



GOVERNMENT OF INDIA  
MINISTRY OF SKILL DEVELOPMENT & ENTREPRENEURSHIP  
DIRECTORATE GENERAL OF TRAINING

**COMPETENCY BASED CURRICULUM**

# TRAVEL & TOUR ASSISTANT

(Duration: One Year)

**CRAFTSMEN TRAINING SCHEME (CTS)**

**NSQF LEVEL- 4**



**SECTOR – TOURISM AND HOSPITALITY**



Directorate General of Training

# TRAVEL & TOUR ASSISTANT

(Non-Engineering Trade)

(Revised in 2019)

Version: 1.2

**CRAFTSMEN TRAINING SCHEME (CTS)**

**NSQF LEVEL - 4**

Developed By

Ministry of Skill Development and Entrepreneurship

Directorate General of Training

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## 1. COURSE INFORMATION

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During the one-year duration of “Travel & Tour Assistant” trade, a candidate is trained on Professional Skill, Professional Knowledge and Employability Skill related to job role. In addition to this, a candidate is entrusted to undertake project work, extracurricular activities and on-the-job training to build up confidence. The broad components covered under Professional Skill subject are as below:-

The trainee learns about Travel & Tourism Industry, Duties, Responsibilities, Career opportunities of Travel & Tour service personnel etc. The trainee identifies different Components and elements of Tourism. He understands the importance of Tourism motivation, Factors affecting growth and development of International & national Tourism, develop communication skill, personality traits like right attitude, politeness & body language during interaction with the guest. The trainee learns to arrange & setup linkages with hotels, transport agencies & other segments of tourism Industries. He learns about Travel formalities - Passport, Visa etc. He practices Tour planning & programming like Travel Information & cancellation of the Tourism reservation, ticketing preparation & marking of tour package etc. He learns to do Market research & tour package formulation, assembling, processing & disseminating information in destination, Preparation of Itinerary & post tour managements.

The trainee learns about growth & development of Tourism in India, collect information regarding heritage, classical, religious & other attractive tourism resources & facilities available for tourists. He gains knowledge of Tourism promotional festivals, Museum & art galleries, Important Tourism circuit's etc. collecting information & preparing calendars, maps etc. He acquires the knowledge of STP (Segmentation, Targeting & Positioning) for tourism Marketing & Sales Promotion. He understands Procedure of travel office management, selling the package by explaining the features facilities learning subjects like Aviation Geography- Time differences, Flight time, elapse time, Booking Familiarization, Important Airlines, Airport of India, coding & decoding of country domestic ticketing etc. The trainee learns to Plan & Programme tour using costing concept, software packages, websites related to the tourism. Identify different sources of accidents & precaution to be considered on tour, handling the different safety equipment.

## 2. TRAINING SYSTEM

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### 2.1 GENERAL

The Directorate General of Training (DGT) under Ministry of Skill Development & Entrepreneurship offers a range of vocational training courses catering to the need of different sectors of economy/ Labour market. The vocational training programmes are delivered under the aegis of Directorate General of Training (DGT). Craftsman Training Scheme (CTS) with variants and Apprenticeship Training Scheme (ATS) are two pioneer schemes of DGT for strengthening vocational training.

‘Travel & Tour Assistant’ trade under CTS is one of the popular courses delivered nationwide through a network of ITIs. The course is of one year duration. It mainly consists of Domain area and Core area. The Domain area (Trade Theory & Practical) imparts professional skills and knowledge, while the Core area (Employability Skill) imparts requisite core skills, knowledge, and life skills. After passing out the training program, the trainee is awarded National Trade Certificate (NTC) by DGT which is recognized worldwide.

#### **Candidates broadly need to demonstrate that they are able to:**

- Read and interpret parameters/documents, plan and organize work processes, identify necessary materials and tools;
- Perform tasks with due consideration to safety rules, accident prevention regulations and environmental protection stipulations;
- Apply professional skill, knowledge & employability skills while performing jobs.
- Document the parameters related to the task undertaken.

### 2.2 PROGRESSION PATHWAYS

- Can join industry as Travel & Tour Assistant and will progress further as Supervisor and can rise up to the level of Manager.
- Can become Entrepreneur in the related field.
- Can join Apprenticeship programs in different types of industries leading to a National Apprenticeship certificate (NAC).
- Can join Advanced Diploma (Vocational) courses under DGT as applicable.

## 2.3 COURSE STRUCTURE

Table below depicts the distribution of training hours across various course elements during a period of one year: -

S No.	Course Element	Notional Training Hours
1	Professional Skill (Trade Practical)	1200
2	Professional Knowledge (Trade Theory)	240
3	Employability Skills	160
	<b>Total</b>	<b>1600</b>

## 2.4 ASSESSMENT & CERTIFICATION

The trainee will be tested for his skill, knowledge and attitude during the period of course through formative assessment and at the end of the training programme through summative assessment as notified by the DGT from time to time.

a) The **Continuous Assessment** (Internal) during the period of training will be done by **Formative Assessment Method** by testing for assessment criteria listed against learning outcomes. The training institute has to maintain an individual trainee portfolio as detailed in assessment guideline. The marks of internal assessment will be as per the formative assessment template provided on [www.bharatskills.gov.in](http://www.bharatskills.gov.in).

b) The final assessment will be in the form of summative assessment method. The All India Trade Test for awarding NTC will be conducted by **Controller of examinations, DGT** as per the guidelines. The pattern and marking structure is being notified by DGT from time to time. **The learning outcome and assessment criteria will be the basis for setting question papers for final assessment. The examiner during final examination will also check the individual trainee's profile as detailed in assessment guideline before giving marks for practical examination.**

### 2.4.1 PASS REGULATION

For the purposes of determining the overall result, weightage of 100% is applied for six months and one year duration courses and 50% weightage is applied to each examination for two years courses. The minimum pass percent for Trade Practical and Formative assessment is 60% & for all other subjects is 33%. There will be no Grace marks.

