



COMPETENCY BASED CURRICULUM

CULTURE TOUR GUIDE

BQF-CERTIFICATE-II

SKILLS DEVELOPMENT AND SERVICE SECTION

STANDARD AND COMPLAINTS DIVISION

DEPARTMENT OF TOURISM

MINISTRY OF INDUSTRY, COMMERCE AND EMPLOYMENT

Published by Department of Tourism (DOT)

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FOREWORD

The Department of Tourism (DOT) with technical support from the Department of Workforce Planning and Skills Development under the Ministry of Education and Skills Development is pleased to present the 3rd edition of National Competency Based Curriculum for Culture Tour Guide BQF Certificate -II Courses. Curriculum evolve according to changing social and economic requirements as well as being more responsive to the learners' employment and personal needs. With the overall tourism transformation and urgent need to enhance and upgrade the quality to tour guide in the country as well as the felt need for a more comprehensive basic course prompted the initiative to improve the existing system. The collectively developed curriculum is the result of careful thoughts and planning in collaboration with noted industry experts and highly experienced trainers and aims at upgrading the quality and professionalism of our service providers.

Our Tourism & Hospitality service providers are the ambassadors of the nation. The quality of the services reflects on the image of the nation and therefore it is of paramount importance that measures to enhance their professional skills be accorded the priority that it merits. As we go forward in ensuring Bhutan as a high-end destination and exclusive travel destination it is of extreme importance that the quality of service provided to the guests are commensurate with this policy. We believe that teaching and learning is dynamic and that it should be useful in emboldening them to aspire higher and take their knowledge base to the next level.

I wish all aspiring tourism and hospitality service providers much success.

A handwritten signature in blue ink, reading "Dorji Dhradhul", with a horizontal line underneath the name.

Dorji Dhradhul
DIRECTOR GENERAL
DEPARTMENT OF TOURISM

ACKNOWLEDGEMENT

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List of experts involved in workshop:

1. Mr. Garab Dorji, Chairperson, Guide Association of Bhutan
2. Mr. Sonam Dorji, ED, ABTO
3. Mr. Duptho R. Dorji, ABTO Board Manager, ABTO
4. Mr. Ugyen Singye, CEO, USD IPD
5. Mr. Sherab Penjor, GM, USD IPD
6. Mr. Kado, CEO, Institute for Professional Studies
7. Mr. Kelzang Dorji, CEO, Zombla Training Institute, Paro
8. Mr. Nar Bahadur, GM, Zombla Training Institute, Paro
9. Mr. Ugyen Dorji, Green Horizon Tourism Solutions, Thimphu.
10. Ms. Thinley Wangmo, Sr. Lecturer, RITH
11. Mr. Chogay Lhendup, Sr. Program Officer, TVET Quality Council, BQPCA, MoESD
12. Ms. Sangay Lhaden, Dy. Chief Tourism Officer, DOT, MoICE
13. Ms. Karma Yangki, Tourism Operation Assistant, DOT, MoICE

Validation committee members:

1. Mr. Tashi Tenzin, Offtg. Chief Tourism Officer, Standard and Compliance Division, DOT, MoICE (Chairperson)
2. Mr. Karma Dorji, Training Director, TTTRC, DWPSD, MoESD (Member Secretary)
3. Mr. Garab Dorji, Chairperson, Guide Association of Bhutan
4. Mr. Sonam Dorji, ED, Association of Bhutanese Tour Operators
5. Ms. Sangay Lhaden, Dy. Chief Tourism Officer, DOT
6. Mr. Sangay Tenzin, Dy. Chief Legal Officer, Legal Division, MoICE
7. Mr. Prem Kumar Bhattarai, Program Officer, TVET Quality Council, BQPCA, MoESD
8. Mr. Sonam Wangdue, Trainer, TTTRC, DWPSD, MoESD
9. Mr. Tshulthrim, Tour Guide, Freelance, Thimphu

Facilitator, coordinator and recorder group for the workshop:

1. Ms. Karma Dema, Program Officer, TTTRC
2. Mr. Tshering Tobgay, Asst. Program Officer, TTTRC

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Competency Profile
Occupation: Culture Tour Guide
Level: BQF Certificate-II

Competency Area	Sub Competency Area	Competencies/Tasks			
A: Provide arrival services	A1: Maintain personal hygiene and grooming	A1.1 Apply grooming standard	A1.2 Maintain personal hygiene and fitness	A1.3 Exhibit culture tour guide personnel attributes	
	A2: Prepare for receiving guest	A2.1 Obtain documents and instructions	A2.2 Re-confirm guest arrival time	A2.3 Re-confirm tour logistic Arrangement	
	A3: Receive the guest	A3.1 Organize entry port activities	A3.2 Conduct formal introduction commentary	A3.3 Render additional services	
	A4: Conduct guest check-in	A4.1 Re-confirm guest arrival and requirement	A4.2 Brief guest on accommodation details	A4.3 Assist accommodation check-in	A4.4 Provide orientation
B: Carryout sightseeing	B1: Prepare for sightseeing	B1.1 Review tour itinerary	B1.2 Confirm daily logistic and tour arrangement	B1.3 Arrange tour accessories	B1.4 Brief driver
		B1.5 Brief Guest			
	B2: Conduct sightseeing	B2.1 Provide commentary	B2.2 Maintain guest comfort	B2.3 Attend to guest request	

	B3: Conclude sightseeing	B3.1 De-brief daily tour	B3.2 Collect daily feedback	B3.3 Maintain daily tour-report	
C Provide guest departure services	C1: Prepare for guest departure	C1.1 Re-confirm guest departure documents	C1.2 Arrange guest departure	C1.3 Brief guest on departure details	
	C2: Coordinate guest check out	C2.1 Verify guest bills and payment	C2.2 Assist guest check out	C2.3 See-off guest	
	C3: Perform post tour activities	C3.1 Prepare tour report	C3.2 Settle accounts	C3.3 Account accessories	C3.4 Conduct follow up with guest
D: Handle emergencies	D1 Prepare for hazards	D1.1 Conduct assessment for hazards	D1.2 Brief guest on hazards	D1.3 Prepare emergency equipment	
	D2 Handle health hazards	D2.1 Assess health hazards	D2.2 Respond to health hazards	D2.3 Provide First Aid treatment	D2.3 Conduct post care
	D3 Handle other emergencies/hazards	D3.1 Handle natural hazards	D3.2 Attend to guest complaints	D3.3 Maintain report	
E: Demonstrate ethics, integrity and professionalism	E1 Practice ethics	E1.1 Adhere to ethical code of conduct	E1.2 Adhere to ethical social norms	E1.3 Promote lawfulness	E1.4 Promote common goods
		E1.5 Apply principle of cause and effect			
	E2 Uphold integrity	E2.1 Uphold honesty	E2.2 Exercise right judgment of one's action	E2.3 Maintain consistency in adversity	E2.4 Take ownership of public resources

	E3 Demonstrate professionalism	E3.1 Enhance positive attitude	E3.2 Shoulder responsibility	E3.3 Exercise due diligence	E3.4 Exhibit transparency
		E3.5 Promote impartiality	E3.6 Demonstrate responsiveness	E3.7 Enhance productivity	E3.8 Demonstrate professional conduct
		E3.9 Embrace dignity of labour			

COURSE INFORMATION

COURSE TITLE	Culture Tour Guide
LEVEL	Bhutan Qualification Framework (BQF) Certificate Level II
COURSE DESCRIPTION	<p>This course is designed to provide the knowledge, skills and attitudes of an individual to become competent as Culture Tour Guide in accordance with industry standards. Upon completion of this course, the graduates will be able to work in tourism sectors where they can provide guest arrival services, carryout sightseeing, provide guest departure, handle emergencies and demonstrate ethics, integrity & professionalism</p> <p>To obtain the qualification of Culture Tour Guide BQF certificate-II, all learning outcomes prescribed for this qualification must be achieved.</p>
INSTITUTE TRAINING DURATION	481 Hours
ON-THE-JOB TRAINING (OJT) DURATION	84 Hours
TOTAL DURATION	565 Hours
TRAINING PROPORTION	1:12 (Practical) 1:20 (Theory)
ENTRY REQUIREMENT	<ul style="list-style-type: none">• Class XII passed OR equivalent• Minimum of 18 years old
SELECTION CRITERIA	<ul style="list-style-type: none">• Copy of NOC for in-service candidates• Copy of Valid CID/other document as a proof of being Bhutanese Citizen• Copy of Valid Security Clearance certificate• Copy of school certificates/transcripts• Copy of Medical fitness certificate <p><i>Note: Original documents to be produced at the time of interview</i></p>
COURSE OBJECTIVE	<p>Upon completion of the training module of Culture Tour Guide BQF Certificate-II, the trainee will be able to:</p> <ul style="list-style-type: none">• Provide guest arrival services• Carryout sightseeing• Provide guest departure services• Handle emergencies.• Demonstrate ethics, integrity and professionalism

**TRAINER
QUALIFICATION**

- Must have undergone Training of Trainers-Technical Instruction and Vocational Andragogy
- Must be a holder of Guide BQF Certificate-III certificate or equivalent/higher with 5 years of relevant work experience
- Should have good moral character
- ¹Must have at least 5 years job/industry experience

¹applicable only if institutes hire instructor or guest lecturer from industry

COURSE STRUCTURE

Training Modality	Module Title	Learning outcomes	Nominal Duration
1. Institute Training	1.1 Providing arrival services	1.1.1 Perform personal hygiene and grooming 1.1.2 Prepare for receiving guest 1.1.3 Receive the guest 1.1.4 Conduct guest check-in	103 Hours
	1.2 Carrying out sightseeing	1.2.1 Prepare for sightseeing 1.2.2 Conduct sight seeing 1.2.3 Conclude sightseeing	292.5 Hours
	1.3 Providing guest departure services	1.3.1 Prepare for guest departure 1.3.2 Check-out the guest 1.3.3 Perform post tour activities	13 Hours
	1.4 Handling emergencies	1.4.1 Prepare for emergencies 1.4.2 Handle health hazards 1.4.3 Handle other emergencies/hazards	41.5 Hours
	1.5 Demonstrating ethics, integrity and professionalism	1.5.1 Practice ethics 1.5.2 Uphold integrity 1.5.3 Demonstrate professionalism	31.5 Hours
1. On the Job Training	1.1 Providing arrival services	1.1.1 Perform personal hygiene and grooming 1.1.2 Prepare for Receiving Guest 1.1.3 Receive the guest 1.1.4 Conduct guest check-in	3 Hours
	1.2 Carrying out sightseeing	1.2.1 Prepare for sightseeing 1.2.2 Conduct sight seeing 1.2.3 Conclude sightseeing	66 Hours
	1.3 Providing guest departure services	1.3.1 Prepare for guest departure 1.3.2 Check-out the guest 1.3.3 Perform post tour activities	3 Hours
	1.4 Handling emergencies	1.4.1 Prepare for emergencies 1.4.2 Handle health hazards 1.4.3 Handle other emergencies/hazards	12 Hours

ASSESSMENT AND CERTIFICATION SYSTEM

ASSESSMENT	<p>Formative assessment for every module and learning outcome will be conducted through assignments, project works, continuous assessment, demonstration of practical skills/observations, oral questioning and written test.</p> <p>Summative assessment after completion of each national certificate level will be conducted by TVET Quality Council, Bhutan Qualifications and professional certification authority, MoESD as per the National Competency Standards and Guidelines for National Assessment and Certification System, provided the course is accredited with TVET Quality Council, Bhutan Qualifications and professional certification authority, MoESD.</p>
CERTIFICATION	<p>On successful completion of every module, the institute will award a certificate of achievement to the trainees. The TVET Quality Council, Bhutan Qualifications and professional certification authority, MoESD will award a National Certificate to the trainees upon the successful completion of BQF certificate level assessment.</p>
COURSE DELIVERY	<ol style="list-style-type: none">1. Modular2. Demonstration3. Lecture4. Discussion with problem-based learning5. Industrial training/attachment6. Project work
RESOURCES	<p>Materials</p> <p>Cosmetic, Bathing materials, Kabney, Rachu, Gauge, Files, Pen, Notepad, Documents, Placard, Itinerary, Water, Luggage tag, Packaging materials, Maps, Brochures, Tissue paper, Trash bin, Guide license, Name tag, Badge, Custom and immigration forms, Checklist, Contact details, Registration form, Reference books, Pencil, Highlighter, Feedback form, Air tickets, Feedback form, Report format, Bills, Dressing materials, Tweezers, Syringe, Thermal blanket, Heat pad and Emergency rain coat</p> <p>Tools</p> <p>Manicure set, Shaving kits, Bathing tools, Dining set, Torch, Umbrella, Knife, Scissors, First Aid Kits, Thermometers, Walking stick, Whistle, Compass, Water bottle and Ropes</p> <p>Equipment</p> <p>Telephone, Microphone, Cell phone, Computer, Audio visuals, Calculator Emergency equipment, Walkie Talkie and Oxygen cylinders</p>

PPE

Latex glove, working dress and mouth mask

Learning Materials

- Competency Based Learning Materials (CBLM)
- Bhutan Schedule of Rates (BSR)
- Reference books
- Hand-outs
- Audio visuals

Infrastructure and training facilities

- ***Theory classroom size:*** Minimum of 1.5 m² per trainee;
- ***Practical Workshop size:*** Minimum of 3 m² per trainee. Variables must be considered depending upon type of skills being taught and the number of trainees participating at a time.

MODULE INFORMATION CULTURE TOUR GUIDE (BQF Certificate Level II)

MODULE 10N

PROVIDING ARRIVAL SERVICES

MODULE INFORMATION

Occupation	Culture tour guide
Competency Area	Provide arrival services
Module Title	Providing arrival services
Module Code	5113- L2-M1
Module Description	This module provides the trainees with the knowledge, skills and right attitude required to maintain personal hygiene and grooming, prepare for receiving guest, receive the guest and conduct guest check-in
Nominal Duration	103 Hours
Qualification Level	BQF Certificate Level-2
Pre-requisite	Completed Class XII or Equivalent
Learning Outcome	<ol style="list-style-type: none"> 1. Maintain personal hygiene and grooming 2. Prepare for receiving guest 3. Receive the guest 4. Conduct guest check-in

Module Title	Providing arrival services		
Module Code	5113- L2-M1		
Learning Outcome 1	Maintain personal hygiene and grooming		
Duration	Theory: 23 hours	Practical: 39 hours	Total:62 hours
Assessment Criteria	<ul style="list-style-type: none"> • Grooming standards are applied and maintained as per job requirement • Personal hygiene and fitness are maintained as per the job requirement • Personal attributes are demonstrated as per human values and standard practices 		
Content	<p>A1.0 Introductory Knowledge</p> <ul style="list-style-type: none"> • Introduction to tourism • History of tourism in Bhutan • Tourism and travel terminologies • Tourism policy • Impact of tourism • Tourism products • Types of tourism • Attributes of tour guides • Guides code of conduct • Definition of tour guide • Trends and scope of culture tour guide <p>A1.1 Applying grooming standard</p> <p>Knowledge</p> <ul style="list-style-type: none"> • Definition of grooming • Importance of grooming • Dress code • Grooming standards <p>Skills</p> <ul style="list-style-type: none"> • Basic grooming skills • Communication skills <p>Attitude, safety and environmental concern</p> <ul style="list-style-type: none"> • Effective time management • Being a team player • Having work ethics and integrity • Efficient use of materials • Proper handling of instrument • Ensuring to follow OHS rules and regulations • Ensuring appropriate use of PPE • Ensuring proper disposal of waste • Ensuring to use eco-friendly materials • Being patient and decent while maintaining grooming standard 		

	<p>A1.2 Maintaining personal hygiene and fitness</p> <p><i>Knowledge</i></p> <ul style="list-style-type: none"> • Importance of personal hygiene and fitness • Types of contagious disease • Health fitness and its benefits • Proper diet regulation <p><i>Skills</i></p> <ul style="list-style-type: none"> • Planning and organizing skills • Communication skills <p><i>Attitude, safety and environmental concern</i></p> <ul style="list-style-type: none"> • Effective time management • Being a team player • Having work ethics and integrity • Efficient use of materials • Proper handling of instrument • Ensuring to follow OHS rules and regulations • Ensuring appropriate use of PPE • Ensuring proper disposal of waste • Ensuring to use eco-friendly materials • Being active and enthusiastic to maintain personal hygiene and fitness • Ensuring to maintain personal hygiene and fitness regularly <p>A1.3 Exhibiting culture tour guide personnel attributes</p> <p><i>Knowledge</i></p> <ul style="list-style-type: none"> • Importance of personal attributes • Guest care • Guest profile • Driglam namzhag <ul style="list-style-type: none"> ➤ Background of Driglam Namzhag <ul style="list-style-type: none"> ○ Dress code ○ Interaction ○ Prostration ○ Greetings (Cha Wang Charzhug) ○ Khaddar offering ○ Grooming ○ Bhutanese etiquette (Za Cha Dro Sum) • Importance of dining etiquette <p><i>Skills</i></p> <ul style="list-style-type: none"> • Dining etiquette • Grooming skills • Communication skills • Interpersonal skills • Interacting skills • Khaddar offering skills
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	<ul style="list-style-type: none"> • Prostrating skills • Greeting skills (Cha Wang Charzhug) <p><i>Attitude, safety and environmental concern</i></p> <ul style="list-style-type: none"> • Effective time management • Being a team player • Having work ethics and integrity • Efficient use of materials • Proper handling of instrument • Ensuring to follow OHS rules and regulations • Ensuring appropriate use of PPE • Ensuring proper disposal of waste • Ensuring to use eco-friendly materials • Being open minded while communicating • Adapting to change as per work situation • Being punctual at work • Being courteous with guest • Being disciplined while working • Ensuring to follow grooming standard
Learning Conditions	<p>Learning Materials</p> <ul style="list-style-type: none"> • CBLM (Competency Based Learning Materials) • Handouts • Audio Visuals • Textbooks • Reference books • Training Manual <p>Learning facilities and infrastructures</p> <ul style="list-style-type: none"> • Classroom with adequate facilities • Information Technology (IT) lab • Library • Practical lab <p>Tools</p> <ul style="list-style-type: none"> • Dining set <p>Materials</p> <ul style="list-style-type: none"> • Pen & Paper, kabney, rachu and khadar
Instructional Methodologies	<ul style="list-style-type: none"> • Lectures • Interactive discussions • Role plays • Demonstrations • Guided practices • Group activities • Individual practices

Method of Assessment	<ul style="list-style-type: none">• Practical observation• Oral/viva-voce• Written test• Assignment
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Module Title	Providing arrival services		
Module Code	5113- L2-M1		
Learning Outcome 2	Prepare for receiving guest		
Duration	Theory: 5 hours	Practical: 11 hours	Total: 16 hours
Assessment Criteria	<ul style="list-style-type: none"> • Documents and instructions are obtained as per the job requirement • Guest arrival time is re-confirmed as per the job requirement • Tour logistics are confirmed and arranged as per the job requirement following standard procedure • Accessories are obtained and arranged as per the job requirement 		
Contents	<p>A2.1 Obtaining documents and instructions</p> <p>Knowledge</p> <ul style="list-style-type: none"> • Types of document • Importance of itinerary • Importance and purpose of documents • Importance of document verification • Importance of documentation • Checklist format • Contact number of relevant office, person, agents and emergency/help line • Importance of receiving instruction from tour operator/manager prior to arrival <p>Skills</p> <ul style="list-style-type: none"> • Presentation skills • Communication skills • Listening skills • Interpersonal skills • Preparing checklist • Note taking skills <p>Attitude, safety and environmental concern</p> <ul style="list-style-type: none"> • Effective time management • Being a team player • Having work ethics and integrity • Efficient use of materials • Proper handling of instrument • Ensuring to follow OHS rules and regulations • Ensuring appropriate use of PPE • Ensuring proper disposal of waste • Ensuring to use eco-friendly materials • Being vigilant while collecting documents and instruction • Being prepared to use document • Being polite while communicating • Ensuring safe handling of documents • Ensuring to record correct contact numbers • Ensuring to make copies of document 		

	<ul style="list-style-type: none"> • Ensuring to follow relevant laws <p>A2.2 Re-confirming guest arrival time</p> <p><i>Knowledge</i></p> <ul style="list-style-type: none"> • Importance of re-confirming date and Expected Time of Arrival (ETA) • Types of travel ticket/transport • Station names and codes • Airlines codes • Alphabetical code • Contact number of entry port • Methods of note taking <p><i>Skills</i></p> <ul style="list-style-type: none"> • Communication skills • Listening skills • Interpersonal skills • Note taking skills • Time reading skills <p><i>Attitude, safety and environmental concern</i></p> <ul style="list-style-type: none"> • Effective time management • Being a team player • Having work ethics and integrity • Efficient use of materials • Proper handling of instrument • Ensuring to follow OHS rules and regulations • Ensuring appropriate use of PPE • Ensuring proper disposal of waste • Ensuring to use eco-friendly materials • Being polite while communicating • Ensuring to follow relevant laws • Ensuring to follow telephone etiquette <p>A2.3 Re-confirming tour logistic arrangement</p> <ul style="list-style-type: none"> • Importance of re-confirming tour logistic arrangement • Logistic arrangement required for attraction and sites • Types of logistics <ul style="list-style-type: none"> •Accommodation •Transportation •Meal plan •Entertainment • Methods of notetaking <p><i>Skills</i></p> <ul style="list-style-type: none"> • Communication skills • Listening skills • Interpersonal skills • Note taking skills • Public Relation skill
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	<ul style="list-style-type: none"> • Problem solving skill • Decision making skills <p><i>Attitude, safety and environmental concern</i></p> <ul style="list-style-type: none"> • Effective time management • Being a team player • Having work ethics and integrity • Efficient use of materials • Proper handling of instrument • Ensuring to follow OHS rules and regulations • Ensuring appropriate use of PPE • Ensuring proper disposal of waste • Ensuring to use eco-friendly materials • Being polite and patient while communicating • Ensuring correct contact details of service providers
<p>Learning Conditions</p>	<p>Learning Materials</p> <ul style="list-style-type: none"> • CBLM • Handouts • Audio visuals • Textbooks • Reference books • Manuals <p>Learning facilities and infrastructures</p> <ul style="list-style-type: none"> • Classroom with adequate facilities • Library • IT Lab • Training field <p>Tools</p> <ul style="list-style-type: none"> • First Aid kits, Torch, Walking stick, Umbrella, Knife and Scissors <p>Materials</p> <ul style="list-style-type: none"> • Files, Pen, Notepad, Documents, Placard, Kabney, Rachu, Khadar, Itinerary, Water, Packaging materials, Maps, Brochures, Tissue paper and Trash bin <p>Equipment</p> <ul style="list-style-type: none"> • Communication equipment

Instructional methodologies	<ul style="list-style-type: none">• Lectures• Interactive discussions• Role plays• Demonstrations• Individual practices• Group activities• Guided practices
Method of Assessment	<ul style="list-style-type: none">• Practical observation• Oral/viva-voce• Written test• Assignment

