


Criterion 5- Student Support and Progression

5.1 Student Support

5.1.3 Capacity building and skills enhancement initiatives taken by the institution include the following

- 1. Soft skills**
- 2. Language and communication skills**
- 3. Life skills (Yoga, physical fitness, health and hygiene)**
- 4. ICT/computing skills**




Dr. DOMINIC THOMAS
Principal
S.E.S. COLLEGE
SREEKANDAPURAM

Soap Manufacturing training to the volunteers (05-10-2015)

Work Experience is part of educational program where students experience the world of work, often for the first time. The NSS units of our college also made such opportunity to the students. Under the auspicious of NSS units we arranged the soap manufacturing training to the students. The experienced persons taught the volunteers to make bathing soap; washing powder which is that the essential things for a common man. It really provided an entrepreneurial spirit to the volunteers.



Entrepreneurial developmental programme (10-10-2016)

Work Experience is part of educational program where students experience the world of work, often for the first time. The NSS units of our college also made such opportunity to the students. Under the auspices of NSS units we arranged the manufacturing training of different items like washing powder, shampoo, Harpic etc. Sri.Pradeep Maloth trained the volunteers to prepare the products. The profits of selling the products were used for charity purpose. It really provided an entrepreneurial spirit to the volunteers.



The product launching ceremony was inaugurated by P P Ragavan, Chairman of Sreekandapuram Municipality. It helped to develop an entrepreneurial attitude among students. The students sold the products and collected the money. It was used for charity purpose like helping the poor, contribution to build the house for the poor etc.



SES COLLEGE SREEKANDAPURAM

ASAP 2016-2017

- NUMBER OF STUDENTS ENROLLED-25
- BATCH STARTED ON 4/12/2016
- SKILL CLASS ON TRAVEL AND TOURISM WHICH INCLUDES INTERNSHIP 150 HOURS



ASSESSMENT GUIDE



Certificate Course in Travel Consultant


KITTS
Kerala Institute of Tourism & Travel Studies

ADDITIONAL
SKILL ACQUISITION
PROGRAMME

asap

CERTIFICATE COURSE IN TRAVEL CONSULTANT ASSESSMENT GUIDE

course offered by

ADDITIONAL SKILL ACQUISITION PROGRAMME

(A joint initiative of Higher Education Department and General Education Department, Government
of Kerala)

In association with skill provider
Kerala Institute of Tourism and Travel Studies
Thiruvananthapuram

