <ul style="list-style-type: none"> i. Adhere to Malaysian Tourist Guides Council (MTGC) Schedule of Professional Fee ii. Meticulous in confirming tour job assignment details iii. Accurate and resourceful <p><u>Safety:</u></p> <ul style="list-style-type: none"> i. Adhere to the Code of Ethics 			

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
4. Accept tour job assignment	i. Tour job assignment receiving procedures ii. Cash advance receiving procedures iii. Contents of tour job assignment such as: <ul style="list-style-type: none"> • Tour itinerary • Entrance ticket • Service voucher • Payment instruction 			1 hour	Lecture	i. Relevant tour job assignment documents checked ii. Cash advance for tour expenditure acquired iii. Job assignment documents collected
		i. Check relevant tour job assignment documents ii. Acquire cash advance for tour expenditure iii. Collect job assignment documents	<u>Attitude:</u> i. Adhere to private and confidential in handling document ii. Honest in handling cash <u>Safety:</u> i. Adhere to the Code of Ethics	2 hours	Demonstration & Observation	

Employability Skills

Core Abilities	Social Skills
01.07 Utilize database applications to locate and process information 01.11 Apply thinking skills and creativity 02.11 Convey information and ideas to people 03.15 Liaise to achieve identified outcomes 03.16 Identify and assess client/customer needs	1. Self-discipline 2. Conceptual skills 3. Interpersonal skills 4. Communication skills

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Service voucher	1:1
2. Communication tools	1:1
3. Tour itinerary sample	1:1
4. Tourist name list format	1:1
5. Tourism Industry Act 1992	1:1
6. Tour job assignment checklist	1:1
7. Tour assignment confirmation order	1:1
8. Malaysian Tourist Guides Council (MTGC) The Code of Ethics	1:1
9. Tourism Malaysia, Malaysia Travel Manual (Malaysia Truly Asia)	1:1

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CURRICULUM of COMPETENCY UNIT (CoCU)

Sub Sector	TOURIST GUIDE						
Job Area	TOURIST GUIDE (CITY GUIDE)						
Competency Unit Title	TOUR ARRANGEMENT RECONFIRMATION						
Competency Unit Descriptor	Reconfirm tour arrangement with service providers and places to be visited in a precise manner in accordance to the Tourist Guides' Code of Ethics, to ensure that sufficient facts are gathered to gain an understanding of the tour programme, the scope of service needed and the possible benefits that may accrue to the tourist. The Tourist Guide who is competent in reconfirming tour arrangement shall be able to verify tour itinerary, acquire up to date information related to tour arrangement activities and finalise tour arrangement						
Competency Unit ID		Level	3	Training Duration	10 Hours	Credit Hours	
Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria	
1. Verify tour itinerary	i. Purpose of verifying tour itinerary ii. Tour itinerary details such as: <ul style="list-style-type: none"> • Group Name • Places of visit • Arrival details • Accommodation 			1 hour	Lecture	i. Tour itinerary details assessed ii. Service providers involved determined	
		i. Assess tour itinerary details ii. Determine service providers involved	<u>Attitude:</u> i. Meticulous in assessing tour itinerary details ii. Attention to details <u>Safety:</u> i. Adhere to the Code of Ethics	1 hour	Demonstration & Observation		

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
2. Acquire up to date information related to tour arrangement activities	<ul style="list-style-type: none"> i. Purpose of acquiring up to date information related to tour arrangement activities ii. Meal information related to tour arrangement such as: <ul style="list-style-type: none"> • Restaurant operation hours • Types of cuisine (Western, Chinese, Indian, local food, etc) • Types of serving (buffet, set menu, ala carte, pack meal, etc) iii. Accommodation information related to tour arrangement such as: <ul style="list-style-type: none"> • Types of accommodation (hotels, resorts, motels, inn, challet, etc) • Accommodation rating (star, orkid, etc) iv. Tour transportation information related to tour arrangement such as: <ul style="list-style-type: none"> • Types of tour transport (excurtion bus, excurtion van, flight, cruise, train, express bus, limousin, etc) • Transport schedule (Expected Time of Arrival (ETA), Expected Time of Departure (ETD), etc) 			1 hour	Lecture	<ul style="list-style-type: none"> i. Relevant tour arrangement activities determined ii. Relevant service provider contacts obtained iii. Up to date tour information confirmed iv. Meal information updated v. Accommodation information updated vi. Tour transportation information updated vii. Service providers information updated viii. Current situation and event updated

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	v. Service providers information such as: <ul style="list-style-type: none"> • Entrance fees • Dress Code for the tourist • Service provider operation time • Service providers contact number vi. Current situation and event such as: <ul style="list-style-type: none"> • Event (sport, exhibition, etc) • Situation (flood, places of interest, etc) 					
		i. Determine relevant tour arrangement activities ii. Obtain relevant service provider contacts iii. Confirm up to date tour information iv. Update meal information v. Update accommodation information vi. Update tour transportation information vii. Update service providers information viii. Update current situation and event	<u>Attitude:</u> i. Meticulous in updating information <u>Safety:</u> i. Adhere to the Code of Ethics	3 hours	Demonstration & Observation	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
3. Finalise tour arrangement	i. Purpose of communication with customer /service providers ii. Purpose of finalising tour arrangement iii. Communication skills such as: <ul style="list-style-type: none"> • Social • Clarity • Protocol • Listening • Pronunciation • Negotiation skills iii. Types of communication tools such as: <ul style="list-style-type: none"> • Fax • Emails • Telephone iv. Tour arrangement activities confirmation such as: <ul style="list-style-type: none"> • Meal • Transportation • Accommodation 			2 hours	Lecture	i. Communication tools used ii. Communication skills applied iii. Negotiation skills applied iv. Tour arrangement confirmed with customer / service provider
		i. Use communication tools ii. Apply communication skills iii. Apply negotiation skills iv. Confirm with customer / service provider on tour arrangement	<u>Attitude:</u> i. Adhere to customer's operation procedure	4 hours	Demonstration & Observation	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
			<ul style="list-style-type: none"> ii. Meticulous in checking information iii. Hospitable during communication with customer / service provider iv. Adherence to time management <p><u>Safety:</u></p> <ul style="list-style-type: none"> i. Adhere to the Code of Ethics 			

Employability Skills

Core Abilities	Social Skills
01.11 Apply thinking skills and creativity 02.11 Convey information and ideas to people 03.13 Develop and maintain team harmony and resolve conflicts 03.14 Facilitate and coordinate teams and ideas 03.15 Liaise to achieve identified outcomes 03.16 Identify and assess client/customer needs 04.07 Negotiate acceptance and support for objectives and strategies	1. Teamwork 2. Self-discipline 3. Conceptual skills 4. Interpersonal skills 5. Communication skills 6. Multi-tasking and prioritizing

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Tour itinerary	1:1
2. Service voucher	1:1
3. Information sheet	1:1
4. Communication tools	1:1
5. Tourist name list format	1:1
6. Tourism Industry Act 1992	1:1
7. Service providers contact number	1:1
8. Tour assignment confirmation order	1:1
9. Malaysian Tourist Guides Council (MTGC) The Code of Ethics	1:1
10. Tourism Malaysia, Malaysia Travel Manual (Malaysia Truly Asia)	1:1

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CURRICULUM of COMPETENCY UNIT (CoCU)

Sub Sector	TOURIST GUIDE						
Job Area	TOURIST GUIDE (CITY GUIDE)						
Competency Unit Title	TOURIST ARRIVAL EXECUTION						
Competency Unit Descriptor	Execute tourist arrival arrangement in a precise manner so that the Tourist Guide shall Meet and Greet tourist by following the norms using pre-set procedures so that the tourist will receive a warm and friendly welcome in accordance to the industry's requirements. The Tourist Guide who is competent in executing tourist arrival shall be able to perform pre-arrival activities, meet and greet at arrival point, transfer tourist to accommodation destination and execute accommodation check-in						
Competency Unit ID		Level	3	Training Duration	10 Hours	Credit Hours	
Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria	
1. Perform pre-arrival activities	<ul style="list-style-type: none"> i. Purpose of ascertaining tourist arrival details ii. Tourist arrival point such as: <ul style="list-style-type: none"> • Border • Airport • Seaport iii. Meet and greet information and materials <ul style="list-style-type: none"> • Arrival information • List of service providers contact numbers • Tourist particulars (name, passport number, passport expiry date, etc) • Welcome signage (placard, banner and bunting, etc) 			1 hour	Lecture	<ul style="list-style-type: none"> i. Tourist arrival name list obtained ii. Tourist transport pick up point determined iii. "Meet and Greet" information and materials acquired iv. Tour transport Audio Visual Aid (AVA) functionality checked v. Tour vehicles safety apparatus availability checked vi. Tourist arrival details confirmed 	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	iv. Handling of tour transport Audio Visual Aid (AVA) such as: <ul style="list-style-type: none"> • Video player • Public addressing system (PA system) v. Types of vehicles safety apparatus such as: <ul style="list-style-type: none"> • Fire extinguisher • First Aid Kits 					
		i. Obtain tourist arrival name list ii. Determine tourist transport pick up point iii. Acquire “Meet and Greet” information and materials iv. Check tour transport Audio Visual Aid (AVA) functionality v. Check tour vehicles safety apparatus availability vi. Confirm tourist arrival details	<u>Attitude:</u> i. Meticulous in ascertaining tourist arrival details <u>Safety:</u> i. Adhere to the Code of Ethics	1 hour	Demonstration & Observation	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
2. Perform "Meet and Greet" at arrival point	i. Purpose of performing meet and greet at arrival point ii. Code of Ethics iii. Malaysian Way of Greeting vi. Tour transport boarding activities such as: <ul style="list-style-type: none"> • Tourist head count • Tourist belongings count • Safety & Security briefing vii. Meet and greet procedures according to the Code of Ethics iv. Communication skills such as: <ul style="list-style-type: none"> • Clarity • Protocol • Listening • Social etiquette v. Interpersonal skills			1 hour	Lecture	i. The Code of Ethics adhered ii. Meet and greet formalities at the arrival point applied iii. "Meet and Greet" procedures complied according to the code of ethics iv. Communication skills applied v. Interpersonal skills applied
		i. Adhere to the Code of Ethics ii. Apply meet and greet formalities at the arrival point iii. Comply with "Meet and Greet" procedures according to the Code of Ethics iv. Apply communication skills v. Apply interpersonal skills	<u>Attitude:</u> i. Adhere to customer's operation procedure ii. Meticulous in checking information	1 hour	Demonstration & Observation	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
			iii. Hospitable in "Meet and Greet" tourist <u>Safety:</u> i. Adhere to the Code of Ethics			

