

**Clusters – Hotel Services (Restaurant Services) Competency Standards Menu**

**Cluster 1 Restaurant Services – Common Core**

- D1.HRS.CL1.01 Access and retrieve computer-based data
- D1.HRS.CL1.02 Apply standard safety procedures for handling foodstuffs
- D1.HRS.CL1.03 Clean and maintain kitchen equipment and utensils
- D1.HRS.CL1.04 Communicate effectively on the telephone
- D1.HRS.CL1.05 Comply with workplace hygiene procedures
- D1.HRS.CL1.06 Develop and update local knowledge
- D1.HRS.CL1.07 Implement occupational health and safety procedures
- D1.HRS.CL1.08 Maintain hospitality industry knowledge
- D1.HRS.CL1.09 Manage and resolve conflict situations
- D1.HRS.CL1.10 Organise and prepare food products and services
- D1.HRS.CL1.11 Perform clerical procedures
- D1.HRS.CL1.12 Perform basic First Aid procedures
- D1.HRS.CL1.13 Promote hospitality products and services
- D1.HRS.CL1.14 Read and interpret basic instructions, directions and/or diagrams
- D1.HRS.CL1.15 Receive and resolve customer complaints
- D1.HRS.CL1.16 Receive and store kitchen supplies and food stock
- D1.HRS.CL1.17 Speak English at a basic operational level
- D1.HRS.CL1.18 Work effectively with colleagues and customers
- D1.HRS.CL1.19 Work in a socially diverse environment
- D1.HRS.CL1.20 Perform child protection duties relevant to the tourism industry
- D1.HRS.CL1.21 Develop protective environments for children in tourism destinations

**Cluster 2 Commercial Cookery**

- D1.HCC.CL2.01 Apply basic techniques of commercial cookery
- D1.HCC.CL2.02 Establish and maintain quality control in food production
- D1.HCC.CL2.03 Identify and prepare various meats
- D1.HCC.CL2.04 Maintain strategies for safe storage of prepared foods
- D1.HCC.CL2.05 Organise food service operations
- D1.HCC.CL2.06 Plan and manage menu-based catering
- D1.HCC.CL2.07 Plan, prepare and display a buffet service
- D1.HCC.CL2.08 Prepare a variety of sandwiches
- D1.HCC.CL2.09 Prepare and cook poultry and game meats
- D1.HCC.CL2.10 Prepare and cook seafood
- D1.HCC.CL2.11 Prepare and store food in a safe and hygienic manner
- D1.HCC.CL2.12 Prepare appetizers and salads
- D1.HCC.CL2.13 Prepare chocolate-based dishes and confectionery
- D1.HCC.CL2.14 Prepare hot and cold dessert dishes
- D1.HCC.CL2.15 Prepare portion-controlled meat cuts
- D1.HCC.CL2.16 Prepare soups
- D1.HCC.CL2.17 Prepare stock and sauces
- D1.HCC.CL2.18 Prepare vegetables, eggs and farinaceous dishes
- D1.HCC.CL2.19 Present and display food products
- D1.HCC.CL2.20 Select, prepare and serve special cuisines
- D1.HCC.CL2.21 Select, prepare and serve various cheeses

**Cluster 3 Commercial Catering**

- D1.HCA.CL3.01 Apply catering control principles and procedures
- D1.HCA.CL3.02 Design a concept for a major event or function
- D1.HCA.CL3.03 Design meals to meet specific dietary or cultural needs
- D1.HCA.CL3.04 Design meals to meet specific market requirements
- D1.HCA.CL3.05 Operate a fast food outlet
- D1.HCA.CL3.06 Prepare tenders for catering contracts
- D1.HCA.CL3.07 Select catering systems

**Cluster 4 Patisserie**

- D1.HPA.CL4.01 Manage and operate a coffee shop
- D1.HPA.CL4.02 Prepare and display petits fours
- D1.HPA.CL4.03 Prepare and display sugar work
- D1.HPA.CL4.04 Prepare and model marzipan
- D1.HPA.CL4.05 Prepare and present chocolate goods
- D1.HPA.CL4.06 Prepare and present desserts
- D1.HPA.CL4.07 Prepare and present gateaux, torten and cakes
- D1.HPA.CL4.08 Prepare and produce cakes and pastries
- D1.HPA.CL4.09 Prepare and produce yeast goods
- D1.HPA.CL4.10 Prepare and bakery products for patisserie

