

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

TSC Category	Tour and Travel Services Operations					
TSC	Tour Leading Operations					
TSC Description	Manage travel operations including performance of emergency responses and recovery procedures where necessary					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
			TOU-TTO-3003-1.1	TOU-TTO-4003-1.1		
			Execute inbound and/or outbound travel operations to ensure smooth delivery of tour itineraries	Manage inbound and/or outbound travel operations by ensuring service performance and emergency mitigation		
Knowledge			<ul style="list-style-type: none"> Procedures for travel transportation planning Procedures for tour customs management Types of travel documentation Procedures for dealing with tour members with special needs Regulatory procedures for international border crossing Procedures for emergency management during inbound and/or outbound travel Procedures for conflict and people management Procedures to maximise group movement efficiency Regulatory requirements for inbound and/or outbound travel 	<ul style="list-style-type: none"> Principles of travel risk assessment for inbound and/or outbound travel Ticketing Service Level Agreements (SLAs) with vendors Service recovery framework Emergency response strategies Modes of communication available during risk and emergency situations Tour itineraries planning 		
Abilities			<ul style="list-style-type: none"> Conduct pre-tour briefings for outbound travel groups Coordinate logistical and transportation needs based on tour requirements 	<ul style="list-style-type: none"> Identify risk factors for inbound and/or outbound travel Develop organisational guidelines for tour guiding 		

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			<ul style="list-style-type: none"> • Coordinate tour members' arrival and departure at tour destinations, including travel documentation preparation • Prepare travel arrangements for tour members with special needs • Lead tour groups across international borders • Respond to emergencies during inbound and/or outbound travel • Mediate tour group conflicts • Adhere to regulatory requirements of travel destinations • Provide information on tour destinations • Perform service recovery 	<ul style="list-style-type: none"> and/or tour leading operations • Select manpower for leading of inbound and/or outbound tour groups • Resolve performance issues with vendors and third party service providers • Develop organisational service recovery procedures • Develop organisational emergency response procedures • Communicate with tour groups during emergency situations • Review adjustments to tour itineraries 		
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