## 2.4.2 ASSESSMENT GUIDELINE

Appropriate arrangements should be made to ensure that there will be no artificial barriers to assessment. The nature of special needs should be taken into account while undertaking the assessment. Due consideration should be given while assessing for teamwork, avoidance/reduction of scrap/wastage and disposal of scrap/waste as per procedure, behavioral attitude, sensitivity to the environment and regularity in training. The sensitivity towards OSHE and self-learning attitude are to be considered while assessing competency.

Assessment will be evidence based comprising the following:

- Job carried out in labs/workshop
- Record book/ daily diary
- Answer sheet of assessment
- Viva-voce
- Progress chart
- Attendance and punctuality
- Assignment
- Project work

Evidences and records of internal (Formative) assessments are to be preserved until forthcoming examination for audit and verification by examining body. The following marking pattern to be adopted while assessing:

Performance Level	Evidence
<b>(a) Weightage in the range of 60%-75% to be allotted during assessment</b>	
For performance in this grade, the candidate should produce work which demonstrates attainment of an acceptable standard of craftsmanship with occasional guidance, and due regard for safety procedures and practices.	<ul style="list-style-type: none"> <li>• Demonstration of good skills and accuracy in the field of work/ assignments.</li> <li>• A fairly good level of neatness and consistency to accomplish job activities.</li> <li>• Occasional support in completing the task/ job.</li> </ul>
<b>(b) Weightage in the range of 75%-90% to be allotted during assessment</b>	
For this grade, a candidate should produce work which demonstrates attainment of a reasonable standard of craftsmanship, with little guidance, and regard for safety	<ul style="list-style-type: none"> <li>• Good skill levels and accuracy in the field of work/ assignments.</li> <li>• A good level of neatness and consistency to accomplish job activities.</li> </ul>

procedures and practices.	<ul style="list-style-type: none"> <li>• Little support in completing the task/job.</li> </ul>
(c) Weightage in the range of more than 90% to be allotted during assessment	
<p>For performance in this grade, the candidate, with minimal or no support in organization and execution and with due regard for safety procedures and practices, has produced work which demonstrates attainment of a high standard of craftsmanship.</p>	<ul style="list-style-type: none"> <li>• High skill levels and accuracy in the field of work/ assignments.</li> <li>• A high level of neatness and consistency to accomplish job activities.</li> </ul> <p>Minimal or no support in completing the task/ job.</p>



**Travel Agent;** plans travels, provides related information and arranges accommodation, itinerary and other facilities for tourists, officials, businessmen and educational or other parties. Receives information from persons, seeking help and necessary facilities. Answers inquiries, offers suggestions and provides descriptive literature road maps etc., pertaining to trips, excursions, shopping and entertainment features. Discusses routes, time schedules, baggage limits, rates and types of accommodation with patrons to determine their arrival and departure times and assists personnel to complete travel forms, visas and other official and business transaction pertaining to travel. Plans itinerary and makes travel, baggage handling, passage reservations, accommodation and other arrangements as sought within available funds. Delivers travel and reservation tickets and connected papers to party or authorized person, informs him of the arrangements made and collects, expenses incurred and service charges either through bank or in cash. May arrange for road transport camping and other facilities if desired. May arrange study travel for students going abroad.

**Tourist Guide;** guides tourists and visitors to places of interest and explains historical background and importance of site. Accompanies tourists on their excursions to and around places of tourist interest and explains historical, cultural, social, religious and architectural significance of monuments. Answers questions of tourists relating to various economic and social aspects of life or people. May assist tourists in shopping. May act as interpreter to tourists to converse with people and or shopkeepers, hoteliers, etc.

**Guides, Other:** Travel Guides and Ground Hosts, other include all other worker, engaged in guiding, ground hosting and assisting tourists and excursion parties in their travels and visits not elsewhere classified.

**Reference NCO-2015:**

- (i) 5113.0100 – Travel Agent
- (ii) 5113.0200 – Tourist Guide
- (iii) 5113.9900 – Guides, Other

## 4. GENERAL INFORMATION

<b>Name of the Trade</b>	<b>TRAVEL &amp; TOUR ASSISTANT</b>
<b>Trade Code</b>	DGT/1093
<b>NCO - 2015</b>	5113.0100, 5113.0200, 5113.9900
<b>NSQF Level</b>	Level-4
<b>Duration of Craftsmen Training</b>	One Year (1600 Hours)
<b>Entry Qualification</b>	Passed 10 <sup>th</sup> class examination
<b>Minimum Age</b>	14 years as on first day of academic session.
<b>Eligibility for PwD</b>	LD, CP, LC, DW, AA, AUTISM
<b>Unit Strength (No. of Student)</b>	24 (There is no separate provision of supernumerary seats)
<b>Space Norms</b>	56 Sq. m
<b>Power Norms</b>	4.5 KW
<b>Instructors Qualification for:</b>	
<b>(i) Travel &amp; Tour Assistant Trade</b>	<p>B.Voc/ Degree in Tourism from UGC recognized university/ college with one year experience in relevant field.</p> <p style="text-align: center;"><b>OR</b></p> <p>Graduate with subject of Indian History from UGC recognized university/ college with two years' experience in the relevant field.</p> <p style="text-align: center;"><b>OR</b></p> <p>Diploma (Minimum 2 years) in Tour and Travel management from recognized board of education or relevant Advanced Diploma (Vocational) from DGT with two years' experience in the relevant field.</p> <p style="text-align: center;"><b>OR</b></p> <p>NTC/NAC passed in the trade of "Travel &amp; Tour Assistant" with three years' experience in the relevant field.</p> <p><b><u>Essential Qualification:</u></b> Relevant National Craft Instructor Certificate (NCIC) in any of the variants under DGT.</p> <p><b><i>NOTE: Out of two Instructors required for the unit of 2(1+1), one must have Degree/Diploma and other must have NTC/NAC qualifications. However, both of them must possess NCIC in any of its variants.</i></b></p>

