

DEVELOP TRAVEL PACKAGES

UNIT CODE: TO/OS/TM/CR/02/5/A

Unit description:

This unit describes the competencies required to develop travel packages. It involves, identifying customer travel requirements, matching customer requirements with established suppliers' contracts, developing travel itinerary, documenting travel packages and itineraries and supervise travel package feedback. It applies in the travel industry.

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT These describe the key outcomes which make the workplace function	PERFORMANCE CRITERIA These are assessable statements which specify the required level of performance for each of the elements. <i>(Bold and italicised terms are elaborated in the Range)</i>
1. Identify customer travel requirements	1. 1 <i>Customer contact</i> is established in accordance with SOPs. 1. 2 <i>Customer travel requirements</i> are acknowledged and confirmed as per SOPs. 1. 3 <i>Customer information</i> and identified requirements are recorded as per SOPs.
2. Match customer travel requirements with established suppliers' contracts	2.1 Appropriate <i>Travel components</i> are identified based on customer's requirements and available travel products. 2.2 The supplier contracts are negotiated as SOPs. 2.3 The customer travel requirements are matched with available <i>supplier products</i> and services as per SOPs.
3. Develop travel itineraries	3.1 <i>Travel itineraries</i> are developed based on customer preferences and SOPs. 3.2 <i>Travel packages</i> are priced based on itinerary designed. 3.3 <i>Terms and conditions</i> of the travel are analysed and communicated as per supplier and SOPs. 3.4 Travel requirements are communicated to customers as per SOPs. 3.5 <i>Travel offer</i> is provided to customer for consideration as per SOPs

ELEMENT These describe the key outcomes which make the workplace function	PERFORMANCE CRITERIA These are assessable statements which specify the required level of performance for each of the elements. <i>(Bold and italicised terms are elaborated in the Range)</i>
	3.6 Travel services are reserved as per SOPs.
1. Document travel packages and itineraries	4.1 Travel package report is prepared as per SOPs. 4.2 Developed travel packages and itineraries are documented and disseminated to implementers as per SOPs. 4.3 Documented travel packages and itineraries are filed as per the SOPs.
5. Supervise travel package Feedback	5.1 Internal <i>feedback mechanisms</i> are implemented as per the SOPs 5.2 <i>Performance indicators</i> are recognised as per the SOPs 5.3 Feedback is analysed as per the SOPs 5.4 Feedback is communicated to implementers as per the SOPs

RANGE

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

Variables	Range <i>May include but is not limited to:</i>
1. Contact methods	<ul style="list-style-type: none"> • Face-to-face • Telephone • Electronic (WhatsApp business , mobile applications) • Questionnaires • Websites
2. Customer travel requirements	<ul style="list-style-type: none"> • Preferences • Budget • Type of travel package • Means of travel • Budget, preferences • Travel objectives

Variables	Range <i>May include but is not limited to:</i>
3. Customer information	<ul style="list-style-type: none"> • Nationality • Demographics • Number • Type
4. Supplier travel components	<ul style="list-style-type: none"> • Car hire, • Air travel class of service, • Tours, • Accommodation, • Cruise travel • Entertainment • Rail transport
5. Supplier products	<ul style="list-style-type: none"> • Accommodation • Transport • Attractions • Entertainment
2. Travel itineraries	<ul style="list-style-type: none"> • Customized • Standardized • Individual • Group • One way • Return • Round-the-world trip • Open jaw • Fly • Cruise
3. Travel packages	<ul style="list-style-type: none"> • Exclusive • Group, • Inclusive • Special interest • Incentive
4. Terms and conditions	<ul style="list-style-type: none"> • Payment • Reservations • Insurance • Suppliers • Change of reservation policy • Cancellation

Variables	Range <i>May include but is not limited to:</i>
5. Feedback	<ul style="list-style-type: none"> • Travel Cost • Reservation Status • Itinerary
6. Travel proposal	<ul style="list-style-type: none"> • Itinerary • Cost • Terms and conditions
7. Feedback mechanisms	<ul style="list-style-type: none"> • Questionnaire • Website review area • Face to face • Review apps
8. Performance indicators	<ul style="list-style-type: none"> • Meet n greet • Airport transfer • Vehicle cleanliness • Front office reception • Room quality • Flight experience • Food quality • Housekeeping and laundry quality • Food and beverage service

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit of competency.

Required Skills

- Communication
- Numeracy
- Interpersonal
- Selling
- Marketing
- Research
- Problem solving
- Critical thinking
- Organisation
- Technological
- Negotiation

Required knowledge:

- Travel agency operations

- Basic travel concepts
- Travel geography
- Customer knowledge
- Tourism and travel geography
- Travel product knowledge
- Reservations systems
- Air fare and ticketing
- Information Communication Technologies
- Travel marketing
- Legal issues in travel
- Research methods
- Principles of management
- Public relations

EVIDENCE GUIDE

1. Critical Aspects of Competency	<p><i>Assessment requires evidence that the candidate:</i></p> <ul style="list-style-type: none"> 1.1 Established customer contacts correctly. 1.2 Identified and confirmed customer travel requirements appropriately. 1.3 Recorded customer information and identified travel requirements suitably. 1.4 Appropriately identified travel components matching customer requirements 1.5 Matched customer travel requirements with available supplier products and services properly. 1.6 Designed travel itineraries appropriately. 1.7 Priced the designed travel packages correctly. 1.8 Appropriately established terms and conditions of the travel package. 1.9 Promptly provided feedback to customer for consideration 1.10 Reserved all requested services appropriately. 1.11 Effectively communicated Travel requirements to customers 1.12 Prepared travel package development report appropriately. 1.13 Documented and disseminated developed travel packages and itineraries to relevant intermediaries. 1.14 Identified performance indicators as per the SOPs 1.15 Analysed feedback correctly.
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	1.16 Disseminated feedback to intermediaries promptly.
2. Resource Implications	The following resources should be provided for assessment: 2.1 Operational travel office 2.2 Learning resource centre 2.3 Computer laboratory 2.4 Field excursions and tours
3. Methods of Assessment	Competence in this unit MAY be assessed through: 3.1 Observation 3.2 Written tests 3.3 Projects 3.4 Oral tests 3.5 Portfolio 3.6 Case study 3.7 Third party report /Witness testimony
4. Context of Assessment	Competence may be assessed: <ul style="list-style-type: none"> • On the job • Off the job • During workplace attachment/experience
5. Guidance information for assessment	Holistic assessment with other units relevant to the industry, workplace and job role is recommended.