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
3. Transfer tourist to accommodation destination	<ul style="list-style-type: none"> i. Welcoming speech to the tourist during transfer such as: <ul style="list-style-type: none"> • Greetings • Safety • Weather • Currency • Geography ii. Tourist's luggage handling such as: <ul style="list-style-type: none"> • Lost luggage • Damage luggage • Number of luggage • Luggage storage area • Destination of the luggage • Luggage transportation (lorry, coach, van, etc) iii. Tour information kit such as: <ul style="list-style-type: none"> • Tour itinerary • Feedback form • Tour brochures • Information on tour operators iv. Tourist arrival at the accommodation destination such as: <ul style="list-style-type: none"> • Tourist's luggage • Tourist head count • Tourist's belongings v. Confirmation of tourist arrival at the accommodation destination 			1 hour	Lecture	<ul style="list-style-type: none"> i. Tourist's luggage issues handled ii. Tourist transportation boarding procedures carried out iii. Welcoming speech to the tourist during transfer delivered iv. Tourist on overall tour programmes according to tour itinerary briefed v. Tour information kit distributed vi. Tourist arrival at the accommodation destination handled vii. Porterage services arranged viii. Tourist arrival at the accommodation destination confirmed

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
		<ul style="list-style-type: none"> i. Handle tourist's luggage issues ii. Adhere to tourist transportation boarding procedures iii. Deliver welcoming speech to the tourist during transfer iv. Brief tourist on overall tour programmes according to tour itinerary v. Distribute tour information kit vi. Handle tourist arrival at the accommodation destination vii. Arrange portorage services viii. Confirm tourist arrival at the accommodation destination 	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> i. Hospitable in handling tourist to accommodation destination ii. Time management followed iii. Responsible in handling document iv. Meticulous in checking information v. Handle equipment with care <p><u>Safety:</u></p> <ul style="list-style-type: none"> i. Adhere to the Code of Ethics 	3 hours	Demonstration & Observation	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
4. Execute accommodation check-in	<ul style="list-style-type: none"> i. Types of accommodation such as: <ul style="list-style-type: none"> • Star / Orchid rating • Service Apartment • Homestay ii. Accommodation room categories such as: <ul style="list-style-type: none"> • Suite room • Deluxe room • Superior room • Standard room • Connecting room iii. Accommodation check-in documents such as: <ul style="list-style-type: none"> • Passport • Rooming list • Meal voucher • Hotel voucher • Registration form iv. Type of accommodation check-in such as: <ul style="list-style-type: none"> • Pre check-in • Group check-in • Incentive check-in • Individual check-in v. Tourist special request such as: <ul style="list-style-type: none"> • Extra bed • Connecting room • Non-smoking room 			1 hour	Lecture	<ul style="list-style-type: none"> i. Tourist rooming list checked ii. Type of accommodation determined iii. Accommodation room categories determine iv. Room keys from the front office of the accommodation obtained v. Room keys distributed to the tourist vi. Accommodation briefing performed vii. Accommodation special request attended viii. With the accommodation provider on other relevant arrangement coordinated ix. With tour operator liaised x. With tour leader liaised xi. Tourist arrival execution record updated

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	vi. Accommodation check-in procedure such as: <ul style="list-style-type: none"> • Collect room keys • Allocate room according to rooming list • Distribution of room keys and meal vouchers • Arrange portorage service • Inform accommodation personnel on morning call, tourist luggage collection time and meal arrangement vii. Accommodation briefing such as: <ul style="list-style-type: none"> • Location and time of breakfast • Accommodation facilities • Check-out time viii. Tourist arrival executing report					
		i. Check tourist rooming list ii. Confirm type of accommodation iii. Confirm accommodation room categories iv. Collect room keys from the front office of the accommodation v. Distribute room keys to the tourist vi. Perform accommodation briefing		3 hours	Demonstration & Observation	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
		<ul style="list-style-type: none"> vii. Attend accommodation special request viii. Coordinate with the accommodation provider on other relevant arrangement ix. Liaise with tour operator x. Liaise with tour leader xi. Update tourist arrival execution record 	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> i. Hospitable in executing accommodation check-in ii. Meticulous in checking information iii. Practise good time management iv. Responsible in handling document v. Adhere to customer's operation procedure vi. Accuracy in recording related information <p><u>Safety:</u></p> <ul style="list-style-type: none"> i. Adhere to the Code of Ethics 			

Employability Skills

Core Abilities	Social Skills
<p>01.10 Apply a variety of mathematical techniques 01.11 Apply thinking skills and creativity 02.10 Prepare reports and instructions 02.11 Convey information and ideas to people 03.13 Develop and maintain team harmony and resolve conflicts 03.14 Facilitate and coordinate teams and ideas 03.15 Liaise to achieve identified outcomes 03.16 Identify and assess client/customer needs 04.06 Allocate work 04.07 Negotiate acceptance and support for objectives and strategies 05.01 Implement project/work plans 06.07 Develop and maintain networks</p>	<ol style="list-style-type: none">1. Teamwork2. Self-discipline3. Conceptual skills4. Interpersonal skills5. Communication skills6. Multi-tasking and prioritizing

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Welcome kits	1:1
2. Tour itinerary	1:1
3. Service voucher	1:1
4. Information sheet	1:1
5. Welcome signage	1:1
6. Communication tools	1:1
7. Audio Visual Aid (AVA)	1:1
8. Tourist name list format	1:25
9. Tourism Industry Act 1992	1:1
10. Service providers contact number	1:1
11. Tour assignment confirmation order	1:1
12. Public Addressing System (PA System)	1:25
13. Malaysian Tourist Guides Council (MTGC) The Code of Ethics	1:1
14. Hotel directory by Tourism Malaysia	1:25
15. Tourism Malaysia, Malaysia Travel Manual (Malaysia Truly Asia)	1:1

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CURRICULUM of COMPETENCY UNIT (CoCU)

Sub Sector	TOURIST GUIDE						
Job Area	TOURIST GUIDE (CITY GUIDE)						
Competency Unit Title	TOUR COMMENTARY DELIVERY						
Competency Unit Descriptor	Tour commentary delivery shall be performed in a precise manner following the norms using pre-set procedures in accordance to the Tourist Guides' Code of Ethics, so that the tourist are fully and accurately informed. The Tourist Guide who is competent in tour commentary delivery shall be able to gather information on the relevant topics, prepare storyline for commentary delivery, conduct tour commentary on the topics and handle question and answer						
Competency Unit ID		Level	3	Training Duration	300 Hours	Credit Hours	
Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria	
1. Gather information on the relevant topics	i. Purpose of gathering information on the relevant topics ii. Relevant information on Malaysia such as: <ul style="list-style-type: none"> • Geography and nature • History • Cultures • Government System • Industries • Agro Based Industries • Cottage Industries • Transportation and Communication System • Tourism Product • Events, Festivals and Entertainment • Cuisine, Dining and Gourmet 			16 hours	Lecture	i. Relevant information on Malaysia determined ii. Source of relevant information determined iii. Relevant information on Malaysia search and validated iv. Relevant information on Malaysia compiled v. Abstract relevant information on Malaysia vi. Relevant information on Malaysia used	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	iii. Valid and relevant sources of information such as: <ul style="list-style-type: none"> • Books • Internet • Tourism websites • Travel publications 					
		i. Determine relevant information on Malaysia ii. Determine source of relevant information iii. Search and validate relevant information on Malaysia iv. Compile relevant information on Malaysia v. Abstract relevant information on Malaysia vi. Use relevant information on Malaysia	<u>Attitude:</u> i. Accuracy of information maintained ii. Meticulous in compiling relevant information on Malaysia <u>Safety:</u> i. Adhere to the Code of Ethics	38 hours	Demonstration & Observation	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
2. Prepare storyline for commentary delivery	i. Purpose of preparing storyline for commentary delivery ii. Tourist profile such as: <ul style="list-style-type: none"> • Age • Country • Language • Cross culture • Purpose of visit iii. Storyline for commentary delivery such as: <ul style="list-style-type: none"> • Content • Conclusion • Introduction iv. Storyline preparation and narration technique such as: <ul style="list-style-type: none"> • Creative • Relevant • Ability to generate interest 			36 hours	Lecture	i. Tourist profile, type of tour activity, theme and duration of tour determined ii. Relevant subject matter in relation with tourist profile, type of tour activity, theme and duration of tour interpreted iii. Storyline for commentary delivery in relation with tourist profile drafted iv. Storyline preparation and narration technique applied
		i. Determine tourist profile, type of tour activity, theme and duration of tour ii. Interpret relevant subject matter in relation with tourist profile, type of tour activity, theme and duration of tour iii. Draft storyline for commentary delivery in relation with tourist profile iv. Apply storyline preparation and narration technique		84 hours	Demonstration & Observation	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
			<p><u>Attitude:</u></p> <ul style="list-style-type: none"> i. Accuracy of information maintained ii. Meticulous in preparing storyline for commentary delivery information <p><u>Safety:</u></p> <ul style="list-style-type: none"> i. Adhere to the Code of Ethics 			