Module Title	Providing arrival services		
Module Code	5113- L2-M1		
Learning Outcome 3	Receive the guest		
Duration	Theory: 4 hours	Practical: 8 hours	Total: 12 hours
Assessment Criteria	<ul style="list-style-type: none"> • Pick up point activities are organized as per job requirement following standard procedure • Formal introduction commentary is conducted as per the standard procedure • Additional services are rendered to guest at port of entry as per the guest needs following standard procedure 		
Contents	<p>A3.1 Organizing entry port activities</p> <p>Knowledge</p> <ul style="list-style-type: none"> • Importance of following proper dress code • Types of port of entry in Bhutan and their details • Port of entry facilities and formalities • Immigration formalities and procedures • Security procedures • Custom duties and restrictions • Types of document • Importance of coordinating with driver at arrival point • Importance of placard • Procedures of displaying placard • Types of placard • Importance of head and luggage count • Methods of head and luggage count • Importance of safe handling of luggage • Importance of escorting guest to vehicle • Cross cultural greetings • Purpose of offering khadar • Importance of proper way of offering khadar <p>Skills</p> <ul style="list-style-type: none"> • Management skills • Communication skills • Greeting skills • Khadar offering skills <p>Attitude, safety and environmental concern</p> <ul style="list-style-type: none"> • • Effective time management • Being a team player • Having work ethics and integrity • Efficient use of materials • Proper handling of instrument • Ensuring to follow OHS rules and regulations • Ensuring appropriate use of PPE • Ensuring proper disposal of waste • Ensuring to use eco-friendly materials 		

- Being punctual to reach the point of entry
- Being polite while greeting
- Being proactive, patient, responsible and observant while organizing pick up activities
- Ensuring proper handling of guest luggage
- Ensuring to follow relevant laws
 - Ensuring proper head and luggage counting

A3.2 Conducting formal introductory commentary

Knowledge

- Importance of formal introductory commentary
- Techniques of drawing guest attention
- Introduction based on standard company procedure/agent procedure
- Contents of formal introductory commentary
 - Self-introduction
 - Driver and other staff introduction
 - Surroundings
 - Facilities
 - ETA and distance to accommodation
 - Time zone
 - Elevation

Skills

- Communication skills
- ICT skills
- Presentation skills

Attitude, safety and environmental concern

- Effective time management
- Being a team player
- Having work ethics and integrity
- Efficient use of materials
- Proper handling of instrument
- Ensuring to follow OHS rules and regulations
- Ensuring appropriate use of PPE
- Ensuring proper disposal of waste
- Ensuring to use eco-friendly materials
- Being polite and courteous while communicating

A3.3 Rendering additional services

Knowledge

- Types of additional services
- Types of contingency
- Importance of rendering additional services
- Rules and regulations
 - Immigration
 - Aviation
 - Custom
- Layout of port of entry and exit

	<p>Skills</p> <ul style="list-style-type: none"> • Communication skills • Leadership skills • Problem solving skills • Organizing skills <p>Attitude, safety and environmental concern</p> <ul style="list-style-type: none"> • Effective time management • Being a team player • Having work ethics and integrity • Efficient use of materials • Proper handling of instrument • Ensuring to follow OHS rules and regulations • Ensuring appropriate use of PPE • Ensuring proper disposal of waste • Ensuring to use eco-friendly materials • Being patient, polite, careful, responsible and observant while rendering additional services • Ensuring to follow relevant laws
Learning Conditions	<p>Learning Materials</p> <ul style="list-style-type: none"> • CBLM • Hand-outs • Audio-visuals • Textbooks • Reference books • Manuals <p>Learning facilities and infrastructures</p> <ul style="list-style-type: none"> • Classroom with adequate facilities • Library • IT lab • Training field <p>Materials</p> <ul style="list-style-type: none"> • Documents, Guide license, Placard, Rachu, Kabney, Khadar, Notepad and Pen <p>Equipment</p> <ul style="list-style-type: none"> • Microphone
Instructional Methodologies	<ul style="list-style-type: none"> • Lectures • Interactive discussions • Guided practices • Demonstrations • Role plays • Group practices • Individual practice

Method of Assessment	<ul style="list-style-type: none">• Practical observation• Written test• Oral assessment• Assignment
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Module Title	Providing arrival services		
Module Code	5113- L2-M1		
Learning Outcome 4	Conduct guest check-in		
Duration	Theory: 6 hours	Practical: 7 hours	Total: 13 hours
Assessment Criteria	<ul style="list-style-type: none"> • Guest arrival and requirements are re-confirmed as per the job requirement following standard procedure • Guests are briefed on accommodation details as per job requirement following standard procedure • Accommodation check-in for the guest is assisted as per the job requirement following standard procedure • Guest are oriented as per job requirement following standard procedure 		
Contents	<p>A4.1 Re-confirming guest arrival and requirement</p> <p><i>Knowledge</i></p> <ul style="list-style-type: none"> • Types of guest needs • Types of special guest request • Importance of reconfirming guest arrival and requirement • Types of menu • Types of accommodation • Introduction to airline toll free number • Introduction to online flight tracking application <p><i>Skills</i></p> <ul style="list-style-type: none"> • Communication skills • Interpersonal skills • Leadership Skills • Organizing skills <p><i>Attitude, safety and environmental concern</i></p> <ul style="list-style-type: none"> • Effective time management • Being a team player • Having work ethics and integrity • Efficient use of materials • Proper handling of instrument • Ensuring to follow OHS rules and regulations • Ensuring appropriate use of PPE • Ensuring proper disposal of waste • Ensuring to use eco-friendly materials • Being patient and responsible while confirming guest arrival and requirement • Ensuring accurate information is conveyed about guest arrival and requirement <p>A4.2 Briefing guest on accommodation details</p> <p><i>Knowledge</i></p> <ul style="list-style-type: none"> • Importance of briefing guest on accommodation details • Classification of accommodations • Rooming list • Content of briefing 		

	<ul style="list-style-type: none"> ➤ Accommodation layout ➤ Accommodation facilities and amenities ➤ Meal timing ➤ Services <p>Skills</p> <ul style="list-style-type: none"> • Presentation skills • Communication skills • Organizing skills <p>Attitude, safety and environmental concern</p> <ul style="list-style-type: none"> • Effective time management • Being a team player • Having work ethics and integrity • Efficient use of materials • Proper handling of instrument • Ensuring to follow OHS rules and regulations • Ensuring appropriate use of PPE • Ensuring proper disposal of waste • Ensuring to use eco-friendly materials • Being flexible, optimistic and patient with feedback • Being clear and honest while briefing • Ensuring correct information is provided to the guest <p>A4.3 Assisting accommodation check-in</p> <p>Knowledge</p> <ul style="list-style-type: none"> • Documents required for check-in • Procedures for hotel check-in • Importance of luggage tagging • Layout of hotel • Hotel policies <p>Skills</p> <ul style="list-style-type: none"> • Communication skills • Leadership and management skills • Organizing skills • Planning skills <p>Attitude, safety and environmental concern</p> <ul style="list-style-type: none"> • Effective time management • Being a team player • Having work ethics and integrity • Efficient use of materials • Proper handling of instrument • Ensuring to follow OHS rules and regulations • Ensuring appropriate use of PPE • Ensuring proper disposal of waste • Ensuring to use eco-friendly materials • Being patient, polite and active while assisting guest check-in • Willingness to help • Ensuring proper identification and handling of luggage
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- Ensuring proper handling of important documents and valuables

A4.4 Providing orientation

Knowledge

- Importance of orientations
- Cross cultural knowledge
- Content of orientation
 - Weather condition
 - Cuisine
 - Surrounding area (restaurant, entertainment)
 - Do's and don'ts
 - Courtesy
 - Dress code
 - Importance of knowing Cultural sensitivity
 - Types of cultural sensitivity in Bhutan
 - Safety issues

Skills

- Presentation skills
- Communication skills
- Leadership skills
- Cross cultural communication skills

Attitude, safety and environmental concern

- Effective time management
- Being a team player
- Having work ethics and integrity
- Efficient use of materials
- Proper handling of instrument
- Ensuring to follow OHS rules and regulations
- Ensuring appropriate use of PPE
- Ensuring proper disposal of waste
- Ensuring to use eco-friendly materials
- Being patient, polite and proactive while providing orientation
- Ensuring to provide clear and proper orientation

Learning Conditions	<p>Learning Materials</p> <ul style="list-style-type: none"> • CBLM • Hand-outs • Audio-visuals • Textbooks • Reference books • Manuals <p>Learning facilities and infrastructures</p> <ul style="list-style-type: none"> • Classroom with adequate facilities • Library • IT lab • Training field <p>Materials</p> <ul style="list-style-type: none"> • Pen, Notepad, Checklist, Itinerary, Contact details, Documents, Registration form, Rooming list and Pencil <p>Equipment</p> <ul style="list-style-type: none"> • Microphone
Instructional Methodologies	<ul style="list-style-type: none"> • Lectures • Interactive discussions • Guided practices • Demonstrations • Role plays • Group practices • Individual practice
Method of Assessment	<ul style="list-style-type: none"> • Practical observation • Written test • Oral assessment • Assignment

MODULE 2 ON CARRYING OUT SIGHTSEEING

MODULE INFORMATION

Occupation	Culture Tour Guide
Competency Area	Carryout sightseeing
Module Title	Carrying out sightseeing
Module Code	5113- L2-M2
Module Description	This module provides the trainees with the knowledge, skills and right attitude required to prepare for sightseeing, conduct sightseeing and conclude sightseeing
Nominal Duration	292.5 Hours
Qualification Level	BQF Certificate Level-2
Pre-requisite	Completed Module: 5113- L2-M1
Learning Outcome	<ol style="list-style-type: none"> 1. Prepare for sightseeing 2. Conduct sightseeing 3. Conclude sightseeing

Module Title	Carrying out sightseeing		
Module Code	5113- L2-M2		
Learning Outcome 1	Prepare for sightseeing		
Duration	Theory: 2 hours	Practical: 2.5 hours	Total: 4.5 hours
Assessment Criteria	<ul style="list-style-type: none"> • Tour itinerary is reviewed and updated as per the job requirement following standard procedures • Daily logistics and tour arrangement are confirmed as per job requirement following standard procedure • Driver is briefed as per the job requirement following standard procedure • Guests are briefed as per the job requirement following standard procedure 		
Contents	<p>B1.1 Reviewing tour itinerary</p> <p>Knowledge</p> <ul style="list-style-type: none"> • Importance of reviewing tour itinerary • Types of tour itinerary to be reviewed: • Types of Tour sites <ul style="list-style-type: none"> ➢ Monuments ➢ Museum ➢ Parks ➢ Markets • Driving elevation, time, distance and road conditions • Entry fees and charges <p>Skills</p> <ul style="list-style-type: none"> • Planning skills • Analytical skills • Writing skills • Communication skills <p>Attitude, safety and environmental concern</p> <ul style="list-style-type: none"> • Effective time management • Being a team player • Having work ethics and integrity • Efficient use of materials • Proper handling of instrument • Ensuring to follow OHS rules and regulations • Ensuring appropriate use of PPE • Ensuring proper disposal of waste • Ensuring to use eco-friendly materials • Being proactive while reviewing the tour itinerary • Ensuring detail review of tour itinerary of guest <p>B1.2 Confirming daily logistic and tour arrangement</p> <p>Knowledge</p> <ul style="list-style-type: none"> • Types of logistic • Importance of confirming and re-confirming logistics 		

	<ul style="list-style-type: none"> • Importance of telephone etiquette <p>Skills</p> <ul style="list-style-type: none"> • Communication skills • Listening skills • Organizing skills • Problem solving skills • Negotiation skills • Note taking skills <p>Attitude, safety and environmental concern</p> <ul style="list-style-type: none"> • Effective time management • Being a team player • Having work ethics and integrity • Efficient use of materials • Proper handling of instrument • Ensuring to follow OHS rules and regulations • Ensuring appropriate use of PPE • Ensuring proper disposal of waste • Ensuring to use eco-friendly materials • Being polite while confirming/re-confirming logistics <p>B1.3 Arranging tour accessories</p> <p>Knowledge</p> <ul style="list-style-type: none"> • Types of tour accessories • Purpose of tour accessories • Importance of checklist <p>Skills</p> <ul style="list-style-type: none"> • Communication skills • Listening skills • Interpersonal skills • Preparing checklist <p>Attitude, safety and environmental concern</p> <ul style="list-style-type: none"> • Effective time management • Being a team player • Having work ethics and integrity • Efficient use of materials • Proper handling of instrument • Ensuring to follow OHS rules and regulations • Ensuring appropriate use of PPE • Ensuring proper disposal of waste • Ensuring to use eco-friendly materials • Being vigilant while collecting accessories • Being responsible in obtaining accessories • Being prepared to use accessories • Being polite while communicating • Being punctual • Ensuring safe handling of accessories
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B1.4 Briefing driver***Knowledge***

- Importance of briefing
- Importance of briefing notes
- Briefing content
 - Time
 - Place

Skills

- Communication skills
- Presentation skills
- Leadership skills
- Listening skills

Attitude, safety and environmental concern

- Effective time management
- Being a team player
- Having work ethics and integrity
- Efficient use of materials
- Proper handling of instrument
- Ensuring to follow OHS rules and regulations
- Ensuring appropriate use of PPE
- Ensuring proper disposal of waste
- Ensuring to use eco-friendly materials
- Being confident, responsible and polite while briefing

B1.5 Briefing guest***Knowledge***

- Importance of briefing
- Importance of briefing notes
- Briefing contents
 - Dress as per itinerary
 - Do's and don'ts
 - Brief introduction about sites/visits
 - Distance and time
 - Road condition
 - En-route facilities

Skills

- Communication skills
- Presentation skills
- Organizing skills
- Coordinating skills
- Leadership skills
- Listening skills

Attitude, safety and environmental concern

- Effective time management
- Being a team player
- Having work ethics and integrity

	<ul style="list-style-type: none"> • Efficient use of materials • Proper handling of instrument • Ensuring to follow OHS rules and regulations • Ensuring appropriate use of PPE • Ensuring proper disposal of waste • Ensuring to use eco-friendly materials • Being confident, responsible and polite when briefing
<p>Learning Conditions</p>	<p>Learning Materials</p> <ul style="list-style-type: none"> • CBLM • Handouts • Audio-visuals • Textbooks • Reference books • Manuals <p>Learning facilities and infrastructures</p> <ul style="list-style-type: none"> • Classroom with adequate facilities • Library • IT lab • Training field <p>Materials</p> <ul style="list-style-type: none"> • Checklist, Itinerary, Pen, Notepad, Polymer bag (For waste collection), Pencil, Visas and Permits <p>Tools</p> <ul style="list-style-type: none"> • First Aid Kits <p>Equipment</p> <ul style="list-style-type: none"> • Working PA system
<p>Instructional Methodologies</p>	<ul style="list-style-type: none"> • Lectures • Group activities • Individual activities • Interactive discussions • Role plays • Guided practices • Demonstrations • Field visits

Method of Assessment	<ul style="list-style-type: none">• Practical observation• Written test• Oral assessment• Assignment
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Module Title	Carrying out sightseeing		
Module Code	5113- L2-M2		
Learning Outcome 2	Conduct sight seeing		
Duration	Theory: 41 hours	Practical:242 hours	Total: 283 hours
Assessment Criteria	<ul style="list-style-type: none"> • Commentaries are delivered as per job requirement following standard procedure • Guest comforts are maintained as per job requirement following standard procedure • Guest comforts are maintained as per job requirement following standard procedure 		
Contents	<p>B2.1 Providing commentary</p> <p>Knowledge</p> <ul style="list-style-type: none"> • Definition of commentary • Importance of commentary • Importance of researching information for commentary • Importance of referring guest profile • Methods of delivering commentary <ul style="list-style-type: none"> ➤ Top Visual Priorities (TVP) ➤ Non- Top Visual Priorities (Non-TVP) • Guiding techniques <ul style="list-style-type: none"> ➤ Group management ➤ Leading groups in different venues - sacred places, museums, crowded areas/markets, city tour, village tour and zoo ➤ Dealing with questions • Contents of commentary <ul style="list-style-type: none"> ➤ Buddhist Iconography <ul style="list-style-type: none"> ○ General introduction (History, Origin, Symbolism) ○ Identification (Mudra –hand gestures, Asana – Postures) ○ Buddhas– Meaning and iconography depiction <ul style="list-style-type: none"> ▪ Sangay Tsokhor Sum (Buddha of 3 times) ▪ Sangay Rabdhuen (7 heroic Buddha) ▪ 12 deeds of Buddha ▪ Neten Chudrug (16 arahats) ▪ Choeku Longku Trulku ▪ Khenlop Choe Sum ▪ Guru TsenGya (8 manifestation of Guru) ▪ Je Bang Nernga (25 disciples of Guru) ○ Jangchup Sempa (Bodhisattvas) – Meaning and iconography depiction <ul style="list-style-type: none"> ▪ Gyalwa Rignga (Five wisdom Buddha) 		

	<ul style="list-style-type: none"> ▪ Rigsum Gonpo (Cherizig, Jambayyang and Chanadorji) ▪ Tselha Nam Sum (Tsepame, Namgyelmo, Dolkar) ▪ Drolma (21 Taras) ▪ Dorjesempa (vajrasattava) ▪ Chatong Chentong (1000 arms and 1000 eyes Avalotokesvara) ▪ Tshering Che Nga (Five sisters of longevity) ▪ Nelwai seychen Gey (Eight Bodhisattvas) ○ Yidams (Tutelary Deities) – Meaning and iconography depiction <ul style="list-style-type: none"> ▪ Tandin (Hayagriva) ▪ Dorji Phagmo (Vajrabahi) ▪ Dorji Phurbu (Vajrakiliya) ▪ Dechok Khorlo (Chakrasambara) ▪ Dukhor (Kalachakara) ▪ Druba Kagye (8 Sadhana Teachings) ▪ Lama Gongdue (Collectives thoughts) ▪ Dorji Neljorma (Vajra Yogini) ○ Protective Deities (Meaning and symbolism) <ul style="list-style-type: none"> ▪ Gonpo Chamdrel Sum (YesheyGonpo, Pelden Lhamo and Jarog Dongchen) ▪ Ma Za Damsun (GonpoManing, ZaRahula and Damchen Dorji Legpa) ▪ Ekajati ▪ Gyalchen Zhi (Lokapalas) ○ Jigtenpai Lha (Earthly Dieties) <ul style="list-style-type: none"> ▪ Lhachen Wangchuk ▪ Tsokdag Langna ▪ Zambhala ○ Buddhist Frescoes and Murals <ul style="list-style-type: none"> ▪ Siba Khorlo (Wheel of existence) – Meaning and symbolism ▪ Khilkhor (Mandala) – Meaning and symbolism ▪ Sheba Lho/Raebal Khorlo (Astrology) – Meaning and symbolism ▪ Tshering Namdru (6 symbols of longevity) – Meaning and symbolism ▪ Damchen Dampa – Meaning and symbolism ▪ Ridhag Choekhor – Meaning and symbolism ▪ Tashi Tag Gye (8 Auspicious signs) – Meaning and symbolism ▪ Tashi Zhe Gye (8 auspicious substances) – Meaning and symbolism ▪ Rinchen Nga Dhuen (7 insignias) – Meaning and symbolism
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	<ul style="list-style-type: none"> ▪ Tak Seng Chung Druk (4 divinities) – Meaning and symbolism ▪ Namchu Wangdhen (The powerful Ten) – Meaning and symbolism ▪ Thuenpa Puenzhi (4 friends) – Meaning and symbolism ▪ Cosmology (Universe) – Meaning and symbolism ▪ Mithuen Yuegyal – Meaning and symbolism ▪ Wangchu Chenmo (phallus) – Meaning and symbolism ▪ Tse patra (Kritimukha) ▪ Nangtsho Reldri ▪ Churin (Makara) ○ Offerings <ul style="list-style-type: none"> ▪ Seven bowl offering – Meaning and symbolism ▪ Karne (butter lamp) – Meaning and symbolism ▪ 5 senses offerings – Meaning and symbolism ▪ Torma (Rituals effigy) – Meaning and symbolism ○ Prayer Flags – Types, meaning and symbolism ○ Chorten (Stupa) – Types (8 types and different styles), significance, meaning and symbolism ○ Religious instrument <ul style="list-style-type: none"> ▪ Dung (Trumpet) – Meaning and symbolism ▪ Ralmo (cymbol) – Meaning and symbolism ▪ Damaru and drilbu (drum & bell) – Meaning and Symbolism ▪ Nga (Drum) – Meaning and symbolism ▪ Kangdung (Thigh bone trumpet) – Meaning and symbolism ➤ Bhutan History <ul style="list-style-type: none"> ○ Pre-history <ul style="list-style-type: none"> ▪ Tsongtsen Gonpo – Contributions ▪ Guru Rimpoche – Contributions ○ Pre – Zhabdrung <ul style="list-style-type: none"> ▪ Phajo Drugom Zhipo – Contributions ▪ Drukthop Tangthong Gyalpo – Contributions ▪ Terton Pema Lingpa – Contributions ▪ Longchen Rabjam – Contributions ▪ Choeji Drukpa Kuenleg – Contributions ▪ Terton Dorje Lingpa – Contributions ▪ Terton Sherab Mebar- Contributions ▪ Lama Ngagi Wangchuk- Contributions ▪ Lama Nagi Rinchen- Contributions ▪ Lama Ngawang Chogyal- Contributions ○ Zabdrung <ul style="list-style-type: none"> ▪ Zabdrung Nawang Namgyel - Birth, history
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	<ul style="list-style-type: none"> ▪ Unification of Bhutan ▪ Introduction of Choe Sid system and development ▪ Dzongs of Bhutan ▪ Druk Desis and Je Khenpo ○ Monarchy <ul style="list-style-type: none"> ▪ Introduction of monarchy in Bhutan ▪ Jigme Namgyel – Contribution ▪ Sir Ugyen Wangchuck (1st King) – Contributions ▪ Jigme Wangchuck (2nd King) – Contributions ▪ Jigme Dorji Wangchuck (3rd King) – Contributions ▪ Jigme Singye Wangchuck (4th King) – Contributions ▪ Jigme Khesar Namgyal Wangchuck (5th King) –Contributions ➤ Buddhism <ul style="list-style-type: none"> ○ Life history of Buddha ○ Major teachings of Buddha ○ Emergence of Buddhism School (Sects) <ul style="list-style-type: none"> ▪ Mahayana ▪ Theraveda (Hinayana) ▪ Vajrayana ○ Emergence of other Buddhist sects <ul style="list-style-type: none"> ▪ Nyingmapa ▪ Kagyu ▪ Drukpa Kagyu ▪ Galugpa ▪ Sakyapa ○ Advent of Buddhism in Bhutan ➤ Flora and Fauna <ul style="list-style-type: none"> ○ National biodiversity ○ General information of conservation and conservation history ○ Protected Areas and Biological Corridors ○ Mammals – Common Species ○ Trees – Common species ○ Flowers – Common Species ○ Plants – Common species ○ Avifauna (Birds) – Common species ○ Livestock breeds in Bhutan ○ Druna Gu (The nine major species of cereals) ○ Butterflies – common species ➤ Bonism practice in Bhutan ➤ Economy of Bhutan <ul style="list-style-type: none"> ○ Introduction to Bhutanese Economy ○ Demography and Geography ○ Trade and Industry ○ Agriculture
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	<ul style="list-style-type: none"> ○ Tourism ➤ Arts and crafts <ul style="list-style-type: none"> ○ History of Bhutanese Arts and Crafts ○ Thirteen traditional Arts and Crafts ○ Modern Arts ○ Architecture ➤ Culture and Tradition <ul style="list-style-type: none"> ○ Cultural beliefs ○ Customs ○ Cultural Values ○ Local tales/myths ○ Cultural and historical sites ○ Traditional games & sports ➤ Festivals and events <ul style="list-style-type: none"> ○ Tshechus ○ Folk Dances ○ Folk Songs ○ Traditional Musical Instruments ○ Mask Dances ➤ Concept of Gross National Happiness ➤ Cross culture communication ➤ Restricted areas and activities ➤ Government/politics <ul style="list-style-type: none"> ○ Constitution of Bhutan ○ Monarchy ○ Legislative ○ Executive ○ Judiciary ○ Democracy in Bhutan ○ Constitutional bodies ➤ Education & Health system in Bhutan ➤ Facts and figure of country <p><i>Skills</i></p> <ul style="list-style-type: none"> ● Communication skills ● Presentation skills ● Listening skills ● Basic research skills ● Guiding techniques ● Interpretation skills
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	<p><i>Attitude, safety and environmental concern</i></p> <ul style="list-style-type: none"> • Effective time management • Being a team player • Having work ethics and integrity • Efficient use of materials • Proper handling of instrument • Ensuring to follow OHS rules and regulations • Ensuring appropriate use of PPE • Ensuring proper disposal of waste • Ensuring to use eco-friendly materials • Being sensitive while giving commentaries to guest • Being punctual, confident, enthusiastic, honest and observant while providing commentaries • Willingness to learn • Having sense of humour when providing commentary • Being open minded <p>B2.2 Maintaining guest comfort</p> <p><i>Knowledge</i></p> <ul style="list-style-type: none"> • Types of comfort • Importance of considering guest comfort • Importance of going extra miles <p><i>Skills</i></p> <ul style="list-style-type: none"> • Communication skills • Coordination skills • Listening skills • Analytical skills • Guiding techniques • Problem solving skills <p><i>Attitude, safety and environmental concern</i></p> <ul style="list-style-type: none"> • Effective time management • Being a team player • Having work ethics and integrity • Efficient use of materials • Proper handling of instrument • Ensuring to follow OHS rules and regulations • Ensuring appropriate use of PPE • Ensuring proper disposal of waste • Ensuring to use eco-friendly materials • Being observant, responsible and emphatic while maintaining guest comfort • Willingness to help • Being open minded while communicating
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	<p>B2.3 Attending to guest request</p> <p>Knowledge</p> <ul style="list-style-type: none"> • Importance of attending to guest request • Possible guest request <ul style="list-style-type: none"> ➤ Seat preference ➤ Itinerary changes ➤ Diet ➤ Accommodation ➤ Transport ➤ Medical facilities <p>Skills</p> <ul style="list-style-type: none"> • Communication skills • Listening skills • Analytical skills • Negotiation skills • Problem solving skills <p>Attitude, safety and environmental concern</p> <ul style="list-style-type: none"> • Effective time management • Being a team player • Having work ethics and integrity • Efficient use of materials • Proper handling of instrument • Ensuring to follow OHS rules and regulations • Ensuring appropriate use of PPE • Ensuring proper disposal of waste • Ensuring to use eco-friendly materials • Being observant, responsible, emphatic while attending to guest request • Willingness to help • Being open minded
<p>Learning Conditions</p>	<p>Learning Materials</p> <ul style="list-style-type: none"> • CBLM • Handouts • Audio-visuals • Textbooks • Reference books • Manuals <p>Learning facilities and infrastructure</p> <ul style="list-style-type: none"> • Classroom with adequate facilities • Library • IT lab • Training field

