

K to 12 BASIC EDUCATION CURRICULUM
JUNIOR HIGH SCHOOL TECHNICAL LIVELIHOOD EDUCATION AND SENIOR HIGH SCHOOL - TECHNICAL-VOCATIONAL-LIVELIHOOD TRACK
HOME ECONOMICS – TRAVEL SERVICES (NC II)
(160 hours)

These are the specializations and their pre-requisites. These lists should be used as reference for curriculum maps.

AGRI-FISHERY ARTS

	Specialization	Number of Hours	Pre-requisite
1.	Agricultural Crops Production (NC I)	320 hours	
2.	Agricultural Crops Production (NC II) <i>updated based on TESDA Training Regulations published December 28, 2013</i>	640 hours	
3.	Agricultural Crops Production (NC III)	640 hours	Agricultural Crops Production (NC II)
4.	Animal Health Care Management (NC III)	320 hours	Animal Production (Poultry-Chicken) (NC II) or Animal Production (Ruminants) (NC II) or Animal Production (Swine) (NC II)
5.	Animal Production (Poultry-Chicken) (NC II) <i>updated based on TESDA Training Regulations published December 28, 2013</i>	320 hours	
6.	Animal Production (Large Ruminants) (NC II) <i>updated based on TESDA Training Regulations published December 28, 2013</i>	320 hours	
7.	Animal Production (Swine) (NC II) <i>updated based on TESDA Training Regulations published December 28, 2013</i>	320 hours	
8.	Aquaculture (NC II)	640 hours	
9.	Artificial Insemination (Large Ruminants) (NC II)	160 hours	Animal Production (Large Ruminants) (NC II)
10.	Artificial Insemination (Swine) (NC II)	160 hours	Animal Production (Swine) (NC II)
11.	Fish Capture (NC II)	640 hours	
12.	Fishing Gear Repair and Maintenance (NC III)	320 hours	
13.	Fish-Products Packaging (NC II)	320 hours	
14.	Fish Wharf Operation (NC I)	160 hours	
15.	Food Processing (NC II)	640 hours	
16.	Horticulture (NC III)	640 hours	Agricultural Crops Production (NC II)
17.	Landscape Installation and Maintenance (NC II)	320 hours	
18.	Organic Agriculture (NC II)	320 hours	
19.	Pest Management (NC II)	320 hours	
20.	Rice Machinery Operations (NC II)	320 hours	
21.	Rubber Processing (NC II)	320 hours	
22.	Rubber Production (NC II)	320 hours	
23.	Slaughtering Operations (Hog/Swine/Pig) (NC II)	160 hours	

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HOME ECONOMICS

	Specialization	Number of Hours	Pre-requisite
1.	Attractions and Theme Parks Operations with Ecotourism (NC II)	160 hours	
2.	Barbering (NC II)	320 hours	
3.	Bartending (NC II)	320 hours	
4.	Beauty/Nail Care (NC II)	160 hours	
5.	Bread and Pastry Production (NC II)	160 hours	
6.	Caregiving (NC II)	640 hours	
7.	Commercial Cooking (NC III)	320 hours	Cookery (NC II)
8.	Cookery (NC II)	320 hours	
9.	Dressmaking (NC II)	320 hours	
10.	Events Management Services (NC III)	320 hours	
11.	Fashion Design (Apparel) (NC III)	640 hours	Dressmaking (NC II) or Tailoring (NC II)
12.	Food and Beverage Services (NC II) <i>updated based on TESDA Training Regulations published December 28, 2013</i>	160 hours	
13.	Front Office Services (NC II)	160 hours	
14.	Hairdressing (NC II)	320 hours	
15.	Hairdressing (NC III)	640 hours	Hairdressing (NC II)
16.	Handicraft (Basketry, Macrame) (Non-NC)	160 hours	
17.	Handicraft (Fashion Accessories, Paper Craft) (Non-NC)	160 hours	
18.	Handicraft (Needlecraft) (Non-NC)	160 hours	
19.	Handicraft (Woodcraft, Leathercraft) (Non-NC)	160 hours	
20.	Housekeeping (NC II) <i>updated based on TESDA Training Regulations published December 28, 2013</i>	160 hours	
21.	Local Guiding Services (NC II)	160 hours	
22.	Tailoring (NC II)	320 hours	
23.	Tourism Promotion Services (NC II)	160 hours	
24.	Travel Services (NC II)	160 hours	
25.	Wellness Massage (NC II)	160 hours	