<b>(ii) Employability Skill</b>	MBA/ BBA / Any Graduate/ Diploma in any discipline with Two years' experience with short term ToT Course in Employability Skills from DGT institutes. (Must have studied English/ Communication Skills and Basic Computer at 12th / Diploma level and above) OR Existing Social Studies Instructors in ITIs with short term ToT Course in Employability Skills from DGT institutes.		
<b>(iii) Minimum Age for Instructor</b>	21 Years		
<b>List of Tools and Equipment</b>	As per Annexure – I		
<b>Distribution of training on hourly basis: (Indicative only)</b>			
<b>Total Hrs /week</b>	<b>Trade Practical</b>	<b>Trade Theory</b>	<b>Employability Skills</b>
40 Hours	30 Hours	6 Hours	4 Hours

## 5. LEARNING OUTCOME

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*Learning outcomes are a reflection of total competencies of a trainee and assessment will be carried out as per the assessment criteria.*

### 5.1 LEARNING OUTCOMES (TRADE SPECIFIC)

1. Perform duties and responsibilities of Travel & Tour service personnel.
2. Work with different hotels & Travel agencies at different tourist Zones in National & International levels.
3. Communicate with the guests; collect information on tourist places, different types of accommodation & different modes of Transport available for the tourists.
4. Exhibit right attitude, politeness & body language during interaction with the guest.
5. Arrange & setup linkages with hotels, transport agencies & other segments of tourism Industries.
6. Collect information from the concerned tourism authorities and perform travel formalities.
7. Plan and arrange Tour programmes.
8. Promote Tourism in India.
9. Collect information regarding heritage, classical, religious & other attractive tourism resources & facilities available for tourists.
10. Prepare calendars, maps etc. on tourism festivals, Museum & art galleries, Important Tourism circuits etc. by collecting information.
11. Promote tourism marketing and sales activities by applying STP (Segmentation, Targeting & Positioning).
12. Manage travel office, sell the packages by explaining the features & facilities.
13. Plan tour programmes using costing concept, software packages, websites related to the tourism.
14. Handle different safety equipment, identify different sources of accidents & take necessary precautions on tour.

## 6. ASSESSMENT CRITERIA

LEARNING OUTCOMES	ASSESSMENT CRITERIA
1. Perform duties and responsibilities of Travel & Tour service personnel.	Familiarization with the Significance of Training in the travel & tour assistant field.
	Setting up of tables - handling of service equipment
2. Work with different hotels & Travel agencies at different tourist Zones in National & International levels.	Video show of the different hotels & Travel agencies to understand their working.
	Study the Arts & Maps of different tourist Zone in National & International levels.
3. Communicate with the guests; collect information on tourist places, different types of accommodation & different modes of Transport available for the tourists.	Practice on communication skills specifically on how to interact with the guest.
	Prepare a small questionnaire for the tourist to understand the motivation of their travel.
	Collect the pictures & information on popular tourist places.
	Collect the information on different categories of accommodation & modes of Transport available for the tourists.
4. Exhibit right attitude, politeness & body language during interaction with the guest.	Visit hotels & travel agencies to understand the employees' interaction with the guest with special reference to their attitude, politeness & body language.
5. Arrange & setup linkages with hotels, transport agencies & other segments of tourism Industries	Organizational setup linkages and arrangements with hotels, Airline, transport agencies & other segments of tourism Industries
	Interact with different transportation agency like airline, railways, taxis etc. to find out their routes, timings of flights and trains, fares of airlines, Trains & rental taxis including radio cabs
	Visit the surrounding areas to find alternative accommodation available (other than hotel), holiday homes, guest houses and motels' etc.
	Enquire about their tariff, types of rooms available & other

	facilities.
6. Collect information from the concerned tourism authorities and perform travel formalities.	<p>Collect the information :</p> <p>From the State Tourism board regarding the policy of state Govt. for the development of Tourism in the State and upcoming projects.</p> <p>From the foreign regional registration offices regarding the stay formalities for the foreign nationals of different nationalities.</p> <p>Make a case study of Thomas cook as well as develop a case study of any successful travel agency of your city.</p> <p>Develop Questionnaires for the tourist &amp; try to find out the impact of Tourism on the environments.</p> <p>Collect the different forms a formats a learn to fill those forms a formats regarding registration with hotel, "C" Form, Booking of baggage with Airlines / Railways &amp; taxes applicable.</p>
7. Plan and arrange Tour programmes.	<p>Make a report on the capitals of the countries, their currencies, National Airlines &amp; their Airports</p> <p>Make the survey of a particular tourist destination with total arrangement of local tourist guide.</p> <p>Tour planning &amp; programming for Inbound &amp; Outbound for national &amp; international, taking into consideration factors such as food habit, 'sensitivity, interpreter, caterer etc.</p> <p>Procedure for booking Cancellation/ changing of Concession given in different respects.</p> <p>Follow-up terms of conditions to become travel &amp; Tour assistant of sub agents/agents of IATA approval agencies, capital investment &amp; risk market potential.</p> <p>Visit to passport office and procedures to get passport for a tourist, explaining the features of Visa &amp; embassy guide.</p> <p>To visit the Office of regional transport office to learn registration procedure of different types of vehicles and the formalities involved for registration of the vehicle.</p>
8. Promote Tourism in India.	Make a project report on the development of Travel from ancient, medieval & modern time