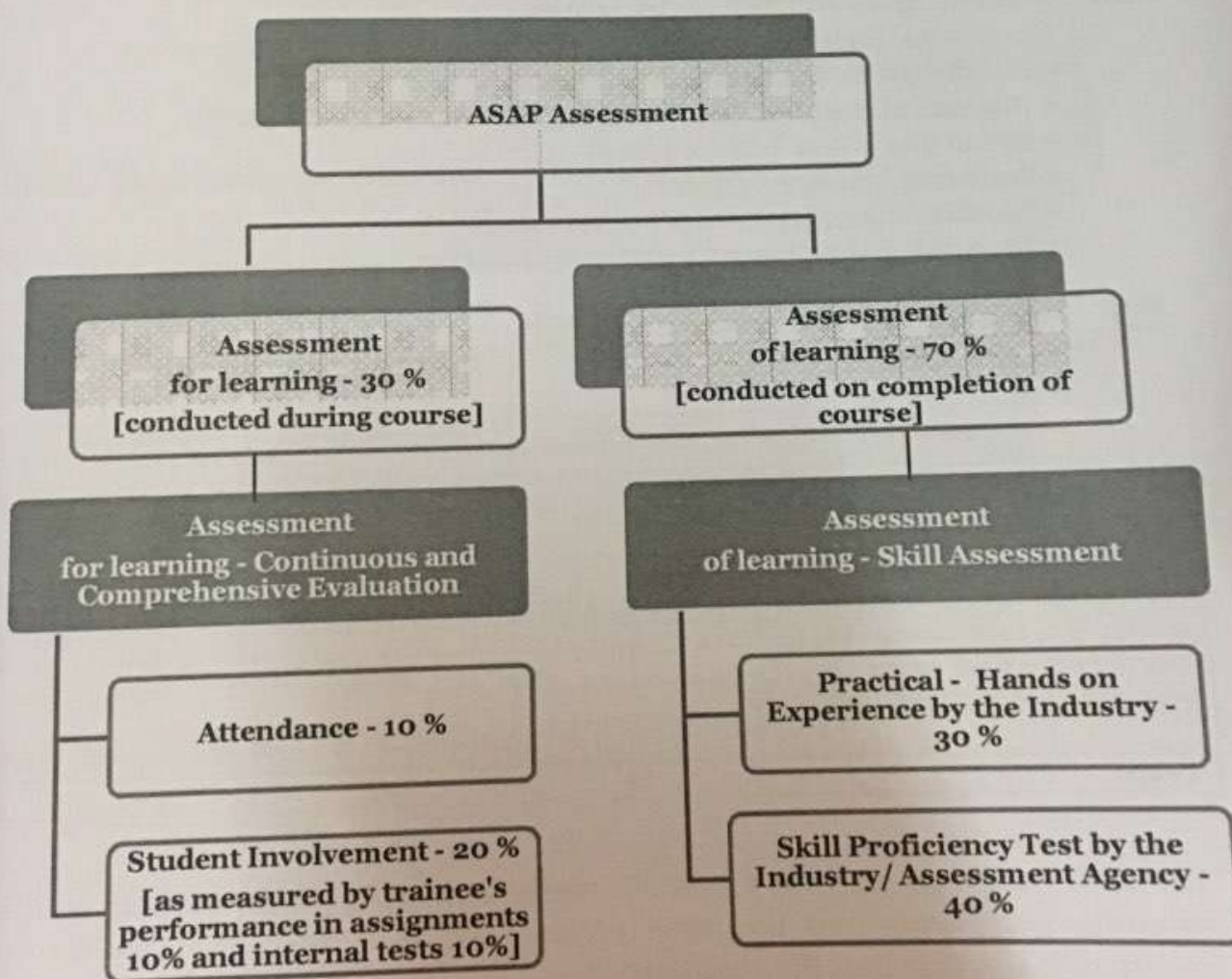
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1. Grading Methodology of ASAP

The Grading Methodology of ASAP involves testing for theory and practicles. The attendance of the student, behaviour, participation in various training activities, performance in assignments, proficiency gained in particular skills, and development of soft skills are also assessed. Variable weightage is given to each of these parameter for assessment. The assessments are conducted both during the course work and after completion of the course. The final assessment is conducted by the external assessor. The grades and certification is awarded based on the performance in the final tests.

The methods of assessment are depicted in the diagram given below:



2. Assessment of Learning [Internal]: Theory

Test No : 1

Duration : 1 hrs/mins

2.1. Modules / Units to be tested

Module -1 – Engage with customer to understand their tour packaging requirements

Module -2 – Plan the travel itinerary as per the customer requirements

Module -3 – Arrange the tour package in coordination with service providers and partners

2.2. Learning outcomes¹ to be tested

Knowledge/Understanding/Application on these topics:-

- Handling walk-in customers (Marks 7)
- Welcoming customer and identifying their needs (Marks 6)
- Estimating cost of Tour (Marks 4)
- Preparing Itinerary (Marks 7)
- Coordinating with service providers (Marks 7)
- Support individual team performance (Marks 4)

2.3. Blueprint of the Question Paper

Title of Modules / Units	Abilities to be tested			
	Knowledge	Understanding	Application	Total
Engage with customer to understand their tour packaging requirements	3	3	2	8
Plan the travel itinerary as per the customer requirements	4	5	4	13
Arrange the tour package in coordination with service providers and partners	4	5	5	14
Total	11	13	11	35

The total weightage assigned to various modules or units should conform to the following distribution and the same to be specified in the questionnaires by mentioning A/B/C against the questions:

3. Assessment of Learning [Internal]: Practical Test

Test No. 1

To be conducted on completion of Module 1, 2 & 3 of the course

Duration: 1 hrs / min

3.1. Competencies / skills to be tested

- Measuring the knowledge of a trainee on
 - Identifying customers needs
 - Cost estimation of tour package
 - Itinerary preparation

Trainee will submit a short report on observations & learning on

- "Visit to a travel agency and observation of preparation different types of itineraries

3.2. Tasks to be performed

- Knowledge about glossary of Tourism industry & Role of a Travel consultant – Mark 20
- Observations & Learning from Exposure Visit – Mark 25

3.3. Instructions for SDEs for assessing performance of trainees

Sl No	Evaluation Parameter	Weightage
1	Theory (Subject Matter Knowledge)	35
2	Practical (Reports, Demonstration)	45
3	Soft Skills	10
4	Basic Computer Skills	10
Total Marks		100

Note: Sample Test Paper to be attached

4. Assessment of Learning [Internal]: Theory

Test No : 1

Duration : 1 hrs/mins

4.1. Modules / Units to be tested

Module -4 – Monitor the tour progress

Module -5 – Communicate with customer and colleagues

Module -6 – Maintain customer centric service orientation

4.2. Learning outcomes² to be tested

Knowledge/Understanding/Application on these topics:-

- Handling of emergency situations while touring (Marks 7)
- Customer assistance on request unpredictable situations (Marks 6)
- Feed back evaluation and corrective action (Marks 4)
- Maintain proper and effective communication with superior's, colleagues and customers (Marks 7)
- Evaluation of customer's expectation of product or service quality Requirements (Marks 7)
- Achieve customer satisfaction (Marks 4)

4.3. Blueprint of the Question Paper

Title of Modules / Units	Abilities to be tested		
	Knowledge	Understanding	Application
Monitor the tour progress	3	3	2
Communicate with customer and colleagues	4	5	4
Maintain customer centric service orientation	4	5	5
Total	11	13	11

The total weightage assigned to various modules or units should conform following distribution and the same to be specified in the question mentioning A/B/C against the questions:

5. Assessment of Learning [Internal]: Practical Test

Test No. 1

To be conducted on completion of Module 4, 5 & 6 of the course

Duration: 1 hrs / min

5.1. Competencies / skills to be tested

- Measuring the knowledge of a trainee on
 - Customer assistance while touring
 - Effective communication with superior's, colleagues and customers
 - Achieving customer satisfaction

Trainee will submit a short report on observations & learning on

- Observation on customer handling, formal communication between superior's, colleagues and customers and enhancing customer satisfaction

5.2. Tasks to be performed

- Knowledge about customer assistance and achieving customer satisfaction – Mark 20
- Observations & Learning from Exposure Visit – Mark 25

5.3. Instructions for SDEs for assessing performance of trainees

Sl No	Evaluation Parameter	Weightage
1	Theory (Subject Matter Knowledge)	35
2	Practical (Reports, Demonstration)	45
3	Soft Skills	10
4	Basic Computer Skills	10
Total Marks		100

Note: Sample Test Paper to be attached

6. Assessment of Learning [Internal]: Theory

Test No : 1

Duration : 1 hrs/mins

6.1. Modules / Units to be tested

Module -7 – Maintain standard of etiquettes and hospitable conduct

Module -8– Follow gender and age sensitive service practices

Module -9 – Maintain IPR of company and customer

Module -10 – Maintain health and hygiene

6.2. Learning outcomes³ to be tested

- Knowledge/Understanding/Application on these topics:-
- Provide gender and age specific services (Marks 7)
- Secure company's IPR (Marks 7)
- Respect customers copyright (Marks 7)
- Follow personal hygiene practices (Marks 7)
- Use precautionary health measures (Marks 7)

6.3. Blueprint of the Question Paper

Title of Modules / Units	Abilities to be tested			Total
	Knowledge	Understanding	Application	
Maintain standard of etiquettes and hospitable conduct	3	3	2	8
Follow gender and age sensitive service practices	4	5	4	13
Maintain IPR of company and customer	2	2	1	5
Maintain health and hygiene	2	3	4	9
Total	11	13	11	35