**Cluster 5 Food and Beverage Service**

- D1.HBS.CL5.01 Clean and tidy bar and food service areas
- D1.HBS.CL5.02 Develop and maintain food & beverage product knowledge
- D1.HBS.CL5.03 Manage responsible service of alcohol
- D1.HBS.CL5.04 Operate a bar facility
- D1.HBS.CL5.05 Operate a cellar system
- D1.HBS.CL5.06 Prepare and serve cocktails
- D1.HBS.CL5.07 Prepare and serve non-alcoholic beverages
- D1.HBS.CL5.08 Process liquor sales at a bar facility
- D1.HBS.CL5.09 Provide a link between kitchen and service area
- D1.HBS.CL5.10 Provide advice to patrons on food and beverage services
- D1.HBS.CL5.11 Provide gueridon service
- D1.HBS.CL5.12 Provide food and beverage services
- D1.HBS.CL5.13 Provide room service
- D1.HBS.CL5.14 Provide silver service
- D1.HBS.CL5.15 Serve a range of wine products
- D1.HBS.CL5.16 Take food orders and provide courteous table service
- D1.HBS.CL5.17 Manage intoxicated persons

**Cluster 6 Customer Service, Sales and Marketing**

- D1.HCS.CL6.01 Develop a marketing strategy and coordinate sales activities
- D1.HCS.CL6.02 Establish and maintain a business relationship
- D1.HCS.CL6.03 Maintain quality customer service
- D1.HCS.CL6.04 Organise functions at a hotel or restaurant
- D1.HCS.CL6.05 Develop and implement a business plan or campaign
- D1.HCS.CL6.06 Prepare and deliver a marketing presentation
- D1.HCS.CL6.07 Develop new products and services

**Cluster 7 General Administration**

- D1.HGE.CL7.01 Design, prepare and present various types of reports
- D1.HGE.CL7.02 Gather and present product information
- D1.HGE.CL7.03 Maintain a paper-based filing and retrieval system
- D1.HGE.CL7.04 Manage and implement small projects
- D1.HGE.CL7.05 Monitor and maintain a business computer service
- D1.HGE.CL7.06 Monitor, control and order new stock
- D1.HGE.CL7.07 Plan and establish systems and procedures
- D1.HGE.CL7.08 Plan, manage and conduct meetings
- D1.HGE.CL7.09 Prepare business documents
- D1.HGE.CL7.10 Produce various types of form documents on a computer
- D1.HGE.CL7.11 Receive and securely store in-coming goods
- D1.HGE.CL7.12 Use common business tools and technology
- D1.HGE.CL7.13 Work cooperatively in a general administration environment
- D1.HGE.CL7.14 Develop and implement operational policies

**Cluster 8 Financial Administration**

- D1.HFI.CL8.01 Audit financial procedures
- D1.HFI.CL8.02 Maintain financial standards and records
- D1.HFI.CL8.03 Manage financial performance within a budget
- D1.HFI.CL8.04 Manage payroll records
- D1.HFI.CL8.05 Prepare and monitor operational budgets
- D1.HFI.CL8.06 Prepare routine financial statements
- D1.HFI.CL8.07 Process a financial transaction for services rendered
- D1.HFI.CL8.08 Process transactions for purchase of goods and services
- D1.HFI.CL8.09 Monitor catering revenue and costs

**Cluster 9 Human Resource Development**

- D1.HRD.CL9.01 Coach others in job skills
- D1.HRD.CL9.02 Conduct staff performance assessment processes
- D1.HRD.CL9.03 Conduct a training needs analysis
- D1.HRD.CL9.04 Conduct training for a small group
- D1.HRD.CL9.05 Develop performance assessment procedures
- D1.HRD.CL9.06 Evaluate staff performance assessment
- D1.HRD.CL9.07 Evaluate the effectiveness of an assessment system
- D1.HRD.CL9.08 Manage an assessment system for training outcomes
- D1.HRD.CL9.09 Monitor and evaluate the effectiveness of training outcomes
- D1.HRD.CL9.10 Plan a staff performance review
- D1.HRD.CL9.11 Plan and implement a series of training events
- D1.HRD.CL9.12 Prepare and deliver training sessions