	Collect the information regarding places of Art & architecture of tourism significant & also find out how to reach that places & other facilities available there for the tourists.
9. Collect information regarding heritage, classical, religious & other attractive tourism resources & facilities available for tourists.	<p>Collect the information regarding world heritage monuments &amp; other prominent monument of India, how to reach &amp; other facilities available for a tourist.</p> <p>Collect the Information regarding Indian classical dance, folk dances, Music &amp; musical instruments, art and handicraft, fairs &amp; festivals in one calendar year &amp; their Significance in the promotion of tourism.</p> <p>Collect the detailed information regarding religious tourism resource such as important shrines &amp; centers of the major religions of India &amp; what is the best time to travel &amp; other facilities available for the tourism.</p> <p>Collect the detailed information on aero sports, water based sports, land based sports.</p> <p>Best time to visit such places &amp; also learn about the companies organizing such sports activities.</p>
10. Prepare calendars, maps etc. on tourism festivals, Museum & art galleries, Important Tourism circuits etc. by collecting information.	<p>Make a calendar of tourism promotional festivals of India Significance of festivals, time to visit such festivals, mode of transportation and staying facilities.</p> <p>Collect the detailed information of museum and art galleries of India &amp; their significance in the promotion of tourism.</p> <p>Do a map work &amp; find out the train routes, especially for palace on wheel, Heritage on wheel and Royal ancient express, Deccan odyssey fairy queen, Metro trains and hill trains of India.</p> <p>Learn reading of railway time table, E- reservation &amp; cancelation and package tours organized by Indian Railway.</p> <p>Plan on Itineraries for important circuits specially for golden Triangle, Buddhist circuit, Southern Triangle &amp; Green triangle etc.</p> <p>Try to fetch information regarding chain hotels of India and facilities available for tourist, Tariff etc.</p> <p>Make a Project on Regional festive cuisines of India.</p> <p>Study of maps, longitude &amp; latitude, International date time,</p>

	variations, time difference.
11. Promote tourism marketing and sales activities by applying STP (Segmentation, Targeting & Positioning).	Study & prepare of brochures for the different tourist destinations to draw chart on tourism systems interacting tourism markets, transportation destination & their marketing
	Basis of segmentation-identifying target market, types of tourism project of tourism, establishing a product, creating a position statement.
	Collection of advertisement from newspapers, magazines & making an analysis of the some
	Collection of brochures from tourist office & hotels etc. to understand tour promotion of tourist activities to being done.
12. Manage travel office, sell the packages by explaining the features & facilities.	Maintaining & compilation of different records used in travel office.
	Procedure of travel office management.
	Procedure of opening a travel office
	Demonstration on selling the package by explaining the features facilities in polite way- Accommodation budget, site & preparation of budget & currency exchange.
13. Plan tour programmes using costing concept, software packages, websites related to the tourism.	Practice in computer using MS office, Internet & other software packages related to the tourism.
	Accessing websites, e-mail, sending & receiving mails, search engines, Access to sites, online message etc.
	Plan & Program tour for Inbound & outbound in India & abroad- costing concept, various tour suppliers & also estimate the different tour packages.
14. Handle different safety equipment, Identify different sources of accidents & take necessary precautions on tour.	Identify different sources of accidents & precaution to be considered on tour, Handling the different safety equipment, practice the use of first aid specially in reference to heart attacks, strokes, Major loss of blood etc.



<b>SYLLABUS FOR TRAVEL &amp; TOUR ASSISTANT TRADE</b>			
<b>DURATION: ONE YEAR</b>			
<b>Duration</b>	<b>Reference Learning Outcome</b>	<b>Professional Skills (Trade Practical) With Indicative Hours</b>	<b>Professional Knowledge (Trade Theory)</b>
Professional Skill 60 Hrs; Professional Knowledge 12 Hrs	Perform duties and responsibilities of Travel & Tour service personnel.	<ol style="list-style-type: none"> <li>1. Familiarization with the Significance of Training in the travel &amp; tour assistant field. (30 hrs.)</li> <li>2. Setting up of tables - handling of service equipment. (30 hrs.)</li> </ol>	<ol style="list-style-type: none"> <li>a) Introduction to Travel &amp; Tourism Industry.</li> <li>b) Career opportunities in Travel &amp; Tourism Industry.</li> <li>c) Different types of Travel &amp; Tourism Establishments.</li> <li>d) Organizational hierarchy of Travel &amp; Tourism Department.</li> <li>e) Attributes of Travel &amp; Tour services personnel.</li> <li>f) Duties and responsibilities of Travel &amp; Tour service personnel. (12 hrs.)</li> </ol>
Professional Skill 60 Hrs; Professional Knowledge 12 Hrs	Work with different hotels & Travel agencies at different tourist Zones in National & International levels.	<ol style="list-style-type: none"> <li>3. Video show of the different hotels &amp; Travel agencies to understand their working. (30 hrs.)</li> <li>4. Study the Arts &amp; Maps of different tourist Zone in National &amp; International levels. (30 hrs.)</li> </ol>	<ol style="list-style-type: none"> <li>a) Tourism: Definition, Meaning, Nature &amp; Scope.</li> <li>b) Definition &amp; differentiation of Tourist, Travelers, Visitor and excursionist.</li> <li>c) Inter relation between Leisure, recreation and Tourism.</li> <li>d) Components and element of Tourism.</li> <li>e) Type &amp; Typologies of Tourism. (12 hrs.)</li> </ol>
Professional Skill 120 Hrs;	Communicate with the guests; collect information on	<ol style="list-style-type: none"> <li>5. Practice on communication skills specifically on how to</li> </ol>	<ol style="list-style-type: none"> <li>a) Understanding Tourism motivation.</li> <li>b) Factors affecting growth</li> </ol>