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
3. Conduct tour commentary on the topics	i. Purpose of conducting tour commentary on the topics ii. The Code of Ethics iii. Tour commentary technique <ul style="list-style-type: none"> • Practice on introduction • Conclude of commentary • Familiarise with the storyline iv. Presentation skills v. Communication skills <ul style="list-style-type: none"> • Language skills • Product knowledge • Personality, attitude vi. Audio visual system such as: <ul style="list-style-type: none"> • Projector • PA system • Microphone vii. Types of commentary interruption such as: <ul style="list-style-type: none"> • Religion • Political issues • Difficult question 			36 hours	Lecture	i. The Code of Ethics adhered ii. Tour commentary of topic delivered iii. Presentation skills applied iv. Communication skills applied v. Relevant audio visual system used vi. Commentary interruption handled
		i. Adhere to the Code of Ethics ii. Deliver tour commentary of topic iii. Apply presentation skills iv. Apply communication skills v. Use relevant audio visual system vi. Handle commentary interruption		84 hours	Demonstration & Observation	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
			<p><u>Attitude:</u></p> <ul style="list-style-type: none"> i. Precise and clear in delivery ii. Accuracy of information maintained iii. Resourceful and accurate iv. Handle equipment with care <p><u>Safety:</u></p> <ul style="list-style-type: none"> i. Adhere to the Code of Ethics 			

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
4. Handle question and answer	<ul style="list-style-type: none"> i. Purpose of handling question and answer ii. The Code of Ethics iii. Listening and probing skills 			2 hours	Lecture	<ul style="list-style-type: none"> i. The Code of Ethics adhered ii. Listening and probing skills applied iii. Relevant answer provided
		<ul style="list-style-type: none"> i. Adhere to the Code of Ethics ii. Apply listening and probing skills iii. Provide a relevant answer 	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> i. Accuracy of information maintained ii. Sensitive to cross cultural issues <p><u>Safety:</u></p> <ul style="list-style-type: none"> i. Adhere to the Code of Ethics 	4 hours	Demonstration & Observation	

Employability Skills

Core Abilities	Social Skills
01.07 Utilize database applications to locate and process information 01.08 Utilize spreadsheets applications to locate and process information 01.10 Apply a variety of mathematical techniques 01.11 Apply thinking skills and creativity 02.09 Prepare flowcharts 02.11 Convey information and ideas to people 03.16 Identify and assess client/customer needs 05.01 Implement project/work plans	1. Teamwork 2. Self-discipline 3. Conceptual skills 4. Interpersonal skills 5. Communication skills 6. Multi-tasking and prioritizing

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Tour itinerary	1:1
2. Malaysia map	1:1
3. LCD projector	1:1
4. Passenger list	1:1
5. Tourism brochure	1:1
6. Public Addressing System (PA System)	1:25
7. Malaysian Tourist Guides Council (MTGC) The Code of Ethics	1:1
8. Information Sheet develop as WIM for NOSS TG by Ministry of Tourism Malaysia – Geography and Nature, History of Malaysia, Cultures of Malaysia, Government System of Malaysia, Industries of Malaysia, Agro Based Industries of Malaysia, Cottage Industried of Malaysia, Transportation and Communication System of Malaysia, Destinations Knowledge of Malaysia, Tourism Products of Malaysia, Events, Festivals and Entertainment of Malaysia	1:25
9. Tourism Malaysia, Malaysia Travel Manual (Malaysia Truly Asia)	1:1

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CURRICULUM of COMPETENCY UNIT (CoCU)

Sub Sector	TOURIST GUIDE						
Job Area	TOURIST GUIDE (CITY GUIDE)						
Competency Unit Title	TOUR ITINERARY EXECUTION						
Competency Unit Descriptor	Execute tour itinerary arrangement in a smooth manner so that the Tourist Guide shall communicate effectively with the tourists on the arrangement, agreed time schedule and the various places to be visited or patronised. The Tourist Guide who is competent in executing tour itinerary arrangement shall be able to analyse tour itinerary contents and its arrangement, carry out tour itinerary, carry out alternative arrangement for contingencies, adhere to safety, security and emergency procedures and report tour itinerary execution						
Competency Unit ID		Level	3	Training Duration	100 Hours	Credit Hours	
Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria	
1. Analyse tour itinerary content and its arrangement	i. Purpose of analysing tour itinerary contents and its arrangements ii. Tour itinerary contents and its arrangements such as: <ul style="list-style-type: none"> • Date • Time • Group name • Pick up point • Departure point • Number of tourist • Tour operator contact number • Service provider contact number iii. Tourist logistic arrangement such as: <ul style="list-style-type: none"> • Meal • Transport • Accommodation 			8 hours	Lecture	i. Tour itinerary contents and its arrangements identified ii. Tourist profile determined iii. Tourist customised needs determined iv. Tourist logistic arrangement determined v. Tourist places of visit determined vi. Tourist dress code requirement at the visiting places determined vii. Relevant payments requirement selected	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> iv. Tourist customised needs such as: <ul style="list-style-type: none"> • Types of meal • Handicap facilities v. Room specification (non-smoking, connecting, same floor, etc) vi. Tourist profile such as: <ul style="list-style-type: none"> • Cross-culture • Tourist needs • Types of tourist • Tourist expectation vii. Places of visit requirement such as: <ul style="list-style-type: none"> • Tour activity timing • Touristic places do's and don'ts • The Tourist Dress Code requirement at the visiting places (water team park, hills resort, eco and nature tourism activities, mosque, restaurant and official events, etc) viii. Routing of the itinerary such as: <ul style="list-style-type: none"> • Latest updates on the event • Duration for each tour activity • Timing from departure till end of tour • Distance from one point to another point 					<ul style="list-style-type: none"> viii. Tour activity timing determined ix. Routing of tour itinerary confirmed x. Modes of transportation required selected xi. Service providers contact information confirmed

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	ix. Relevant payments requirement such as: <ul style="list-style-type: none"> • Meal • Transport • Entrance fee x. Modes of payment such as: <ul style="list-style-type: none"> • Cash • Cheque • Credit card • Service voucher xi. Modes of transportation required such as: <ul style="list-style-type: none"> • Train • Ferry • Cruise • Cable car • Excurtion bus • Lorry for luggage and other equipment xii. Service providers contact information such as: <ul style="list-style-type: none"> • Meal • Accomodation • Transportation 					
		i. Identify tour itinerary contents and its arrangements ii. Determine tourist profile iii. Determine tourist customised needs		18 hours	Demonstration & Observation	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
		<ul style="list-style-type: none"> iv. Determine tourist logistic arrangement v. Determine tourist places of visit vi. Determine Tourist Dress Code requirement at the visiting places vii. Select relevant payments requirement viii. Determine tour activity timing ix. Confirm routing of tour itinerary x. Select modes of transportation required xi. Confirm service providers contact information 	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> i. Meticulous in analysing tour itinerary contents and its arrangements ii. Pro-active iii. Time management observed iv. Strategic schedule complied v. Responsible in handling relevant payment requirement <p><u>Safety:</u></p> <ul style="list-style-type: none"> i. Adhere to the Code of Ethics 			

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
2. Carry out tour itinerary	i. Purpose of carrying out tour itinerary ii. The Code of Ethics iii. "Meet and Greet" procedures according to the Code of Ethics iv. Time management in executing tour itinerary such as: <ul style="list-style-type: none"> • Duration of the tour • Duration of each stop • Distance from one visiting place to another • Departure to another destination (flight, cruise, express bus, train, etc) v. Tour routing management vi. Relevant information to the tourist related to the visiting place vii. Handling of customer service such as: <ul style="list-style-type: none"> • Types of complainer (passive, constructive, aggressive, etc) • Tourist complaints (tour package, tour itinerary, tourist feedback, etc) 			10 hours	Lecture	i. The Code Of Ethics adhered ii. With "Meet And Greet" procedure according to the code of ethics complied iii. Tour itinerary managed iv. Tour routing followed v. Relevant information to the tourist delivered vi. Customer service performed
		i. Adhere to the Code of Ethics		22 hours	Demonstration & Observation	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
		<ul style="list-style-type: none"> ii. Comply with “Meet and Greet” procedure according to the Code of Ethics iii. Manage tour itinerary iv. Follow tour routing v. Deliver relevant information to the tourist vi. Perform customer service vii. Remind tourist on do’s and dont’s of each places of interest 	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> i. Attention to details of the arrangement ii. Pro-active in giving information iii. Courteous in carrying out the tour itinerary iv. Wear appropriate attire according to Code of Ethics v. Responsible in handling document <p><u>Safety:</u></p> <ul style="list-style-type: none"> i. Adhere to the Code of Ethics 			