7. Assessment of Learning [Internal]: Practical Test

Test No. 1

To be conducted on completion of Module 7, 8,9 & 10 of the course

Duration: 1 hrs / min

7.1. Competencies / skills to be tested

- Measuring the knowledge of a trainee on
 - How to ensure personal hygiene
 - How to treat customers professionally
 - Need of conducting workplace checklist audits before and after work to ensure safety and hygiene
 - How to Follow standard etiquette with women at workplace

Trainee will submit a short report on observations & learning on

- "Case Studies"

7.2. Tasks to be performed

- Knowledge about gender and age sensitive service practices and personal hygiene – Mark 20
- Observations & Learning from Exposure Visit – Mark 25

7.3. Instructions for SDEs for assessing performance of trainees

Sl No	Evaluation Parameter	Weightage
1	Theory (Subject Matter Knowledge)	35
2	Practical (Reports, Demonstration)	45
3	Soft Skills	10
4	Basic Computer Skills	10
Total Marks		100

Note: Sample Test Paper to be attached

8. Final Skill Assessment [External]: Skill Proficiency Test
 [The final theory test to be conducted by an independent Assessment Agency empanelled by NSDC/SSC; the agency can be fixed in consultation with ASAP and requirement of test parameters may be intimated to Assessment agency in advance. Online/Offline tests or Paper-Pencil tests can be used for the final assessment]

Test No. :

Duration: _____ hrs/mins

8.1. Learning outcomes to be tested

- Understanding customer needs and requirements
- Itinerary preparation
- Coordination with service providers and partners
- Customer assistance and feedback evaluation
- Communication effectiveness with superiors, colleagues and customers
- Assessment of customer's service quality requirements
- Maintaining behavioral, personal and telephonic etiquettes
- Following standard etiquettes with women at work place
- Securing protecting companies IPR
- Ensuring Health and hygiene at work place

8.2. Modules

8.3. Blueprint of the Question Paper

S L NO	Title of Modules	Abilities to be tested [marks to be assigned]			
		Knowledge	Understanding	Application	Total
1	Engage with customer to understand their tour packaging requirements	To be decided by Assessment agency	To be decided by Assessment agency	To be decided by Assessment agency	To be decided by Assessment agency
2	Plan the travel itinerary as per the customer requirements	To be decided by Assessment agency	To be decided by Assessment agency	To be decided by Assessment agency	To be decided by Assessment agency
3	Arrange the tour package in coordination with service providers and partners	To be decided by Assessment agency	To be decided by Assessment agency	To be decided by Assessment agency	To be decided by Assessment agency
4	Monitor the tour progress	To be decided by Assessment agency	To be decided by Assessment agency	To be decided by Assessment agency	To be decided by Assessment agency
5	Communicate with customer and colleagues	To be decided by Assessment agency	To be decided by Assessment agency	To be decided by Assessment agency	To be decided by Assessment agency
6	Maintain customer centric service orientation	To be decided by Assessment agency	To be decided by Assessment agency	To be decided by Assessment agency	To be decided by Assessment agency
7	Maintain standard of etiquettes and hospitable conduct	To be decided by Assessment agency	To be decided by Assessment agency	To be decided by Assessment agency	To be decided by Assessment agency
8	Follow gender and age sensitive service practices	To be decided by Assessment agency	To be decided by Assessment agency	To be decided by Assessment agency	To be decided by Assessment agency
9	Maintain IPR of company and customer	To be decided by Assessment agency	To be decided by Assessment agency	To be decided by Assessment agency	To be decided by Assessment agency
10	Maintain health and hygiene	To be decided by Assessment agency	To be decided by Assessment agency	To be decided by Assessment agency	To be decided by Assessment agency
	Total				100

9. Final Skill Assessment [External]: Practical

[The final theory test to be conducted by an independent Assessment Agency empaneled by THSC; the agency can be fixed in consultation with ASAP and requirement of test parameters may be intimated to Assessment agency in advance. Online/Offline tests or Paper-Pencil tests can be used for the final assessment]