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INDUSTRIAL ARTS

	Specialization	Number of Hours	Pre-requisite
1.	Automotive Servicing (NC I) <i>updated based on TESDA Training Regulations published December 28, 2013</i>	640 hours	
2.	Automotive Servicing (NC II)	640 hours	Automotive Servicing (NC I)
3.	Carpentry (NC II)	640 hours	
4.	Carpentry (NC III)	320 hours	Carpentry (NC II)
5.	Construction Painting (NC II)	160 hours	
6.	Domestic Refrigeration and Air-conditioning (DOMRAC) Servicing (NC II)	640 hours	
7.	Driving (NC II)	160 hours	
8.	Electrical Installation and Maintenance (NC II)	640 hours	
9.	Electric Power Distribution Line Construction (NC II)	320 hours	Electrical Installation and Maintenance (NC II)
10.	Electronic Products Assembly and Servicing (NC II) <i>updated based on TESDA Training Regulations published December 28, 2013</i>	640 hours	
11.	Furniture Making (Finishing) (NC II)	640 hours	
12.	Instrumentation and Control Servicing (NC II)	320 hours	Electronic Products Assembly and Servicing (EPAS) (NC II)
13.	Gas Metal Arc Welding (GMAW) (NC II)	320 hours	Shielded Metal Arc Welding (SMAW) (NC II)
14.	Gas Tungsten Arc Welding (GTAW) (NC II)	320 hours	Shielded Metal Arc Welding (GMAW) (NC II)
15.	Machining (NC I)	640 hours	
16.	Machining (NC II)	640 hours	Machining (NC I)
17.	Masonry (NC II)	320 hours	
18.	Mechatronics Servicing (NC II)	320 hours	Electronic Products Assembly and Servicing (EPAS) (NC II)
19.	Motorcycle/Small Engine Servicing (NC II)	320 hours	
20.	Plumbing (NC I)	320 hours	
21.	Plumbing (NC II)	320 hours	Plumbing (NC I)
22.	Refrigeration and Air-Conditioning (Packaged Air-Conditioning Unit [PACU]/Commercial Refrigeration Equipment [CRE]) Servicing (NC III)	640 hours	Domestic Refrigeration and Air-conditioning (DOMRAC) Servicing (NC II)
23.	Shielded Metal Arc Welding (NC I)	320 hours	
24.	Shielded Metal Arc Welding (NC II)	320 hours	Shielded Metal Arc Welding (NC I)
25.	Tile Setting (NC II)	320 hours	
26.	Transmission Line Installation and Maintenance (NC II)	640 hours	Electrical Installation and Maintenance (NC II)

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INFORMATION, COMMUNICATIONS AND TECHNOLOGY (ICT)

	Specialization	Number of Hours	Pre-requisite
1.	Animation (NC II)	320 hours	
2.	Broadband Installation (Fixed Wireless Systems) (NC II)	160 hours	Computer Systems Servicing (NC II)
3.	Computer Programming (.Net Technology) (NC III) <i>updated based on TESDA Training Regulations published December 28, 2013</i>	320 hours	
4.	Computer Programming (Java) (NC III) <i>updated based on TESDA Training Regulations published December 28, 2013</i>	320 hours	
5.	Computer Programming (Oracle Database) (NC III) <i>updated based on TESDA Training Regulations published December 28, 2013</i>	320 hours	
6.	Computer Systems Servicing (NC II) <i>updated based on TESDA Training Regulations published December 28, 2007</i>	640 hours	
7.	Contact Center Services (NC II)	320 hours	
8.	Illustration (NC II)	320 hours	
9.	Medical Transcription (NC II)	320 hours	
10.	Technical Drafting (NC II)	320 hours	
11.	Telecom OSP and Subscriber Line Installation (Copper Cable/POTS and DSL) (NC II)	320 hours	Computer Systems Servicing (NC II)
12.	Telecom OSP Installation (Fiber Optic Cable) (NC II)	160 hours	Computer Systems Servicing (NC II)

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Course Description:

This curriculum guide on Travel Services leads to National Certificate Level II (NC II). This course is designed to enhance the knowledge, skills, and attitudes of a high school student in tour servicing that strongly adhere to industry standards. It covers specialized competencies such as: book travel-related reservation, administering billing and settlement plans, and issuing air, sea, and land tickets and multipurpose documents.