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
3. Carry out alternative arrangement for contingencies	<ul style="list-style-type: none"> i. Purpose of carrying out alternative arrangement for contingencies ii. Emergency incident reporting procedure such as: <ul style="list-style-type: none"> • Police • Airlines iii. Transport providers such as: <ul style="list-style-type: none"> • Land transport • Air transport • Sea transport iv. Service providers <ul style="list-style-type: none"> • Meal provider • Accommodation provider • Transportation provider v. Reschedule the tour programme such as: <ul style="list-style-type: none"> • Due to event issues • Due to tourist illness • Due to weather issues • Due to vehicles breakdown • Due to flight delay (departure and arrival) vi. Tour transport breakdown handling procedures vii. Meal arrangement changes issues such as: <ul style="list-style-type: none"> • Time • Venue • Payment • Special request 	56		8 hours	Lecture	<ul style="list-style-type: none"> i. Tour operator informed ii. Related foreign mission informed iii. with tour service providers liaised iv. Tour programme rescheduled v. Customer contacted

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	viii. Visiting places related issues such as: <ul style="list-style-type: none"> • Visiting place closer • Weather issues • Ticket in availability • Long queue ix. Incidence during tour such as: <ul style="list-style-type: none"> • Lost their belongings and travelling documents • Thieves • Illnesses • Accident • Death x. Handling of departure / arrival delay procedures					
		i. Inform tour operator ii. Inform related foreign mission iii. Liaise with tour service providers iv. Reschedule the tour programme v. Contact customer	<u>Attitude:</u> i. Pro-active in information ii. Courteous in carrying out alternative arrangement for contingencies	19 hours	Demonstration & Observation	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
			<ul style="list-style-type: none"> iii. Wear appropriate attire according to the Code of Ethics iv. Responsible in handling alternative arrangement for contingencies v. Meticulous in rescheduling tour programme <p><u>Safety:</u></p> <ul style="list-style-type: none"> i. Adhere to the Code of Ethics 			

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
4. Adhere to safety, security and emergency procedures	i. Purpose of safety, security and emergency procedure ii. Safety, security and emergency guidelines iii. Tourist safety issues such as: <ul style="list-style-type: none"> • Drinking water • Crossing road • Food allergies • Emergency contact iv. Tourist security issues such as: <ul style="list-style-type: none"> • Money handling • Travelling document • Personal belongings v. Safety, security and emergency procedure according to the industry's requirement vi. Medical support service such as: <ul style="list-style-type: none"> • Clinics • Doctors • Ambulance • Medical evacuation 			4 hours	Lecture	i. Safety, security and emergency guidelines studied ii. Tourist safety issues determined iii. Tourist security issues determined iv. Safety, security and emergency issues determined v. Emergency incident report for tourist coordinated vi. Medical support service liaised vii. Safety and security procedure according to the industry's requirement complied
		i. Study safety, security and emergency guidelines ii. Determine tourist safety issues iii. Determine tourist security issues iv. Determine safety, security and emergency issues		10 hours	Demonstration & Observation	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
		<ul style="list-style-type: none"> v. Coordinate emergency incident report for tourist vi. Liaise with medical support service vii. Comply with safety and security procedure according to the industry's requirement 	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> i. Attention to details of the arrangement ii. Pro-active in giving information iii. Courteous in complying to safety, security and emergency procedures iv. Wear appropriate attire according to the Code of Ethics v. Responsible in handling document vi. Meticulous in checking information <p><u>Safety:</u></p> <ul style="list-style-type: none"> i. Adhere to the Code of Ethics 			

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
5. Report tour itinerary execution	<ul style="list-style-type: none"> i. Purpose of reporting tour itinerary execution ii. Procedures to write tour itinerary execution report iii. Format of reports iv. Tour itinerary execution report 			1 hour	Lecture	<ul style="list-style-type: none"> i. Procedures to write tour itinerary execution report determined ii. Format of reports determined iii. Tour itinerary execution report wrote
		<ul style="list-style-type: none"> i. Determine procedures to write tour itinerary execution report ii. Determine format of reports iii. Write tour itinerary execution report 	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> i. Accuracy in report ii. Meticulous in information gathered iii. Responsible in handling document iv. Adhere to customer's documentation procedure <p><u>Safety:</u></p> <ul style="list-style-type: none"> i. Adhere to the Code of Ethics 	1 hour	Demonstration & Observation	

Employability Skills

Core Abilities	Social Skills
01.10 Apply a variety of mathematical techniques 01.11 Apply thinking skills and creativity 02.09 Prepare flowcharts 02.10 Prepare reports and instructions 02.11 Convey information and ideas to people 03.13 Develop and maintain team harmony and resolve conflicts 03.14 Facilitate and coordinate teams and ideas 03.15 Liaise to achieve identified outcomes 03.16 Identify and assess client/customer needs 04.06 Allocate work 04.07 Negotiate acceptance and support for objectives and strategies 05.01 Implement project/work plans 06.07 Develop and maintain networks	1. Teamwork 2. Self-discipline 3. Conceptual skills 4. Interpersonal skills 5. Communication skills 6. Multi-tasking and prioritizing

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Tour itinerary 2. Service voucher 3. Service providers contact number 4. Public Addressing System (PA System) 5. Malaysian Tourist Guides Council (MTGC) The Code of Ethics 6. Tourism Malaysia, Malaysia Travel Manual (Malaysia Truly Asia)	1:1 1:1 1:1 1:25 1:1 1:1

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1. Malaysia Travel Manual (Malaysia Truly Asia)
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CURRICULUM of COMPETENCY UNIT (CoCU)

Sub Sector	TOURIST GUIDE						
Job Area	TOURIST GUIDE (CITY GUIDE)						
Competency Unit Title	TOURIST HEALTH, SAFETY, SECURITY AND EMERGENCY HANDLING						
Competency Unit Descriptor	Handling of tourist health, safety, security and emergency is a vital task to observe and execute in performing tour job assignment in accordance with MTGC's Code of Ethics. The Tourist Guide who is competent in handling of tourist health, safety, security & emergency shall be able to analyse relevant health, safety, security and emergency information, minimise risk and hazard, conduct health, safety, security and emergency briefing and report health, safety, security and emergency incidence						
Competency Unit ID		Level	3	Training Duration	20 Hours	Credit Hours	
Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria	
1. Analyse relevant health, safety, security and emergency information	i. Purpose of analysing relevant health, safety, security and emergency information ii. Safety operation manual such as: <ul style="list-style-type: none"> • First aid • Fire fighting • Excursion transport iii. Security information such as: <ul style="list-style-type: none"> • Security manual from police • Travelling document handling • Money handling (money changing, pick pocket, etc) 			1 hour	Lecture	i. Types of health, safety, security and emergency details required for tourist handling determined ii. Safety operation manual acquired iii. Health, safety, security and emergency information gathered	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	iv. Types of safety details required in handling tourist such as: <ul style="list-style-type: none"> • Water safety • CPR • First Aid • Road Safety • Safety Hazard • Source of safety information (operation manual) • Fire fighting equipmnet (e.g: types of fire fighting, fire fighting operating procedure) v. Types of security details required in handling tourist such as: <ul style="list-style-type: none"> • Snatch thieve • Safety deposit box • Source of security information • Handling personal belonging 					
		i. Determine types of health, safety, security and emergency details required for tourist handling ii. Acquire safety operation manual iii. Assess health, safety, security and emergency		3 hours	Demonstration & Observation	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
		information	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> i. Accurate and resourceful ii. Pro-active in giving information iii. Analytical mind iv. Accuracy of information maintained v. Adhere to relevant information <p><u>Safety:</u></p> <ul style="list-style-type: none"> i. Adhere to the Code of Ethics ii. Health, safety, security and emergency procedure complied 			

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
2. Minimise risk and hazard	i. Purpose of handling security & safety arrangement ii. Type of safety & security hazard at the tourist visiting place such as: <ul style="list-style-type: none"> • Pick pocket • Broken jetty • Snatch thief • Slippery floors • Slippery stone at the waterfall iii. Types of safety aid such as: <ul style="list-style-type: none"> • Plaster • Bandage • Antiseptic iv. Safety & Security Standard Operation Procedure (SOP)			2 hours	Lecture	i. Safety & security hazard at the tourist visiting place cross checked ii. Types of safety aid determined iii. Emergency contact number determined iv. Communication devices used v. Relevant emergency party informed vi. Safety & security standard operation procedure (sop) complied
		i. Cross check safety & security hazard at the tourist visiting place ii. Determine types of safety aid iii. Determine emergency contact number iv. Use communication devices v. Inform relevant emergency party vi. Comply with Safety & Security Standard Operation Procedure (SOP)	<u>Attitude:</u> i. Accurate and resourceful	6 hours	Demonstration & Observation	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
			<ul style="list-style-type: none"> ii. Courteous in handling security & safety arrangement iii. Interpersonal communication applied iv. Organized v. Proactive vi. Safety conscious vii. Safety elements observed viii. Team work ix. Time management x. Efficient xi. Hygiene conscious <p><u>Safety:</u></p> <ul style="list-style-type: none"> i. Adhere to the Code of Ethics ii. Health, safety, security and emergency procedure complied 			