**Cluster 10 Management and Leadership (HRM)**

- D1.HML.CL10.01 Develop and supervise operational approaches
- D1.HML.CL10.02 Establish and maintain a safe working environment
- D1.HML.CL10.03 Lead and manage people
- D1.HML.CL10.04 Manage and maintain a computer system/network
- D1.HML.CL10.05 Manage legal requirements for business compliance
- D1.HML.CL10.06 Manage physical assets and infrastructure
- D1.HML.CL10.07 Manage quality customer/guest services
- D1.HML.CL10.08 Manage special events
- D1.HML.CL10.09 Manage stock purchases and inventory
- D1.HML.CL10.10 Manage the effective use of human resources
- D1.HML.CL10.11 Monitor and manage workplace relations and diversity
- D1.HML.CL10.12 Monitor routine workplace operations
- D1.HML.CL10.13 Monitor staff performance
- D1.HML.CL10.14 Provide professional support to business colleagues
- D1.HML.CL10.15 Recruit and select staff
- D1.HML.CL10.16 Roster staff

## ASEAN COMMON COMPETENCY STANDARDS FOR TOURISM PROFESSIONALS

### **Cluster 10/11 English Language Proficiency**

#### **Speaking and Listening**

- D1.LAN.CL10.01 Converse in English at a basic operational level
- D1.LAN.CL10.02 Respond effectively to instructions given in English
- D1.LAN.CL10.03 Start conversations and develop good relations with guests
- D1.LAN.CL10.04 Communicate effectively in English on a telephone
- D1.LAN.CL10.05 Use oral English to convey a complex exchange of ideas
- D1.LAN.CL10.06 Deliver a short oral presentation in English
- D1.LAN.CL10.07 Read and write English at an advanced level

#### **Reading**

- D1.LAN.CL10.08 Read and interpret basic instructions, directions and/or diagrams
- D1.LAN.CL10.09 Read general information texts or media

#### **Writing**

- D1.LAN.CL10.10 Write a short message in English
- D1.LAN.CL10.11 Prepare a business letter in advanced English

**Clusters – Hotel Services (Front Office and Housekeeping) Competency Standards Menu**

**Cluster 1 Common Core Competencies**

- D1.HOT.CL1.01 Work effectively with customers and colleagues
- D1.HOT.CL1.02 Work in a socially diverse environment
- D1.HOT.CL1.03 Implement occupational health and safety procedures
- D1.HOT.CL1.04 Comply with workplace hygiene procedures
- D1.HOT.CL1.05 Perform clerical procedures
- D1.HOT.CL1.06 Access and retrieve computer-based data
- D1.LAN.CL1.01 Speak English at a basic operational level
- D1.HOT.CL1.07 Communicate effectively on the telephone
- D1.HOT.CL1.08 Maintain hospitality industry knowledge
- D1.HOT.CL1.09 Develop and update tourism industry knowledge
- D1.HOT.CL1.10 Promote products and services to customers
- D1.HOT.CL1.11 Manage and resolve conflict situations
- D1.HOT.CL1.12 Perform basic First Aid procedures
- D1.HOT.CL1.13 Perform child protection duties relevant to the tourism industry
- D1.HOT.CL1.14 Develop protective environments for children in tourism destinations

**Cluster 2 Hotel Front Office**

- D1.HFO.CL2.01 Receive and process reservations
- D1.HFO.CL2.02 Operate a computerised reservation system
- D1.HFO.CL2.03 Provide accommodation services
- D1.HFO.CL2.04 Maintain guests' financial records
- D1.HFO.CL2.05 Process a financial sale transaction
- D1.HFO.CL2.06 Conduct a night audit
- D1.HFO.CL2.07 Provide Bell Boy/Porter services
- D1.HFO.CL2.08 Operate a (PABX) switchboard
- D1.HFO.CL2.09 Receive and place in-coming phone calls
- D1.HFO.CL2.10 Facilitate out-going phone calls
- D1.HFO.CL2.11 Provide information about in-house services
- D1.HFO.CL2.12 Provide international (IDD) service information

