

<ul style="list-style-type: none"> • Sample tour and travel files • Office stationery • Sample tour and travel reports • Sample tour and travel package information kits • Standard operating procedures • Law Of Contract Act Chapter 23 Revised Edition 2012 [2002] 	<ul style="list-style-type: none"> ○ Sample mitigation procedures • Sample safety and security measures • Emergency contact list • Lists of tour and travel product quality standards • Risk register • Tourist Industry licensing Act • Sample accounting documents • Customer information kit • CITES • National Museums And Heritage Act No. 6 Of 2006 Revised Edition 2012 [2006]Lists of tour product quality standards • IATA regulations • ICAO regulations • KCAA regulations • KAA regulations • KATA regulations 	<ul style="list-style-type: none"> • The Occupational Safety and Health Act, 2007 • Cosumer protection Act 2012 • EMPLOYMENT ACT 2007 • EMCA 1999 • Wildlife (Conservation And Management) Act Chapter 376 Revised Edition 2012 [1985]
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TOURS AND TRAVEL PRODUCT QUALITY MANAGEMENT

UNIT CODE: TO/CU/TM/CR/07/6/A

Relationship to Occupational Standards

This unit addresses the Unit of Competency: Manage Tour and Travel Product Quality

Duration of Unit:210 hours

Unit Description

This unit describes the competencies required to market tour and travel products. It involves identifying available tour and travel product standards, controlling tour and travel product standards, resolving tour and travel service problems and documenting tour and travel product quality management activities. It also entails implementing recommendations of the tour and travel product quality management report

Summary of Learning Outcomes

1. Identify available tour and travel product standards
2. Control tour and travel product standards
3. Resolve tour and travel service problems
4. Perform post tour and travel product quality management

Learning Outcomes, Content and Methods of Assessment

Learning Outcome	Content	Methods of Assessment
1. Identify available tour and travel product standards	<p>Theory:</p> <ul style="list-style-type: none">• Quality control in tour and travel operations• Tour and travel product standards• Customer profiles and their analysis• Product quality control systems• Components of tour and travel products• Range of tourism suppliers• Benchmarking product and service standards• Establishing product and service standards• Communication of established product and service standards <p>Practice:</p> <ul style="list-style-type: none">• Develop sample of tour and travel product standards• Benchmark tour and travel product standards	Observation Written Oral Third party report

Learning Outcome	Content	Methods of Assessment
2. Control tour and travel product standards	<p>Theory:</p> <ul style="list-style-type: none"> • Risk identification and assessment • Risks to product quality standards • Establishment of quality control mechanisms • Establishment of feedback gathering systems • Monitor, evaluate and review tour and travel product quality standards <p>Practice:</p> <ul style="list-style-type: none"> • Develop a risk matrix for tour and travel product standards 	<p>Observation Written Oral Third party report</p>
3. Resolve tour and travel service problems	<p>Theory:</p> <ul style="list-style-type: none"> • Tour and travel service problems identification • Mitigation of tour and travel service problems • Addressing tour and travel service problems • Development of tour and travel service problem reporting procedures • Establishment of tour and travel service problem reporting systems • Development of tools for monitoring and evaluation of tour and travel product quality standards <p>Practice:</p> <ul style="list-style-type: none"> • Identify a tour and travel service problem • Handling tour and travel service problems (case study) • Developing tools for monitoring and evaluation of tour and travel product quality standards 	<p>Oral Observation Written Third party report</p>
4. Perform post tour and travel product quality	<p>Theory:</p> <ul style="list-style-type: none"> • Post tour and travel product quality management activities 	<p>Oral Observation Written</p>

Learning Outcome	Content	Methods of Assessment
management activities	<ul style="list-style-type: none"> • Feedback analysis and preparation of product quality management report • Implementation of product quality management report recommendations Practice <ul style="list-style-type: none"> • Perform post tour and travel product quality management activities 	Third party report

Suggested Methods of Instruction:

- Instructor lead facilitation of theory
- Practical demonstration of tasks
- Practice by trainee
- Simulation/Role play
- Group Discussion

List of Recommended Resources

<ul style="list-style-type: none"> • Computers • Reservation systems • Telephones • Sample tour files • Office stationery • List of tariffs • List of suppliers • Sample contracts • Sample tour reports • Sample tour package information kits 	<ul style="list-style-type: none"> • Standard operating procedures • Contract law • Tourism Act • Occupational safety and health Act • Consumer protection Act • Tourist Industry licensing Act • Sample accounting documents 	<ul style="list-style-type: none"> • Customer feedback systems • Emergency contact list • Lists of tour product quality standards • Risk register • Sample quality control mechanisms • Sample product quality management reports • IATA regulations • ICAO regulations • KCAA regulations • KAA regulations • KATA regulations
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