	<p>Materials</p> <ul style="list-style-type: none"> • Brochures, Itinerary, Pen and Notepad <p>Equipment</p> <ul style="list-style-type: none"> • Computer and Audio visuals
Instructional Methodologies	<ul style="list-style-type: none"> • Lectures • Group • Individual activities • Guided practice • Role plays • Interactive discussions • Demonstrations • Field visits
Method of Assessment	<ul style="list-style-type: none"> • Practical observation • Written test • Oral assessment • Assignment

Module Title	Carrying out sightseeing		
Module Code	5113- L2-M2		
Learning Outcome 3	Conclude sightseeing		
Duration	Theory: 1.5 hours	Practical: 3.5 hours	Total: 5 hours
Assessment Criteria	<ul style="list-style-type: none"> • Daily de-briefing of tour is conducted as per the job requirement following standard procedure • Daily feedbacks are collected as per the job requirement following standard procedure • Daily tour report is prepared with all the information and data as per company requirements 		
Contents	<p>B3.1 De-briefing daily tour</p> <p><i>Knowledge</i></p> <ul style="list-style-type: none"> • Purpose of daily de-briefing of tour • Content of daily de-briefing <ul style="list-style-type: none"> ➤ Highlights of the day ➤ Next day's program <p><i>Skills</i></p> <ul style="list-style-type: none"> • Communication skills • Organizing skills • Interpersonal skills • De-briefing technique <p><i>Attitude, safety and environmental concern</i></p> <ul style="list-style-type: none"> • Effective time management • Being a team player • Having work ethics and integrity • Efficient use of materials • Proper handling of instrument • Ensuring to follow OHS rules and regulations • Ensuring appropriate use of PPE • Ensuring proper disposal of waste • Ensuring to use eco-friendly materials • Being courteous while de-briefing the guest • Being enthusiastic while de-briefing the guest • Being punctual while de-briefing the guest <p>B3.2 Collecting daily feedback</p> <p><i>Knowledge</i></p> <ul style="list-style-type: none"> • Importance of daily feedbacks • Purpose of daily feedbacks <p><i>Skills</i></p> <ul style="list-style-type: none"> • Communication skills • Listening skills • Organizing skills • Analytical skills • Leadership skills • Problem solving skills 		

	<p><i>Attitude, safety and environmental concern</i></p> <ul style="list-style-type: none"> • Effective time management • Being a team player • Having work ethics and integrity • Efficient use of materials • Proper handling of instrument • Ensuring to follow OHS rules and regulations • Ensuring appropriate use of PPE • Ensuring proper disposal of waste • Ensuring to use eco-friendly materials • Being open minded while collecting feedbacks • Being patient while collecting feedbacks • Being enthusiastic while collecting feedbacks • Ensuring all the feedbacks are recorded properly • Ensuring proper disposal of waste <p>B3.3 Preparing Daily Tour Report</p> <p><i>Knowledge</i></p> <ul style="list-style-type: none"> • Purpose of preparing daily report • Local area information • Bills, vouchers and tour expenses <p><i>Skills</i></p> <ul style="list-style-type: none"> • Communication skills • Organizing skills • Decision making skills • Note taking skills • Report writing skills <p><i>Attitude, safety and environmental concern</i></p> <ul style="list-style-type: none"> • Effective time management • Being a team player • Having work ethics and integrity • Efficient use of materials • Proper handling of instrument • Ensuring to follow OHS rules and regulations • Ensuring appropriate use of PPE • Ensuring proper disposal of waste • Ensuring to use eco-friendly materials • Being honest and responsible while preparing report • Ensuring accurate information to prepare report
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Learning Conditions	Learning Materials <ul style="list-style-type: none"> • CBLM • Handouts • Audio-visuals • Textbooks • Reference books • Manuals Learning facilities and infrastructure <ul style="list-style-type: none"> • Classroom with adequate facilities • Library • IT lab • Training field Materials <ul style="list-style-type: none"> • Pen, Pencil, Itinerary, Highlighter, Feedback form, Note book and Report format
Instructional Methodologies	<ul style="list-style-type: none"> • Lectures • Group activities • Guided practices • Individual activities • Interactive discussions • Demonstrations
Method of Assessment	<ul style="list-style-type: none"> • Practical observation • Written test • Oral assessment • Assignment

MODULE 3 ON PROVIDING GUEST DEPARTURE SERVICES

MODULE INFORMATION

Occupation	Culture Tour Guide
Competency Area	Provide guest departure services
Module Title	Providing guest departure service
Module Code	5113- L2-M3
Module Description	This module provides the trainees with the knowledge, skills and right attitude required to prepare for guest departure, check-out the guest and perform post tour activities
Nominal Duration	13 Hours
Qualification Level	BQF Certificate Level-2
Pre-requisite	Completed Module: 5113- L2-M2
Learning Outcome	<ol style="list-style-type: none"> 1. Prepare for guest departure 2. Check-out the guest 3. Perform post tour activities

Module Title	Providing guest departure services		
Module Code	5113- L2-M3		
Learning Outcome 1	Prepare for guest departure		
Duration	Theory: 1.5 hours	Practical:1.5 hours	Total: 3 hours
Assessment Criteria	<ul style="list-style-type: none"> • Guest departure documents are re-confirmed as per the job requirement following standard procedure • Guest departure activities are arranged as per the job requirement following standard procedure • Guests are briefed on departure details as per the job requirement following standard procedure 		
Contents	<p>C1.1 Re-confirming guest departure documents</p> <p>Knowledge</p> <ul style="list-style-type: none"> • Importance of re-confirming departure documents • Types of clearance • Relevant rules and regulations • Procedure for obtaining clearances <p>Skills</p> <ul style="list-style-type: none"> • Communication skills • Interpersonal skills • Organizing skills • Leadership skills • Problem solving skills <p>Attitude, safety and environmental concern</p> <ul style="list-style-type: none"> • Effective time management • Being a team player • Having work ethics and integrity • Efficient use of materials • Proper handling of instrument • Ensuring to follow OHS rules and regulations • Ensuring appropriate use of PPE • Ensuring proper disposal of waste • Ensuring to use eco-friendly materials • Being active while reconfirming the departure document • Being responsible while reconfirming departure document • Ensuring relevant departure documents are re-confirmed <p>C1.2 Arranging guest departure</p> <p>Knowledge</p> <ul style="list-style-type: none"> • Importance of guest departure arrangement • Logistics confirmation • Importance of communicating with driver, guest, office and other colleagues <p>Skills</p> <ul style="list-style-type: none"> • Communication skills • Interpersonal skills 		

	<ul style="list-style-type: none"> • Organizing skills • Leadership skills <p>Attitude, safety and environmental concern</p> <ul style="list-style-type: none"> • Effective time management • Being a team player • Having work ethics and integrity • Efficient use of materials • Proper handling of instrument • Ensuring to follow OHS rules and regulations • Ensuring appropriate use of PPE • Ensuring proper disposal of waste • Ensuring to use eco-friendly materials • Being proactive, responsible and polite while arranging for departure • Ensuring departure time is communicated clearly <p>C1.3 Briefing guest on departure details</p> <p><i>Knowledge</i></p> <ul style="list-style-type: none"> • Importance of briefing on departure details • Relevant rules and regulations on departure • Restricted items and permits • Importance of feedback <p><i>Skills</i></p> <ul style="list-style-type: none"> • Communication skills • Leadership skills • Coordination skills • Presentation skills • Listening skills <p>Attitude, safety and environmental concern</p> <ul style="list-style-type: none"> • Effective time management • Being a team player • Having work ethics and integrity • Efficient use of materials • Proper handling of instrument • Ensuring to follow OHS rules and regulations • Ensuring appropriate use of PPE • Ensuring proper disposal of waste • Ensuring to use eco-friendly materials • Being proactive, responsible and punctual while briefing guest • Ensuring accurate information is provided to guest while briefing
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Learning Conditions	Learning Materials <ul style="list-style-type: none"> • CBLM • Handouts • Audio-visuals • Textbooks • Reference books • Manuals Learning facilities and infrastructures <ul style="list-style-type: none"> • Classroom with adequate facilities • Library • IT lab • Training field Materials <ul style="list-style-type: none"> • Pen, Air tickets, Notepad and Feedback form
Instructional Methodologies	<ul style="list-style-type: none"> • Lectures • Group activities • Individual activities • Interactive discussions • Role plays • Guided practices • Demonstrations • Field visit
Method of Assessment	<ul style="list-style-type: none"> • Practical observation • Written test • Oral assessment • Assignment

Module Title	Providing guest departure services		
Module Code	5113- L2-M3		
Learning Outcome 2	Check-out the guest		
Duration	Theory: 1.5 hours	Practical: 1.5 hours	Total: 3 hours
Assessment Criteria	<ul style="list-style-type: none"> • Bills and payments are verified as per job requirement • Guests check outs are assisted as per job requirement following standard procedure • Guest see off is conducted as per the job requirement following standard procedure 		
Contents	<p>C2.1 Verifying guest bills and payment</p> <p><i>Knowledge</i></p> <ul style="list-style-type: none"> • Types of bills and vouchers • Importance of verifying and signing <p><i>Skills</i></p> <ul style="list-style-type: none"> • Accounting skills • Communication skills • Management skills • Problem solving skills <p><i>Attitude, safety and environmental concern</i></p> <ul style="list-style-type: none"> • Effective time management • Being a team player • Having work ethics and integrity • Efficient use of materials • Proper handling of instrument • Ensuring to follow OHS rules and regulations • Ensuring appropriate use of PPE • Ensuring proper disposal of waste • Ensuring to use eco-friendly materials • Being honest, responsible and accountable while verifying bills and payments • Ensuring proper verification and payment of bills <p>C2.2 Assisting Guest Check out</p> <p><i>Knowledge</i></p> <ul style="list-style-type: none"> • Check out procedures <p><i>Skills</i></p> <ul style="list-style-type: none"> • Communication skills • Interpersonal skills • Luggage handling skills <p><i>Attitude, safety and environmental concern</i></p> <ul style="list-style-type: none"> • Effective time management • Being a team player • Having work ethics and integrity • Efficient use of materials • Proper handling of instrument 		

	<ul style="list-style-type: none"> • Ensuring to follow OHS rules and regulations • Ensuring appropriate use of PPE • Ensuring proper disposal of waste • Ensuring to use eco-friendly materials • Being caring and responsible while assisting guest checkout • Willingness to help • Ensuring all belongings of guest are intact and checked out on time • Ensuring proper handling of guest luggage <p>C2.3 Seeing off guest</p> <p><i>Knowledge</i></p> <ul style="list-style-type: none"> • Departure and immigration procedures • Custom regulations • Security procedures at the departure terminals • Freight charges rules and regulations <p><i>Skills</i></p> <ul style="list-style-type: none"> • Communication skill • Interpersonal Skills • Luggage handling Skills • Leadership skills <p><i>Attitude, safety and environmental concern</i></p> <ul style="list-style-type: none"> • Effective time management • Being a team player • Having work ethics and integrity • Efficient use of materials • Proper handling of instrument • Ensuring to follow OHS rules and regulations • Ensuring appropriate use of PPE • Ensuring proper disposal of waste • Ensuring to use eco-friendly materials • Being caring, responsible and observant while seeing off guest • Willingness to help • Ensuring safety of guest at the port of departure
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Learning Conditions	Learning Materials <ul style="list-style-type: none"> • CBLM • Handouts • Audio-visuals • Textbooks • Reference books • Manuals Learning facilities and infrastructure <ul style="list-style-type: none"> • Classroom with adequate facilities • Library • IT lab • Training field Materials <ul style="list-style-type: none"> • Notebook, Pen, Bills, Vouchers and Ticket
Instructional Methodologies	<ul style="list-style-type: none"> • Lectures • Group activities • Individual activities • Guided practice • Role plays • Interactive discussions • Demonstrations • Field visits
Method of Assessment	<ul style="list-style-type: none"> • Practical observation • Written test • Oral assessment • Assignment

Module Title	Providing guest departure services		
Module Code	5113- L2-M3		
Learning Outcome 3	Perform post tour activities		
Duration	Theory: 2.5 hours	Practical: 4.5 hours	Total: 7 hours
Assessment Criteria	<ul style="list-style-type: none"> • Tour reports are prepared as per the job requirement following standard procedure • Accounts are settled as per the job requirement following standard procedure • Accessories are accounted for as per the job requirement following standard procedure • Guest requests are followed up as per the job requirement 		
Contents	<p>C3.1 Preparing Tour Report</p> <p><i>Knowledge</i></p> <ul style="list-style-type: none"> • Importance of tour report • Basic report writing knowledge <p><i>Skills</i></p> <ul style="list-style-type: none"> • Communication skills • Report writing skills • Organizing skills • Analytical skills <p><i>Attitude, safety and environmental concern</i></p> <ul style="list-style-type: none"> • Effective time management • Being a team player • Having work ethics and integrity • Efficient use of materials • Proper handling of instrument • Ensuring to follow OHS rules and regulations • Ensuring appropriate use of PPE • Ensuring proper disposal of waste • Ensuring to use eco-friendly materials • Being active and careful while writing tour report • Ensuring correct and timely compilation of tour report <p>C3.2 Settling accounts</p> <p><i>Knowledge</i></p> <ul style="list-style-type: none"> • Types of bills • Importance of accounts settlement <p><i>Skills</i></p> <ul style="list-style-type: none"> • Communication skills • Interpersonal skills • Management skills • ICT skills <p><i>Attitude, safety and environmental concern</i></p> <ul style="list-style-type: none"> • Effective time management • Being a team player 		

- Having work ethics and integrity
- Efficient use of materials
- Proper handling of instrument
- Ensuring to follow OHS rules and regulations
- Ensuring appropriate use of PPE
- Ensuring proper disposal of waste
- Ensuring to use eco-friendly materials
- Being honest and careful while settling the accounts
- Being time conscious
- Ensuring safe keeping of bills and accounts

C3.3 Accounting Accessories

Knowledge

- Types of accessories/inventory/items
- Importance of accounting accessories

Skills

- Interpersonal skills
- Communication skills
- Organizing skills
- Management skills

Attitude, safety and environmental concern

- Effective time management
- Being a team player
- Having work ethics and integrity
- Efficient use of materials
- Proper handling of instrument
- Ensuring to follow OHS rules and regulations
- Ensuring appropriate use of PPE
- Ensuring proper disposal of waste
- Ensuring to use eco-friendly materials
- Being honest and careful while accounting accessories
- Ensuring proper accounting of accessories

C3.4 Conducting follow up with guest

Knowledge

- Shipping and courier services
- Shipping and courier procedures
- Types of guest request

Skills

- Interpersonal skills
- Communication skills
- Organizing skills

Attitude, safety and environmental concern

- Effective time management
- Being a team player
- Having work ethics and integrity
- Efficient use of materials

	<ul style="list-style-type: none"> • Proper handling of instrument • Ensuring to follow OHS rules and regulations • Ensuring appropriate use of PPE • Ensuring proper disposal of waste • Ensuring to use eco-friendly materials • Being honest and careful while conducting guest follow up • Ensuring proper follow up with guest request
<p>Learning Conditions</p>	<p>Learning Materials</p> <ul style="list-style-type: none"> • CBLM • Handouts • Audio-visuals • Textbooks • Reference books • Manuals <p>Learning facilities and infrastructure</p> <ul style="list-style-type: none"> • Classroom with adequate facilities • Library • IT lab • Training field <p>Materials</p> <ul style="list-style-type: none"> • Pen, Pencil, Notepad, Report format and Bills <p>Equipment</p> <ul style="list-style-type: none"> • Computer
<p>Instructional Methodologies</p>	<ul style="list-style-type: none"> • Lectures • Group activities • Guided practices • Individual activities • Interactive discussions • Demonstrations
<p>Method of Assessment</p>	<ul style="list-style-type: none"> • Practical observation • Written test • Oral assessment • Assignment

MODULE 4 ON HANDLING EMERGENCIES

MODULE INFORMATION

Occupation	Culture Tour Guide
Competency Area	Handle emergencies
Module Title	Handling emergencies
Module Code	5113- L2-M4
Module Description	This module provides the trainees with the knowledge, skills and right attitude required to prepare for hazards, handle health hazards and handle other emergencies/hazards
Nominal Duration	41.5 Hours
Qualification Level	BQF Certificate Level-2
Pre-requisite	Completed Module: 5113- L2-M3
Learning Outcome	<ol style="list-style-type: none"> 1. Prepare for hazards 2. Handle health hazards 3. Handle other emergencies/hazards

Module Title	Handling emergencies		
Module Code	5113- L2-M4		
Learning Outcome 1	Prepare for hazards		
Duration	Theory:2.5 hours	Practical:4.5 hours	Total:7 hours
Assessment Criteria	<ul style="list-style-type: none"> • Emergency equipment are checked and packed as per the job requirement • Guests are briefed on hazards as per the standard procedure • Pre-assessment for hazards are conducted as per the job requirement 		
Contents	<p>D1.1 Conducting assessment for hazards</p> <p>Knowledge</p> <ul style="list-style-type: none"> • Importance of assessment • Weather forecast information • Possible natural calamities • Possible health hazards • Relevant equipment <p>Skills</p> <ul style="list-style-type: none"> • Analytical skills • Problem solving skills • Planning skills • Communication skills • Presentation skills <p>Attitude, safety and environmental concern</p> <ul style="list-style-type: none"> • Effective time management • Being a team player • Having work ethics and integrity • Efficient use of materials • Proper handling of instrument • Ensuring to follow OHS rules and regulations • Ensuring appropriate use of PPE • Ensuring proper disposal of waste • Ensuring to use eco-friendly materials • Being proactive while conducting assessment for hazards • Being positive on hazards • Ensuring proper conduct of assessment to avoid/reduce probable hazards <p>D1.2 Briefing guest on hazards</p> <p>Knowledge</p> <ul style="list-style-type: none"> • Possible hazards • Harmful plants • Emergency contact numbers 		

	<ul style="list-style-type: none"> • Types of equipment • Procedures on emergency briefing • Importance of briefing according to geographical area <p>Skills</p> <ul style="list-style-type: none"> • Communication skills • Presentation skills • Interpersonal skills • Demonstration skills <p>Attitude, safety and environmental concern</p> <ul style="list-style-type: none"> • Effective time management • Being a team player • Having work ethics and integrity • Efficient use of materials • Proper handling of instrument • Ensuring to follow OHS rules and regulations • Ensuring appropriate use of PPE • Ensuring proper disposal of waste • Ensuring to use eco-friendly materials • Being polite while briefing the guest • Being open minded to suggestions <p>D1.3 Preparing emergency equipment</p> <p>Knowledge</p> <ul style="list-style-type: none"> • Types of emergency equipment • Functions of emergency equipment • Preparation of checklist • Probable emergency situations <p>Skills</p> <ul style="list-style-type: none"> • Organizing skills • Leadership skills • Communication skills <p>Attitude, safety and environmental concern</p> <ul style="list-style-type: none"> • Effective time management • Being a team player • Having work ethics and integrity • Efficient use of materials • Proper handling of instrument • Ensuring to follow OHS rules and regulations • Ensuring appropriate use of PPE • Ensuring proper disposal of waste • Ensuring to use eco-friendly materials • Being proactive while preparing emergency equipment • Being observant and vigilant • Ensuring all emergency equipment are checked and packed
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	<ul style="list-style-type: none"> • Being able to convince while briefing • Ensuring safe and proper demonstration on the usage of emergency equipment
Learning Conditions	<p>Learning Materials</p> <ul style="list-style-type: none"> • CBLM • Handouts • Audio-visuals • Textbooks • Reference books • Manuals <p>Learning facilities and infrastructures</p> <ul style="list-style-type: none"> • Classroom with adequate facilities • Library • IT lab • Training field <p>Tools</p> <ul style="list-style-type: none"> • First Aid kits <p>Materials</p> <ul style="list-style-type: none"> • Checklist, Notepad, Pen, Pencil and Itinerary <p>Equipment</p> <ul style="list-style-type: none"> • Emergency equipment and Walkie Talkie
Instructional Methodologies	<ul style="list-style-type: none"> • Lectures • Group activities • Individual activities • Interactive discussions • Role plays • Guided practices • Demonstrations • Field visits
Method of Assessment	<ul style="list-style-type: none"> • Practical observation • Written test • Oral assessment • Assignment

Module Title	Handling emergencies		
Module Code	5113- L3-M4		
Learning Outcome 2	Handle health hazards		
Duration	Theory: 5.5 hours	Practical:22.5 hours	Total: 28 hours
Assessment Criteria	<ul style="list-style-type: none"> • Health hazards are responded to as per the job requirement following standard procedure • Health hazards are assessed as per the job requirement following standard procedure • First Aid treatments are applied as per the job requirement following standard procedure • Post care is conducted for patient as per the job requirement following standard procedure 		
Contents	<p>D2.1 Assessing health hazards</p> <p><i>Knowledge</i></p> <ul style="list-style-type: none"> • Definition of health hazard • Type and causes of health hazards • Assessment Procedures (DR-ABC) <ul style="list-style-type: none"> ➤ Danger (D) ➤ Response (R) ➤ Airways (A) ➤ Breathing (B) ➤ Circulation (C) <p><i>Skills</i></p> <ul style="list-style-type: none"> • Recording skills • Analytical skills • Decision making skills • Interpersonal skills <p><i>Attitude, safety and environmental concern</i></p> <ul style="list-style-type: none"> • Effective time management • Being a team player • Having work ethics and integrity • Efficient use of materials • Proper handling of instrument • Ensuring to follow OHS rules and regulations • Ensuring appropriate use of PPE • Ensuring proper disposal of waste • Ensuring to use eco-friendly materials • Being alert, caring, patient and proactive while assessing • Ensuring to report the accident on time <p>D2.2 Responding to health hazard</p> <p><i>Knowledge</i></p> <ul style="list-style-type: none"> • Definition of health hazards • Type of health hazards 		