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
3. Conduct health, safety, security and emergency briefing	i. Purpose of conducting health, safety, security and emergency briefing ii. Code of Ethics iii. Communication skills such as: <ul style="list-style-type: none"> • Personality • Attitude (Malaysian way of greeting) • Safety & Security product knowledge iv. Techniques of conducting question and answer sessions such as: <ul style="list-style-type: none"> • Sensitive issues (political, religion and racial issues, etc) • Difficult questions (question out of expectation, etc) v. Types of relevant audio visual system such as: <ul style="list-style-type: none"> • Projector • PA system • Microphone 			2 hours	Lecture	i. The Code of Ethics adhered ii. Communication skills applied iii. Techniques of conducting question and answer sessions applied iv. Relevant audio visual system used v. Health, safety, security and emergency situation briefed
		i. Adhere to the Code of Ethics ii. Apply communication skills iii. Apply techniques of conducting question and answer sessions iv. Use relevant audio visual system		6 hours	Demonstration & Observation	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
		v. Brief health, safety, security and emergency situation	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> i. Accurate and resourceful ii. Safety & security Standard Operation Procedure (SOP) complied iii. Courteous in conducting health, safety, security and emergency briefing iv. Interpersonal communication applied v. Organized vi. Proactive vii. Team work performed viii. Time management adhered ix. Hygiene conscious <p><u>Safety:</u></p> <ul style="list-style-type: none"> i. Adhere to the Code of Ethics ii. Adhere to Health, safety, security and emergency procedures 			

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
4. Report health, safety, security and emergency incidence	<ul style="list-style-type: none"> i. Purpose of reporting tourist health, safety, security and emergency issues ii. Procedures to write tourist health, safety, security and emergency report iii. Format of reports iv. Tourist health, safety, security and emergency report 			1 hour	Lecture	<ul style="list-style-type: none"> i. Procedures to write tourist health, safety, security and emergency report determined ii. Format of reports determined iii. Tourist health, safety, security and emergency report wrote
		<ul style="list-style-type: none"> i. Determine procedures to write tourist health, safety, security and emergency report ii. Determine format of reports iii. Write tourist health, safety, security and emergency report 	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> i. Accuracy in report ii. Meticulous in gathering information <p><u>Safety:</u></p> <ul style="list-style-type: none"> i. Adhere to the Code of Ethics ii. Health, safety, security and emergency procedure complied 	1 hour	Demonstration & Observation	

Employability Skills

Core Abilities	Social Skills
01.10 Apply a variety of mathematical techniques 01.11 Apply thinking skills and creativity 02.10 Prepare reports and instructions 02.11 Convey information and ideas to people 03.13 Develop and maintain team harmony and resolve conflicts 03.14 Facilitate and coordinate teams and ideas 03.15 Liaise to achieve identified outcomes 03.16 Identify and assess client/customer needs	1. Teamwork 2. Self-discipline 3. Conceptual skills 4. Interpersonal skills 5. Communication skills 6. Multi-tasking and prioritizing

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Tour itinerary	1:1
2. Information sheet	1:1
3. Safety operation manual	1:1
4. Emergency contact number	1:1
5. Standard Operation Procedure (SOP)	1:25
6. Public Addressing System (PA System)	1:25
7. Malaysian Tourist Guides Council (MTGC) The Code of Ethics	1:1
8. Tourism Malaysia, Malaysia Travel Manual (Malaysia Truly Asia)	1:1

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CURRICULUM of COMPETENCY UNIT (CoCU)

Sub Sector	TOURIST GUIDE						
Job Area	TOURIST GUIDE (CITY GUIDE)						
Competency Unit Title	TOURIST DEPARTURE EXECUTION						
Competency Unit Descriptor	Execute tourist departure arrangement in a precise manner so that the Tourist Guide shall execute departure arrangement effectively and smoothly in accordance with departure procedures and industry's requirements. The Tourist Guide who is competent in performing tourist departure shall be able to ascertain tourist departure details, plan tourist departure arrangement, inform tourist in advance of departure details and arrangement, coordinate departure arrangement, execute accommodation check-out, transfer tourist to departure point and execute boarding arrangement activities at the departure point						
Competency Unit ID		Level	3	Training Duration	10 Hours	Credit Hours	
Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria	
1. Ascertain tourist departure details	i. Purpose of identifying tourist departure details ii. Tourist departure information such as: <ul style="list-style-type: none"> • Date and time • Tourist pickup venue • Tourist departure point iii. Tourist transportation arrangement such as: <ul style="list-style-type: none"> • Driver contact • Transport type • Transport registration number 			1 hour	Lecture	i. Tourist departure name list ascertained ii. Tourist identification confirmed iii. Tourist departure date and time determined iv. Tourist pickup venue determined v. Tourist departure point determined vi. Tourist transportation arrangement determined	
		i. Ascertain tourist departure name list ii. Confirm tourist identification iii. Determine tourist departure date and time		1 hour	Demonstration & Observation		

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
		<ul style="list-style-type: none"> iv. Determine tourist pickup venue v. Determine tourist departure point vi. Determine tourist transportation arrangement 	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> i. Pro-active in gathering information ii. Meticulous in gathering information iii. Resourceful and accurate <p><u>Safety:</u></p> <ul style="list-style-type: none"> i. Adhere to the Code of Ethics 			

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
2. Plan tourist departure arrangement	i. Purpose of planning tourist departure arrangement ii. Accommodation check out procedures such as: <ul style="list-style-type: none"> • Check out time • Key hand over • Guest personal bills payment • Luggage pick up arrangement iii. Meal arrangement such as: <ul style="list-style-type: none"> • Time • Pack meal iv. Tourist pick up point arrangement such as: <ul style="list-style-type: none"> • Tourist boarding point • Luggage loading point • Tourist transport waiting point 			1 hour	Lecture	i. Accommodation check out procedures determined ii. Luggage pick up point selected iii. Meal arrangement determined iv. Tourist pick up arrangement confirmed
		i. Determine accommodation check out procedures ii. Select luggage pick up point iii. Determine meal arrangement iv. Confirm tourist pick up arrangement	<u>Attitude:</u> i. Time management adhered ii. Organized <u>Safety:</u> i. Adhere to the Code of Ethics	1 hour	Demonstration & Observation	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
3. Inform tourist in advance of departure details and arrangement	i. Purpose of informing tourist in advance about departure details and its arrangement ii. The Code of Ethics iii. Tourist departure arrangement information such as: <ul style="list-style-type: none"> • Meal time • Departure time from venue • Accommodation check out time • Departure point from venue • Luggage pick up (pick up time, pick up point, transport, etc) iv. Tourist personal bill payment arrangement v. Tourist personal belongings issues such as: <ul style="list-style-type: none"> • Travelling documents are in order before departure • Laundry should be collected by tourist before departure • Safety box items to be collected by tourist before departure 			1 hour	Lecture	i. The Code of Ethics adhered ii. Tourist departure arrangement information updated iii. Tourist on their personal bill payment arrangement briefed iv. Tourist on their personal belongings briefed v. Tourist on next point of entry restriction and requirement briefed vi. Tourist to fill up feedback form reminded
		i. Adhere to the Code of Ethics ii. Update tourist departure arrangement information		1 hour	Demonstration & Observation	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
		<ul style="list-style-type: none"> iii. Brief tourist on their personal bill payment arrangement iv. Brief tourist on their personal belongings v. Brief tourist on next point of entry restriction and requirement vi. Remind tourist to fill up feedback form 	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> i. Accuracy of information maintained ii. Courtesy is always observed iii. Courteous in informing tourist in advance about departure details and its arrangement iv. Well organized <p><u>Safety:</u></p> <ul style="list-style-type: none"> i. Adhere to the Code of Ethics 			

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
4. Coordinate departure arrangement	i. Purpose of coordinating departure arrangement ii. Departure arrangement coordination such as: <ul style="list-style-type: none"> • Meal arrangement • Transport driver (on pick up time, pick up venue, departure point, luggage arrangement, etc) • Accommodation (wake up call, luggage pick up time, check out time, tourist personal bill payment settlement, etc) iii. Communication skills such as: <ul style="list-style-type: none"> • Protocol • Listening • Social etiquette iv. Role and responsibility for: <ul style="list-style-type: none"> • Driver /coach captain • Tour leader • Tourist guide 			1 hour	Lecture	i. Tour transport driver / coach captain communicated ii. Accommodation personnel communicated iii. Communication skills used iv. Tour operator liaised v. Tour leader liaised vi. Tourist police liaised
		i. Communicate with tour transport driver / coach captain ii. Communicate with accommodation personnel iii. Apply communication skills iv. Liaise with tour operator v. Liaise with tour leader vi. Liaise with tourist police		1 hour	Demonstration & Observation	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
			<p><u>Attitude:</u></p> <ul style="list-style-type: none"> i. Courteous in coordinating departure arrangement ii. Well organized iii. Apply interpersonal communication <p><u>Safety:</u></p> <ul style="list-style-type: none"> i. Adhere to the Code of Ethics 			

