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## SELF-ASSESSMENT GUIDE

Qualification	<b>TRAVEL SERVICES NC II</b>		
Unit of Competency Covered	<ul style="list-style-type: none"> <li>• Create travel-related reservations and transactions</li> <li>• Provide assistance in travel documentation preparation</li> <li>• Issue International Air Transport Association (IATA) – Billing Settlement Plan (BSP) documents and other passage documents</li> </ul>		
<p>Instruction:</p> <ul style="list-style-type: none"> <li>• Read each of the questions in the left-hand column of the chart.</li> <li>• Place a check in the appropriate box opposite each question to indicate your answer.</li> </ul>			
<b>Can I?</b>	<b>YES</b>	<b>NO</b>	
<b>CREATE TRAVEL-RELATED RESERVATIONS AND TRANSACTIONS</b>			
• Interprets or creates customers records of new or existing booking requirements			
• Prepares and issues customers' required document and other materials			
• Updates customer's records of the financial status accurately in accordance with enterprise procedures.			
• Identifies supplier's services to be booked according to the customer's requirements and requests.			
• Identifies and confirms details of specific products and services which have been sold to the customer.			
• Where no specific product/s or service/s has been confirmed to the customer, appropriate suppliers are selected to ensure customer needs are met according to prices quoted.			
• Selects supplier according to any pre-negotiated enterprise arrangements.			
• Request products and services from suppliers using the appropriate method in accordance with enterprise procedures.			
• Provides details of the required booking to ensure the customer receives the correct product			
• Requests multiple services in the most practical and sequential order.			
• Requests alternative choices if desired bookings are not available			
• Identifies changes made to original bookings and action flow-on impacts are adjusted accordingly			

<ul style="list-style-type: none"> <li>• Make revisions to bookings as requested/required including adjustment to other arrangements, accordingly</li> </ul>		
<ul style="list-style-type: none"> <li>• Keeps records of all bookings made including requests and confirmations then filed in accordance with company policies and procedures.</li> </ul>		
<ul style="list-style-type: none"> <li>• Monitors files to ensure that all confirmations have been received and follow up pending bookings/reservations.</li> </ul>		
<ul style="list-style-type: none"> <li>• Schedules actions to be taken in relation to bookings are noted and in accordance with system and/or company policies and procedures.</li> </ul>		
<ul style="list-style-type: none"> <li>• Records amendments/adjustments made accurately in accordance with enterprise procedures.</li> </ul>		
<ul style="list-style-type: none"> <li>• Relays booking changes to suppliers in accordance with agreed procedures and any contractual arrangements.</li> </ul>		
<ul style="list-style-type: none"> <li>• Finalizes client's final details and requirements with suppliers in accordance with the standard operating procedures.</li> </ul>		
<ul style="list-style-type: none"> <li>• Processes payments required by the supplier at the appropriate time in accordance with enterprise procedures.</li> </ul>		
<ul style="list-style-type: none"> <li>• Collects clients payment and corresponding proof of payment is provided in accordance to company policies and procedures</li> </ul>		
<ul style="list-style-type: none"> <li>• Collates Information and documentary requirements of client's passport application in accordance with company policies and procedures and appropriate national and foreign government authorities</li> </ul>		
<ul style="list-style-type: none"> <li>• Checks passport application documents for accuracy, completeness and identified discrepancies are corrected or referred to client where necessary</li> </ul>		
<ul style="list-style-type: none"> <li>• Files passport application documents to proper authorities/DFA and corresponding fees are paid</li> </ul>		
<ul style="list-style-type: none"> <li>• Claims new passport from appropriate national and foreign government authorities within same day of release</li> </ul>		
<ul style="list-style-type: none"> <li>• Logs passport and releases to client according to travel agency policies and procedures</li> </ul>		
<b>PROVIDE ASSISTANCE IN TRAVEL DOCUMENTATION PREPARATION</b>		
<ul style="list-style-type: none"> <li>• Determines visa requirements for client's country of destination</li> </ul>		
<ul style="list-style-type: none"> <li>• Informs visa applicant on the requirements and fees required by preferred country of destination</li> </ul>		
<ul style="list-style-type: none"> <li>• Assists visa applicant where applicable in paying the fees, securing appointments and in filling up and submitting the accomplished forms required by the country of destination and/or transit points</li> </ul>		
<ul style="list-style-type: none"> <li>• Prepares visa documentary requirements according to the requirements of the country of destination</li> </ul>		

• Informs visa applicant of the date of personal appearance or interview at the Embassy, if applicable		
• Informs visa applicant on procedures on how and when the visa is to be released by the Embassy		
• Logs visa and releases to client according to travel agency policies and procedures		
• Inquires immigration clearance requirements and determines from the Immigration department		
• Assists immigration clearance applicant in paying the fees and in filling up forms required by the immigration department		
• Prepares immigration clearance documentary requirements according to the requirements of the immigration department		
• Informs immigration clearance applicant on procedures on how and when is the clearance to be released by the immigration department		
• Logs immigration clearance document and releases to client according to travel agency policies and procedures		
• Inquires necessary additional travel documents requirements for visitors, OFWs, minors etc. are determined		
• Assists applicant in paying the fees and in filling up forms required by the immigration department		
• Prepares documentary requirements according to the requirements for travel		
• Informs applicant on procedures on how and when is the required travel documents to be released by the immigration department		
• Logs and releases document to client according to travel agency policies and procedures		
<b>PROVIDE ASSISTANCE IN TRAVEL DOCUMENTATION PREPARATION</b>		
• Records information as received		
• Encodes travel data through electronic or manual means		
• Validates travel data with clients and any other travel related information in accordance with company procedures		
• Records supplementary information and clears with client in accordance to company procedures		
• Calculates total cost of travel requirements based on updated local or International rates		
• Forwards information to the travel counselor in accordance with the company procedures		

<ul style="list-style-type: none"> <li>• Inputs information through automated system such as Computer Reservation System (CRS) or Global Distribution System (GDS), etc.</li> </ul>		
<ul style="list-style-type: none"> <li>• Inputs information manually in the absence of any computerized system</li> </ul>		
<ul style="list-style-type: none"> <li>• Tickets manually written or generated through automated system in accordance with supplier and company procedures</li> </ul>		
<ul style="list-style-type: none"> <li>• Determines all travel rules and travel related services and documents in accordance with supplier and company procedures</li> </ul>		
<ul style="list-style-type: none"> <li>• Gathers Tariff rules and regulations and implement in accordance with supplier and company procedures</li> </ul>		
<ul style="list-style-type: none"> <li>• Obtains schedule of fare / fees from airlines and other suppliers</li> </ul>		
<ul style="list-style-type: none"> <li>• Obtains information on International Air Transport Association (IATA) tariff, billing and settlement plans and document for schedule of remittance and papers</li> </ul>		
<p>I agree to undertake assessment in the knowledge that information gathered will only be used for professional development purposes and can only be accessed by concerned assessment personnel and my manager/supervisor.</p>		
<p><b>Candidate's Name and Signature</b></p>	<p><b>Date :</b></p>	