Duration : _____ hrs / mins

Maximum marks :

**To be decided by Assessment Agency*

9.1. Competencies / skills to be tested

- Basic knowledge of
 - (a) Itinerary preparation
 - (b) Tour costing
 - (c) Tour monitoring
 - (d) Customer handling
- Interpersonal skills
- Leadership Skills
- Practical demonstrations
- Communication skills
- Teamwork skills

9.2. Tasks to be performed

- Itinerary preparation
- Tour costing
- Tour reservation with service providers
- Tour monitoring

9.3. Instructions for assessing performance of trainees

Sl No	Evaluation Parameter	Weightage
1	Quality of the product – conformity to the criteria of precision specified	To be decided by Assessment agency
2	Process skills involved in completing the task [this can be obtained from the performance criteria in the relevant QP]	To be decided by Assessment agency
3	Time taken for completion of the task	To be decided by Assessment agency
4	Any other criteria appropriate to the specific task	To be decided by Assessment agency
Total Marks		100

8.4. Pattern of the Question Paper

Sample Question Paper 1

FILL IN THE BLANKS - [One Mark]

1. DTPC stands for _____.
2. FIT stands for _____.
3. JP stands for _____.
4. IPR stands for _____.
5. _____ is an example for a service provider in tourism?
6. TAC stands for _____.
7. Example of a travel magazine _____.
8. Excess baggage limit of Air India Express is _____.
9. MAP stand for _____.
10. ETA stands for _____.

1 SHORT ANSWERS. - [2 Marks]

1. What is brochure?
2. What are tariffs cards?
3. What is TAC?
4. How to protect IPR??
5. What is feedback and how will you collect it?
6. What is VoA ?
7. What is travel insurance?
8. What are customer expectations?
9. How to prepare a customer data base?
10. How to maintain trust and honesty among customers?

ANSWER THE FOLLOWING - [3 Marks]

1. Explain tourism seasons of Kerala?
2. Define tour itinerary?
3. Define tour guide or escort?
4. Role of Travel consultant?
5. Define communication and its types?
6. What are the items to be included while tour costing?
7. What is personal hygiene?
8. Classify different types of customers?
9. What are the steps to be taken to avoid hand contamination ?
10. What is promotional offers, write with an example?

ANSWER THE FOLLOWING - [5 Marks]

1. What are the Different meal plans available in the hotels?
2. Explain the sources of information available for preparing itinerary?
3. What are the items to be included in a tour itinerary?
4. What are the components of tour package?
5. What are the difficult situations may face during a tour?
6. How will you manage a group tour during terror attack?
7. What is Customer service?
8. What are the common compliments raised by tourist while touring?
9. What is customer satisfaction and how will you measure it?
10. How to maintain cleanliness at work place?

ANSWER THE FOLLOWING - [15 Marks]

- a. Service Providers in Travel industry explain?
- b. Explain Feedback evaluation and corrective measures?
- c. What are the things to considered while communication with a customer?
- d. Prepare a 6 nights 7 days Kerala Itinerary for a Honey Moon couple?
- e. What are women rights? Write some basic women rights at work place?