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
5. Execute accommodation check-out	i. Purpose of executing accommodation check-out ii. Tourist accommodation check out coordination iii. Tourist safety and security issues such as: <ul style="list-style-type: none"> • Travel document • Luggage handling iv. Tourist lose or forgotton items procedures such as: <ul style="list-style-type: none"> • Inform accommodation personal on tourist next destination • Leaving tourist guide contact number to accommodation personal 			1 hour	Lecture	i. Tourist luggage handling coordinated ii. Tourist on their personal belongings reminded iii. Tourist on their travelling documents reminded iv. Number of tourist confirmed v. Tourist check-out conducted
		i. Coordinate tourist luggage handling ii. Remind tourist on their personal belongings iii. Remind tourist on their travelling documents iv. Confirm number of tourist v. Conduct tourist check-out	<u>Attitude:</u> i. Courteous in executing accommodation check-out ii. Well organized	1 hour	Demonstration & Observation	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
			iii. Interpersonal communication applied <u>Safety:</u> i. Adhere to the Code of Ethics			

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
6. Transfer tourist to departure point	<ul style="list-style-type: none"> i. Purpose of transferring tourist to departure point ii. Tourist luggage handling such as: <ul style="list-style-type: none"> • Number of luggage • Luggage transportation • Luggage storage venue • Destination of the luggage • Luggage transportation (lorry, coach, van, etc) iii. Handling tour transport Audio Visual Aid (AVA) such as: <ul style="list-style-type: none"> • Video player • Public addressing system (PA system) iv. Vehicles safety apparatus v. Tour transport boarding procedures such as: <ul style="list-style-type: none"> • Tourist belongings • Tourist head count • Safety & Security briefing vi. Farewell message to the tourist vii. Tourist luggage check-in procedures such as: <ul style="list-style-type: none"> • Size • Weight • Restricted item viii. Customer service feedback form 			1 hour	Lecture	<ul style="list-style-type: none"> i. Tourist luggage handled ii. Tourist on their personal belongings briefed iii. Tourist on the safe keeping on their travel documents briefed iv. Tourist on boarding procedures briefed v. Tourist on luggage handling procedures briefed vi. Farewell message to the tourist delivered vii. Tourist departure point boarding procedures briefed viii. Tourist transport condition checked ix. Feedback form collected

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
		<ul style="list-style-type: none"> i. Handle tourist luggage ii. Brief tourist on their personal belongings iii. Brief tourist on the safe keeping on their travel documents iv. Brief tourist on boarding procedures v. Brief tourist on luggage handling procedures vi. Deliver farewell message to the tourist vii. Brief tourist departure point boarding procedures viii. Check tourist transport condition ix. Collect feedback form 	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> i. Adhere to the Code of Ethics ii. Courteous in iii. Well organized iv. Interpersonal communication applied v. Safety element observed <p><u>Safety:</u></p> <ul style="list-style-type: none"> i. Adhere to the Code of Ethics 	1 hour	Demonstration & Observation	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
7. Execute boarding arrangement activities at the departure point	<ul style="list-style-type: none"> i. Purpose of executing boarding arrangement activities at the departure point ii. Tourist departure point boarding procedures such as: <ul style="list-style-type: none"> • Boarding gate • Boarding pass • Check-in counter • Departure hall (International, domestic, etc) iii. Check-in procedure such as: <ul style="list-style-type: none"> • VIP check-in • Group check-in • Individual check in iv. Tourist self check-in at the check in kiosk such as: <ul style="list-style-type: none"> • E-ticket • Booking number v. Tourist luggage issues such as: <ul style="list-style-type: none"> • Size • Weight • Payment • Special approval • Luggage protection vi. Tourist departure execution activities report 			1 hour	Lecture	<ul style="list-style-type: none"> i. Check-in counter determined ii. Departure hall determined iii. Check-in procedures adhered iv. Tourist self check-in at the check-in kiosk assisted v. Tourist luggage handled vi. Departure gate determined and informed vii. Tourist departure check-in problem assistde viii. Departure execution activities report wrote

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
		<ul style="list-style-type: none"> i. Determine check-in counter ii. Determine departure hall iii. Adhere to check-in procedures iv. Assist tourist self check-in at the check-in kiosk v. Handle tourist luggage vi. Determine and inform departure gate vii. Assist tourist departure check-in problem viii. Write departure execution activities report 	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> i. The Code of Ethics complied ii. Time management adhered iii. Courtesy is always observed iv. Handle document with care v. Accuracy in report <p><u>Safety:</u></p> <ul style="list-style-type: none"> i. Adhere to the Code of Ethics 	2 hours	Demonstration & Observation	

Employability Skills

Core Abilities	Social Skills
01.10 Apply a variety of mathematical techniques 01.11 Apply thinking skills and creativity 02.10 Prepare reports and instructions 02.11 Convey information and ideas to people 03.13 Develop and maintain team harmony and resolve conflicts 03.14 Facilitate and coordinate teams and ideas 03.15 Liaise to achieve identified outcomes 03.16 Identify and assess client/customer needs 04.06 Allocate work 04.07 Negotiate acceptance and support for objectives and strategies 05.01 Implement project/work plans 05.02 Inspect and monitor work done and/or in progress 06.07 Develop and maintain networks	1. Teamwork 2. Self-discipline 3. Conceptual skills 4. Interpersonal skills 5. Communication skills 6. Multi-tasking and prioritizing

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Tour itinerary 2. Tourist name list 3. Information sheet 4. Road Transport Act 1987 5. Service provider contact number 6. Public Addressing System (PA System) 7. Malaysian Tourist Guides Council (MTGC) The Code of Ethics 8. Tourism Malaysia, Malaysia Travel Manual (Malaysia Truly Asia)	1:1 1:1 1:1 1:1 1:1 1:25 1:1 1:1

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CURRICULUM of COMPETENCY UNIT (CoCU)

Sub Sector	TOURIST GUIDE						
Job Area	TOURIST GUIDE (CITY GUIDE)						
Competency Unit Title	CUSTOMISED TOURIST SERVICES EXECUTION						
Competency Unit Descriptor	Perform customised tourist services and requirements in a satisfactory manner so that good personalised and customised services can be given attention to. The Tourist Guide who is competent in customising tourist services shall be able to analyse and carry out customised tourist services arrangement						
Competency Unit ID		Level	3	Training Duration	10 Hours	Credit Hours	
Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria	
1. Analyse customised tourist service arrangement information	i. Purpose of obtaining customised service arrangement information ii. Source of customised service arrangement information such as: <ul style="list-style-type: none"> • Tourist • Customer • Tour leader • Event organiser iii. Tourist needs and requirement such as: <ul style="list-style-type: none"> • Tourist needs • Cross-culture • Types of tourist • Tourist expectation 			2 hours	Lecture	i. Source of customised service arrangement information determined ii. Customised tourist needs and requirement determined iii. Customer contacted iv. Customised service requirement information acquired	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	iv. Types of tourist customised service such as: <ul style="list-style-type: none"> • Wheel chair • Room (connecting room, non-smoking room, etc) • Meal arrangement (vegetarian, halal, Jain Food, etc) 					
		i. Determine source of customised service arrangement information ii. Determine customised tourist needs and requirement iii. Contact customer iv. Acquire customised service requirement information	<u>Attitude:</u> i. Meticulous in gathering information ii. Resourceful and accurate <u>Safety:</u> -Not applicable-	2 hours	Demonstration & Observation	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
2. Carry out customised tourist services arrangement	<ul style="list-style-type: none"> i. Purpose of carrying out customised tourist services arrangement ii. Customised service requirement details such as: <ul style="list-style-type: none"> • Date • Time • Special room • Special diet • Venue • Disability • Security iii. Customised tourist service providers such as: <ul style="list-style-type: none"> • Accommodation • Events company • Relevant authorities • Medical support service iv. Handling of customer service such as: <ul style="list-style-type: none"> • Types of complainer (passive, constructive, aggressive, etc) • Tourist complaints (tour package, tour itinerary, tourist feedback, etc) v. Rights of tourist on customised service vi. Customised tourist services feedback report 			3 hours	Lecture	<ul style="list-style-type: none"> i. Customised requirement information list interpreted ii. Service providers coordinated iii. Customised service requirement provided iv. Customer service performed v. Customised tourist services feedback report wrote

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
		<ul style="list-style-type: none"> i. Interpret customised requirement information list ii. Coordinate with service providers iii. Provide customised service requirement iv. Perform customer service v. Write customised tourist services feedback report 	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> i. Time management followed ii. Responsible in handling document iii. Handle equipment with care <p><u>Safety:</u></p> <ul style="list-style-type: none"> i. Adhere to the Code of Ethics 	10 hours	Demonstration & Observation	

Employability Skills

Core Abilities	Social Skills
01.10 Apply a variety of mathematical techniques 01.11 Apply thinking skills and creativity 02.10 Prepare reports and instructions 02.11 Convey information and ideas to people 03.09 Manage and improve performance of individuals 03.13 Develop and maintain team harmony and resolve conflicts 03.14 Facilitate and coordinate teams and ideas 03.15 Liaise to achieve identified outcomes 03.16 Identify and assess client/customer needs 04.06 Allocate work 04.07 Negotiate acceptance and support for objectives and strategies 05.01 Implement project/work plans	1. Teamwork 2. Self-discipline 3. Conceptual skills 4. Interpersonal skills 5. Communication skills 6. Multi-tasking and prioritizing