**Cluster 3 Housekeeping**

- D1.HHK.CL3.01 Provide housekeeping services to guests
- D1.HHK.CL3.02 Clean public areas, facilities and equipment
- D1.HHK.CL3.03 Clean and prepare rooms for in-coming guests
- D1.HHK.CL3.04 Maintain and operate an industrial laundry
- D1.HHK.CL3.05 Launder linen and guests' clothes
- D1.HHK.CL3.06 Provide valet services to guests
- D1.HHK.CL3.07 Clean and maintain industrial work area and equipment

**Cluster 4 Security Services**

- D1.HSS.CL4.01 Establish and maintain a safe and secure workplace
- D1.HSS.CL4.02 Maintain the security of premises and property
- D1.HSS.CL4.03 Operate basic security equipment
- D1.HSS.CL4.04 Maintain the safety of premises and personnel
- D1.HSS.CL4.05 Observe and monitor people
- D1.HSS.CL4.06 Provide for the safety of VIPs
- D1.HSS.CL4.07 Manage intoxicated persons
- D1.HSS.CL4.08 Escort, carry and store valuable items
- D1.HSS.CL4.09 Provide a lost and found facility
- D1.HSS.CL4.10 Plan and conduct an evacuation of premises

**Cluster 5 Customer Service, Sales and Marketing**

- D1.HSM.CL5.01 Organise functions
- D1.HSM.CL5.02 Plan and implement sales activities or campaigns
- D1.HSM.CL5.03 Coordinate a marketing strategy and activities
- D1.HSM.CL5.04 Develop and update local knowledge
- D1.HSM.CL5.05 Prepare and deliver a presentation
- D1.HSM.CL5.06 Establish and maintain a business relationship
- D1.HSM.CL5.07 Develop and implement a business plan

**Cluster 6 General Administration**

- D1.HGA.CL6.01 Plan and establish systems and procedures
- D1.HGA.CL6.02 Work cooperatively in a general administration environment
- D1.HGA.CL6.03 Maintain a paper-based filing and retrieval system
- D1.HGA.CL6.04 Gather and present product information
- D1.HGA.CL6.05 Plan, manage and conduct meetings
- D1.HGA.CL6.06 Prepare business documents
- D1.HGA.CL6.07 Produce various types of form documents on a computer
- D1.HGA.CL6.08 Design, prepare and present various types of reports
- D1.HGA.CL6.09 Monitor, control and order new stock
- D1.HGA.CL6.10 Receive and securely store in-coming goods
- D1.HGA.CL6.11 Manage and implement small projects
- D1.HGA.CL6.12 Use common business tools and technology
- D1.HGA.CL6.13 Develop and implement operational policies

**Cluster 7 Financial Administration**

- D1.HFA.CL7.01 Process a financial transaction for services rendered
- D1.HFA.CL7.02 Process transactions for purchase of goods or services
- D1.HFA.CL7.03 Maintain financial standards and records
- D1.HFA.CL7.04 Prepare routine financial statements
- D1.HFA.CL7.05 Audit financial procedures
- D1.HFA.CL7.06 Manage payroll records
- D1.HFA.CL7.07 Prepare and monitor operational budgets
- D1.HFA.CL7.08 Manage financial performance within a budget

**Cluster 8 Human Resource Development**

- D1.HHR.CL8.01 Develop performance assessment procedures
- D1.HHR.CL8.02 Plan a staff performance review
- D1.HHR.CL8.03 Conduct a staff performance assessment process
- D1.HHR.CL8.04 Evaluate a staff performance assessment
- D1.HHR.CL8.05 Conduct a training needs analysis
- D1.HHR.CL8.06 Coach others in job skills
- D1.HHR.CL8.07 Prepare and deliver training sessions
- D1.HHR.CL8.08 Conduct training for a small group
- D1.HHR.CL8.09 Plan and implement a series of training events
- D1.HHR.CL8.10 Manage an assessment system for training outcomes
- D1.HHR.CL8.11 Monitor and evaluate the effectiveness of training outcomes
- D1.HHR.CL8.12 Evaluate the effectiveness of an assessment system

