

**SKILLS FRAMEWORK FOR TOURISM
TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE**

TSC Category	Product Development, Content and Experience Management					
TSC	Tour and Travel Services Product and Experience Development and Delivery					
TSC Description	Develop tour and travel products and services including programme itineraries, vendors selection and establish overall offering mix to enhance customers' travel experience					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
		TOU-PMN-2017-1.1	TOU-PMN-3017-1.1	TOU-PMN-4017-1.1	TOU-PMN-5017-1.1	
		Support vendor sourcing activities for tour and travel products and services development	Implement organisation's procedures for tour and travel products and services development	Execute design plans of tour and travel products and services development	Formulate strategies for deployment of tour and travel products and services	
Knowledge		<ul style="list-style-type: none"> Understand specifications of tour and travel products and services to identify possible vendors Technical details of tour and travel products and services specifications Channels for sourcing of possible vendors of tour and travel products and services 	<ul style="list-style-type: none"> Market trends in tour and travel products and services Characteristics of interpretive themes and messages Key elements of tour and travel products and services Evaluation criteria for the provision of tour and travel products and services 	<ul style="list-style-type: none"> Techniques in gap analysis Techniques to synergise multiple analysis with feedback from internal stakeholders Elements that form the building blocks of tour and travel products and services Profile and risk assessment of vendors Negotiation stance on procurement of tour and travel products and services 	<ul style="list-style-type: none"> Growth plan collaboration strategies Tour and travel products and services design strategies Organisational risk appetite of vendor profile Techniques of negotiation strategies 	
Abilities		<ul style="list-style-type: none"> Collate and articulate specifications of tour and travel products and services to identify possible vendors Identify sourcing channels for possible vendors of tour and travel products and services 	<ul style="list-style-type: none"> Analyse viability of tour and travel products and services based on historical data Select possible interpretive themes and messages relevant to tour and travel products and services Identify specifications of tour and travel products and services that meet customer needs and expectations 	<ul style="list-style-type: none"> Review gaps in tour and travel products and services offering mix Process information from multiple analysis and feedback from internal stakeholders to determine shapes and forms of products and services Develop tour and travel products and services that fill the gaps in existing offerings mix 	<ul style="list-style-type: none"> Initiate growth plans with internal stakeholders Formulate tour and travel products and services design strategies that address current market outlook Formulate vendor selection guidelines in accordance with tour and travel products and services requirements and organisational strategies 	

**SKILLS FRAMEWORK FOR TOURISM
TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE**

			<ul style="list-style-type: none"> Analyse appropriateness of tour and travel products and services by prospective vendors 	<ul style="list-style-type: none"> Select itineraries and vendors in alignment with desired travel experience for customers Evaluate suitability of vendors in providing tour and travel products and services Negotiate terms of procurement with vendors for tour and travel products and services 	<ul style="list-style-type: none"> Lead negotiations with vendors on provision of tour and travel products and services 	
--	--	--	---	---	--	--