	<ul style="list-style-type: none"> • Hazard progression procedures • Relevant rules and regulation <p>Skills</p> <ul style="list-style-type: none"> • Basic emergency handling skills • Communication skills • Analytical skills • Leadership skills • Organizing skills • Decision making skills <p>Attitude, safety and environmental concern</p> <ul style="list-style-type: none"> • Effective time management • Being a team player • Having work ethics and integrity • Efficient use of materials • Proper handling of instrument • Ensuring to follow OHS rules and regulations • Ensuring appropriate use of PPE • Ensuring proper disposal of waste • Ensuring to use eco-friendly materials • Being alert and caring while responding • Ensuring proper disposal of used materials • Ensuring proper use of safety equipment • Ensuring proper disposal of used materials <p>D2.3 Providing First Aid treatment</p> <p>Knowledge</p> <ul style="list-style-type: none"> • First Aid treatment procedures • Emergency contact numbers • Contents of First Aid Kits • Basic medicinal knowledge • Basic First Aid treatments for <ul style="list-style-type: none"> ➤ CPR ➤ Heat injuries ➤ Burns ➤ Athletic injuries ➤ Fractures ➤ Bandaging ➤ Bites and stings ➤ Shocks ➤ Choke ➤ Altitude Sickness ➤ Blood clotting ➤ Bleeding ➤ Vomiting • Relevant laws <p>Skills</p> <ul style="list-style-type: none"> • Management skills
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	<ul style="list-style-type: none"> • Analytical skills • First Aid kits handling skills • Problem solving skills • Decision making skills <p><i>Attitude, safety and environmental concern</i></p> <ul style="list-style-type: none"> • Effective time management • Being a team player • Having work ethics and integrity • Efficient use of materials • Proper handling of instrument • Ensuring to follow OHS rules and regulations • Ensuring appropriate use of PPE • Ensuring proper disposal of waste • Ensuring to use eco-friendly materials • Being alert, caring, patient and proactive while applying First Aid • Ensuring proper disposal of used materials <p>D2.4 Conducting post care</p> <p><i>Knowledge</i></p> <ul style="list-style-type: none"> • Definition and importance of post care • Evacuation procedures • Types of post care • Emergency contact numbers • Relevant laws • Importance of knowing about a nearest health care centers <p><i>Skills</i></p> <ul style="list-style-type: none"> • Communication skills • Management skills • Analytical skills • Problem solving skills • Decision making skills <p><i>Attitude, safety and environmental concern</i></p> <ul style="list-style-type: none"> • Effective time management • Being a team player • Having work ethics and integrity • Efficient use of materials • Proper handling of instrument • Ensuring to follow OHS rules and regulations • Ensuring appropriate use of PPE • Ensuring proper disposal of waste • Ensuring to use eco-friendly materials • Being alert, caring, patient and proactive while conducting post care • Ensuring proper disposal of used materials
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Learning Conditions	<p>Learning Materials</p> <ul style="list-style-type: none"> • CBLM • Handouts • Audio-visuals • Textbooks • Reference books • Manuals <p>Learning facilities and infrastructure</p> <ul style="list-style-type: none"> • Classroom with adequate facilities • Library • IT lab • Training field <p>Tools</p> <ul style="list-style-type: none"> • First Aid Kits, Ropes, Knives, Thermometers and Gauges <p>Materials</p> <ul style="list-style-type: none"> • Note book, Pen, Dressing materials, Tweezers and Oxygen cylinders <p>PPE</p> <ul style="list-style-type: none"> • Latex gloves and Mouth mask
Instructional Methodologies	<ul style="list-style-type: none"> • Lectures • Group • Individual activities • Guided practice • Role plays • Interactive discussions • Demonstrations • Field visits
Method of Assessment	<ul style="list-style-type: none"> • Practical observation • Written test • Oral assessment • Assignment

Module Title	Handling emergencies		
Module Code	5113- L3-M4		
Learning Outcome 3	Handle other emergencies/hazards		
Duration	Theory: 2 hours	Practical:4.5 hours	Total: 6.5 hours
Assessment Criteria	<ul style="list-style-type: none"> • Natural hazards are handled as per the job requirement following standard procedure • Guest complaints are attended to as per the job requirement following standard procedure • Reports are maintained as per the job requirement following standard procedure 		
Contents	<p>D3.1 Handling natural hazards</p> <p><i>Knowledge</i></p> <ul style="list-style-type: none"> • Definitions of natural hazards • Types of natural hazards and their causes • Precautionary measures • Contingency management • Local area information • Weather information • Basic survival knowledge • Emergency exits <p><i>Skills</i></p> <ul style="list-style-type: none"> • Interpersonal skills • Communication skills • Emergencies handling skills • Basic survival skills • Decision making skills • Problem solving skills • Coordination skills <p><i>Attitude, safety and environmental concern</i></p> <ul style="list-style-type: none"> • Effective time management • Being a team player • Having work ethics and integrity • Efficient use of materials • Proper handling of instrument • Ensuring to follow OHS rules and regulations • Ensuring appropriate use of PPE • Ensuring proper disposal of waste • Ensuring to use eco-friendly materials • Being alert and helpful while handling natural hazards • Being responsible and accountable while handling natural hazards • Ensuring personal safety during natural hazards <p>D3.2 Attending to guest complaints</p> <p><i>Knowledge</i></p>		

	<ul style="list-style-type: none"> • Definition of complaints • Types of complaints • Complaints handling procedures <p>Skills</p> <ul style="list-style-type: none"> • Analytical skills • Communication skills • Note taking skills • Listening skills • Negotiation skills • Decision making skills • Problem solving skills <p>Attitude, safety and environmental concern</p> <ul style="list-style-type: none"> • Effective time management • Being a team player • Having work ethics and integrity • Efficient use of materials • Proper handling of instrument • Ensuring to follow OHS rules and regulations • Ensuring appropriate use of PPE • Ensuring proper disposal of waste • Ensuring to use eco-friendly materials • Being alert while attending to guest complaints • Being proactive while receiving guest complaints • Ensuring to receive guest complaints positively • Ensuring to relay complaint to relevant authorities <p>D3.3 Maintaining reports</p> <p>Knowledge</p> <ul style="list-style-type: none"> • Definition of report • Types of reports • Importance of maintaining report • Methods of report writing <p>Skills</p> <ul style="list-style-type: none"> • Report writing skills • ICT skills • Communication skills <p>Attitude, safety and environmental concern</p> <ul style="list-style-type: none"> • Effective time management • Being a team player • Having work ethics and integrity • Efficient use of materials • Proper handling of instrument • Ensuring to follow OHS rules and regulations • Ensuring appropriate use of PPE • Ensuring proper disposal of waste • Ensuring to use eco-friendly materials
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	<ul style="list-style-type: none"> • Being observant while writing report
Learning Conditions	<p>Learning Materials</p> <ul style="list-style-type: none"> • CBLM • Handouts • Audio-visuals • Textbooks • Reference books • Manuals <p>Learning facilities and infrastructure</p> <ul style="list-style-type: none"> • Classroom with adequate facilities • Library • IT lab • Training field <p>Tools</p> <ul style="list-style-type: none"> • Walking stick, Whistle, Compass, Flash light, Knife, Waterbottle, First Aid Kits and Ropes <p>Materials</p> <ul style="list-style-type: none"> • Thermal blanket, Heat pad, Emergency rain coat, Umbrella, Notepad, Pen and Pencil <p>Equipment</p> <ul style="list-style-type: none"> • Computer
Instructional Methodologies	<ul style="list-style-type: none"> • Lectures • Group activities • Guided practices • Individual activities • Interactive discussions • Demonstrations
Method of Assessment	<ul style="list-style-type: none"> • Practical observation • Written test • Oral assessment • Assignment

MODULE 5
ON
DEMONSTRATING ETHICS, INTEGRITY AND
PROFESSIONALISM

MODULE INFORMATION

Trade	Culture Tour Guide
Competency Area	Demonstrate Ethics, Integrity and Professionalism
Module Title	Demonstrating Ethics, Integrity and Professionalism
Module Code	EIP-Module
Module Description	This module is structured to provide trainees with the knowledge, skills and right attitude required to practise ethics, uphold integrity, demonstrate professionalism and apply Ethics and Integrity Management (EIM) Tools
Nominal Duration	31.5 Hours
Certificate Level	Modular Certificate
Pre-requisite	Completed module 5113-L2-M4
Learning Outcome	<ol style="list-style-type: none"> 1. Practice ethics 2. Uphold integrity 3. Demonstrate professionalism

Module Title	Demonstrating Ethics, Integrity and Professionalism		
Module Code	EIP-M1		
Learning Outcome 1	Practice ethics		
Duration	Theory: 4 hours	Practical: 3.5 hours	Total: 7.5 hours
Assessment Criteria	<ul style="list-style-type: none"> ● Ethical behaviour exhibited as per the ethical code of conduct ● Societal norms are practised considering the ethicality of the action ● Lawfulness is promoted by adhering to rules & regulations ● Common good is promoted considering the cost efficiency and benefits for society ● Principles of cause and effect are applied through internalization 		
Content	<p>E1.01 Adhering to ethical code of conduct</p> <p><i>Knowledge</i></p> <ul style="list-style-type: none"> ● Definition of ethics ● Attributes of ethics ● General Theory of Ethics <ul style="list-style-type: none"> ➤ Consequentialist ethics ➤ Deontological ethics ➤ Virtue ethics ● Types of ethics <ul style="list-style-type: none"> ➤ Personal ethics ➤ Common ethics ➤ Professional ethics ● Importance of ethics ● Definition of ethical code of conduct ● Importance of ethical code of conduct ● Consequences of breaching ethical code of conduct ● Challenges to abide by ethical code of conduct (factor : situational circumstances such as leadership, peer pressure, culture, diligence, discipline and work environment) <p><i>Skills</i></p> <ul style="list-style-type: none"> ● Comprehension skills ● Communication skills ● Analytical skills <p><i>Attitude, safety and environmental concern</i></p> <ul style="list-style-type: none"> ● Being adaptable ● Being obedient ● Being time conscious ● Being open ● Being accountable ● Ensuring proper disposal of waste <p>E1.02 Adhering to ethical societal norms</p> <p><i>Knowledge</i></p> <ul style="list-style-type: none"> ● Concept of ethical societal norms 		

	<ul style="list-style-type: none"> • Importance of adhering to ethical societal norms • Benefits of adhering to ethical societal norms • Consequences of not adhering to ethical societal norms • Challenges in adhering to ethical societal norms (conventional societal culture) <p>Skills</p> <ul style="list-style-type: none"> • Communication skills • Analytical skills • Decision making skills • Leadership skills <p>Attitude, safety and environmental concern</p> <ul style="list-style-type: none"> • Being sensible • Being vigilant • Being assertive • Being sociable • Being a role model • Being truthful • Being responsible • Being positive • Ensuring proper disposal of waste <p>E1.03 Promoting lawfulness</p> <p>Knowledge</p> <ul style="list-style-type: none"> • Concept of lawfulness • Importance of being lawful • Importance of participation in advocacy programs • Promotion of culture of Lawfulness • Reporting mechanisms for unlawful and unethical act <p>Skills</p> <ul style="list-style-type: none"> • Communication skills • Analytical skills • Interpersonal skills • Leadership skills <p>Attitude, safety and environmental concern</p> <ul style="list-style-type: none"> • Being diligent • Being obedient • Being vigilant • Being responsible • Being credible • Being role model • Being calm and confident • Having sense of ownership • Ensuring proper disposal of waste • Ensuring adherence to rules to promote lawfulness
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	<p>E1.04 Promoting common good</p> <p><i>Knowledge</i></p> <ul style="list-style-type: none"> • Concept of common good • Importance of common good • Relationship between theory of consequentialist ethics and common good • Selection of action (Total Cost + Benefits for society) • Standard setting and result assessment of action • Challenges in promoting common good (fixed mind-set and conventional societal culture) <p><i>Skills</i></p> <ul style="list-style-type: none"> • Communication skills • Analytical skills • Critical thinking skills • Ethical decision making skills • Comprehension skills • Leadership skills • Negotiation skills • Interpersonal skills • Creative thinking skills <p><i>Attitude, safety and environmental concern</i></p> <ul style="list-style-type: none"> • Being altruistic • Being efficient in using resources • Being time conscious • Being sensible • Being sociable • Being a role model • Being truthful • Being responsible • Ensuring proper disposal of waste <p>E1.05 Applying Principle of Cause and Effect</p> <p><i>Knowledge</i></p> <ul style="list-style-type: none"> • Concept of cause and effect (Lay-Judrey) • Principle of cause and effect • Cause and effect scenario (case study) • Definition of corruption • Corruption offenses • Causes of corruption • Consequences of corruption • 3Rs (Refrain, Resist and Report corruption) <p><i>Skills</i></p> <ul style="list-style-type: none"> • Communication skills
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	<ul style="list-style-type: none"> • Comprehension skills • Analytical skills • Ethical decision-making skills <p><i>Attitude, safety and environmental concern</i></p> <ul style="list-style-type: none"> • Being rational • Being open • Being a role model • Having right aptitude • Being diligent • Being honest and truthful • Ensuring proper disposal of waste
Learning Conditions	<p>Learning Materials</p> <ul style="list-style-type: none"> • Competency Based Learning Materials (CBLM) • Hand-outs • Audio visuals • Reference books • Anti-Corruption Act of Bhutan <p>Learning Facilities and Infrastructure</p> <ul style="list-style-type: none"> • Classroom with adequate facilities • Information Technology (IT) lab • Library <p>Materials</p> <ul style="list-style-type: none"> • Anti-Corruption Act of Bhutan • Institute Policy document • Institute code of conduct document for trainees • Ethical code of conduct document • Complaint Management System document • Ethical standard documents • Ethical decision-making checklist • Infographic on Corruption offenses • Case Studies document
Instructional Methodologies	<ul style="list-style-type: none"> • Lecture • Discussion • Demonstration/Role play • Guided practice • Group practice • Individual practice • Case studies

Method of Assessment	<ul style="list-style-type: none">• Practical observation• Oral questioning/viva-voce• Written test• Assignment• Log book of one's conduct
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Module Title	Demonstrating Ethics, Integrity and Professionalism		
Module Code	EIP-Module		
Learning Outcome 2	Uphold Integrity		
Duration	Theory: 2.5 hours	Practical: 4 hours	Total: 6.5 hours
Assessment Criteria	<ul style="list-style-type: none"> • Honesty is upheld in all circumstances by imbibing its attributes in workplace • Right judgement of one's action is exercised based on one's conscience and proper analysis of information • Consistency of positive behaviour is maintained in the face of adversity, temptation or challenges • Ownership of public resources is ensured through judicious use and effective management 		
Content	<p>E2.01 Upholding Honesty</p> <p>Knowledge</p> <ul style="list-style-type: none"> • Concept of integrity • Importance of integrity • Principles of integrity <ul style="list-style-type: none"> ➤ Discerning what is right and what is wrong ➤ Acting on what you have discerned to be right, even at personal cost ➤ Saying openly that you are acting on your understanding of right and wrong • Definition of honesty • Importance of honesty • Attributes of honesty <ul style="list-style-type: none"> ➤ Truthfulness ➤ Uprightness ➤ Fairness ➤ Sincerity ➤ Faithfulness ➤ Commitment ➤ Open to feedback ➤ Courage ➤ Reliability ➤ Lead by example • Benefits of being honest • Consequences of not being honest • Challenges in upholding honesty (situational circumstances and external pressure) <p>Skills</p> <ul style="list-style-type: none"> • Communication skills • Analytical skills • Life skills (Self-awareness) <p>Attitude, safety and environmental concern</p> <ul style="list-style-type: none"> • Being adaptable • Being time conscious • Being sincere 		

- Being open
- Being truthful
- Ensuring proper disposal of waste

E2.02 Exercising right judgement of one's action

Knowledge

- Concept of right judgement of one's action
- Importance of exercising right judgement of one's action
- Differences among fact, observation and opinion
- Difference between individual and common interest
- Challenges in exercising right judgement (external influence)

Skills

- Communication skills
- Analytical skills
- Problem solving skills
- Decision making skills
- Self – awareness
- Critical thinking skills

Attitude, safety and environmental concern

- Being honest
- Being critical
- Being responsible
- Being accountable
- Being truthful
- Being sensible
- Being a role model
- Being consistent
- Ensuring proper disposal of waste

E2.03 Maintaining consistency in adversity

Knowledge

- Concept of adversity
- Attributes of consistency in adversity
 - Adaptable
 - Perseverance/Tenacious
 - Optimistic
 - Intelligent
 - Courageous
 - Sense of belongingness
 - Assimilative
- Importance of maintaining consistency in adversity
- Strategies of facing adversity
- Challenges in maintaining consistency in adversity (individual differences)

Skills

- Communication skills

	<ul style="list-style-type: none"> • Analytical skills • Ethical Decision-making skills • Comprehension skills • Critical thinking skills • Management skills <p><i>Attitude, safety and environmental concern</i></p> <ul style="list-style-type: none"> • Being consistent • Being resilient • Being sensible • Being adaptable • Being optimistic • Being calm • Being decisive • Being time conscious • Being a role model • Being responsible • Ensuring proper disposal of waste <p>E2.04 Taking Ownership of Public Resources</p> <p><i>Knowledge</i></p> <ul style="list-style-type: none"> • Concept of ownership of public resources • Types of public resources • Importance of public resources • Benefits of taking ownership of public resources • Consequences of misusing public resources <p><i>Skills</i></p> <ul style="list-style-type: none"> • Communication skills • Negotiation skills • Leadership skills • Resource management skills <p><i>Attitude, safety and environmental concern</i></p> <ul style="list-style-type: none"> • Being judicious • Being responsible • Being efficient in using public resources • Having sense of ownership • Being prudent • Being loyal • Being exemplary • Being accountable • Being transparent • Ensuring proper disposal of waste
<p>Learning Conditions</p>	<p>Learning Materials</p> <ul style="list-style-type: none"> • CBLM • Hand-outs • Audio visuals • Reference books (<i>Integrity Basic Book by Stephen L. Carter, 1995, Professor of Law at Yale University</i>)

	<p>Learning facilities and infrastructure</p> <ul style="list-style-type: none"> • Classroom with adequate facilities • Information Technology (IT) lab • Library <p>Materials</p> <ul style="list-style-type: none"> • Constitution of Kingdom of Bhutan • BCSR 2018 • Institute Policy document • Disciplinary Policy document • Institute code of conduct document • Service Standard document • Scout guideline • Club guideline • SUPW guidelines • Public Resource Management document • Red Cross Act • De-suung Honour Code • National Internal Control Framework, Ministry of Finance (MoF) • Civil Society Organization (CSO) Act
<p>Instructional Methodologies</p>	<ul style="list-style-type: none"> • Lecture • Interactive discussion • Demonstration/Role play • Guided practice • Group practice • Individual practice • Case studies
<p>Method of Assessment</p>	<ul style="list-style-type: none"> • Practical observation • Oral questioning/viva-voce • Written test • Assignment • Log book of one's conduct

Module Title	Demonstrating Ethics, Integrity and Professionalism		
Module Code	EIP-Module		
Learning Outcome 3	Demonstrate Professionalism		
Duration	Theory: 8.5 hours	Practical: 9 hours	Total: 17.5 hours
Assessment Criteria	<ul style="list-style-type: none"> • Positive attitude is enhanced through positive thinking and practices • Responsibility is shouldered as per the expectation with keen interest and willingness • Due diligence is exercised following policies and standards • Transparency is exhibited as per standards and procedures • Impartiality is promoted through internalization and practice of its attributes in workplace • Responsiveness is demonstrated to service recipient following turn-around time and due process • Productivity is enhanced through implementation of suitable strategies • Professional conduct is demonstrated in line with professional code of conduct and service standards • Dignity of labour is embraced by exhibiting positive attitude, equity and equality towards work 		
Content	<p>E3.01 Enhancing positive attitude</p> <p>Knowledge</p> <ul style="list-style-type: none"> • Concept of professionalism • Attributes of professionalism • Importance of professionalism • Professionalism in workplace – anecdotes • Trinity of professionalism (relationship among ethics, integrity and professionalism) • Concept of positive attitude • Importance of being positive • Development of positive attitude <ul style="list-style-type: none"> ➤ Focus on good things, however small ➤ Find goodness even in worst situation ➤ Turn failures/set-backs into lessons/opportunities • Advantages of being positive • Challenges in enhancing positive attitude (low self-esteem and influence of social circle) • Skills • Communication skills • Analytical skills • Decision-making skills • Interpersonal skills • Comprehension skills <p>Attitude, safety and environmental concern</p> <ul style="list-style-type: none"> • Being adaptable 		