## ASEAN COMMON COMPETENCY STANDARDS FOR TOURISM PROFESSIONALS

### **Cluster 9 Resource Management**

- D1.HRM.CL9.01 Manage the effective use of human resources
- D1.HRM.CL9.02 Monitor and manage workplace relations and diversity
- D1.HRM.CL9.03 Monitor routine workplace operations
- D1.HRM.CL9.04 Monitor staff performance
- D1.HRM.CL9.05 Provide professional support to business colleagues
- D1.HRM.CL9.06 Manage quality customer/guest services
- D1.HRM.CL9.07 Manage special events
- D1.HRM.CL9.08 Develop and supervise operational approaches
- D1.HRM.CL9.09 Roster staff
- D1.HRM.CL9.10 Recruit and select staff
- D1.HRM.CL9.11 Manage physical assets and infrastructure
- D1.HRM.CL9.12 Manage stock purchases and inventory
- D1.HRM.CL9.13 Manage and maintain a computer system/network
- D1.HRM.CL9.14 Manage legal requirements for business compliance

### **Cluster 10 English Language Proficiency**

- D1.LAN.CL10.01 Converse in English at a basic operational level
- D1.LAN.CL10.02 Respond effectively to instructions given in English
- D1.LAN.CL10.03 Start conversations and develop good relations with guests
- D1.LAN.CL10.04 Communicate effectively in English on a telephone
- D1.LAN.CL10.05 Use oral English to convey a complex exchange of ideas
- D1.LAN.CL10.06 Deliver a short oral presentation in English
- D1.LAN.CL10.07 Read and write English at an advanced level

#### ***Reading***

- D1.LAN.CL10.08 Read and interpret basic instructions, directions and/or diagrams
- D1.LAN.CL10.09 Read general information texts or media

#### ***Writing***

- D1.LAN.CL10.10 Write a short message in English
- D1.LAN.CL10.11 Prepare a business letter in advanced English

## Clusters – Travel Services Competency Standards Menu

### Cluster 1 Common Core Competencies

- D2.TCC.CL1.01 Work effectively with customers and colleagues
- D2.TCC.CL1.02 Work in a socially diverse environment
- D2.TCC.CL1.03 Implement occupational health and safety procedures
- D2.TCC.CL1.04 Follow safety and security procedures
- D2.TCC.CL1.05 Communicate effectively on the telephone
- D2.TCC.CL1.06 Manage and resolve conflict situations
- D2.TCC.CL1.07 Develop and update tourism industry knowledge
- D2.TCC.CL1.08 Promote products and services to customers
- D2.TCC.CL1.09 Perform clerical procedures
- D2.TCC.CL1.10 Access and retrieve computer-based data
- D2.TCC.CL1.11 Speak English at a basic operational level
- D2.TCC.CL1.12 Process financial transactions
- D2.TCC.CL1.13 Use common business tools and technology
- D2.TCC.CL1.14 Perform child protection duties relevant to the tourism industry
- D2.TCC.CL1.15 Perform basic First Aid procedures
- D2.TCC.CL1.16 Develop protective environments for children in tourism destinations

### Cluster 2 Travel Agency – Ticketing

- D2.TTA.CL2.01 Access and interpret information
- D2.TTA.CL2.02 Administer a billing and settlement plan
- D2.TTA.CL2.03 Apply advance airfare rules and procedures
- D2.TTA.CL2.04 Book and co-ordinate supplier services
- D2.TTA.CL2.05 Construct and ticket a non-air travel plan
- D2.TTA.CL2.06 Construct and ticket domestic airfares
- D2.TTA.CL2.07 Construct and ticket promotional international airfares
- D2.TTA.CL2.08 Construct and ticket regular international airfares
- D2.TTA.CL2.09 Co-ordinate marketing and promotional activities
- D2.TTA.CL2.10 Create promotional display stand
- D2.TTA.CL2.11 Develop and update local knowledge
- D2.TTA.CL2.12 Maintain product information inventory
- D2.TTA.CL2.13 Operate a computerised reservation system
- D2.TTA.CL2.14 Operate an automated information system
- D2.TTA.CL2.15 Produce travel documentation on a computer
- D2.TTA.CL2.16 Prepare quotations
- D2.TTA.CL2.17 Receive and process a reservation
- D2.TTA.CL2.18 Source and package tourism products and services
- D2.TTA.CL2.19 Source and provide destination information and advice