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Tour itinerary 2. Tourist name list 3. Information sheet 4. Service provider contact number 5. Public Addressing System (PA System) 6. Malaysian Tourist Guides Council (MTGC) The Code of Ethics 7. Tourism Malaysia, Malaysia Travel Manual (Malaysia Truly Asia)	1:1 1:1 1:1 1:1 1:25 1:1 1:1

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2. Malaysian Tourist Guides Council (MTGC) The Code of Ethics (2005)
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CURRICULUM of COMPETENCY UNIT (CoCU)

Sub Sector	TOURIST GUIDE						
Job Area	TOURIST GUIDE (CITY GUIDE)						
Competency Unit Title	TOUR PAYMENT ARRANGEMENT						
Competency Unit Descriptor	Tour payment arrangement carried out in an acceptable manner so that all payment arrangement instructions are transacted in accordance with industry procedures and requirements. The Tourist Guide who is competent in the tour payment arrangements shall be able to assess tour payment arrangement instruction, execute tour payment instruction and record tour payment transactions						
Competency Unit ID		Level	3	Training Duration	10 Hours	Credit Hours	
Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria	
1. Assess tour payment arrangement instruction	i. Purpose of identifying tour payment arrangement instruction ii. Payment arrangement instruction format from customer iii. Payment recipient such as: <ul style="list-style-type: none"> • Park • Cruise • Restaurant iv. Mode of payment such as: <ul style="list-style-type: none"> • Cash • Cheque • Voucher • Credit card v. Payment arrangement according to Code of Ethics vi. The Malaysian Tourist Guides Council (MTGC) Guide Fee tariff			5 hours	Lecture	i. Payment arrangement instruction from customer checked ii. Payment recipient determined iii. Amount of payment calculated iv. Mode of payment determined v. Payment arrangement according to the Code of Ethics complied vi. Malaysian Tourist Guides Council (MTGC) Guide Fee Tariff complied	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
		<ul style="list-style-type: none"> i. Check payment arrangement instruction from customer ii. Determine payment recipient iii. Determine amount of payment iv. Determine mode of payment v. Comply with payment arrangement according to the Code of Ethics vi. Comply with Malaysian Tourist Guides Council (MTGC) Guide Fee Tariff 	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> i. Meticulous in gathering information ii. Resourceful and accurate <p><u>Safety:</u></p> <ul style="list-style-type: none"> i. Adhere to the Code of Ethics 	4 hours	Demonstration & Observation	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
2. Execute tour payment instruction	i. Purpose of executing tour payment instruction ii. Tour payment transactions such as: <ul style="list-style-type: none"> • Receipt • Payment voucher acknowledgement iii. Tour payment arrangement according to the Code of Ethics			2 hours	Lecture	i. Payment involved calculated ii. Tour payment carried out iii. Tour payment transactions confirmed iv. With tour payment arrangement according to the Code of Ethics complied
		i. Calculate actual payment involved ii. Carry out tour payment iii. Confirm tour payment transactions iv. Comply with tour payment arrangement according to the Code of Ethics	<u>Attitude:</u> <ol style="list-style-type: none"> i. Responsible in handling document ii. Responsible in handling cash iii. Cost effectiveness iv. Honesty in handling payment <u>Safety:</u> <ol style="list-style-type: none"> i. Adhere to the Code of Ethics ii. Safety and security procedure observed in handling cash 	4 hours	Demonstration & Observation	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
3. Report tour payment transactions	<ul style="list-style-type: none"> i. Purpose of reporting tour payment transactions ii. Report to Ministry of Tourism iii. Procedures to write tour payment transactions report iv. Format of reports v. Tour payment transactions report 			1 hour	Lecture	<ul style="list-style-type: none"> i. Income and expenses determined ii. Balance of tour payment transaction checked iii. Procedures to record tour payment transactions report determined
		<ul style="list-style-type: none"> i. Determine cash received and actual payment ii. Check balance of tour payment transaction iii. Determine procedures to record tour payment transactions report iv. Determine format of report v. Produce tour payment transaction report 	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> i. Accuracy in record ii. Meticulous in information gathering <p><u>Safety:</u></p> <ul style="list-style-type: none"> i. Adhere to the Code of Ethics 	1 hour	Demonstration & Observation	<ul style="list-style-type: none"> iv. Format of reports determined v. Tour payment transactions report recorded

Employability Skills

Core Abilities	Social Skills
01.10 Apply a variety of mathematical techniques 01.11 Apply thinking skills and creativity 02.10 Prepare reports and instructions 02.11 Convey information and ideas to people 03.13 Develop and maintain team harmony and resolve conflicts 03.14 Facilitate and coordinate teams and ideas 03.15 Liaise to achieve identified outcomes 03.16 Identify and assess client/customer needs 04.07 Negotiate acceptance and support for objectives and strategies 05.01 Implement project/work plans 05.02 Inspect and monitor work done and/or in progress 06.07 Develop and maintain networks	1. Teamwork 2. Self-discipline 3. Conceptual skills 4. Interpersonal skills 5. Communication skills 6. Multi-tasking and prioritizing

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Supplier list 2. Tour itinerary 3. Information sheet 4. Service provider list 5. Payment instruction form 6. Public Addressing System (PA System) 7. Malaysian Tourist Guides Council (MTGC) Code of Ethics 8. Malaysian Tourist Guides Council (MTGC) Guide Fee Tariff 9. Tourism Malaysia, Malaysia Travel Manual (Malaysia Truly Asia)	1:1 1:1 1:1 1:1 1:1 1:25 1:1 1:1 1:1

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CURRICULUM of COMPETENCY UNIT (CoCU)

Sub Sector	TOURIST GUIDE						
Job Area	TOURIST GUIDE (CITY GUIDE)						
Competency Unit Title	OPTIONAL TOURS EXECUTION						
Competency Unit Descriptor	Optional tours arrangement promoted and carried out in a satisfactory manner so that the tourist is able to visit and explore other tourism products available in accordance with industry procedures and requirements. The Tourist Guide who is competent in the promotion and arrangement of optional tours shall be able to identify optional tours suitable for tourist, promote and carry out optional tours to the tourist						
Competency Unit ID		Level	3	Training Duration	10 Hours	Credit Hours	
Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria	
1. Identify optional tours suitability for tourist	i. Purpose of identifying optional tours suitability for tourist ii. Free and easy time for tourist according to tour itinerary such as: <ul style="list-style-type: none"> • Date • Time • Duration iii. Optional tour availability such as: <ul style="list-style-type: none"> • Offered by customer • Offered by tour destination iv. Factors to be considered in promoting optional tour such as: <ul style="list-style-type: none"> • Tourist budget • Tourist physical condition • Number of response from tourist (individual / group) 			3 hours	Lecture	i. Free and easy time for tourist according to tour itinerary determined ii. Optional tour availability selected iii. Potential numbers of tourist to purchase optional tour determined iv. Tourist interest determined	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
		<ul style="list-style-type: none"> i. Determine free and easy time for tourist according to tour itinerary ii. Select optional tour availability iii. Determine potential numbers of tourist to purchase optional tour iv. Determine tourist interest 	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> i. Creative and innovative ii. Cost effectiveness considered in selecting optional tour iii. Analytical mind <p><u>Safety:</u></p> <ul style="list-style-type: none"> i. Adhere to the Code of Ethics 	3 hours	Demonstration & Observation	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
2. Promote optional tours to the tourist	i. Purpose of promoting optional tours to the tourist ii. Promotion approach to the tourist such as: <ul style="list-style-type: none"> • Price • Place • Product • Target group iii. Information on the optional tour such as: <ul style="list-style-type: none"> • Price • Duration • Distance • Attraction • Destination • Minimum number of pax 			1 hour	Lecture	i. Suitable optional tour for the tourist selected ii. Promotion approach to the tourist determined iii. Information on the optional tour delivered iv. The Code of Ethics complied
		i. Select suitable optional tour for the tourist ii. Determine promotion approach to the tourist iii. Deliver information on the optional tour iv. Comply with the Code of Ethics	<u>Attitude:</u> i. Creative and innovative ii. Cost consideration iii. Accurate in presenting information	3 hours	Demonstration & Observation	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
			<u>Safety:</u> i. Adhere to the Code of Ethics			

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
3. Carry out optional tours to the tourist	<ul style="list-style-type: none"> i. Purpose of carrying out optional tours to the tourist ii. The Code of Ethics iii. Handling of optional tour payment arrangement iv. Optional tour service provider such as: <ul style="list-style-type: none"> • Restaurant • Visiting place • Transportation v. Information on the visiting place to the tourist vi. Tourist health, safety, security and emergency issues vii. Places of visit requirement such as: <ul style="list-style-type: none"> • Touristic places do's and don'ts • Tourist Dress Code requirement at the visiting places (water team park, hills resort, eco and nature tourism activities, mosque, restaurant, official events, etc) viii. The outcome of the promotion and tours execution report 			2 hours	Lecture	<ul style="list-style-type: none"> i. The Code of Ethics complied ii. Optional tour payment arrangement handled iii. Optional tour service provider coordinated iv. Optional tour conducted v. Optional tour schedule adhered vi. Information on the visiting place to the tourist delivered vii. Health, safety, security and emergency issues adhered viii. The outcomes of the promotion and tours execution report wrote