	<ul style="list-style-type: none"> • Being optimistic • Being calm • Being open • Being flexible • Being forthcoming • Being constructive • Being persistent • Being kind, humble and generous • Being courageous • Ensuring proper disposal of waste <p>E3.02 Shouldering Responsibility</p> <p><i>Knowledge</i></p> <ul style="list-style-type: none"> • Definition of responsibility • Importance of taking up responsibility • Benefits of taking up responsibility • Concept of 3Rs (Refrain, Resist and Report corruption) and its benefit • Process of Complaint Management System <p><i>Skills</i></p> <ul style="list-style-type: none"> • Interpersonal skills • Communication skills • Leadership skills • Analytical skills • Critical thinking skills • Problem-solving skills <p><i>Attitude, safety and environmental concern</i></p> <ul style="list-style-type: none"> • Being responsible • Being adaptable • Being calm and confident • Being trustworthy • Being accountable • Having sense of ownership • Taking initiative • Being team player • Ensuring proper disposal of waste <p>E3.03 Exercising due diligence</p> <p><i>Knowledge</i></p> <ul style="list-style-type: none"> • Concept of due diligence • Importance of due diligence • Attributes of due diligence <ul style="list-style-type: none"> ➤ Accountability ➤ Responsibility ➤ Efficiency ➤ Transparency ➤ Lawfulness
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	<ul style="list-style-type: none"> ➤ Timeliness ➤ Attention to details • Types of due diligence <ul style="list-style-type: none"> ➤ Administrative ➤ Financial ➤ Human Resource ➤ Legal ➤ Environmental ➤ Customer ➤ Commercial • Consequences of failure to uphold due diligence • Approaches to uphold due diligence • Challenges in upholding due diligence (situational circumstances: external or internal) <p>Skills</p> <ul style="list-style-type: none"> • Communication skills • Management skills • Leadership skills • Analytical skills • Interpersonal skills • Comprehension skills • Decision-making skills • Critical thinking skills <p>Attitude, safety and environmental concern</p> <ul style="list-style-type: none"> • Being sensible • Being sincere • Being responsible • Being collaborative • Being perseverant • Being consistent • Being open • Being diligent • Being time conscious • Ensuring proper disposal of waste <p>E3.04 Exhibiting Transparency</p> <p>Knowledge</p> <ul style="list-style-type: none"> • Definition of transparency • Attributes of transparency • Importance of being transparent • Extent and stages of transparency (areas of transparency: need to know and need to share basis) • Benefits of maintaining transparency • Consequences of not being transparent • Factors influencing transparency (work culture, system and fear of repercussion) <p>Skills</p>
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	<ul style="list-style-type: none"> • Communication skills • Analytical skills • Leadership skills • Management skills <p><i>Attitude, safety and environmental concern</i></p> <ul style="list-style-type: none"> • Being open • Being adaptable • Being vigilant • Being reliable • Being responsible • Being positive • Being time conscious • Being accountable • Being efficient in using resources • Ensuring proper disposal of waste <p>E3.05 Promoting impartiality</p> <p><i>Knowledge</i></p> <ul style="list-style-type: none"> • Definition of impartiality • Importance of impartiality • Concept of service standards • Importance of service standards • Benefits of e-services • Introduction to Integrity promotion tools • Exercising individual rights with responsibilities <p><i>Skills</i></p> <ul style="list-style-type: none"> • Communication skills • Analytical skills • Problem-solving skills • Leadership skills <p><i>Attitude, safety and environmental concern</i></p> <ul style="list-style-type: none"> • Being responsible • Being fair • Having sense of ownership • Taking initiative • Being trustworthy • Being team player • Ensuring proper disposal of waste <p>E3.06 Demonstrating Responsiveness</p> <p><i>Knowledge</i></p> <ul style="list-style-type: none"> • Concept of responsiveness • Attributes of responsiveness <ul style="list-style-type: none"> ➤ Responsibility ➤ Accountability ➤ Competency
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	<ul style="list-style-type: none"> ➤ Commitment ➤ Efficiency ➤ Reliability ➤ Moral and ethics ➤ Proactive ➤ Empathy ➤ Inclusiveness • Importance of responsiveness • Approaches to responsiveness • Benefits of responsiveness • Challenges in demonstrating responsiveness (inadequate competencies, bureaucratic system and unreasonable expectation from service recipients) <p><i>Skills</i></p> <ul style="list-style-type: none"> • Communication skills • Analytical skills • Decision-making skills • Leadership skills • Interpersonal skills • Comprehension skills • Critical thinking skills • Management skills <p><i>Attitude, safety and environmental concern</i></p> <ul style="list-style-type: none"> • Being sensible • Being adaptable • Being obedient • Being vigilant • Being time conscious • Being efficient in using public resources • Being responsible • Being prudent • Being loyal • Being exemplary • Being accountable • Being transparent • Being proactive • Being optimistic • Being lawful • Being open • Being flexible • Being reliable • Being empathetic • Being self-disciplined • Ensuring proper disposal of waste
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E3.07 Enhancing productivity***Knowledge***

- Concept of productivity
- Attributes of productivity
 - Competency
 - Result driven
 - Time management
 - Initiative
 - Feedback
 - Work discipline
 - Punctuality
- Strategies of enhancing productivity
 - Efficient use of resources
 - Effective management of time
 - Maintaining quality of products and services
 - Innovation and creativity

Skills

- Communication skills
- Analytical skills
- Interaction skills
- Interpersonal skills
- Problem solving skills
- Time management skills
- Decision making skills
- Critical thinking skills
- ICT skills
- Quality management skills

Attitude, safety and environmental concern

- Being creative/innovative
- Being professional
- Being open
- Being critical
- Being honest
- Being responsible
- Being truthful
- Being sensible
- Being a role model
- Being consistent
- Being determined
- Being time conscious
- Being efficient in using resources
- Ensuring proper disposal of waste
- Ensuring rectification/report of systemic flaws

E3.08 Demonstrating professional conduct***Knowledge***

- Concept of professional conduct and service standards
- Importance of demonstrating professional conduct and service standards
- Benefits of maintaining professional conduct
- Consequences of breaching professional code of conduct
- Challenges in demonstrating professional conduct (situational circumstances and individual differences)

Skills

- Communication skills
- Analytical skills
- Ethical Decision-making skills
- Leadership skills
- Interpersonal skills
- Comprehension skills
- Critical thinking skills
- Management skills

Attitude, safety and environmental concern

- Being sensible
- Being adaptable
- Being positive
- Being decisive
- Being open
- Being accountable
- Being time conscious
- Being transparent
- Being fair
- Being humble
- Being selfless
- Being exemplary
- Being responsible
- Being lawful
- Ensuring proper disposal of waste

E3.09 Embracing Dignity of Labour***Knowledge***

- Concept of dignity of labour
- Importance of dignity of labour
- Attributes of dignity of labour
 - Positive outlook
 - Equity
 - Equality
 - Humility
 - Respect
 - Self-esteem

	<ul style="list-style-type: none"> ➤ Self-confidence ➤ Inclusiveness • Approaches to embrace dignity of labour • Challenges in embracing dignity of labour (social stigma and low financial incentives) <p>Skills</p> <ul style="list-style-type: none"> • Communication skills • Analytical skills • Decision-making skills • Leadership skills • Comprehension skills • Critical thinking skills <p>Attitude, safety and environmental concern</p> <ul style="list-style-type: none"> • Being sensible • Being adaptable • Being obedient • Being time conscious • Being flexible • Being open • Being positive • Being humble • Being resilient • Ensuring proper disposal of waste
Learning Conditions	<p>Learning Materials</p> <ul style="list-style-type: none"> • CBLM • Hand-outs • Audio visuals • Reference books <p>Learning Facilities and infrastructure</p> <ul style="list-style-type: none"> • Classroom with adequate facilities • Information Technology (IT) lab • Library <p>Materials</p> <ul style="list-style-type: none"> • Existing Labour and Employment Act • Institute Policy document • Service delivery standards document • Relevant Meditation document • Disciplinary document • Professional Ethics document • Ethical Leadership Document/Module

Instructional Methodologies	<ul style="list-style-type: none">• Lecture• Interactive discussion• Demonstration/Role play• Guided practice• Group practice• Individual practice• Case studies
Method of Assessment	<ul style="list-style-type: none">• Practical observation• Oral questioning/viva-voce• Written test• Assignment• Log book of one's conduct

Field Trip Details for Culture Tour Guide NC-II

Competency Area	Sub Competency Area	Competencies/Tasks	Duration
A: Provide arrival services	A1: Maintain personal hygiene and grooming	A1.1 Apply grooming standard A1.2 Maintain personal hygiene and fitness A1.3 Exhibit cultural tourist guide personnel attributes	3 Hours
	A2: Prepare for receiving guest	A2.1 Obtain documents and instruction A2.2 Re-confirm guest arrival time A2.3 Re-confirm tour logistic arrangement A2.4 Arrange tour Accessories	
	A3: Receive the guest	A3.1 Organize pick up point activities A3.2 Conduct formal introduction commentary A3.3 Render additional services	
	A4: Conduct guest check-in	A4.1 Re-confirm guest arrival and requirement A4.2 Brief guest on accommodation details A4.3 Assist accommodation check-in A4.4 Provide orientation	
B: Carryout sightseeing	B1: Prepare for sightseeing	B1.1 Review tour itinerary B1.2 Confirm daily logistic and tour arrangement B1.3 Brief driver B1.4 Brief guest	66 Hours
	B2: Conduct sight seeing	B2.1 Provide commentary B2.2 Maintain guest comfort B2.3 Attend to guest request	
	B3: Conclude sightseeing	B3.1 De-brief daily tour B3.2 Maintain daily tour report B3.3 Collect daily feedbacks	
C Provide guest departure services	C1: Prepare for guest departure	C1.1 Re-confirm guest departure documents C1.2 Arrange guest departure C1.3 Brief guest on departure details	3 Hours

Competency Area	Sub Competency Area	Competencies/Tasks	Duration
	C2: Check-out the guest	C2.1 Verify guest bills and payment C2.2 Assist guest check out C2.3 See-off guest	
	C3: Perform post tour activities	C3.1 Prepare tour report C3.2 Settle accounts C3.3 Account accessories C3.4 Conduct follow up with guest	
D: Handle Emergencies	D1 Prepare for hazards	D1.1 Prepare emergency equipment D1.2 Brief the guest on hazards D1.3 Conduct pre-assessment for hazards	12 Hours
	D2 Handle health hazards	D2.1 Respond to health hazards D2.2 Assess the health hazards D2.3 Provide First Aid treatment D2.3 Conduct post care	
	D3 Handle other emergencies/hazards	D3.1 Handle natural hazards D3.2 Attend to guest complaints D3.3 Maintain report	
Total Duration			84 Hours

What is Competency-Based Curriculum (CBC)

- ✓ A competency-based curriculum is a framework or guide for the subsequent detailed development of competencies, associated methodologies, training and assessment resources.
- ✓ The CBC specifies the outcomes which are consistent with the requirements of the workplace as agreed through the industry or community consultations.
- ✓ CBC can be developed immediately when competency standards exist.
- ✓ When competency standards do not exist, curriculum developers need to clearly define the learning outcomes to be attained. The standard of performance required must be appropriate to industry and occupational needs through the industry/enterprise or specified client group consultations.

The CBC materials are available in both printed and electronic copies.

For more information please contact:

Skills Development and Services
Section

Standard and Compliance
Division

Department of Tourism (DOT)

Web Address: www.bhutan.travel

Email address: info@tourism.gov.bt

Post Box No. : 126

Telephone No. : +975-02-323251
+975-02-323252

Fax No. : + 975-02-323695

ANNEXES

Annex I: Assessment Sample

Candidate Resources

Unit of competency	Drive Light Vehicle
Unit Code	8322-U4-L2
Module Title	Driving Light Vehicle
Module Code	8322-U4-L2-M1
Time Duration	45 min *
Problem or Project: Drive Light Vehicle	
<p>Introduction: Perform pre operating procedures before starting the vehicle. Drive light vehicle under different environment conditions following standard traffic rules and defensive driving techniques. Perform post operating procedures after parking the vehicle.</p>	
<p>Observation: (How will you be assessed as Competent?) Your performance will be assessed based on the following criteria:</p> <ul style="list-style-type: none"> • Performance of pre and post operating procedures as per standard practices; • Application of standard procedures while starting the LMV; • Demonstrating the driving skills in different road condition using the system of vehicle control (SOVC); • Demonstrating your adherence to RSTA Rules, Defensive Driving; • The final outcome of your driving skills 	
<p>Note: For Assessor/Institute for preparation for assessment.</p> <p>Materials and Equipment for 1 candidate</p> <ul style="list-style-type: none"> • LMV in good running condition with all necessary vehicle documents <p>2. Roles and responsibilities of assessors (before/during and after assessment)</p> <ul style="list-style-type: none"> • Identify in advance the different road environment (rough road, town, simulated night and poor light condition, highway) • During assessment let the candidate demonstrate moving off, reversing, overtaking, and parking. 	

Assessor/ Observation Check List

Unit of competency	Drive Light Vehicle		
Unit Code	8322-U4-L2		
Module Title	Driving Light Vehicle		
Module Code	8322-U4-L2-M1		
Problem/Project: Drive Light Vehicle	Psychomotor (Practical) domain level: P2		
Candidate's Name:			
Place of Assessment:		Date of Assessment:	
A. During the demonstration of skills did the candidate do following:	Marks allocated	Marks received	Remarks
1. Check mirror settings, fluid level, tire pressure and required documents.	4		
2. Start LMV according to the procedure of standard starting procedure (Cockpit Drill)	2		
3. Move off and steer LMV wearing seat belts and without stalling the engine*	3		
4. Reverse LMV safely without stalling the engine*	3		
5. Park LMV safely in the centre of given parking area following standard parking procedure	2		
6. Drive LMV on the highway according to the road conditions following the road safety signs.	2		
7. Drive LMV in towns according to the traffic signs and signals.	2		
8. Drive LMV on 4WD safely (if necessary and available)	1		
9. Giving pass and overtake the vehicle safely according to the road and weather condition *	3		
10. Stop LMV safely in a given area according to standard stopping procedure	1		
B. Is the job outcome correct in the following areas?			
Caused no accidents and damages to the vehicle.*	5		
Total marks obtained	28		
The Candidate's performance was:	Satisfactory:		
	Not Satisfactory:		

Note: The questions marked with * are the critical questions which the trainees must be able to answer. Otherwise, they will be rated unsuccessful even if they perform well in the practical exam. The mark **P** is for the psychomotor domain level (P1- Simple Routine Assignment; P2- Questions




related to Simple Routine Assignment and P3- Questions not related to Simple Routine Assignment)

Oral Questions checklist:

Unit of competency		Drive Light Vehicle		
Unit Code		8322-U4-L2		
Module Title		Driving Light Vehicle		
Module Code		8322-U4-L2-M1		
Problem/Project: Drive Light Vehicle				
Candidate's Name:				
Place of Assessment:		Date of Assessment:		
Questions (and its domain level) to be answered by the trainee / candidate:	Key Answer	Marks allocated	Marks obtained	Remarks
Why do you keep the vehicle in start mode for a few minutes before moving? (Verifying observations) (C1)				
In case of accidents who will you contact first? (contingency questions) (C2)				
While entering intersection, before how many seconds do you have to give signal? (verifying observations) (C3)				
Total Marks Obtained				
The candidate's performance was:		Satisfactory:		
		Not Satisfactory:		
Assessor's Name:		Signature:		

Note: The questions marked with C describes the cognitive level of the questions. C1- Remembering; C2- Functional Understanding and C3- Problem Solving.

Written questions checklist:

Unit of competency	Drive Light Vehicle		
Unit Code	8322-U4-L2		
Module Title	Driving Light Vehicle		
Module Code	8322-U4-L2-M1		
Problem/Project: Drive Light Vehicle			
Candidate's Name:			
Place of Assessment:		Date of Assessment:	
Questions (and its domain level) to be answered by the trainee/ candidate:	Key Answer	Marks Allocated	Marks Obtained
1. List down three types of parking. (Short Answer Question) (C1)	Angle, Straight and Parallel Parking	1	
2. All of the following are honking prohibited places <i>EXCEPT</i> : (C2) a. pedestrian crossing c. traffic jam b. public procession d. curves and bends (Multiple Choice Question)	d	2	
3. According to RSTA Regulations how much is the penalty for drunk driving?(C1)	Nu. 1750	1	
4. Match the following signs in column A with the indications in column B. (Matching Type) (C2) Column A 1.  2.  3.  Prohibited Column B a. Give way b. Restriction End c. Compulsory Ahead d. Pedestrian	1-c, 2-a, 3-d	3	
Total marks obtained			
The Candidate's performance was:		Satisfactory:	
		Not Satisfactory:	
Assessor's Name:		Signature:	

The Candidate's overall result:	Competent:	
	Not Yet Competent:	
Feedback to Candidate: (Provide feedback to the candidate on how they could improve – especially if they are not competent)		

I am satisfied with the way assessment was conducted:	YES	NO
(Please include reasons if not satisfied)		
Candidate Name:		
Signature:		
Date:		

Assessor Name:

Signature:

Training Provider:

Date:

Annex II: Module Recognition

This is to verify that

Mr/Ms.....

has completed module on

.....

Covering following learning outcomes:

- 1.
....
- 2.
....
- 3.
....

Instructor:

Head of the Department:

.....

.....

Signature:

Signature:

Date: / / (dd/mm/yyyy)
.....(dd/mm/yyyy)

Date: / /

**Head of the Institute:
OC:**

Trained Assessor (Institute)/Exam

.....

.....

Signature:

Signature:

Date: / ... / (dd/mm/yyyy)

Date: / / (dd/mm/yyyy)

Annex III: Training plan

XYZ Institute of Electrical Engineering

THIMPHU

Training Plan

Occupation:

Name of Instructor:

No of Trainees:

Module :

Date:

Date revised:

Month	Week no	Session	Module & Tasks expected to cover	Resources and cost	Services & utility	Assessment guidance

Training Plan for each Learning Outcome of a Module

Occupation:		Name of Instructor Assigned:			No. of Trainees:	
National Certificate Level:		Module Title:				
Learning Outcome:		Nominal Duration:				
Date:			Date revised:			
Month	Week No.	Tasks	Identified resources requirement	How can instruction help? ○ What learner activities/ Experiences can help? ○ What visuals will help? ○ What other instructor input will help? ○ What future problems during the training will help?	Assessment methods	Assessment Tools

**Annex IV: Lesson Plan
Lesson Plan**

Occupation:		NC Level:		
Module Title		Total Time:		
Learning outcome				
SKILL/ TASK				
Terminal Performance Objective:				
Enabling Objectives:				
1				
2				
3				
4				
5				
6				
7				
What(Activity)	Who (T/L)	How (Method/Media)	Duration	Assessment (Test Questions)
Projects/Problems				

Prepared by (Name of Instructor): _____ **Date:**

Revised By: **Date:**.....

.....**Name and Signature of Head of the Dep
Instructional Resources Plan**

Name of Training Institute:		Class Year/Batch:	
Trade/Subject:		No. of Trainees:	
Module Title:		LO Title:	
Task/Topic:		Total Time:	

Objectives:

A. Preparation

Tools/Equipment/ consumable Required	Qty. Required	Instructional materials	Qty. Required	Special remarks

Prepared by (Name of Trainer): **Date:**.....

Revised By: **Date:**.....

.....
Name and Signature of Head of the Department

Annex V: Course Plan

XYZ Institute

Course Plan

Occupation:

NC level

Batch:

Module(s):

Module no	Months								
Module 1									
Module 2									
Module 4									
Module 3									
Module 9									
Module 10									
Module 11									

Module 12	██████████ ██████████ ██████████								
Module 13		██████████	██████████	██████████	██████████				
Module 21							██████████	██████████	██████████

Prepared by:

Date:

Verified by: Head of Department

XYZ Institute

Weekly Time Table/Plan

Occupation:

NVQ Level:

Module:

Day	Time	Subject	Module	Task

1 session = 2 Hrs./ 6 sessions per week

Annexure VI: Time Distribution						
Cultural Tourist Guide NC II						
Module Title	Learning outcomes	Tasks	Theory (hours)	Practical (hours)	Total (hours)	
A: Provide guest arrival services	A1: Maintain personal hygiene and grooming	Introductory knowledge	14	7	21	
		A1.1 Apply grooming standards	1	2	3	
		A1.2 Maintain personal hygiene and fitness	1	2	3	
		A1.3 Exhibit cultural tourist guide personnel attributes	7	28	35	
	Sub Total Duration			23	39	62
	A2: Prepare for Receiving guest	A2.1 Obtain documents and instruction	2	3	5	
		A2.2 Re-confirm guest arrival time	1	2	3	
		A2.3 Re-confirm tour logistic arrangement	1	3	4	
		A2.4 Arrange tour accessories	1	3	4	
	Sub Total Duration			5	11	16
	A3: Receive the guest	A3.1 Organize entry port activities	2	5	7	
		A3.2 Conduct formal introductory commentary	1	2	3	
		A3.3 Render additional services	1	1	2	
	Sub Total			4	8	12
	A4: Conduct guest check-in	A4.1 Re-confirm guest arrival and requirement	1	1	2	
		A4.2 Brief guest on accommodation details	1	1	2	

		A4.3 Assist accommodation check-in	1	1	2	
		A4.4 Provide orientation	3	4	7	
		Sub Total	6	7	13	
	Total Duration		38	65	103	
B: Carryout sightseeing	B1: Prepare for sightseeing	B1.1 Review tour itinerary	0.5	0.5	1	
		B1.2 Confirm logistic and tour arrangement	0.5	0.5	1	
		B1.3 Brief driver	0.5	0.5	1	
		B1.4 Brief guest	0.5	1	1.5	
		Sub Total Duration		2	2.5	4.5
	B2: Conduct sight seeing	B2.1 Provide commentary	40	240	280	
		B2.2 Maintain guest comfort	0.5	1	1.5	
		B2.3 Attend to guest request	0.5	1	1.5	
		Sub Total Duration		41	242	283
	B3:	B3.1 De-brief daily tour	0.5	1	1.5	
	Conclude sightseeing	B3.2 Collect daily feedbacks	0.5	0.5	1	
		B3.3 Prepare daily tour report	0.5	2	2.5	
		Sub Total Duration		1.5	3.5	5
	Total Duration		44.5	248	292.5	
C: Provide guest departure	C1: Prepare for guest departure	C1.1 Re-confirm guest departure documents	0.5	0.5	1	
		C1.2 Arrange guest departure	0.5	0.5	1	
		C1.3 Brief guest on departure details	0.5	0.5	1	
		Sub Total Duration		1.5	1.5	3
	C2: Check- out the guest	C2.1 Verify guest bills and payment	0.5	0.5	1	
		C2.2 Assist guest check out	0.5	0.5	1	
		C2.3 See-off guest	0.5	0.5	1	
	Sub Total Duration		1.5	1.5	3	

	C3: Perform post tour activities	C3.1 Prepare tour report	1	3	4
		C3.2 Settle accounts	0.5	0.5	1
		C3.3 Account accessories	0.5	0.5	1
		C3.4 Conduct follow up with guest	0.5	0.5	1
		Sub Total Duration	2.5	4.5	7
	Total Duration		5.5	7.5	13
D: Handling emergencies	D1: Prepare for hazards	D1.1 Prepare emergency equipment	1	2	3
		C1.2 Brief the guest on hazards	0.5	0.5	1
		C1.3 Conduct pre-assessment for hazards	1	2	3
		Sub Total Duration	2.5	4.5	7
	D2: Handle health hazards	D2.1 Responds to health hazards	1	2	3
		D2.2 Assess the health hazards	1	2	3
		D2.3 Provide first aid treatment	3	18	21
		D2.4 Conduct post care	0.5	0.5	1
		Sub Total Duration	5.5	22.5	28
	D3: Handle other emergencies/hazard	D3.1 Handle natural hazards	1	2	3
		D3.2 Attend to guest complaints	0.5	0.5	1
		D3.3 Maintain report	0.5	2	2.5
		Sub Total Duration	2	4.5	6.5
	Total Duration		10	31.5	41.5
E: Demonstrate ethics, integrity and professionalism	E1 Practise ethics	E1.01 Adhere to ethical code of conduct	0.5	0.5	1
		E1.02 Adhere to societal norms	0.5	1	1.5
		E1.03 Promote lawfulness	1	1	2
		E1.04 Promote common good	1	0.5	1.5

	E1.05 Apply principle of cause and effect	1	0.5	1.5
Sub Total Duration		4	3.5	7.5
E2 Uphold integrity	E2.01 Uphold honesty	0.5	1	1.5
	E2.02 Exercise right judgement	0.5	1	1.5
	E2.03 Maintain consistency in adversity	0.5	1	1.5
	E2.04 Take ownership of public resources	1	1	2
Sub Total Duration		2.5	4	6.5
E3 Demonstrate professionalism	E3.01 Enhance positive attitude	1	1	2
	E3.02 Shoulder responsibility	0.5	1	1.5
	E3.03 Exercise due diligence	1	1	2
	E3.04 Exhibit transparency	1	1.5	2.5
	E3.05 Promote impartiality	1	1.5	2.5
	E3.06 Demonstrate responsiveness	1	1	2
	E3.07 Enhance productivity	1	0.5	1.5
	E3.08 Demonstrate professional conduct	1	0.5	1.5
	E3.09 Embrace dignity of labor	1	1	2
Sub Total Duration		8.5	9	17.5
Total Duration		15	16.5	31.5
Grand Total		113	368.5	481.5

**Time breakdown
Task B2.1: Providing commentaries**

Sl. No.	Competencies	Theory (hours)	Practical (hours)	Total (hours)
1	Commentary	3	9	12
2	Guiding technique	1	5	6
3	Buddhist iconography	90	90	180
4	Bhutan History	15	15	30
5	Buddhism	6	6	12
6	Flora and Fauna	6	6	12
7	Bonism practice in Bhutan	1.5		1.5
8	Economy of Bhutan	6		6
9	Arts and crafts	3	3	6
10	Culture and Tradition	3	3	6
11	Festivals and events	3	3	6
12	Concept of Gross National Happiness	1.5	1.5	3
13	Cross culture communication	0.5	1	1.5
15	Restricted areas and activities	1		1
16	Government/politics	2	2	4
17	Education & Health system in Bhutan	1		1
18	Facts and figure	1		1
		144.5	144.5	289