**Cluster 3 Tour Guide Services**

- D2.TTG.CL3.01 Work as a tour guide
- D2.TTG.CL3.02 Allocate tour resources
- D2.TTG.CL3.03 Conduct interpretive activities in the field
- D2.TTG.CL3.04 Conduct pre-departure checks
- D2.TTG.CL3.05 Co-ordinate and operate a day-tour (or short excursions)
- D2.TTG.CL3.06 Demonstrate/observe respect for indigenous cultures
- D2.TTG.CL3.07 Develop and co-ordinate appropriate cultural tourism activity
- D2.TTG.CL3.08 Develop and maintain local general knowledge
- D2.TTG.CL3.09 Drive various types of service vehicles
- D2.TTG.CL3.10 Establish and maintain a safe and secure workplace
- D2.TTG.CL3.11 Establish and maintain safe touring conditions
- D2.TTG.CL3.12 Lead tour groups in a responsible manner
- D2.TTG.CL3.13 Maintain contacts with handling agents
- D2.TTG.CL3.14 Manage and facilitate an extended tour experience
- D2.TTG.CL3.15 Plan, develop and evaluate interpretive activities
- D2.TTG.CL3.16 Plan, trial and implement minimal impact operations
- D2.TTG.CL3.17 Prepare and present tour commentaries
- D2.TTG.CL3.18 Provide arrival and departure assistance
- D2.TTG.CL3.19 Research and share information on indigenous cultures

**Cluster 4 Tour Operations**

- D2.TTO.CL4.01 Allocate tour resources
- D2.TTO.CL4.02 Carry out vehicle maintenance or minor repairs
- D2.TTO.CL4.03 Clean premises and equipment
- D2.TTO.CL4.04 Conduct pre-departure checks
- D2.TTO.CL4.05 Demonstrate climbing skills at a basic level
- D2.TTO.CL4.06 Develop and implement operational plans
- D2.TTO.CL4.07 Develop interpretive content for eco-tourism activities
- D2.TTO.CL4.08 Drive large tour buses or coaches
- D2.TTO.CL4.09 Manage and execute a detailed tour itinerary
- D2.TTO.CL4.10 Comply with workplace hygiene procedures
- D2.TTO.CL4.11 Manage operational risk
- D2.TTO.CL4.12 Monitor tourism operations
- D2.TTO.CL4.13 Maintain tourism vehicles in safe and clean operational condition
- D2.TTO.CL4.14 Operate and maintain a 4WD vehicle in safe working condition
- D2.TTO.CL4.15 Operate tours in remote areas
- D2.TTO.CL4.16 Set up and operate a camp site
- D2.TTO.CL4.17 Plan and implement package sales activities
- D2.TTO.CL4.18 Provide camp site catering

**Cluster 5 Customer Service, Sales and Marketing**

- D2.TCS.CL5.01 Apply point of sale handling techniques
- D2.TCS.CL5.02 Assess and plan tourism opportunities for local communities
- D2.TCS.CL5.03 Build and maintain a team approach to service delivery
- D2.TCS.CL5.04 Develop and update tourism industry knowledge
- D2.TCS.CL5.05 Construct and apply tourism product research
- D2.TCS.CL5.06 Co-ordinate marketing activities
- D2.TCS.CL5.07 Co-ordinate production of brochures and marketing materials
- D2.TCS.CL5.08 Create, implement and evaluate strategic product initiatives
- D2.TCS.CL5.09 Develop and monitor culturally appropriate tourism activity
- D2.TCS.CL5.10 Develop conference programs
- D2.TCS.CL5.11 Develop host community awareness programs
- D2.TCS.CL5.12 Develop, implement and evaluate regional tourism plans
- D2.TCS.CL5.13 Develop, implement and evaluate sponsorship plans
- D2.TCS.CL5.14 Develop, manage and evaluate local marketing strategies
- D2.TCS.CL5.15 Develop/monitor ecologically sustainable tourism operations
- D2.TCS.CL5.16 Establish and maintain a business relationship
- D2.TCS.CL5.17 Implement/monitor event management systems and procedures
- D2.TCS.CL5.18 Manage quality customer service
- D2.TCS.CL5.19 Plan and implement sales activities
- D2.TCS.CL5.20 Prepare and deliver presentations
- D2.TCS.CL5.21 Prepare and submit quotations
- D2.TCS.CL5.22 Promote tourism products and services
- D2.TCS.CL5.23 Source and package tourism products and service