SES COLLEGE SREEKANDAPURAM

ASAP 2016-2017

KITCHEN GARDEN PROJECT- Organic farming awareness among families under

Sreekandapuram municipality

കൃഷിയും ഒരു പാഠം



ടി.എസ്.ശ്രീഷ,
എസ്ഇഎസ് കോളജ്,
ശ്രീകണ്ഠപുരം



ഹിത
ഭംഗി

ഓർമ്മ മാത്രമാകുന്ന കാലമാണ്. ആരോഗ്യം സംരക്ഷിക്കാനായി കഴിക്കുന്ന പച്ചക്കറികൾ രാസവളത്തിന്റെയും കീടനാശിനികളുടെയും അമിതപ്രയോഗം മൂലം രോഗം സമ്മാനിക്കുന്ന അവസ്ഥയായി. പുതുതലമുറയും ഇത്തരം പ്രശ്നങ്ങളെക്കുറിച്ച് ബോധവാൻമാരായിരിക്കുന്നു. നമ്മുടെ തൊടിയിൽ അത്യാവശ്യത്തിനു പച്ചക്കറികൾ വിളയിക്കാൻ സാധിക്കുമെന്നു ബോധ്യപ്പെടുത്താനും വിഷാംശമില്ലാത്ത പച്ചക്കറികൾ എല്ലാ വീടുകളിലും ശീലമാക്കുവാനുമായി അടുക്കളത്തോട്ടം എന്ന ലക്ഷ്യവുമായി മുന്നിട്ടിറങ്ങിയിരിക്കുകയാണ് ശ്രീകണ്ഠപുരം എസ്ഇഎസ് കോളജ് വിദ്യാർത്ഥികൾ. ശ്രീകണ്ഠപുരം നഗരസഭയിലെ മൂന്നുറോളം വീടുകളിലാണ് അസാപ്പിന്റെ (അഡീഷണൽ സ്പെഷൽ അക്വിസിഷൻ പ്രോഗ്രാം) നേതൃത്വത്തിൽ ഈ പദ്ധതിക്കു തുടക്കമിട്ടിരിക്കുന്നത്. അടുക്കളത്തോട്ടം ഒരുക്കുന്നതിനൊപ്പം ജൈവപച്ചക്കറികളുടെ പ്രാധാന്യത്തെപ്പറ്റിയുള്ള ബോധവൽക്കരണവും ജൈവകൃഷിയിലെ പുതുപ്രവണതകളെപ്പറ്റിയുള്ള പഠനവും പദ്ധതിയുടെ ഭാഗമാണ്.

സർവ്വേയിലൂടെയും കൃഷി വകുപ്പിന്റെ സഹകരണത്തോടെയും വിദ്യാർത്ഥികൾ ജൈവകൃഷി രീതികളെക്കുറിച്ച് പഠനം നടത്തിയിരുന്നു. പഠനത്തിന്റെ വിശദാംശങ്ങൾ കോളജ് പ്രിൻസിപ്പൽ ഡോ. ഡൊമിനിക് തോമസ്, അസാപ്പ് കോ-ഓർഡിനേറ്റർ ഷബീന ബക്കർ, പ്രോഗ്രാം മാ



ENTREPRENEURIAL DEVELOPMENT PROgRAMME

December 16, 2017

Work experience might help the students to find avenues of self-employment. With this intention, the NSS units of our college arranged the manufacturing training of washing powder, lotion etc. Sri.Pradeep Maloth trained the volunteers to prepare the products.

SOAP PRODUCTION TRAINING

fEbrUArY 02, 2018

N.S.S Unit of SES College arranged training on soap production. The training was given to the NSS volunteers by Mrs. Gourikutty



PAPER BAG MAKING

August 05, 2017

As an initial stage of making the campus a plastic free campus, NSS volunteers were given a training in paper bag making. Training was given to the volunteers by Mr. Aneesh. K, Kolachery and by one of our senior volunteer Ms. Navaneetha Damodaran.



LEDBULB PRODUCTION TRAINING

FEBRUARY 02, 2019

NSS Units of SES College gave an opportunity for the students to experience the world of work. As a part of it, LED Bulb production training were given to the volunteers by Mr. Damodaran.



TRAINING ON PAPER FLOWER AND PAPER PEN PRODUCTION

AUGUST 04, 2018

A training was given to the NSS Volunteers on Paper flower and paper pen production. Mr. Vijesh, P ASAP trainer was the resource person. It was an initial step towards, 'Green campus clean campus'.



PAPER PEN MAKING

JULY 04, 2019

As part of green protocol and plastic free campus, NSS Volunteers prepared paper pen and distributed to the students of our college.



KAITHANGU

JULY 08, 2019

An amount of Rs 24, 000 was collected by NSS Volunteers from students and staffs of our college to help a student of Nirmalagiri College who met with an accident and was in need of a crucial surgery. The amount was transferred to the account.



SALE OF LED BULB

JULY 12, 2019

Led bulb made by the NSS Volunteers was sold in the campus. The amount collected through the sales were used for charity works.