Annex VII: Task Analysis Data Sheet



TASK ANALYSIS DATASHEET

TASK ANALYSIS – DATA SHEET

Occupation/Trade: Culture Tour Guide

Competency Area: Provide guest arrival service

Sub Competency Area: Maintain personal hygiene and grooming

TASK Reference:

Code	Serial No.
A	1.1

Task: Apply grooming standards

S/N	STEPS	PERFORMANCE STANDARDS
1.	Maintain hair properly <i>Note</i> <ul style="list-style-type: none"> • Tie hair and make bun for girls and • Keep short hair for boys 	<ul style="list-style-type: none"> • Grooming standards are applied and maintained as per job requirement
2.	Wear neat clothes	
3.	Maintain cleanliness and neatness	
4.	Avoid heavy perfumes	

Core Skills Required	Related Knowledge	Related Attitude	Tools/Equipment/ Materials required	Safety/Environment concern	Practical Application	Probable problems
<ul style="list-style-type: none"> • Basic cosmetic skills 	<ul style="list-style-type: none"> • Definition of grooming • Importance of grooming • Dress code • Grooming standards • Cosmetic knowledge 	<ul style="list-style-type: none"> • Being patient and decent while maintaining grooming standard • Effective time management 	Tools <ul style="list-style-type: none"> • Manicure set, Shaving kits Materials <ul style="list-style-type: none"> • Cosmetic 	<ul style="list-style-type: none"> • Ensuring proper disposal of waste 	<ul style="list-style-type: none"> • Field 	<ul style="list-style-type: none"> • Unsatisfactory guest due to unprofessional grooming standard

TASK ANALYSIS – DATA SHEET

Occupation/Trade: Culture Tour Guide

Competency Area: Provide guest arrival services

Sub Competency Area: Maintain personal hygiene and grooming

TASK Reference:

Code	Serial No.
A	1.2

Task: Maintain personal hygiene and fitness

S/N	STEPS	PERFORMANCE STANDARDS
1.	Bath/shower frequently	<ul style="list-style-type: none"> Personal hygiene and fitness are maintained as per the job requirement
2.	Brush teeth at least twice a day, preferably after every meal	
3.	Wash hair frequently and preferably daily	
4.	Keep hair neatly, trimmed and tied all the time	
5.	Keep the dress presentable and clean as per the dress code	
6.	Maintain proper diet	
7.	Maintain physical fitness	
8.	Wash hand frequently or regularly	
9.	Inform concerned person if you are suffering from contagious sickness	
10.	Cover cuts and wounds	

Core Skills Required	Related Knowledge	Related Attitude	Tools/Equipment/ Materials required	Safety/Environment concern	Practical Application	Probable problems
<ul style="list-style-type: none"> • Basic physical fitness skills • Planning and organizing skills 	<ul style="list-style-type: none"> • Importance of personal hygiene and health fitness • Types of contagious disease • Health fitness and its benefits • Proper diet regulation 	<ul style="list-style-type: none"> • Being active to maintain personal hygiene and fitness • Being enthusiastic to maintain personal hygiene and fitness • Effective time management 	<p>Tools</p> <ul style="list-style-type: none"> • Bathing tools <p>Material</p> <ul style="list-style-type: none"> • Bathing materials 	<ul style="list-style-type: none"> • Ensure to maintain personal hygiene and fitness regularly 	<ul style="list-style-type: none"> • Field 	<ul style="list-style-type: none"> • Unsatisfactory guest due to unprofessional personal hygiene and fitness

TASK ANALYSIS – DATA SHEET

Occupation/Trade: Culture Tour Guide

Competency Area: Provide guest arrival services

Sub Competency Area: Maintain personal hygiene and grooming **TASK Reference:**

Code	Serial No.
A	1.3

Task: Exhibit cultural tourist guide personal attributes

S/N	STEPS	PERFORMANCE STANDARDS
1.	Maintain personal grooming and hygiene	Personal attributes are demonstrated as per human values and standard practices
2.	Adhere to honesty	
3.	Wear smile always	
4.	Maintain continuous knowledge and skills development	
5.	Preserve guest and crew relationship	
6.	Keep up sense of ownership	
7.	Uphold entrepreneurship	
8.	Value cost control	
9.	Be disciplined	
10.	Be observant (Eye for detail)	
11.	Apply decent gestures	
12.	Manage waste properly	

Core Skills Required	Related Knowledge	Related Attitude	Tools/Equipment/ Materials required	Safety/Environment concern	Practical Application	Probable problems
<ul style="list-style-type: none"> • Grooming skills • Communication skills • Interpersonal skills • Body language skills • Driglam namzhag • Dining etiquette 	<ul style="list-style-type: none"> • Importance of personal attributes • Guest care • Human Values • Guest profile • Basic waste management • Time management • Background of driglam namzhag • Importance of dining etiquette 	<ul style="list-style-type: none"> • Being open minded while communicating • Adapting to change as per work situation • Being punctual at work • Being courteous with guest • Being disciplined while working 	<p>Materials</p> <ul style="list-style-type: none"> • Kabney, Rachu, Khadar, <p>Tools</p> <ul style="list-style-type: none"> • Dining set 	<ul style="list-style-type: none"> • Ensuring to follow grooming standard 	<ul style="list-style-type: none"> • Field • Hotel 	<ul style="list-style-type: none"> • Unhappy guest due to unprofessional personal attributes

TASK ANALYSIS – DATA SHEET

Occupation/Trade: Culture Tour Guide

Competency Area: Provide guest arrival service

Sub Competency Area: Prepare for receiving guest

TASK Reference:

Code	Serial No.
A	2.1

Task: Obtain documents and instruction

S/N	STEPS	PERFORMANCE STANDARDS
1.	Prepare checklist of required documents	<ul style="list-style-type: none">Documents and instructions are obtained as per the job requirement
2.	Collect document from relevant office/agencies	
3.	Verify details of documents (validity, date and duration)	
4.	Approach the manager for instruction	
5.	File the documents	

Core Skills Required	Related Knowledge	Related Attitude	Tools/Equipment/ Materials required	Safety/Environment concern	Practical Application	Probable problems
<ul style="list-style-type: none"> • Communication skills • Listening skills • Interpersonal skills • Preparing checklist • Note taking skills 	<ul style="list-style-type: none"> • Types of document • Importance and purpose of documents • Types of work area • Importance of document verification • Importance of documentation • Checklist format • Contact number of relevant office, person, agents, emergency/help line • Importance of receiving instruction from tour operator 	<ul style="list-style-type: none"> • Being vigilant while collecting documents and instruction • Being prepared to use document • Being polite while communicating • Effective time management 	<p>Materials</p> <ul style="list-style-type: none"> • Files, Pen, Notepad, Documents 	<ul style="list-style-type: none"> • Ensuring safe handling of documents • Ensuring to record correct contact numbers • Ensuring to make copies of document • Ensuring to follow relevant rules and regulations 	<ul style="list-style-type: none"> • Tour Operator Office 	<ul style="list-style-type: none"> • Disruption of tour schedule due to unavailability of required document or missing of instruction

TASK ANALYSIS – DATA SHEET

Occupation/Trade: Culture Tour Guide

Competency Area: Provide guest arrival service

Sub Competency Area: Prepare for receiving guest **TASK Reference:**

Code	Serial No.
A	2.2

Task: Re-confirm guest arrival time

S/N	STEPS	PERFORMANCE STANDARDS
1.	Refer itinerary	<ul style="list-style-type: none"> Guest arrival time is re-confirmed as per the job requirement
2.	Check estimated time of arrival	
3.	Contact the relevant agents at the port of entry	
4.	Note down any changes	
5.	Confirm the pick-up time	

Core Skills Required	Related Knowledge	Related Attitude	Tools/Equipment/Materials required	Safety/Environment concern	Practical Application	Probable problems
<ul style="list-style-type: none"> Communication skills Listening skills Interpersonal skills Note taking skills Time reading skills Telephone etiquette 	<ul style="list-style-type: none"> Importance of re-confirming Expected Time of Arrival (ETA) Types of travel ticket Station names and codes Airlines codes Telephone etiquette Contact number of entry point Methods of note taking 	<ul style="list-style-type: none"> Being polite while communicating Effective time management 	<p>Materials</p> <ul style="list-style-type: none"> Pen, Notepad, Documents, <p>Equipment</p> <ul style="list-style-type: none"> Telephone 	<ul style="list-style-type: none"> Ensuring to follow relevant rules and regulations Ensuring to follow telephone etiquette 	<ul style="list-style-type: none"> Office Field 	<ul style="list-style-type: none"> Disruption in the pick-up schedule due to improper reconfirmation of arrival time

TASK ANALYSIS – DATA SHEET

Occupation/Trade: Culture Tour Guide

Competency Area: Provide guest arrival service

Sub Competency Area: Prepare for receiving guest

TASK Reference:

Code	Serial No.
A	2.3

Task: Re-confirm tour logistic arrangement

S/N	STEPS	PERFORMANCE STANDARDS
1.	Refer itinerary	<ul style="list-style-type: none"> Tour logistics are confirmed and arranged as per the job requirement following standard procedure
2.	Check the guest profile	
3.	Collect contact information of service providers	
4.	Contact the service providers for re-confirmation	
5.	Note down any changes	

Core Skills Required	Related Knowledge	Related Attitude	Tools/Equipment/ Materials required	Safety/Environment concern	Practical Application	Probable problems
<ul style="list-style-type: none"> Communication skills Listening skills Interpersonal skills Note taking skills Public Relation skill Problem Solving skill Telephone etiquette Decision making skills 	<ul style="list-style-type: none"> Importance of re-confirming tour logistic arrangement Re-confirming procedures Types of logistics <ul style="list-style-type: none"> ➤ Accommodation ➤ Transportation ➤ Meal plan ➤ Entertainment Methods of notetaking 	being polite and patient while communicating being honest while arranging logistics working in team effective time management	Materials <ul style="list-style-type: none"> Files, Pen, Notepad, Documents 	<ul style="list-style-type: none"> Ensuring correct contact details of service providers 	<ul style="list-style-type: none"> Office Field 	<ul style="list-style-type: none"> Unhappy guest due to improper logistic arrangement

TASK ANALYSIS – DATA SHEET

Occupation/Trade: Culture Tour Guide

Competency Area: Provide guest arrival service

Sub Competency Area: Prepare for receiving guest

TASK Reference:

Code	Serial No.
A	2.4

Task: Arrange tour accessories

S/N	STEPS	PERFORMANCE STANDARDS
1.	Prepare list of accessories required	<ul style="list-style-type: none"> Accessories are obtained and arranged as per the job requirement
2.	Collect accessories as per list	
3.	Cross check collected accessories with the check list	
4.	Pack the accessories	

Core Skills Required	Related Knowledge	Related Attitude	Tools/Equipment/ Materials required	Safety/Environment concern	Practical Application	Probable problems
<ul style="list-style-type: none"> Communication skills Listening skills Interpersonal skills Preparing checklist 	<ul style="list-style-type: none"> Types of tour accessories Purpose of the tour accessories Importance of checklist 	<ul style="list-style-type: none"> Being vigilant while collecting accessories Being responsible in obtaining accessories Being prepared to use accessories Being polite while communicating Effective time management 	<p>Materials</p> <ul style="list-style-type: none"> Files, Pen, Notepad, Placard, Khadar, Itinerary, Water, Luggage tag, Packaging materials, Maps, Brochures, Tissue paper, Trash bin <p>Tools</p> <ul style="list-style-type: none"> First aid kits, Torch, Walking stick, Umbrella, Knife, Scissors 	<ul style="list-style-type: none"> Ensuring safe handling of accessories Ensuring proper disposal of waste 	<ul style="list-style-type: none"> Tour Operator Office 	<ul style="list-style-type: none"> Unhappy guest due to unavailability of accessories

TASK ANALYSIS – DATA SHEET

Occupation/Trade: Culture Tour Guide

Competency Area: Provide guest arrival service

Sub Competency Area: Receive the guest

TASK Reference:

Code	Serial No.
A	3.1

Task: Organize pick up point activities

S/N	STEPS	PERFORMANCE STANDARDS
1.	Reach pick up point well in advance with appropriate dress code	<ul style="list-style-type: none"> Pick up point activities are organized as per job requirement following standard procedure
2.	Brief the driver about parking and luggage handling	
3.	Identify the area/ terminal at port of entry to receive the guest and the available facilities	
4.	Display the placard at the port of entry with proper body posture	
5.	Greet the guest with smile on face	
6.	Conduct head and luggage count	
7.	Escort the guest to the vehicle	
8.	Assist luggage boarding	

Core Skills Required	Related Knowledge	Related Attitude	Tools/Equipment/ Materials required	Safety/Environment concern	Practical Application	Probable problems
<ul style="list-style-type: none"> • Management skills • Communication skills • Greeting skills • Khadar offering skills 	<ul style="list-style-type: none"> • Importance of following proper dress code • Types of port of entry in Bhutan and their details • Port of entry facilities and formalities • Immigration formalities and procedures • Security procedures • Custom duties and restrictions • Importance of coordinating with driver at arrival point • Importance of placard • Procedures of displaying placard • Types of placard • Importance of head and luggage count • Methods of head and luggage count • Importance of safe handling of luggage • Importance of escorting guest to vehicle • Cross cultural greetings • Purpose of offering khadar • Importance of proper way of offering khadar 	<ul style="list-style-type: none"> • Effective time management • Working in team • Being punctual to reach the point of entry • Being polite while greeting • Being proactive, patient, responsible and observant while organizing pick up activities 	Materials <ul style="list-style-type: none"> • Documents, Guide license, Placard, Khadar, Name tag, Badge, Custom and immigration forms 	<ul style="list-style-type: none"> • Ensuring proper handling of guest luggage • Ensuring to follow relevant rules and regulation • Ensuring proper head and luggage counting 	<ul style="list-style-type: none"> • Port of entry 	<ul style="list-style-type: none"> • Loss of luggage due to improper handling of luggage

TASK ANALYSIS – DATA SHEET

Occupation/Trade: Culture Tour Guide

Competency Area: Provide guest arrival service

Sub Competency Area: Receive the guest

TASK Reference:

Code	Serial No.
A	3.2

Task: Conduct formal introduction commentary

S/N	STEPS	PERFORMANCE STANDARDS
1.	Review formal introduction commentary notes	<ul style="list-style-type: none"> Formal introduction commentary is conducted as per the standard procedure
2.	Greet the guest	
3.	Get attentions of the guest	
4.	Introduce yourself	
5.	Provide formal introduction commentary as per the notes	
6.	Clarify doubts if any	
7.	Conclude the formal introduction commentary	

Core Skills Required	Related Knowledge	Related Attitude	Tools/Equipment/ Materials required	Safety/Environment concern	Practical Application	Probable problems
<ul style="list-style-type: none"> • Communication skills • Presentation skills • Body gesture skills 	<ul style="list-style-type: none"> • Importance of formal introduction commentary • Different techniques of drawing guest attention • Contents of formal introduction commentary <ul style="list-style-type: none"> ➤ Self-introduction ➤ Driver and other staff introduction ➤ Surroundings ➤ Facilities ➤ ETA and distance to accommodation ➤ Time zone ➤ Alleviation 	<ul style="list-style-type: none"> • Working in team • Being polite and courteous while communicating 	<p>Tools</p> <ul style="list-style-type: none"> • Microphone <p>Materials</p> <ul style="list-style-type: none"> • Notepad, Pen, Guide license 	<ul style="list-style-type: none"> • Ensure proper waste disposal 	<ul style="list-style-type: none"> • Field 	<ul style="list-style-type: none"> • Unhappy guest due to unclear introduction

TASK ANALYSIS – DATA SHEET

Occupation/Trade: Culture Tour Guide

Competency Area: Provide guest arrival

Sub Competency Area: Receive the Guest

TASK Reference:

Code	Serial No.
A	3.3

Task: Render additional services

S/N	STEPS	PERFORMANCE STANDARDS
1.	Show facilities at port of entry <i>Note: Rest room, Bank for money exchange, Restaurant.</i>	<ul style="list-style-type: none"> Additional services are rendered to guest at port of entry as per the guest needs following standard procedure
2.	Attend to specific request of the guest	
3.	Intimate travel agent on guest arrival	
4.	Assist guest on off load/lost luggage at port of entry	
5.	Assist guest with immigration at port of entry if required	

Core Skills Required	Related Knowledge	Related Attitude	Tools/Equipment/ Materials required	Safety/Environment concern	Practical Application	Probable problems
<ul style="list-style-type: none"> Communication skills Leadership skills Problem solving skills Organizing skills 	<ul style="list-style-type: none"> Types of additional services Types of contingency Importance of rendering additional services Rules and regulation <ul style="list-style-type: none"> ➤ Immigration ➤ Aviation ➤ Custom Layout of port of entry 	<ul style="list-style-type: none"> Being patient, polite, careful, responsible and observant while rendering additional services 	<p>Materials</p> <ul style="list-style-type: none"> Pen, Notepad, Custom and immigration forms <p>Tools</p> <ul style="list-style-type: none"> Cell phone 	<ul style="list-style-type: none"> Ensuring to follow relevant rules and regulations 	<ul style="list-style-type: none"> Port of entry 	<ul style="list-style-type: none"> Unhappy guest due to poor rendering of additional services

TASK ANALYSIS – DATA SHEET

Occupation/Trade: Culture Tour Guide

Competency Area: Provide guest arrival

Sub Competency Area: Conduct guest check -in

TASK Reference:

Task: Re-confirm guest arrival and requirement

Code	Serial No.
A	4.1

S/N	STEPS	PERFORMANCE STANDARDS
1.	Inform the accommodation providers about estimated time of arrival	Guest arrival and requirements are re-confirmed as per the job requirement following standard procedure
2.	Inform the accommodation providers about meal details	
3.	Inform the accommodation providers about accommodation details	
4.	Inform the accommodation providers about any other special request <i>Note: Special request includes room preferences, birthday, anniversary, Dietary restriction, Health concern, etc.</i>	

Core Skills Required	Related Knowledge	Related Attitude	Tools/Equipment/ Materials required	Safety/Environment concern	Practical Application	Probable problems
<ul style="list-style-type: none"> • Communication skills • Interpersonal skills • Leadership Skills • Organizing skills 	<ul style="list-style-type: none"> • Types of guest needs • Types of special guest request • Importance of reconfirming guest arrival and requirement • Types of menu • Types of accommodation rooms 	<ul style="list-style-type: none"> • Being patient and responsible while confirming guest arrival and requirement • Effective time management 	<p>Materials</p> <ul style="list-style-type: none"> • Pen, Notepad, Contact details <p>Tools</p> <ul style="list-style-type: none"> • Mobile 	<ul style="list-style-type: none"> • Ensuring accurate information is conveyed about guest arrival and requirement 	<ul style="list-style-type: none"> • Port of entry • Hotel • Field 	<ul style="list-style-type: none"> • Unhappy guest due to improper reconfirmation of guest arrival and requirement

TASK ANALYSIS – DATA SHEET

Occupation/Trade: Culture Tour Guide
Sub Competency Area: Conduct guest check-in
Task: Brief guest on accommodation details

Competency Area: Provide guest arrival

TASK Reference:

Code	Serial No.
A4	4.2

S/N	STEPS	PERFORMANCE STANDARDS
1.	Collect information on accommodation details	<ul style="list-style-type: none"> • Guests are briefed on accommodation details as per job requirement following standard procedure
2.	Brief about accommodation layout	
3.	Brief guest on accommodation facilities and amenities	
4.	Brief guest on meal timing and other necessary information	
5.	Seek for any clarification	

Core Skills Required	Related Knowledge	Related Attitude	Tools/Equipment / Materials required	Safety/Environment concern	Practical Application	Probable problems
<ul style="list-style-type: none"> • Presentation skills • Communication skills • Organizing skills 	<ul style="list-style-type: none"> • Importance of briefing guest on accommodation details • Classification of accommodation • Content of briefing <ul style="list-style-type: none"> ➤ Accommodation layout ➤ Accommodation facilities and amenities ➤ Meal timing ➤ Services 	<ul style="list-style-type: none"> • Being flexible, optimistic and patient with feedback • Being clear and honest while briefing • Effective time management 	Materials <ul style="list-style-type: none"> • Pen, Pencil, Notepad, Accommodation brochures, Tools <ul style="list-style-type: none"> • Microphone, Cell phone 	<ul style="list-style-type: none"> • Ensuring correct information is provided to the guest 	<ul style="list-style-type: none"> • Accommodation • Lobby 	<ul style="list-style-type: none"> • Unhappy guest due to unclear briefing

TASK ANALYSIS – DATA SHEET

Occupation/Trade: Culture Tour Guide

Competency Area: Provide guest arrival service

Sub Competency Area: Conduct guest check in

TASK Reference:

Code	Serial No.
A	4.3

Task: Assist accommodation check-in

S/N	STEPS	PERFORMANCE STANDARDS
1.	Refer room list	<ul style="list-style-type: none"> Accommodation check-in for the guest is assisted as per the job requirement following standard procedure
2.	Coordinate with reception regarding check-in	
3.	Assist to fill up the individual registration for guest check-in	
4.	Assist room allocation as per the room list	
5.	Identify the individual guest luggage	
6.	Hand over individual guest luggage	
7.	Handover room keys to guest	

Core Skills Required	Related Knowledge	Related Attitude	Tools/Equipment/ Materials required	Safety/Environment concern	Practical Application	Probable problems
<ul style="list-style-type: none"> Communication skills Leadership and management skills Organizing skills Planning skills 	<ul style="list-style-type: none"> Documents required for check-in Procedures for hotel check-in Layout of hotel 	<ul style="list-style-type: none"> Effective time management Being patient, polite and active while assisting guest check-in Willingness to help 	Materials <ul style="list-style-type: none"> Documents, Pen, Registration form, Luggage tag 	<ul style="list-style-type: none"> Ensuring proper identification and handling of luggage 	<ul style="list-style-type: none"> Hotel 	<ul style="list-style-type: none"> Unhappy guest due to improper assisting of accommodation check-in

TASK ANALYSIS – DATA SHEET

Occupation/Trade: Culture Tour Guide

Competency Area: Provide guest arrival service

Sub Competency Area: Conduct guest check in

TASK Reference:

Code	Serial No.
A	4.4

Task: Provide orientation

S/N	STEPS	PERFORMANCE STANDARDS
1.	Refer itinerary	<ul style="list-style-type: none"> • Guest are oriented as per job requirement following standard procedure
2.	Prepare orientation notes	
3.	Find out the suitable time and location for orientation	
4.	Get attention of all the guest	
5.	Conduct orientation as per orientation notes	
6.	Note needs and interests of the guest	
7.	Seek for the clarification from the guest	
8.	Conclude the orientation	

Core Skills Required	Related Knowledge	Related Attitude	Tools/Equipment/ Materials required	Safety/Environment concern	Practical Application	Probable problems
<ul style="list-style-type: none"> • Presentation skills • Communication skills • Leadership skills • Cross cultural communication 	<ul style="list-style-type: none"> • Importance of orientations • Cross cultural knowledge • Content of orientation <ul style="list-style-type: none"> ➤ Weather condition ➤ Cuisine ➤ Do's and don'ts ➤ Courtesy ➤ Dress code ➤ Importance of knowing Cultural sensitivity ➤ Types of cultural sensitivity in Bhutan ➤ Safety issues 	<ul style="list-style-type: none"> • Effective time management • Being patient, polite and proactive while providing orientation 	<p>Materials</p> <ul style="list-style-type: none"> • Checklist, Itinerary, Pen , Note pad <p>Tools</p> <ul style="list-style-type: none"> • Micro phone 	<ul style="list-style-type: none"> • Ensuring to provide clear and proper orientation 	<ul style="list-style-type: none"> • Hotel 	<ul style="list-style-type: none"> • Unhappy guest due to unclear information