**Cluster 6 General Administration**

- D2.TGA.CL6.01 Create and update a tourism website
- D2.TGA.CL6.02 Design computer documents, reports and worksheets
- D2.TGA.CL6.03 Manage and monitor tourism programs and projects
- D2.TGA.CL6.04 Manage, control and order stock
- D2.TGA.CL6.05 Minimize theft
- D2.TGA.CL6.06 Operate an automated information system
- D2.TGA.CL6.07 Organise and coordinate meetings
- D2.TGA.CL6.08 Plan and establish systems and procedures
- D2.TGA.CL6.09 Prepare business documents
- D2.TGA.CL6.10 Produce documents on a computer
- D2.TGA.CL6.11 Receive and store stock
- D2.TGA.CL6.12 Source and present information
- D2.TGA.CL6.13 Develop and implement operational policies

**Cluster 7 Financial Administration**

- D2.TFA.CL7.01 Audit financial procedures
- D2.TFA.CL7.02 Interpret financial statements and reports
- D2.TFA.CL7.03 Maintain a secure financial accounting system
- D2.TFA.CL7.04 Manage contractual agreements/commitments
- D2.TFA.CL7.05 Manage and control operational costs
- D2.TFA.CL7.06 Prepare financial statements

**Cluster 8 Human Resource Development**

- D2.TRD.CL8.01 Analyse competency requirements
- D2.TRD.CL8.02 Coach others in job skills
- D2.TRD.CL8.03 Conduct an individual performance assessment
- D2.TRD.CL8.04 Deliver training sessions
- D2.TRD.CL8.05 Design and establish a training system
- D2.TRD.CL8.06 Design training courses
- D2.TRD.CL8.07 Develop assessment tools and procedures
- D2.TRD.CL8.08 Establish a performance assessment system
- D2.TRD.CL8.09 Implement a staff performance assessment plan
- D2.TRD.CL8.10 Implement a training and development program
- D2.TRD.CL8.11 Monitor and evaluate a training and development program
- D2.TRD.CL8.12 Plan and promote a training program
- D2.TRD.CL8.13 Review performance assessment outcomes
- D2.TRD.CL8.14 Review training outcomes
- D2.TRD.CL8.15 Train selected small groups

**Cluster 9 Resource Management**

- D2.TRM.CL9.01 Apply industry standards to team supervision
- D2.TRM.CL9.02 Develop and implement a business plan
- D2.TRM.CL9.03 Develop and manage business strategies
- D2.TRM.CL9.04 Lead and manage a development team
- D2.TRM.CL9.05 Lead and manage people
- D2.TRM.CL9.06 Maintain legal knowledge required for business compliance
- D2.TRM.CL9.07 Manage and purchase stocks
- D2.TRM.CL9.08 Manage financial operations within a budget
- D2.TRM.CL9.09 Manage innovative tourism projects and programs
- D2.TRM.CL9.10 Manage physical assets and infrastructure
- D2.TRM.CL9.11 Manage quality customer service
- D2.TRM.CL9.12 Manage workplace diversity
- D2.TRM.CL9.13 Manage and maintain effective workplace relations
- D2.TRM.CL9.14 Manage and maintain an operational computer system
- D2.TRM.CL9.15 Monitor staff performance
- D2.TRM.CL9.16 Monitor work operations
- D2.TRM.CL9.17 Prepare and monitor budgets
- D2.TRM.CL9.18 Provide mentoring support to business colleagues
- D2.TRM.CL9.19 Recruit and select staff
- D2.TRM.CL9.20 Roster staff

**Cluster 10 English Language Proficiency**

- D2.LAN.CL10.01 Read and write English at a basic operational level
- D2.LAN.CL10.02 Use English at a supervisory level
- D2.LAN.CL10.03 Read and write English at a supervisory level
- D2.LAN.CL10.04 Read and write English at an advanced level