<p>Professional Knowledge 24 Hrs</p>	<p>tourist places, different types of accommodation &amp; different modes of Transport available for the tourists.</p>	<p>interact with the guest. (15 hrs.) 6. Prepare a small questionnaire for the tourist to understand the motivation of their travel. (15 hrs.) 7. Collect the pictures &amp; information on popular tourist places. (30 hrs.) 8. Collect the information on different categories of accommodation &amp; modes of Transport available for the tourists. (60 hrs.)</p>	<p>and development of International a national Tourism. c) Impact of Industrialization &amp; Technological advancement on Tourism Industry. (12 hrs.) a) Tourism Infrastructure: Types, forms &amp; Significance. b) Accommodation: Forms and Types. c) Transport Sector: Modes &amp; relative significance. d) Other supporting Infrastructure required for Tourism. (12 hrs.)</p>
<p>Professional Skill 120 Hrs; Professional Knowledge 24 Hrs</p>	<p>Exhibit right attitude, politeness &amp; body language during interaction with the guest.  Arrange &amp; setup linkages with hotels, transport agencies &amp; other segments of tourism Industries</p>	<p>9. Visit hotels &amp; travel agencies to understand the employees' interaction with the guest with special reference to their attitude, politeness &amp; body language. (30 hrs.) 10. Organizational setup linkages and arrangements with hotels, Airline, transport agencies &amp; other segments of tourism Industries. (30 hrs.) 11. Interact with different transportation agency like airline, railways, taxis etc. to find out their routes, timings of flights and trains, fares of airlines,</p>	<p>a) Economic Impact of Tourism: Income and employment multipliers of Tourism, balance of payment foreign exchange etc. b) Socio cultural Impacts of Tourism. c) Impacts of Tourism on ecology &amp; environment. (12 hrs.) a) Organization and functions of NWIO, TAAI, IATO, IATA AND PATA. (12 hrs.)</p>

		<p>Trains &amp; rental taxis including radio cabs. (20 hrs.)</p> <p>12. Visit the surrounding areas to find alternative accommodation available (other than hotel), holiday homes, guest houses and motels' etc. (20 hrs.)</p> <p>13. Enquire about their tariff, types of rooms available &amp; other facilities. (20)</p>	
Professional Skill 120 Hrs; Professional Knowledge 24 Hrs	Collect information from the concerned tourism authorities and perform travel formalities.	<p>14. Collect the information from the State Tourism board regarding the policy of state Govt. for the development of Tourism in the State and upcoming projects. (20 hrs.)</p> <p>15. Collect the information from the foreign regional registration offices regarding the stay formalities for the foreign nationals of different nationalities. (20 hrs.)</p> <p>16. Make a case study of Thomas cook as well as develop a case study of any successful travel agency of your city. (20 hrs.)</p>	<p>a) Travel formalities - Passport, Visa, Visa formalities, Health requirements, taxes, customs, currency, travel Insurance, baggage and airport Information. (12 hrs.)</p>
		<p>17. Develop Questionnaires for the tourist &amp; try to find out the impact of Tourism on the environments. (24 hrs.)</p> <p>18. Collect the different forms a formats a learn to fill</p>	<p>a) Linkages and arrangement with Hotels airlines &amp; transport agencies &amp; other segments of Tourism Sector.</p> <p>b) Case study of Travel</p>

		those forms a formats regarding registration with hotel, "C" Form, Booking of baggage with Airlines / Railways & taxes applicable. (36 hrs.)	agency Tour operators e.g. Thomas cook SITA, TCI etc. (12 hrs.)
Professional Skill 90 Hrs;  Professional Knowledge 18 Hrs	Plan and arrange Tour programmes.	19. Make a report on the capitals of the countries, their currencies, National Airlines & their Airports. (10 hrs.)	a) Travel Information & cancellation of the Tourism reservation.
		20. Make the survey of a particular tourist destination with total arrangement of local tourist guide. (10 hrs.)	b) Ticketing preparation & marking of tour package, handing business corporate Clint including conference and conventions. (06 hrs.)
		21. Tour planning & programming for Inbound & Outbound for national & international, taking into consideration factors such as food habit, 'sensitivity, interpreter, caterer etc. (10 hrs.)	
		22. Procedure for booking Cancellation /changing of Concession given in different respects. (15 hrs.)	a) Source of Income - commission service charge, Travel terminology - Current a popular travel trade abbreviations; Itinerary preparation & other terms used in preparing itinerary.
		23. Follow-up terms of conditions to become travel & Tour assistant of sub agents/ agents of IATA approval agencies, capital investment & risk market potential. (15 hrs.)	b) Basic of Amadeus or Galileo CRS system. c) E-ticketing solutions and Meta search option. (06 hrs.)
		24. Visit to passport office and procedures to get	a) Market research & tour package formulation,

		<p>passport for a tourist, explaining the features of Visa &amp; embassy guide. (15 hrs.)</p> <p>25. To visit the Office of regional transport office to learn registration procedure of different types of vehicles and the formalities involved for registration of the vehicle. (15 hrs.)</p>	<p>assembling, processing &amp; disseminating information in destination. Preparation of Itinerary &amp; post tour managements. (06 hrs.)</p>
<p>Professional Skill 60 Hrs;  Professional Knowledge 12 Hrs</p>	<p>Promote Tourism in India.</p>	<p>26. Make a project report on the development of Travel from ancient, medieval &amp; modern time. (30 hrs.)</p> <p>27. Collect the information regarding places of Art &amp; architecture of tourism significant &amp; also find out how to reach that places &amp; other facilities available there for the tourists. (30 hrs.)</p>	<p>a) Brief outline of Indian History in ancient, medieval and modern time.</p> <p>b) Growth and development of travel related activity.</p> <p>c) British rule &amp; genesis of modern Tourism in India. (12 hrs.)</p>
<p>Professional Skill 210 Hrs;  Professional Knowledge 42 Hrs</p>	<p>Collect information regarding heritage, classical, religious &amp; other attractive tourism resources &amp; facilities available for tourists.</p>	<p>28. Collect the information regarding world heritage monuments &amp; other prominent monument of India, how to reach &amp; other facilities available for a tourist. (30 hrs.)</p> <p>29. Collect the Information regarding Indian classical dance, folk dances, Music &amp; musical instruments, art and handicraft, fairs &amp; festivals in one calendar year &amp; their Significance in</p>	<p>a) Art &amp; architecture of Tourism Significance.</p> <p>b) World heritage monuments &amp; other prominent monuments of India.</p> <p>c) Cultural Tourism resources: Indian classical and folk dance, Music &amp; Musical Instruments, art &amp; handicraft, fair &amp; festivals.</p> <p>d) Religious Tourism Recourses – Major religions of India: Hinduism, Islam, Christian,</p>