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
		<ul style="list-style-type: none"> i. Comply with the Code Of Ethics ii. Handle optional tour payment arrangement iii. Coordinate with optional tour service provider iv. Conduct optional tour v. Adhere to the optional tour schedule vi. Deliver information on the visiting place to the tourist vii. Write the outcomes of the promotion and tours execution report 	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> i. Responsible in handling document ii. Time management adhered iii. Organized iv. Proactive v. Apply Interpersonal communication vi. Practise team work vii. Handle document with care viii. Handle cash with care ix. Efficient x. Accurate in presenting information 	4 hours	Demonstration & Observation	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
			<u>Safety:</u> i. Adhere to the Code of Ethics ii. Adhere to health, safety, security and emergency procedures			

Employability Skills

Core Abilities	Social Skills
01.10 Apply a variety of mathematical techniques 01.11 Apply thinking skills and creativity 02.09 Prepare flowcharts 02.10 Prepare reports and instructions 02.11 Convey information and ideas to people 03.13 Develop and maintain team harmony and resolve conflicts 03.14 Facilitate and coordinate teams and ideas 03.15 Liaise to achieve identified outcomes 03.16 Identify and assess client/customer needs 04.06 Allocate work 04.07 Negotiate acceptance and support for objectives and strategies 05.01 Implement project/work plans 05.02 Inspect and monitor work done and/or in progress 06.07 Develop and maintain networks	1. Teamwork 2. Self-discipline 3. Conceptual skills 4. Interpersonal skills 5. Communication skills 6. Multi-tasking and prioritizing

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Supplier list 2. Tour itinerary 3. Information sheet 4. Tourism brochure 5. Service provider list 6. Payment instruction form 7. Public Addressing System (PA System) 8. Malaysian Tourist Guides Council (MTGC) Code of Ethics 9. Tourism Malaysia, Malaysia Travel Manual (Malaysia Truly Asia)	1:1 1:1 1:1 1:1 1:1 1:1 1:25 1:1 1:1

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CURRICULUM of COMPETENCY UNIT (CoCU)

Sub Sector	TOURIST GUIDE						
Job Area	TOURIST GUIDE (CITY GUIDE)						
Competency Unit Title	POST TOUR REPORTING						
Competency Unit Descriptor	Post tour reporting contains the scope of tour reports so that tour activities are evaluated and analysed in accordance with travel agents requirements. The Tourist Guide who is competent in post tour reporting shall be able to obtain on-tour information, study tourist feedback and generate tour report						
Competency Unit ID		Level	3	Training Duration	5 Hours	Credit Hours	
Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria	
1. Obtain on-tour information	i. Purpose of obtaining on-tour information ii. Sources of on-tour information such as: <ul style="list-style-type: none"> • Tourist guide log book • Feedback form 			1 hour	Lecture	i. Source of on-tour information located	
		i. Locate the source of on-tour information	<u>Attitude:</u> i. Meticulous in information gathered ii. Responsible in handling document <u>Safety:</u> i. Adhere to the Code of Ethics	1 hour	Demonstration & Observation		

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
2. Study tourist feedback	i. Purpose of studying tourist feedback ii. Tourist feedback form iii. Tourist guide log book format and contents: <ul style="list-style-type: none"> • Irregularities during tour • Prospective tourism products • Tourist verbal inputs iv. Classification of situations and finding during tour			1 hour	Lecture	i. Tourist feedback form analysed ii. Tourist guide log book information exacted iii. Severity of the issues determined iv. The code of ethics complied
		i. Analyse tourist feedback form ii. Exact tourist guide log book information iii. Determine severity of the issues iv. Comply with the Code of Ethics	<u>Attitude:</u> i. Meticulous in information gathered ii. Responsible in handling document <u>Safety:</u> i. Adhere to the Code of Ethics	1 hour	Demonstration & Observation	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
3. Generate tour report	<ul style="list-style-type: none"> i. Purpose of reporting post tour ii. Procedures to write post tour report iii. Format of reports iv. Post tour report v. Post tour report and collect rendered service payment 			1 hour	Lecture	<ul style="list-style-type: none"> i. Procedures to write post tour report determined ii. Format of reports determined iii. Post tour report wrote iv. Post tour report and collect rendered service payment submitted
		<ul style="list-style-type: none"> i. Determine procedures to write post tour report ii. Determine format of reports iii. Write post tour report iv. Submit post tour report and collect rendered service payment 	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> i. Accuracy in report ii. Meticulous in information gathered iii. Responsible in handling document iv. Adhere to customer's documentation procedure <p><u>Safety:</u></p> <ul style="list-style-type: none"> i. Adhere to the Code of Ethics 	1 hour	Demonstration & Observation	

Employability Skills

Core Abilities	Social Skills
01.10 Apply a variety of mathematical techniques 01.11 Apply thinking skills and creativity 02.09 Prepare flowcharts 02.10 Prepare reports and instructions 02.11 Convey information and ideas to people 03.14 Facilitate and coordinate teams and ideas 03.16 Identify and assess client/customer needs 04.06 Allocate work 04.07 Negotiate acceptance and support for objectives and strategies 05.02 Inspect and monitor work done and/or in progress 06.07 Develop and maintain networks	1. Teamwork 2. Self-discipline 3. Conceptual skills 4. Interpersonal skills 5. Communication skills 6. Multi-tasking and prioritizing

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Printer 2. Log book 3. Computer 4. Tour report 5. Stationeries 6. Tourists' feedback form 7. Malaysian Tourist Guides Council (MTGC) Code of Ethics 8. Tourism Malaysia, Malaysia Travel Manual (Malaysia Truly Asia)	1:25 1:1 1:25 1:1 1:1 1:1 1:25 1:1

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NO. ID	SUMMARY OF TRAINING DURATION FOR TOURIST GUIDE (CITY GUIDE) (LEVEL 3)					
HT-023-3:2012-C01	TOUR JOB ASSIGNMENT ACCEPTANCE	Communicate with customer	1	2	3	16
		Identify tour job assignment	1	3	4	
		Confirm tour job assignment details	2	4	6	
		Confirm tour job assignment details	1	2	3	
HT-023-3:2012-C02	TOUR ARRANGEMENT RECONFIRMATION	Verify tour itinerary	1	1	2	12
		Acquire up to date information related to tour arrangement activities	1	3	4	
		Acquire up to date information related to tour arrangement activities	2	4	6	
HT-023-3:2012-C03	TOURIST ARRIVAL EXECUTION	Perform pre-arrival activities	1	1	2	12
		Perform "Meet and Greet" at arrival point	1	1	2	
		Transfer tourist to accommodation destination	1	3	4	
		Execute accommodation check-in	1	3	4	
HT-023-3:2012-C04	TOUR COMMENTARY DELIVERY	Gather information on the relevant topics	16	38	54	300
		Prepare storyline for commentary delivery	36	84	120	
		Conduct tour commentary on the topics	36	84	120	
		Handle question and answer	2	4	6	
HT-023-3:2012-C05	TOUR ITINERARY EXECUTION	Analyse tour itinerary content and its arrangement	8	18	26	101
		Carry out tour itinerary	10	22	32	
		Carry out alternative arrangement for contingencies	8	19	27	
		Adhere to safety, security and emergency procedures	4	10	14	
		Report tour itinerary execution	1	1	2	
HT-023-3:2012-C06	TOURIST HEALTH, SAFETY, SECURITY AND EMERGENCY HANDLING	Analyse relevant health, safety, security and emergency information	1	3	4	22
		Minimise risk and hazard	2	6	8	
		Conduct health, safety, security and emergency briefing	2	6	8	
		Report health, safety, security and emergency incidence	1	1	2	
HT-023-3:2012-C07	TOURIST DEPARTURE EXECUTION	Ascertain tourist departure details	1	1	2	15
		Plan tourist departure arrangement	1	1	2	
		Inform tourist in advance of departure details and arrangement	1	1	2	
		Coordinate departure arrangement	1	1	2	
		Execute accommodation check-out	1	1	2	
		Transfer tourist to departure point	1	1	2	
		Execute boarding arrangement activities at the departure point	1	2	3	
HT-023-3:2012-C08	CUSTOMISED TOURIST SERVICES EXECUTION	Analyse customised tourist service arrangement information	2	2	4	17
		Carry out customised tourist services arrangement	3	10	13	

HT-023-3:2012-C09	TOUR PAYMENT ARRANGEMENT	Assess tour payment arrangement instruction	5	4	9	17
		Execute tour payment instruction	2	4	6	
		Report tour payment transactions	1	1	2	
HT-023-3:2012-C10	OPTIONAL TOURS EXECUTION	Identify optional tours suitability for tourist	3	3	6	16
		Promote optional tours to the tourist	1	3	4	
		Carry out optional tours to the tourist	2	4	6	
HT-023-3:2012-C11	POST TOUR REPORTING	Obtain on-tour information	1	1	2	6
		Study tourist feedback	1	1	2	
		Generate tour report	1	1	2	
TOTAL HOURS (Core Competencies)			169	365	534	534