Course Prerequisites:

The student/enrollee of this course must possess the following:

1. Excellent communication skills (must be proficient in the Native Language/s; Filipino, English, and/or Foreign language/s)
2. Computer literacy
3. Good visual impact and pleasing personality
4. Perfect vision (20/20) or with contact lenses but not beyond (20/30)

CONTENT	CONTENT STANDARD	PERFORMANCE STANDARD	LEARNING COMPETENCIES	CODE
Introduction 1. Key concepts in Travel Services (TS) 2. Relevance of the course 3. Career opportunities	The learners demonstrate an understanding of concepts and theories in TS.	The learners independently demonstrate core competencies in TS as prescribed in the TESDA Training Regulation.	The learners: 1. explain concepts in TS 2. discuss the relevance of the course 3. explore opportunities for a career in TS	
QUARTER I				
Lesson 1: TOURISM INDUSTRY IN THE PHILIPPINES (TIIP)				
1. Government Agencies 1.1 Department of Tourism (DOT) 1.2 Philippine Convention and Visitors Corporation (PCVC) 1.3 Philippine Tourism Authority 1.4 local government units (LGUs) 1.5 Other national government units 2. Private Agencies 2.1 Education and training centers 2.2 Food and beverage enterprises 2.2 Lodging industry 2.3 Recreation and attraction business 2.4 Oil market	The learners demonstrate comprehension of the operational functions of tourism industry in the Philippines.	The learners perform a clear representation of the manner by which tourism industry works in the Philippines.	LO 1. Understand fully the Philippine tourism industry 1.1 discuss the functions of the National Tourism Office, the agencies directly related to it, and the concerned local government units (LGU) in the tourism industry 1.2 identify the nature of and services offered by the various sectors under the private division 1.3 explain the functions of the sectors that comprise the private agencies connected with tourism industry	TLE_HETS9-12TIIP-Ia-e-1

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CONTENT	CONTENT STANDARD	PERFORMANCE STANDARD	LEARNING COMPETENCIES	CODE
2.4 Transportation industry 2.5 Travel companies 2.6 Other private sector entities				
Lesson 2: DEVELOP AND UPDATE INDUSTRY KNOWLEDGE (DUIK)				
1. Key Resources of Information on the Industry 1.1 Information sources 1.1.1 Media 1.1.2 Reference books 1.1.3 Libraries 1.1.4 Union 1.1.5 Industry association 1.1.6 Internet 1.1.7 Personal observation	The learner demonstrates understanding of concepts and theories in developing and updating industry knowledge.	The learner independently develops and updates industry knowledge.	LO2. Seek information about the industry 1.1 identify and access key sources of information on the industry 1.2 access, apply and share industry information	TLE_HETS9-12DUIK-IF-J-2
2. Industry Information 2.1 Trade unions, environmental issues and requirements 2.2 Industrial relations issues and major organization 2.3 Career opportunities 2.4 Work ethic required to work in the industry 2.5 Quality assurance				
QUARTER II				
Lesson 3: OBSERVE WORKPLACE HYGIENE PROCEDURES (OWHP)				
1. Personal Grooming and Hygiene 1.1 Proper hand washing 1.2 Regular bathing 1.3 Appropriate and clean clothing 1.4 Cleaning and sanitizing procedures 1.5 Personal hygiene	The learner demonstrates understanding of concepts and theories in observing workplace hygienic procedures.	The learner independently observes workplace hygienic procedures.	LO 3. Follow hygiene procedures 1.1 implement workplace hygiene procedures 1.2 manage handling and storing of items following standard procedures accordingly	TLE_HETS9-12OWHP-IIa-3
2. Safe and Hygienic Handling, Storage and Disposal of Food, Beverages and Materials 2.1 Proper food handling and storage 2.2 Correct work practices			LO 4. Identify and prevent hygiene risks 1.1 identify potential hygiene risks that deviate standard procedures 1.2 take necessary actions to minimize	TLE_HETS9-12OWHP-IIb-4

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2.3 Ecological waste management 2.4 Personal hygiene 2.5 Organic pest control 3. Minimizing or removing risk 3.1 auditing staff skills and providing training 3.2 ensuring strict compliance with policies and procedures 3.3 audits or incidents with follow up actions			and remove risks within the scope of individual responsibility 1.3 report hygiene risks beyond the control of individual staff members to the appropriate authority for follow up	
Lesson 4: PERFORM TRAVEL-RELATED COMPUTER OPERATIONS (PTCO)				
1. Software for the following tasks: 1.1 Manual Ticketing 1.2 Online Ticketing 1.3 Event Scheduling 1.4 Cashless and Redemption 1.5 Booking 1.6 Billing	The learner demonstrates understanding of concepts and theories in performing computer operations related to functions of the Philippine tourism industry.	The learner independently performs travel-related computer operations.	LO5. Plan and prepare for tasks to be undertaken 1.1 determine the requirements of tasks 1.2 select appropriate software according to task assigned and required outcome 1.3 plan the task and follow procedures to ensure OHS guidelines	TLE_HETS9-12OWHP-IIc-d-5
2. Appropriate software according to task requirement 2.1 Basic ergonomics of keyboard and computer use 2.2 Standard operating procedures in entering and saving data into the computer 2.3 Storage media 3. Ergonomic guidelines			LO6. Input data into computer 1.1 enter data into the computer using appropriate program/application in accordance with the standard procedures 1.2 check and save the accuracy of information in accordance with standard operating procedures 1.3 store inputted data in storage media according to requirements 1.4 perform work within ergonomics guidelines	TLE_HETS9-12OWHP-IIe-f-6
4. Appropriate devices and procedures to transfer files/data 4.1 Programs and applications 4.2 Procedures/techniques in accessing Information			LO7. Access information using computer 1.1 select correct program/application based on job requirements 1.2 access program/application containing the required information according to standard procedures	TLE_HETS9-12OWHP-IIg-h-7