		<p>the promotion of tourism. (30 hrs.)</p> <p>30. Collect the detailed information regarding religious tourism resource such as important shrines &amp; centers of the major religions of India &amp; what is the best time to travel &amp; other facilities available for the tourism. (30 hrs.)</p>	<p>Buddhism, Sikhism &amp; Jainism &amp; Study of the famous shrine /centres of the major religion of India. (18 hrs.)</p>
		<p>31. Collect the detailed information about national Parks, Wildlife sanctuaries, Bird Sanctuaries, Tiger &amp; Crocodile projects in India, Best time to travel mode of travel &amp; other facilities available for the tourism. (28 hrs.)</p> <p>32. Collect the detailed information regarding major hill stations, Islands, Rivers &amp; river Islands of India, Mode of travel and other facilities available for the Tourism. (16 hrs.)</p> <p>33. Collect the detailed information on sea beaches of India mode of travel &amp; other facilities available for the Tourism. (16 hrs.)</p>	<p>a) Brief study of national Parks &amp; wildlife sanctuaries, Bird Sanctuaries, Tiger &amp; crocodile project sites of India.</p> <p>b) Major Hill Stations, Islands, rivers &amp; river Islands of India.</p> <p>c) Important Sea Beaches of India- Mumbai, Puri, Goa, Chennai, Trivandrum &amp; Kerala. (12 hrs.)</p>
		<p>34. Collect the detailed information on aero sports, water based sports, land based sports. (30 hrs.)</p>	<p>a) Adventure Sports- Existing trends &amp; places of Importance for Land based, water based &amp; aero based adventure sports of</p>

		35. Best time to visit such places & also learn about the companies organizing such sports activities. (30 hrs.)	India. (12 hrs.)
Professional Skill 150 Hrs; Professional Knowledge 30 Hrs	Prepare calendars, maps etc. on tourism festivals, Museum & art galleries, Important Tourism circuits etc. by collecting information.	<p>36. Make a calendar of tourism promotional festivals of India Significance of festivals, time to visit such festivals, mode of transportation and staying facilities. (20 hrs.)</p> <p>37. Collect the detailed information of museum and art galleries of India &amp; their significance in the promotion of tourism. (30 hrs.)</p> <p>38. Do a map work &amp; find out the train routes, especially for palace on wheel, Heritage on wheel and Royal ancient express, Deccan odyssey fairy queen, Metro trains and hill trains of India. (20 hrs.)</p> <p>39. Learn reading of railway time table, E- reservation &amp; cancelation and package tours organized by Indian Railway. (20 hrs.)</p> <p>40. Plan on Itineraries for important circuits specially for golden Triangle, Buddhist circuit, Southern Triangle &amp; Green triangle etc. (30 hrs.)</p>	<p>a) Tourism promotional festivals of India.</p> <p>b) Museum &amp; art galleries of India.</p> <p>c) Tourist Trains in India: Place on wheels, Heritage on wheels, Royal Orient Express, Deccan. Odyssey, fairy Queen, Metro trains &amp; Hill trains of India.</p> <p>d) Important Tourism circuits: Golden Triangle, Southern triangle, Buddhist Circuit &amp; Green Triangle.</p> <p>e) Important Hotels Chains in India.</p> <p>f) Regional festive Cuisines of India. (24 hrs.)</p>
		41. Try to fetch information regarding chain hotels of India and facilities available for tourist, Tariff	<p>a) Fundamental of Geography,</p> <p>b) Importance of geography in Tourism.</p>

		<p>etc. (10 hrs.)</p> <p>42. Make a Project on Regional festive cuisines of India. (10 hrs.)</p> <p>43. Study of maps, longitude &amp; latitude, International date time, variations, time difference. (10 hrs.)</p>	<p>c) Climate Variations, climatic regions of world, study of maps, longitude and latitude, time international date line difference. (06 hrs.)</p>
<p>Professional Skill 90 Hrs; Professional Knowledge 18 Hrs</p>	<p>Promote tourism marketing and sales activities by applying STP (Segmentation, Targeting &amp; Positioning).</p>	<p>44. Study &amp; prepare of brochures for the different tourist destinations to draw chart on tourism systems interacting tourism markets, transportation destination &amp; their marketing. (30 hrs.)</p> <p>45. Basis of segmentation-identifying target market, types of tourism project of tourism, establishing a product, creating a position statement. (20 hrs.)</p> <p>46. Collection of advertisement from newspapers, magazines &amp; making an analysis of the some. (20 hrs.)</p> <p>47. Collection of brochures from tourist office &amp; hotels etc. to understand tour promotion of tourist activities to being done. (20 hrs.)</p>	<p>a) Political &amp; Physical feature of world geography. Destination in USA, Europe, UK, France, Spain, Italy, Russia, German, Austria, Greece &amp; Switzerland. (18 hrs.)</p>
<p>Professional Skill 60 Hrs; Professional Knowledge 12 Hrs</p>	<p>Manage travel office, sell the packages by explaining the features &amp; facilities.</p>	<p>48. Maintaining &amp; compilation of different records used in travel office. (10 hrs.)</p> <p>49. Procedure of travel office management. (10 hrs.)</p> <p>50. Procedure of opening a travel office. (20 hrs.)</p> <p>51. Demonstration on selling</p>	<p>a) Aviation Geography- Time differences, Flight time, elapse time, Booking Familiarization, Important Airlines, Airport of India, coding &amp; decoding of country domestic</p>