TASK ANALYSIS – DATA SHEET

Occupation/Trade: Culture Tour Guide

Competency Area: Carry out sight seeing

Sub Competency Area: Prepare for sightseeing

TASK Reference:

Code	Serial No.
B	1.1

Task: Review tour itinerary

S/N	STEPS	PERFORMANCE STANDARDS
1.	Update information of the sites from itinerary	<ul style="list-style-type: none"> Tour itinerary is reviewed and updated as per the job requirement following standard procedures
2.	Identify highlights, events and historical values	
3.	Obtain information on cost factors and environment impacts of site and sight	
4.	Add any changes	

Core Skills Required	Related Knowledge	Related Attitude	Tools/Equipment/ Materials required	Safety/Environment concern	Practical Application	Probable problems
<ul style="list-style-type: none"> Planning skills Analytical skills Writing skills 	<ul style="list-style-type: none"> Types of Tour sites <ul style="list-style-type: none"> ➤ Monuments ➤ Museum ➤ Parks ➤ Markets Importance of reviewing tour itinerary Entry fees and charges 	<ul style="list-style-type: none"> Being proactive while reviewing the tour itinerary Effective time management 	Materials <ul style="list-style-type: none"> Checklist Itinerary Pen Note pad 	<ul style="list-style-type: none"> Ensuring proper disposal of waste Ensuring detail review of tour itinerary of guest 	<ul style="list-style-type: none"> Hotel Home Field 	<ul style="list-style-type: none"> Unprepared tour due to lack of proper review of tour itinerary

TASK ANALYSIS – DATA SHEET

Occupation/Trade: Culture Tour Guide

Competency Area: Carryout sightseeing

Sub Competency Area: Prepare for sightseeing

TASK Reference:

Code	Serial No.
B	1.2

Task: Re-confirm daily logistics and tour arrangement

S/N	STEPS	PERFORMANCE STANDARDS
1.	Refer to the itinerary	<ul style="list-style-type: none"> Daily logistics and tour arrangement are confirmed as per job requirement following standard procedure
2.	Re-confirm accommodation	
3.	Re- confirm transportation	
4.	Confirm restaurants/hotels for meals	
5.	Keep note of changes, if any	
6.	Keep records of the confirmation	

Core Skills Required	Related Knowledge	Related Attitude	Tools/Equipment/ Materials required	Safety/Environment concern	Practical Application	Probable problems
<ul style="list-style-type: none"> Communication skills Listening skills Organizing skills Problem solving skills Negotiation skills Telephone etiquette Note taking skills 	<ul style="list-style-type: none"> Types of logistic Importance of confirming and re-confirming logistics Importance of telephone etiquette 	<ul style="list-style-type: none"> Effective time management Being polite while confirming/re-confirming logistics 	<p>Tools</p> <ul style="list-style-type: none"> Cell phones <p>Materials</p> <ul style="list-style-type: none"> Itinerary, Pen, Pencil, Notepad, 	<ul style="list-style-type: none"> Ensuring proper disposal of waste 	<ul style="list-style-type: none"> Field Hotel 	<ul style="list-style-type: none"> Unhappy guest due to lack of professionalism while confirming logistics

TASK ANALYSIS – DATA SHEET

Occupation/Trade: Culture Tour Guide

Competency Area: Carryout sightseeing

Sub Competency Area: Prepare for sightseeing

TASK Reference:

Code	Serial No.
B	1.3

Task: Brief driver

S/N	STEPS	PERFORMANCE STANDARDS
1.	Prepare for briefing notes	<ul style="list-style-type: none"> Driver is briefed as per the job requirement following standard procedure
2.	Plan for briefing on time and place	
3.	Conduct briefing	
4.	Seek clarifications	
5.	Conclude briefing	

Core Skills Required	Related Knowledge	Related Attitude	Tools/Equipment/ Materials required	Safety/Environment concern	Practical Application	Probable problems
<ul style="list-style-type: none"> Communication Presentation skills Leadership skills Listening skills 	<ul style="list-style-type: none"> Importance of briefing Importance of briefing notes Briefing content <ul style="list-style-type: none"> ➤ Time ➤ Place 	<ul style="list-style-type: none"> Being confident, responsible and polite while briefing Effective time management 	Materials <ul style="list-style-type: none"> Notebook, Pencil, Itinerary 	<ul style="list-style-type: none"> Proper disposal of waste 	<ul style="list-style-type: none"> Field Hotel 	<ul style="list-style-type: none"> Disruption of tour schedule due to unclear information

TASK ANALYSIS – DATA SHEET

Occupation/Trade: Culture Tour Guide

Competency Area: Carryout sightseeing

Sub Competency Area: Prepare for sightseeing

TASK Reference:

Code	Serial No.
B	1.4

Task: Brief guest

S/N	STEPS	PERFORMANCE STANDARDS
1.	Prepare for briefing notes	<ul style="list-style-type: none">• Guests are briefed as per the job requirement following standard procedure
2.	Decide place and time for briefing	
3.	Brief about tour time, site/place, dress code, relevant rules and regulations	
4.	Seek clarifications and feedback	
5.	Take notes of suggestions/feedback	
6.	Conclude briefing	

Core Skills Required	Related Knowledge	Related Attitude	Tools/Equipment/ Materials required	Safety/Environment concern	Practical Application	Probable problems
<ul style="list-style-type: none"> • Communication • Presentation skills • Organizing skills • Coordinating skills • Leadership skills • Listening skills 	<ul style="list-style-type: none"> • Importance of briefing • Importance of briefing notes • Briefing contents <ul style="list-style-type: none"> ➤ Dress code ➤ Do's and don'ts ➤ Brief introduction about sites/visits ➤ Distance and time ➤ Road condition ➤ En-route facilities 	<ul style="list-style-type: none"> • Being confident, responsible and polite when briefing • Effective time management 	<p>Materials</p> <ul style="list-style-type: none"> • Notebook, Pencil, Itinerary. 	<ul style="list-style-type: none"> • Proper disposal of waste 	<ul style="list-style-type: none"> • Field • Hotel 	<ul style="list-style-type: none"> • Disruption of tour schedule due to unclear information

TASK ANALYSIS – DATA SHEET

Occupation/Trade: Culture Tour Guide

Competency Area: Carryout sightseeing

Sub Competency Area: Conduct sightseeing

TASK Reference:

Code	Serial No.
B	2.1

Task: Provide Commentary

S/N	STEPS	PERFORMANCE STANDARDS
1.	Refer to the itinerary	<ul style="list-style-type: none">• Commentaries are delivered as per job requirement following standard procedure
2.	Collect information	
3.	Prepare commentary notes	
4.	Deliver the commentary	
5.	Encourage questions and feedback	
6.	Conclude the commentary	

Core Skills Required	Related Knowledge	Related Attitude	Tools/Equipment/ Materials required	Safety/Environment concern	Practical Application	Probable problems
<ul style="list-style-type: none"> • Communication skills • Presentation skills • Listening skills • Basic research skills • Guiding techniques • Interpretation skills 	<ul style="list-style-type: none"> • Definition of commentary • Importance of commentary • Importance of researching information for commentary • Importance of referring guest profile • Code of Conduct of Tour Guide • Methods of delivering commentary <ul style="list-style-type: none"> ➤ Top Visual Priorities (TVP) ➤ Non- Top Visual Priorities (Non-TVP) • Guiding techniques <ul style="list-style-type: none"> ○ Group management ○ Leading groups in different venues - sacred places, museums, crowded areas/markets, zoo ○ Dealing with questions • Contents of commentary <ul style="list-style-type: none"> ➤ History of Bhutan <ul style="list-style-type: none"> ✓ Political ✓ Religious ➤ Relevant Buddhist Iconography ➤ Buddhism <ul style="list-style-type: none"> ✓ General concept of Buddhism 	<ul style="list-style-type: none"> • Being sensitive while giving commentaries to guest • Being punctual, confident, enthusiastic, honest and observant while providing commentaries • Willingness to learn • Having sense of humor when providing commentary • Being open minded • Effective time management 	<p>Materials</p> <ul style="list-style-type: none"> • Brochures, Reference books, Itinerary, Pen, Notepad <p>Equipment</p> <ul style="list-style-type: none"> • Computer, Audio visuals 	<ul style="list-style-type: none"> • Ensuring proper disposal of waste 	<ul style="list-style-type: none"> • Field 	<ul style="list-style-type: none"> • Unhappy guest due to lack of proper information while giving commentaries

	<ul style="list-style-type: none"> ✓ Buddhism in Bhutan <ul style="list-style-type: none"> ○ History ○ Development ➤ Bonism practice in Bhutan ➤ Bhutanese Economy <ul style="list-style-type: none"> ✓ Introduction to Bhutanese Economy ✓ Demography and Geography ✓ Trade and Industry ✓ Agriculture ✓ Tourism ➤ Arts and crafts <ul style="list-style-type: none"> ✓ History of Bhutanese Arts and Crafts ✓ Thirteen traditional Arts and Crafts ✓ Modern Arts ✓ Architecture ➤ Flora and fauna ➤ Tradition and Culture <ul style="list-style-type: none"> ✓ Cultural beliefs ✓ Customs ✓ Cultural Values ✓ Local tales/myths ✓ Cultural and historical sites ✓ Traditional Games & sports ➤ Festivals and events <ul style="list-style-type: none"> ✓ Tshechus 					
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	<ul style="list-style-type: none"> ✓ Folk Dances ✓ Folk Songs ✓ Traditional Musical Instruments ✓ Mask Dances ➤ Concept of Gross National Happiness ➤ Cross culture communication ➤ Related rules and regulation ➤ Restricted area ➤ Government/politics <ul style="list-style-type: none"> ✓ Monarchy ✓ Legislative ✓ Executive ✓ Judiciary ✓ Democracy in Bhutan ➤ Education & Health system in Bhutan ➤ Eco-tourism and protected areas 					
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TASK ANALYSIS – DATA SHEET

Occupation/Trade: Culture Tour Guide

Competency Area: Carryout sightseeing

Sub Competency Area: Conduct sightseeing

TASK Reference:

Code	Serial No.
B	2.2

Task: Maintain guest comfort

S/N	STEPS	PERFORMANCE STANDARDS
1.	Inspect the arrangement inside the vehicle/accommodations	<ul style="list-style-type: none"> • Guest comforts are maintained as per job requirement following standard procedure
2.	Monitor speed in vehicle	
3.	Monitor seat rotation	
4.	Monitor vehicle parking distance	
5.	Maintain walking pace during sightseeing	
6.	Take proper breaks when necessary <i>Note: depending on guest profile</i>	
7.	Anticipate guest's request – "Going extra mile"	
8.	Seek guest feedback and suggestions	

Core Skills Required	Related Knowledge	Related Attitude	Tools/Equipment/ Materials required	Safety/Environment concern	Practical Application	Probable problems
<ul style="list-style-type: none"> • Communication skills • Listening skills • Analytical skills • Guiding techniques • Problem solving skills 	<ul style="list-style-type: none"> • Types of comfort • Importance of considering guest comfort • Importance of going extra miles 	<ul style="list-style-type: none"> • Being observant, responsible and emphatic while maintaining guest comfort • Willingness to help • Being open minded while communicating • Effective time management 	Materials <ul style="list-style-type: none"> • Itinerary, Pen, Notepad 	<ul style="list-style-type: none"> • Ensuring proper disposal of waste 	<ul style="list-style-type: none"> • Field 	<ul style="list-style-type: none"> • Unhappy guest due to poor comfort facilities

TASK ANALYSIS – DATA SHEET

Occupation/Trade: Culture Tour Guide

Competency Area: Carryout sightseeing

Sub Competency Area: Conduct sightseeing

TASK Reference:

Code	Serial No.
B	2.3

Task: Attend to guest request

S/N	STEPS	PERFORMANCE STANDARDS
1.	Communicate with guest regarding needs and interest	<ul style="list-style-type: none"> Guest comforts are maintained as per job requirement following standard procedure
2.	Identify the guest request (need & interest)	
3.	Make note of the request	
4.	Explore possible alternatives if necessary	
5.	Take action to resolve the request	
6.	Contact head office for any guest request beyond the guide's job responsibility	

TASK ANALYSIS – DATA SHEET

Core Skills Required	Related Knowledge	Related Attitude	Tools/Equipment/ Materials required	Safety/Environment concern	Practical Application	Probable problems
<ul style="list-style-type: none"> Communication skills Listening skills Analytical skills Negotiation skills Problem solving skills 	<ul style="list-style-type: none"> Importance of attending to guest request Possible guest request <ul style="list-style-type: none"> ➤ Seat preference ➤ Itinerary changes ➤ Diet 	<ul style="list-style-type: none"> Being observant, responsible, emphatic while attending to guest request Willingness to help Being open minded Effective time management 	Materials <ul style="list-style-type: none"> Itinerary, Pen, Notepad 	<ul style="list-style-type: none"> Ensuring proper disposal of waste 	<ul style="list-style-type: none"> Field 	<ul style="list-style-type: none"> Unhappy guest due to un-fulfillment of request

Occupation/Trade: Culture Tour Guide

Competency Area: Carry out sightseeing

Sub Competency Area: Conclude Sightseeing

TASK REFERENCE

Code	Serial No.
B	3.1

Task: De-brief daily Tour

S/N	STEPS	PERFORMANCE STANDARDS
1.	Prepare de-briefing session	<ul style="list-style-type: none"> Daily de-briefing of tour is conducted as per the job requirement following standard procedures
2.	Inform place and time of de-briefing	
3.	Conduct de-briefing	
4.	Conclude de-briefing	

Core Skills Required	Related Knowledge	Related Attitude	Tools/Equipment/ Materials required	Safety/Environment concern	Practical Application	Probable problems
<ul style="list-style-type: none"> Communication skills Organization skills Interpersonal skills De-briefing technique 	<ul style="list-style-type: none"> Purpose of daily de-briefing of tour Daily De-briefing procedures Content of daily de-briefing 	<ul style="list-style-type: none"> Being courteous while de-briefing the guest Being enthusiastic while de-briefing the guest Being punctual while de-briefing the guest Effective time management 	<p>Materials</p> <ul style="list-style-type: none"> Pen, Pencil, Itinerary, Highlighter 	<ul style="list-style-type: none"> Ensuring all the important points are included in the briefing Ensuring safe disposal of waste 	<ul style="list-style-type: none"> Field Hotel 	<ul style="list-style-type: none"> Un-satisfied guest due to lack of proper de-briefing

TASK ANALYSIS – DATA SHEET

Occupation/Trade: Culture Tour Guide

Competency Area: Carry out sightseeing

Sub Competency Area: Conclude Sightseeing

TASK REFERENCE

Code	Serial No.
B	3.2

Task: Collect daily Feedback

S/N	STEPS	PERFORMANCE STANDARDS
1.	Obtain feedback from the guests on the sightseeing	Daily feedbacks are collected as per the job requirement following standard procedure
2.	Take note of feedback	
3.	Analyze the feedback	
4.	Acknowledge feedback and comments given by the guest	
5.	Apologize for any shortcomings on the daily sightseeing if any	
6.	Reassure for improvement in next sightseeing	

Core Skills Required	Related Knowledge	Related Attitude	Tools/Equipment/ Materials required	Safety/Environment concern	Practical Application	Probable problems
<ul style="list-style-type: none"> • Communication skills • Listening Skills • Organizing skills • Analytical skills • Leadership skills • Problem solving skills 	<ul style="list-style-type: none"> • Importance of daily feedbacks • Purpose of daily feedbacks 	<ul style="list-style-type: none"> • Being open minded while collecting feedbacks • Being patient while collecting feedbacks • Being enthusiastic while collecting feedbacks 	<p>Materials</p> <ul style="list-style-type: none"> • Feedback form, note book, pencil and pen. 	<ul style="list-style-type: none"> • Ensuring all the feedbacks are recorded properly • Ensuring proper disposal of waste 	<ul style="list-style-type: none"> • Field • Hotel 	Poor quality service due to failure of collecting daily feedback

TASK ANALYSIS – DATA SHEET

Occupation/Trade: Culture Tour Guide

Competency Area: Carry out sightseeing

Sub Competency Area: Conclude Sightseeing

TASK REFERENCE

Code	Serial No.
B	3.3

Task: Prepare Daily Tour Report

S/N	STEPS	PERFORMANCE STANDARDS
1.	Refer itinerary	<ul style="list-style-type: none"> Daily tour report is prepared with all the information and data as per company requirements
2.	Collect guest feedback, comments and suggestions	
3.	Examine guest background	
4.	Record incidents if any	
5.	Compile tour reports	

Core Skills Required	Related Knowledge	Related Attitude	Tools/Equipment/ Materials required	Safety/Environment concern	Practical Application	Probable problems
<ul style="list-style-type: none"> Communication skills Organizing skills Decision making Note taking skills Report writing skills 	<ul style="list-style-type: none"> Purpose of preparing daily report Local area information 	<ul style="list-style-type: none"> Being honest and responsible while preparing report 	Materials <ul style="list-style-type: none"> Note book, pencil, itinerary, sample copy of tour report 	<ul style="list-style-type: none"> Ensuring accurate information to prepare report 	<ul style="list-style-type: none"> Field Hotel 	<ul style="list-style-type: none"> Unsatisfactory guest due to lapses of maintaining tour report. Failing to improvise tour industry and market

TASK ANALYSIS – DATA SHEET

Occupation/Trade: Culture Tour Guide

Competency Area: Provide guest departure

Sub Competency Area: Prepare for guest departure

TASK REFERENCE

Code	Serial No.
C	1.1

TASK: Re-confirm guest departure documents

S/N	STEP	PERFORMANCE STANDARDS
1.	Prepare departure document checklist	<ul style="list-style-type: none"> • Guest departure documents are re-confirmed as per the job requirement following standard procedure
2.	Re-confirm about clearances if required <i>Note: Clearances includes Customs, BAFRA, Culture</i>	
3.	Re-confirm guest departure travel document	
4.	Cross check the departure travel document	

Core Skills Required	Related Knowledge	Related Attitude Responsible	Tools/Equipment/ Materials required	Safety/Environment concern	Practical Application Field	Probable problems
<ul style="list-style-type: none"> • Communication skills • Interpersonal skills • Organizing skills • Leadership skills • Problem solving skills 	<ul style="list-style-type: none"> • Importance of re-confirming departure documents • Types of clearances • Relevant rules and regulations • Procedures of obtaining clearances 	<ul style="list-style-type: none"> • Being active while reconfirming the departure document • Being responsible while reconfirming departure document 	Equipment <ul style="list-style-type: none"> • Cell phone Materials <ul style="list-style-type: none"> • Pen, Air tickets 	<ul style="list-style-type: none"> • Ensuring relevant departure documents are re-confirmed • Ensuring proper disposal of waste 	Hotel	<ul style="list-style-type: none"> • Confiscation of goods due to lack of clearances • Delay of guest departure due to missing of departure documents

TASK ANALYSIS – DATA SHEET

Occupation/Trade: Culture Tour Guide

Competency Area: Provide guest departure

Sub Competency Area: Prepare for guest departure

TASK REFERENCE

Code	Serial No.
C	1.2

TASK: Arrange guest departure

S/N	STEP	PERFORMANCE STANDARDS
1.	Prepare departure checklist	<ul style="list-style-type: none"> • Guest departure activities are arranged as per the job requirement following standard procedure
2.	Inform the driver about departure time	
3.	Inform the checkout time to the accommodation providers	
4.	Inform accommodation providers about guest outstanding bills	
5.	Inform about wake-up call	
6.	Inform about meal time	

Core Skills Required	Related Knowledge	Related Attitude Responsible	Tools/Equipment/ Materials required	Safety/Environment concern	Practical Application Field	Probable problems
<ul style="list-style-type: none"> • Communication skills • Interpersonal skills • Organizing skills • Leadership skills 	<ul style="list-style-type: none"> • Importance of guest departure arrangement 	<ul style="list-style-type: none"> • Being proactive, responsible and polite while arranging for departure 	Tools <ul style="list-style-type: none"> • Cell phone Materials <ul style="list-style-type: none"> • Pen, Notepad 	<ul style="list-style-type: none"> • Ensuring departure time is communicated clearly 	<ul style="list-style-type: none"> • Hotel 	<ul style="list-style-type: none"> • Disruption of check out due to lack of proper arrangement for departure

TASK ANALYSIS – DATA SHEET

Occupation/Trade: Culture Tour Guide
departure

Sub Competency Area: prepare for guest

Competency Area: Providing departure services

TASK REFERENCE:

Code	Serial No.
C	1.3

Task: Brief guest on departure details

S/N	STEP	PERFORMANCE STANDARDS
1.	Prepare notes for briefing	<ul style="list-style-type: none"> • Guests are briefed on departure details as per the job requirement following standard procedures
2.	Identify place and time for briefing	
3.	Inform guest about departure time	
4.	Inform guest about luggage out time	
5.	Inform about settlement of personal bills	
6.	Enquire about additional guest luggage	
7.	Remind about restricted items	
8.	Remind about returning room keys	
9.	Seek clarification	
10.	Distribute feedback form	
11.	Conclude the briefing	

Core Skills Required	Related Knowledge	Related Attitude	Tools/Equipment/Materials required	Safety/Environment concern	Practical Application	Probable problems
<ul style="list-style-type: none"> • Communication skills • Leadership skills • Coordination skills • Presentation skills • Listening skills 	<ul style="list-style-type: none"> • Importance of briefing on departure details • Rule and regulations on departure • Restricted items and permits • Importance of feedback 	<ul style="list-style-type: none"> • Being proactive, responsible and punctual while briefing guest • Effective time management 	<ul style="list-style-type: none"> • Notepad, pen, feedback form 	<ul style="list-style-type: none"> • Ensuring accurate information is provided to guest while briefing 	<ul style="list-style-type: none"> • Accommodation 	<ul style="list-style-type: none"> • Delay in checkout due to improper briefing on departure

TASK ANALYSIS – DATA SHEET

Occupation/Trade: Culture Tour Guide

Competency Area: Provide Guest Departure

Sub Competency Area: Check –out the Guest

TASK Reference:

Code	Serial No.
C	2.1

Task: Verify guest bills and payment

S/N	STEPS	PERFORMANCE STANDARDS
1.	Identify the bills payable by Guest	<ul style="list-style-type: none"> Bills and payments are verified as per job requirement
2.	Compile the bills as per the date	
3.	Verify the payable bills	
4.	Counter sign all payable bills and vouchers	
5.	Collect all the original bills in case of cash payment	
6.	Maintain bill payment records	

Core Skills Required	Related Knowledge	Related Attitude	Tools/Equipment/ Materials required	Safety/Environment concern	Practical Application	Probable problems
<ul style="list-style-type: none"> Accounting skills Communication skills Management skills Problem solving skills 	<ul style="list-style-type: none"> Types of bills and vouchers Basic financial rules Importance of verifying and signing 	<ul style="list-style-type: none"> Being honest, responsible and accountable while verifying bills and payments 	<p>Materials</p> <ul style="list-style-type: none"> Notebook, Pen, vouchers <p>Tools</p> <ul style="list-style-type: none"> Calculator 	<ul style="list-style-type: none"> Ensuring proper verification and payment of bills 	<ul style="list-style-type: none"> Accommodation 	<ul style="list-style-type: none"> Mismatch accounts due to improper verification of bills and payments

TASK ANALYSIS – DATA SHEET

Occupation/Trade: Culture Tour Guide

Competency Area: Provide Guest Departure

Sub Competency Area :Check –out the

TASK Reference:

Code	Serial No.
C	2.2

Task: Assist Guest Check out

S/N	STEPS	PERFORMANCE STANDARDS
1.	Assist Guests to settle personal bills	<ul style="list-style-type: none"> • Guests check outs are assisted as per job requirement following standard procedures
2.	Confirm all belongings are not left in room	
3.	Assist Guests in carrying luggage	
4.	Conduct head count	
5.	Conduct luggage count	
6.	Inform on returning room keys	
7.	Collect feedback forms	
8.	Depart from hotel on time	

Core Skills Required	Related Knowledge	Related Attitude	Tools/Equipment/ Materials required	Safety/Environment concern	Practical Application	Probable problems
<ul style="list-style-type: none"> • Communication skill • Interpersonal Skills • Luggage handling Skill 	<ul style="list-style-type: none"> • Check out procedures • Hotel policies 	<ul style="list-style-type: none"> • Being caring and responsible while assisting guest checkout • Willingness to help • Effective time management 	<p>Materials</p> <ul style="list-style-type: none"> • Notebook, pen <p>Tools</p> <ul style="list-style-type: none"> • Cell phone 	<ul style="list-style-type: none"> • Ensuring all belongings of guest are intact and checked out on time • Ensuring proper handling of guest luggage 	<ul style="list-style-type: none"> • Accommodation 	<ul style="list-style-type: none"> • Disruption of departure schedule due to missing of guest belongings

TASK ANALYSIS – DATA SHEET

Occupation/Trade: Culture Tour Guide

Competency Area: Provide Guest Departure

Sub Competency Area: Check –out the Guest

TASK Reference:

Code	Serial No.
C	2.3

Task: See off guest

S/N	STEPS	PERFORMANCE STANDARDS
1.	Remind the Guests about Travel Documents	<ul style="list-style-type: none"> Guest see off is conducted as per the job requirement following standard procedure
2.	Assist in luggage handling	
3.	Assist in check in procedures at port of departure	
4.	Perform Guest head count before departure	
5.	Bid farewell	
6.	Remain at the terminal until guest departs	

Core Skills Required	Related Knowledge	Related Attitude	Tools/Equipment/ Materials required	Safety/Environment concern	Practical Application	Probable problems
<ul style="list-style-type: none"> Communication skill Interpersonal Skills Luggage handling Skills Leadership skills 	<ul style="list-style-type: none"> Guest see off procedures Departure and immigration procedures Security procedures at the departure terminals Freight charges rules and regulations 	<ul style="list-style-type: none"> Effective time management Being caring, responsible and observant while seeing off guest Willingness to help 	<p>Materials</p> <ul style="list-style-type: none"> Notebook, Pen, Ticket 	<ul style="list-style-type: none"> Ensuring safety of guest at the port of departure 	<ul style="list-style-type: none"> Port of Departure 	<ul style="list-style-type: none"> Unhappy guest due to unprofessional conduct at the time of see off

TASK ANALYSIS – DATA SHEET

Occupation/Trade: Cultural Tour Guide

Competency Area: Provide guest departure services

Sub Competency Area: Perform post tour activities

TASK Reference:

Code	Serial No.
C	3.1

Task: Prepare Tour Report

S/N	STEPS	PERFORMANCE STANDARDS
1.	Refer daily tour report	<ul style="list-style-type: none"> Tour reports are prepared as per the job requirement following standard procedures
2.	Compile report information	
3.	Compile feedback from guest	
4.	Prepare report as per required format	
5.	Submit to tour operator's office	

Core Skills Required	Related Knowledge	Related Attitude	Tools/Equipment/ Materials required	Safety/Environment concern	Practical Application	Probable problem
<ul style="list-style-type: none"> Communication skills Report writing skills Organizing skills Analytical skills 	<ul style="list-style-type: none"> Importance of tour report Basic report writing knowledge 	<ul style="list-style-type: none"> Being active and careful while writing tour report Effective time management 	<p>Materials</p> <ul style="list-style-type: none"> Pen, Pencil, Notepad, Report format <p>Equipment</p> <ul style="list-style-type: none"> Computer 	<ul style="list-style-type: none"> Ensuring correct compilation of tour report 	<ul style="list-style-type: none"> Office Home Accommodation 	<ul style="list-style-type: none"> No records/evidence due to poor maintenance of report Services are handled due to incorrect maintenance of report

TASK ANALYSIS – DATA SHEET

Occupation/Trade: Culture Tour Guide

Competency Area: Provide guest departure services

Sub Competency Area: Perform post tour activities

TASK Reference:

Code	Serial No.
C	3.2

Task: Settle accounts

S/N	STEPS	PERFORMANCE STANDARDS
1.	Collect bills	<ul style="list-style-type: none"> Accounts are settled as per the job requirement following standard procedures
2.	Compile tour expenses as per required format	
3.	Prepare final accounts	
4.	Submit to tour operator's office	

Core Skills Required	Related Knowledge	Related Attitude	Tools/Equipment/ Materials required	Safety/Environment concern	Practical Application	Probable problems
<ul style="list-style-type: none"> Communication skills Interpersonal skills Management skills 	<ul style="list-style-type: none"> Basic Accounting knowledge Types of bills Account settlement procedures Importance of accounts settlement 	<ul style="list-style-type: none"> Being honest and careful while settling the accounts Being time conscious while settling the accounts 	<p>Materials</p> <ul style="list-style-type: none"> Pen, Pencil, Notepad, Bills <p>Equipment</p> <ul style="list-style-type: none"> Computer 	<ul style="list-style-type: none"> Ensuring safe keeping of bills and accounts 	<ul style="list-style-type: none"> Office Accommodation 	<ul style="list-style-type: none"> Loss incurred due to poor accounting and missing of bills

TASK ANALYSIS – DATA SHEET

Occupation/Trade: Culture Tour Guide

Competency Area: Provide guest departure services

Sub Competency Area: Perform post tour activities

TASK Reference:

Code	Serial No.
C	3.3

Task: Account Accessories

S/N	STEPS	PERFORMANCE STANDARDS
1.	Refer the checklist	<ul style="list-style-type: none"> Accessories are accounted for as per the job requirement following standard procedure
2.	Check the condition of accessories	
3.	Account for damages	
4.	Return the accessories	

Core Skills Required	Related Knowledge	Related Attitude	Tools/Equipment/ Materials required	Safety/Environment concern	Practical Application	Probable problems
<ul style="list-style-type: none"> Interpersonal skills Communication skills Organizing skills Management skills 	<ul style="list-style-type: none"> Type of accessories Importance of accounting accessories 	<ul style="list-style-type: none"> Being honest and careful while accounting accessories Effective time management 	Materials <ul style="list-style-type: none"> Pen, Pencil, Notepad Equipment <ul style="list-style-type: none"> Computer 	<ul style="list-style-type: none"> Ensuring proper accounting of accessories 	<ul style="list-style-type: none"> Office 	<ul style="list-style-type: none"> Damaged/loss accessories due to poor accounting of accessories

TASK ANALYSIS – DATA SHEET

Occupation/Trade: Culture Tour Guide

Competency Area: Provide guest departure services

Sub Competency Area: Perform post tour activities

TASK Reference:

Code	Serial No.
C	3.4

Task: Conduct follow up with guest

S/N	STEPS	PERFORMANCE STANDARDS
1.	Review guest request if any	<ul style="list-style-type: none"> • Guest requests are followed up as per the job requirement
2.	Contact relevant agencies	
3.	Execute the required guest request	
4.	Inform the guest	

Core Skills Required	Related Knowledge	Related Attitude	Tools/Equipment/ Materials required	Safety/Environment concern	Practical Application	Probable problems
<ul style="list-style-type: none"> • Interpersonal skills • Communication skills • Organizing skills 	<ul style="list-style-type: none"> • Shipping and courier services • Shipping and courier procedures • Follow up procedures • Types of guest request 	<ul style="list-style-type: none"> • Being honest and careful while conducting guest follow up • Effective time management 	<p>Materials</p> <ul style="list-style-type: none"> • Pen, Pencil, Notepad <p>Equipment</p> <ul style="list-style-type: none"> • Computer 	<ul style="list-style-type: none"> • Ensuring proper follow up with guest request 	<ul style="list-style-type: none"> • Office • Home • Courier services office 	<ul style="list-style-type: none"> • Guest unhappy due to poor follow up

TASK ANALYSIS – DATA SHEET

Occupation/Trade: Culture Tour Guide

Competency Area: Handle Emergencies

Sub Competency Area: Prepare for hazards

TASK REFERENCE:

Code	Serial No.
D	1.1

Task: Prepare emergency equipment

S/N	STEP	PERFORMANCE STANDARDS
1.	Prepare checklist	<ul style="list-style-type: none"> Emergency equipment are checked and packed as per the job requirement
2.	Check the condition of emergency equipment	
3.	Collect emergency equipment	
4.	Pack emergency equipment	

Core Skills Required	Related Knowledge	Related Attitude	Tools/Equipment/ Materials required	Safety/Environment concern	Practical Application	Probable problems
<ul style="list-style-type: none"> Organizing skills Leadership skills Communication skills 	<ul style="list-style-type: none"> Types of emergency equipment Functions of emergency equipment Preparation of checklist Probable emergency situations 	<ul style="list-style-type: none"> Being proactive while preparing for emergency equipment Being observant and vigilant 	Materials <ul style="list-style-type: none"> Checklist, notepad, pen, pencil 	<ul style="list-style-type: none"> Ensuring all emergency equipment are checked and packed 	<ul style="list-style-type: none"> Office Stores 	<ul style="list-style-type: none"> Unprepared for emergencies due to inadequate emergency equipment

TASK ANALYSIS – DATA SHEET

Occupation/Trade: Culture Tour Guide

Competency Area: Handle Emergencies

Sub Competency Area: Prepare for hazards

TASK REFERENCE

Task: Brief guest on hazards

Code	Serial No.
D	1.2

S/N	STEP	PERFORMANCE STANDARDS
1.	Prepare for briefing	<ul style="list-style-type: none"> • Guests are briefed on hazards as per the standard procedures
2.	Inform time and place for briefing	
3.	Inform guest about probable hazards	
4.	Demonstrate on usage of emergency equipment	
5.	Seek suggestions and feedbacks	
6.	Conclude the briefing	

Core Skills Required	Related Knowledge	Related Attitude	Tools/Equipment/ Materials required	Safety/Environment concern	Practical Application	Probable problems
<ul style="list-style-type: none"> • Communication skills • Presentation skills • Interpersonal skills • Demonstration skills 	<ul style="list-style-type: none"> • Possible hazards • Harmful plants • Emergency contact numbers • Types of equipment • Procedures on emergency briefing 	<ul style="list-style-type: none"> • Being polite while briefing the guest • Being open minded to suggestions • Effective time management • Being able to convince while briefing 	<p>Materials</p> <ul style="list-style-type: none"> • Note Pad, Pen, checklist, <p>Equipment</p> <ul style="list-style-type: none"> • Emergency equipment, <p>Tools</p> <ul style="list-style-type: none"> • First Aid kits 	<ul style="list-style-type: none"> • Ensuring safe and proper demonstration on the usage of emergency equipment 	<ul style="list-style-type: none"> • Field 	<ul style="list-style-type: none"> • Unprepared for hazards due to unclear briefing on hazards

TASK ANALYSIS – DATA SHEET

Occupation/Trade: Culture Tour Guide

Competency Area: Handle Emergencies

Sub Competency Area: Prepare for Hazard

TASK REFERENCE

Code	Serial No.
D	1.3

Task: Conduct pre-assessment for hazards

S/N	STEP	PERFORMANCE STANDARDS
1.	Refer the itinerary	<ul style="list-style-type: none"> Pre-assessment for hazards are conducted as per the job requirement
2.	Collect information on climatic conditions	
3.	Verify the health condition of guest	
4.	Collect information on possible health hazards in the field	
5.	List down all the possible hazards	
6.	Plan for precautionary measures	

Core Skills Required	Related Knowledge	Related Attitude	Tools/Equipment/ Materials required	Safety/Environment concern	Practical Application	Probable problems
<ul style="list-style-type: none"> Analytical skills Problem solving skills Planning skills Communication skills Presentation skills 	<ul style="list-style-type: none"> Importance of pre-assessment Weather forecast information Natural Calamities Health Hazards 	<ul style="list-style-type: none"> Being pro-active while conducting pre-assessment for hazards Being positive on hazards 	Materials <ul style="list-style-type: none"> Itinerary Pen, Notepad Equipment <ul style="list-style-type: none"> Walkie Talkie, Cell phone 	<ul style="list-style-type: none"> Ensuring proper conduct of pre-assessment to avoid/reduce probable hazards 	<ul style="list-style-type: none"> Field 	<ul style="list-style-type: none"> Increasing risk for the lives of guest and staff due to poor pre-assessment for hazards

TASK ANALYSIS – DATA SHEET

Occupation/Trade: Culture Tour Guide

Competency Area: Handle Emergencies

Sub Competency Area: Handle health hazards

TASK Reference:

Code	Serial No.
D	2.1

Task: Respond to health hazard

S/N	STEPS	PERFORMANCE STANDARDS
1.	Maintain composure	<ul style="list-style-type: none"> Health hazards are responded as per the job requirement following standard procedure
2.	Identify the scene safety	
3.	Maintain safety	
4.	Record information	

Core Skills Required	Related Knowledge	Related Attitude	Tools/Equipment/ Materials required	Safety/Environment concern	Practical Application	Probable problems
<ul style="list-style-type: none"> Communication skills Analytical skills Leadership skills Organizing skills 	<ul style="list-style-type: none"> Definition of health hazards Type of health hazards Hazard progression procedures Relevant rules and regulation 	<ul style="list-style-type: none"> Being alert while responding Being caring Effective time management 	<p>Tools</p> <ul style="list-style-type: none"> Note book, Pen, First Aid Kits <p>Materials</p> <ul style="list-style-type: none"> Latex gloves, mouth mask 	<ul style="list-style-type: none"> Ensuring proper disposal of used materials Ensuring proper use of safety equipment 	<ul style="list-style-type: none"> Field 	<ul style="list-style-type: none"> Guest's life at risk due to lack of proper response knowledge Guest's life at risk due to lack of timely response

TASK ANALYSIS – DATA SHEET

Occupation/Trade: Culture Tour Guide

Competency Area: Handle Emergencies

Sub Competency Area: Handle Health Hazard

TASK Reference:

Code	Serial No.
D	2.2

Task: Assess health hazard

S/N	STEPS	PERFORMANCE STANDARDS
1.	Record the cause of the incident	<ul style="list-style-type: none"> Health hazards are assessed as per the job requirement following standard procedure
2.	Identify the injury and damage	
3.	Examine the patient/casualty	
4.	Establish First Aid treatment	

Core Skills Required	Related Knowledge	Related Attitude	Tools/Equipment/ Materials required	Safety/Environment concern	Practical Application	Probable problems
<ul style="list-style-type: none"> Analytical skills Decision making skills Interpersonal skills 	<ul style="list-style-type: none"> Definition of health hazard Type and causes of health hazards Assessment Procedures (ABC) <ul style="list-style-type: none"> ➤ Airways (A) ➤ Breathing (B) ➤ Circulation (C) 	<ul style="list-style-type: none"> Being alert, caring, patient and proactive while Assessing Effective time management 	Tools <ul style="list-style-type: none"> First Aid kits, Ropes, Knives Materials <ul style="list-style-type: none"> Thermometers, gauges, Bandages, Oxygen cylinders, PPE <ul style="list-style-type: none"> Safety kits, latex gloves, mouth mask 	<ul style="list-style-type: none"> Ensuring proper disposal of used materials 	<ul style="list-style-type: none"> Field 	<ul style="list-style-type: none"> Guest's life at risk due to lack of proper assessment of hazards

TASK ANALYSIS – DATA SHEET

Occupation/Trade: Culture Tour Guide

Competency Area: Handle Emergencies

Sub Competency Area: Handle Health Hazard

TASK Reference:

Code	Serial No.
D	2.3

Task: Provide First Aid treatment

S/N	STEPS	PERFORMANCE STANDARDS
1.	Collect required materials and PPE for First Aid treatment	<ul style="list-style-type: none">• First Aid treatments are applied as per the job requirement following standard procedure
2.	Wear PPE to conduct First Aid treatment	
3.	Ensure safety	
4.	Apply First Aid treatment	

Core Skills Required	Related Knowledge	Related Attitude	Tools/Equipment/ Materials required	Safety/Environment concern	Practical Application	Probable problems
<ul style="list-style-type: none"> • Management skills • Analytical skills • First Aid kits handling skills • Problem solving skills • Decision making skills 	<ul style="list-style-type: none"> • First Aid treatment procedures • Emergency contact numbers • First Aid Kits • Basic First Aid treatments for <ul style="list-style-type: none"> ➤ CPR ➤ Heat injuries ➤ Athletic injuries ➤ Fractures ➤ Bandaging ➤ Bites and stings ➤ Shocks ➤ Choke ➤ Altitude Sickness • Relevant rules and regulation 	<ul style="list-style-type: none"> • Being alert, caring, patient and proactive while applying First Aid • Effective time management 	<p>Tools</p> <ul style="list-style-type: none"> • First Aid kits, Rope, <p>Materials</p> <ul style="list-style-type: none"> • Dressing materials, Tweezers, syringe, Oxygen cylinder <p>PPE</p> <ul style="list-style-type: none"> • Safety kits, latex gloves, mouth mask 	<ul style="list-style-type: none"> • Ensuring proper disposal used materials • Ensuring proper usage of PPE 	<ul style="list-style-type: none"> • Field 	<ul style="list-style-type: none"> • Loss of life due to poor application of First Aid treatment

TASK ANALYSIS – DATA SHEET

Occupation/Trade: Culture Tour Guide

Competency Area: Handle Emergencies

Sub Competency Area: Handle Health Hazard

TASK Reference:

Code	Serial No.
D	2.4

Task: Conduct post care

S/N	STEPS	PERFORMANCE STANDARDS
1.	Identify required care for the patient	<ul style="list-style-type: none"> Post care is conducted for patient as per the job requirement following standard procedure
2.	Wear PPE to conduct post care	
3.	Provide necessary care to patient/casualty	
4.	Contact relevant agencies for further treatment	
5.	Make necessary arrangement for further treatment	
6.	Refer for further treatment	

Core Skills Required	Related Knowledge	Related Attitude	Tools/Equipment/ Materials required	Safety/Environment concern	Practical Application	Probable problems
<ul style="list-style-type: none"> Communication skills Management skills Analytical skills Problem solving skills Decision making skills 	<ul style="list-style-type: none"> Definition and importance of post care Evacuation procedures Types of post care Emergency contact numbers Relevant rules and regulation 	<ul style="list-style-type: none"> Being alert, caring, patient and proactive while conducting post care Effective time management 	<p>Materials</p> <ul style="list-style-type: none"> Dressing materials, Rope, Tweezers, syringe <p>PPE</p> <ul style="list-style-type: none"> Safety kits, latex gloves, mouth mask 	<ul style="list-style-type: none"> Ensuring proper disposal used materials Ensuring proper usage of PPE 	<ul style="list-style-type: none"> Field 	<ul style="list-style-type: none"> Guest's life at risk due to lack of proper post care

TASK ANALYSIS – DATA SHEET

Occupation/Trade: Culture Tour Guide

Competency Area: Handle Emergencies

Sub Competency Area: Handle other Emergencies /hazards

TASK Reference:

Code	Serial No.
D	3.1

Task: Handle Natural hazards

S/N	STEPS	PERFORMANCE STANDARDS
1.	Identify natural hazards	<ul style="list-style-type: none"> Natural hazards are handled as per the job requirement following standard procedure
2.	Inform the guest on probable hazards	
3.	Assess the situation	
4.	Take appropriate action	

Core Skills Required	Related Knowledge	Related Attitude	Tools/Equipment/ Materials required	Safety/Environment concern	Practical Application	Probable problems
<ul style="list-style-type: none"> Interpersonal skills Communication skills Emergencies handling skills Decision making skills Problem solving skills 	<ul style="list-style-type: none"> Definitions of natural hazards Types of natural hazards and their causes Precautionary measures Contingency management Local area information Weather information 	<ul style="list-style-type: none"> Being alert and helpful while handling Natural Hazards Being responsible and accountable while handling natural hazards 	<p>Tools</p> <ul style="list-style-type: none"> Pen, pencil, Notepad Walking stick, Whistle, Compass, Flash light, Knife, Water bottle, First Aid Kits, Ropes <p>Materials</p> <ul style="list-style-type: none"> Thermal blanket, Heat pad, Emergency rain coat 	<ul style="list-style-type: none"> Ensuring appropriate use of PPE Ensuring personal safety during natural hazards 	<ul style="list-style-type: none"> Field 	<ul style="list-style-type: none"> Health risk of guest due to improper handling of natural hazards

TASK ANALYSIS – DATA SHEET

Occupation/Trade: Culture Tour Guide

Competency Area: Handle Emergencies /hazards

Sub Competency Area: Handle other Emergencies /hazards **TASK Reference:**

Code	Serial No.
D	3.2

Task: Attend to Guest Complaints

S/N	STEPS	PERFORMANCE STANDARDS
1.	Stay calm	Guest Complaints are attended to as per the job requirement following standard procedure
2.	Listen to complaints	
3.	Note the complaints	
4.	Acknowledge the complaints	
5.	Analyze the fact	
6.	Take appropriate action	

Core Skills Required	Related Knowledge	Related Attitude	Tools/Equipment/ Materials required	Safety/Enviro nment concern	Practical Application	Probable problems
<ul style="list-style-type: none"> • Analytical skills • Communication skills • Note taking skills • Listening skills • Decision making skills • Problem solving skills • Negotiation skills 	<ul style="list-style-type: none"> • Definition of complaints • Types of complaints • Complaints handling procedures 	<ul style="list-style-type: none"> • Being alert while attending to guest complaints • Being proactive while receiving guest complaints 	<p>Materials</p> <ul style="list-style-type: none"> • Notepad, pen and Pencil 	<ul style="list-style-type: none"> • Ensuring to receive guest complaints positively 	<ul style="list-style-type: none"> • Field 	<ul style="list-style-type: none"> • Unsatisfied Guest due to improper attention to guest complaints

TASK ANALYSIS – DATA SHEET

Occupation/Trade: Culture Tour Guide

Competency Area: Handle Emergencies

Sub Competency Area: Handle other emergencies / Hazards **TASK Reference:**

Code	Serial No.
D	3.3

Task: Maintain Reports

S/N	STEPS	PERFORMANCE STANDARDS
1.	Note information on emergencies / hazards	<ul style="list-style-type: none"> • Reports are maintained as per the job requirement following standard procedure
2.	Compile the information	
3.	Attach evidences if any	
4.	Submit the report	

Core Skills Required	Related Knowledge	Related Attitude	Tools/Equipment/ Materials required	Safety/Environment concern	Practical Application	Probable problems
<ul style="list-style-type: none"> • Report writing skills • Basic Computer application skills 	<ul style="list-style-type: none"> • Definition of Report • Types of reports • Importance of maintaining report • Methods of report writing 	<ul style="list-style-type: none"> • Being observant while writing report 	<p>Equipment</p> <ul style="list-style-type: none"> • Computer <p>Materials</p> <p>Notepad, Pen and Pencil</p>	<ul style="list-style-type: none"> • Ensuring proper disposal of waste 	<ul style="list-style-type: none"> • Office • Home • Field 	<ul style="list-style-type: none"> • No records/evidences due to poor maintenance of report



For more information please contact:

Skills Development & Services Section
Standard and Compliance Division
Department of Tourism
Ministry of Industry, Commerce and
Employment

WEB Address: Bhutan.travel
Email Address: info@tourism.gov.bt

Post Box No. : 126

TEL No.: +975-2-323251

+975-2-323252

Fax No.: +975-2-323695