

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

<b>TSC Category</b>	Tour and Travel Services Operations					
<b>TSC</b>	Tour Guide Operations					
<b>TSC Description</b>	Manage tour guiding operations and duties, including the development of policies and procedures in compliance with legal and regulatory requirements of local tour operations					
<b>TSC Proficiency Description</b>	<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>	<b>Level 4</b>	<b>Level 5</b>	<b>Level 6</b>
			<b>TOU-TTO-3002-1.1</b>	<b>TOU-TTO-4002-1.1</b>		
			Execute activities required for the smooth running of tour guiding duties	Develop tour policies and procedures for adherence		
<b>Knowledge</b>			<ul style="list-style-type: none"> <li>• Organisation skills in preparing for tours</li> <li>• Factors to consider in obtaining appropriate information and materials specific to tour itineraries</li> <li>• History and culture of Singapore</li> <li>• Question and answer techniques</li> <li>• Methods of interpreting tourists' specific needs</li> <li>• Techniques in writing tour commentaries</li> </ul>	<ul style="list-style-type: none"> <li>• Legal and regulatory requirements of local tour operations</li> <li>• Tour guiding requirements of travel itineraries, tour and travel products and services</li> </ul>		
<b>Abilities</b>			<ul style="list-style-type: none"> <li>• Obtain appropriate information and material based on confirmed tour details</li> <li>• Perform selection of appropriate locations and information to deliver tour commentaries in accordance with confirmed tour requirements</li> <li>• Deliver insights of tour locations referencing history and culture</li> <li>• Use appropriate techniques to invite and</li> </ul>	<ul style="list-style-type: none"> <li>• Develop tour guiding standard operating procedures in accordance with organisational requirements</li> <li>• Develop organisation's tour policies in adherence to legal and regulatory requirements of local tour operations</li> <li>• Assign tour assignments based on tour requirements</li> <li>• Develop service recovery framework</li> </ul>		

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			<p>respond to tourists' questions</p> <ul style="list-style-type: none"> <li>• Determine requirements for tour commentaries to meet tourists' needs and expectations</li> <li>• Construct tour commentaries using story telling approach</li> <li>• Conduct service recovery</li> </ul>		
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