		the package by explaining the features facilities in polite way Accommodation budget, site & preparation of budget & currency exchange. (20 hrs.)	ticketing. (12 hrs.)
Professional Skill 60 Hrs; Professional Knowledge 12 Hrs	Plan tour programmes using costing concept, software packages, websites related to the tourism.  Handle different safety equipment, Identify different sources of accidents & take necessary precautions on tour.	52. Practice in computer using MS office, Internet & other software packages related to the tourism. (15 hrs.) 53. Accessing websites, e-mail, sending &receiving mails, search engines, Access to sites, online message etc. (15 hrs.) 54. Planning & Programming tour for Inbound & outbound in India & abroad- costing concept, various tour suppliers & also estimate the different tour packages. (15 hrs.) 55. Identify different sources of accidents & precaution to be considered on tour, handling the different safety equipment; practice the use of first aid specially in reference to heart attacks, strokes, Major loss of blood etc. (15 hrs.)	a) Introduction of Computer, Definition &generation of Computers. b) Basic Understanding of Hardware &Software devices including Input devices, Output device operating systems, database, word Processor spread, Sheet etc. c) Introduction to Internet - Accessing Web- sites, e-mail sending & Receiving emails, search engines, Searching through various, Search engines chatting, Access to sites, online message etc. (12 hrs.)

**On-the-Job Training (OJT).**

**Note:** During OJT, students have to maintain a log book on daily basis indicating activities performed during the day which shall also be countersigned by section/ department supervisor.

## SYLLABUS FOR CORE SKILLS

1. Employability Skills (Common for all CTS trades) (160Hrs)

Learning outcomes, assessment criteria, syllabus and Tool List of Core Skills subjects which is common for a group of trades, provided separately in [www.bharatskills.gov.in](http://www.bharatskills.gov.in).

<b>List of Tools &amp; Equipment</b>			
<b>Travel &amp; Tour Assistant (for batch of 24 Candidates)</b>			
<b>S No.</b>	<b>Name of the Tools and Equipment</b>	<b>Specification</b>	<b>Quantity (Nos.)</b>
1.	Telephone	STD & ISD facility	01 No.
2.	Telephone with intercom facilities		01 No.
3.	Mobile	GMS/CDMA	04 Nos.
4.	FAX Machines with answering facility		01 No.
5.	LCD SCREEN		01 No.
6.	Photocopy machine		01 No.
7.	LCD PROJECTOR		01 No.
8.	Credit card detection machine		01 No.
9.	Laptop	Latest configuration	02 Nos.
10.	Computer	CPU: 32/64 Bit i3/i5/i7 or latest processor, Speed: 3 GHz or Higher. RAM:-4 GB DDR-III or Higher, Wi-Fi Enabled. Network Card: Integrated Gigabit Ethernet, with USB Mouse, USB Keyboard and Monitor (Min. 17 Inch.) Licensed Operating System and Antivirus compatible with trade related software.	24 Nos.
11.	UPS FOR NODES		As required
12.	Laser Printer	Black & White	02 Nos.
13.	Laser jet colour printer		01 No.
14.	Optical Scanner	Desk Top Type	01 No.
15.	Web cam (Digital camera)		24 Nos.
16.	Thermometer		01 No.
17.	External CD/DVD writer		02 Nos.
18.	Operating System Window 7 Professional Version or latest version MS Office professional version. Antivirus software (a) Application Package – Inventory control ,		As per requirement (All latest versions)

	<p>Financial statement, Sales analysis, data Entry.</p> <p>(b) Additional equipment for institutes which are already conducting earlier courses and having equipment supplied through D.O.E. through internet</p> <p>(c) CRS ( Computerized Reservation System)</p> <p>(d) Cargo</p> <p>(e) Mapping Tools</p> <p>(f) Google Earth</p> <p>(g) Ticketing Training Software - Amadeus or Galileo</p>		
19.	Wall clock		01 No.
20.	<p><b>Location and navigational equipment</b></p> <ul style="list-style-type: none"> <li>• Hand held GPS units</li> <li>• Compass clinometers</li> <li>• Prismatic compass</li> </ul>		<p>01 No.</p> <p>01 No.</p> <p>01 No.</p>
21.	<p><b>Field gear</b></p> <ul style="list-style-type: none"> <li>• Gloves</li> <li>• Hard hats</li> <li>• High visibility jackets</li> <li>• Waders</li> <li>• Wellington boots</li> <li>• Walking boots</li> </ul>		As required
22.	<p><b>Camping equipment</b></p> <ul style="list-style-type: none"> <li>• Tents (Vango, Valle and Mammut)</li> <li>• Mallets</li> <li>• Pegs</li> <li>• Ground sheets</li> <li>• Cutlery</li> <li>• Cooking pots</li> <li>• Cooking pans</li> <li>• Plates</li> </ul>		As required
23.	<p><b>Miscellaneous</b></p> <ul style="list-style-type: none"> <li>• Anemometers</li> <li>• Windwatch</li> <li>- which incorporates a barometer, altimeter, temperature probe and anemometer in a single hand held device. It can also measure wind-chill</li> <li>• Digital cameras</li> <li>• Spring scales</li> <li>• Calipers</li> <li>• Conductivity meters</li> <li>- Both low range and high range.</li> <li>• pH meters</li> </ul>		<p>01 No.</p> <p>01 No.</p> <p>01 No.</p> <p>01 No.</p> <p>01 No.</p> <p>01 No.</p> <p>01 No.</p>

	<ul style="list-style-type: none"> <li>• Stopwatches</li> <li>• Temperature probes</li> <li>• Thermo-hygrometers</li> <li>• Water carriers</li> <li>• Infiltration kits</li> </ul>		01 No. 01 No. 01 No. 01 No. 10 Nos.
24.	Video camera		01 No.
25.	Still digital camera		01 No.
<b>Furniture</b>			
26.	Computer table	650x 500x750mm	24 Nos.
27.	Computer chair		24 Nos.
28.	Storage cabinet	600x700x450mm	2 Nos.
29.	Fire extinguisher		4 Nos.
30.	Fire buckets with stand		2 Set
31.	First aid box with first aid items		01 No.
32.	White board		01 No.
33.	<b>Class Room</b> <ul style="list-style-type: none"> <li>• Instructor Chair &amp; Table</li> <li>• Dual Desk</li> </ul>		01 No. 10 Nos.
34.	<b>Workshop/Lab</b> <ul style="list-style-type: none"> <li>• Suitable Drawing table</li> <li>• Discussion Table</li> <li>• Suitable Chair</li> </ul>		10 Nos. 01 No. 25 Nos.
35.	Trainees Locker		02 sets of 12 Nos.
36.	Book Shelf (glass panel)		02 Nos.
37.	Storage rack		02 Nos.
38.	Tool Cabinet		02 Nos.
<p><b>Note: -</b></p> <p>1. All the tools and equipment are to be procured as per BIS specification.</p>			

The DGT sincerely acknowledges contributions of the Industries, State Directorates, Trade Experts, Domain experts and all others who contributed in revising the curriculum.

Special acknowledgement is extended by DGT to the following expert members who had contributed immensely in this curriculum.

<b>List of Expert Members contributed/ participated for finalizing the course curriculum of Travel &amp; Tour Assistant Trade.</b>			
<b>S No.</b>	<b>Name &amp; Designation Sh./Mr./Ms.</b>	<b>Organization</b>	<b>Remarks</b>
1.	Deepankar Mallick, Director, Chairman	ATI-Kanpur	Member
2.	Anil Kumar, Joint Director of Training.	ATI-EPI Dehradun	Member
3.	Magan Bhandari, F&B Manager	Hotel Great value, Rajpur Road , Dehradun	Member
4.	H.S. Nigam, V.I.	ATI-Kanpur	Member
5.	R.C. Pandey, Principal	Government Institute of Hotel Management and Nutrient, Dehradun	Member
6.	Udaychamyal, Lecturer	Institute of Hotel Management, Dehradun	Member
7.	Ashok Devi Trivedi, Dy. Director	RVTI Allahabad.	Member
8.	Usha Devi Mishra, T.O.(D.M)	RVTI Allahabad	Member
9.	V.S. Kaintura, Manager	Jeet Restaurant, Mussoorie	Member
10.	S.K. Suri, Manager	New India Tourist Centre, Dehradun	Member
11.	Rajendra Singh, Manager Catering	Ramanand Residency, Mussoorie	Member
12.	Pankaj Thapliyal, G.M.	Country Inn, Mussoorie	Member
13.	P.K. Sharma, Personal manager	Jay Pee Residency, Mussoorie	Member
14.	Neeraj Aggarwal, Director	Ram Institute of hotel Management, Dehradun	Member
15.	Amol Aswal, Principal	New Taj Institute of Hotel Management, Dehradun	Member
16.	Shubender Rohilla, Hotler	Ramanand Residency, Mussoorie	Member
17.	G.R. Uniyal, Proprietor	Uniyal Bakers	Member

18.	Sachin Kumar, Instructor Catering & Hospitality.	RVTI, Allahabad.	Member
19.	Sanjay, Catering in charge	Taj Institute of Hotel Management,, Dehradun.	Member
20.	Saty Bir Singh, Administrative Officer	Lal Bahadur Shastri National Academy, Mussoorie	Member
21.	V.P.S. Negi, H.O.D.	Kukreja Instituta of Hotel Management, Dehradun	Member
22.	Vivek Kumar, Assistant lecturer	Institute of Hotel Management, Dehradun	Member
23.	C.S. Negi, A.G.M.	GMVN, Dehradun	Member
24.	Sanjiv kumar, Principal	ITI Gujrala, Dehradun	Member
25.	P.S. Negi, Head of catering Department	Kukreja Institute of Hotel Management, Dehradun	Member
26.	A.K. Singh, Joint. Director	Tourism Development Board Uttaranchal, Dehradun	Member
27.	Capt. Yogesh Uniyal, Manager	Uniyal Bakers and manufacturers.	Member
28.	Neena Sharma, Director	Synergy consultant, Dehradun	Member
29.	Ravindra Mohan Kala, State Secretary, Scout & Guide	55-Rajpur road, Dehradun	Member
30.	Tanuj Nayyar, Senior Sa <sup>y</sup> s Chef.	Jay Pee Residency, Manore-Mussoorie.	Member
31.	P. N.Yadav, Dy. Director.	ATI Kanpur	Member

### ABBREVIATIONS

CTS	Craftsmen Training Scheme
ATS	Apprenticeship Training Scheme
CITS	Craft Instructor Training Scheme
DGT	Directorate General of Training
MSDE	Ministry of Skill Development and Entrepreneurship
NTC	National Trade Certificate
NAC	National Apprenticeship Certificate
NCIC	National Craft Instructor Certificate
LD	Locomotor Disability
CP	Cerebral Palsy
MD	Multiple Disabilities
LV	Low Vision
HH	Hard of Hearing
ID	Intellectual Disabilities
LC	Leprosy Cured
SLD	Specific Learning Disabilities
DW	Dwarfism
MI	Mental Illness
AA	Acid Attack
PwD	Person with disabilities