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5. Accurate and complete data according to the requirements 5.1 Software commands 5.2 Operation and use of peripheral devices 5.3 Procedures in transferring files/data			LO8. Produce output/data using computer system 1.1. process entered data using appropriate software commands 1.2. print out data as required using computer hardware/peripheral devices in accordance with standard operating procedures 1.3. transfer files and data between compatible system using computer software, hardware/peripheral devices in accordance with standard operating procedures	TLE_HETS9-12OWHP-IIIj-8
QUARTER III				
Lesson 5: PERFORM WORKPLACE AND SAFETY PRACTICES (PWSP)				
1. Workplace safety, security and hygiene systems, processes and operation 1.1 Health, safety and security procedures 1.2 Breaches procedures	The learner demonstrates understanding of concepts and theories in performing workplace and safety practices.	The learner independently performs workplace and safety practices.	LO9. Follow workplace procedures for health, safety and security practices 1.1 follow correct health, safety and security procedures in line with legislation, regulations and standard procedures 1.2 identify and report breaches of health, safety and security in line with standard procedures 1.3 report suspicious behavior or unusual occurrence in line with standard procedure	TLE_HETS9-12PWSP-IIIa-9
2. Faults, problems and emergency situations in line with standard guidelines 2.1 Emergency procedure 2.2 Personal injuries 2.3 Fire 2.4 Electrocution 2.5 Natural calamities 2.6 Criminal acts 2.7 Safe personal presentation			LO10. Deal with emergency situations 1.1 recognize emergency and potential emergency situations and take appropriate action/s within individual's scope of responsibility 1.2 follow emergency plan in adherence to standard procedures 1.3 seek assistance from colleagues to resolve or respond to emergency	TLE_HETS9-12PWSP-IIIb-c-10

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standard			situations 1.4 report details of emergency situations in line with standard procedures	
3. Safe personal presentation standards. 3.1 Proper use of personal protective equipment 3.2 Waste management 3.3 Pollution control 3.4 Types of pollutants and its effects			LO11. Maintain safe personal presentation standards 1.1 identify and follow safe personal standards in line with standard requirements	TLE_HETS9-12PWSP-IIIId-11
Lesson 6: PROVIDE EFFECTIVE CUSTOMER SERVICE (PECS)				
1. Effective verbal and non-verbal communication skills to respond to customer needs 1.1 Personality development and public relations 1.2 Basic oral communication/ writing memos and letters	The learner demonstrates understanding of concepts and theories in providing effective customer services.	The learner independently provides customer services.	LO12. Greet customer properly 1.1 greet guests in line with standard procedure 1.2 use verbal and non-verbal communication appropriate to the given situation 1.3 observe verbal and non-verbal communication of customer in responding 1.4 demonstrate sensitivity to cultural and social differences	TLE_HETS9-12PECS-IIIE-12
2. Interpersonal skills 3. Provision of Help Desk 4. Key concepts of identifying and understanding the consumer 5. Consumer Analysis through: 5.1 Observation 5.2 Interviews 5.3 FGD 5.4 Survey 6. Pre- and Post-conference with the customer to enhance the quality of service			LO13. Identify customer's needs 1.1 use appropriate interpersonal skills to ensure that customer needs are accurately identified 1.2 assess customer's needs for urgency so that priority for service delivery can be identified provide customers with information 1.3 identify personal limitation in addressing customer needs and seek assistance from the higher authority 1.4 attend promptly and efficiently to the customer's needs in line with standard procedures 1.5 maintain professional rapport with customer to enable high quality	TLE_HETS9-12PECS-IIIf-13

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			service delivery 1.6 take opportunity to enhance the quality of service and products wherever possible	
7. Queries in line with standard procedures 8. Uses of telephone, fax machine, internet, e-mail, and social network sites 9. Telephone and electronic mail ethics 10. Procedures in handling queries			LO14. Handle queries through telephone/mobile phone, fax machine, internet, email and social network sites 1.1 use telephone/cell phone, computer, fax machine, internet efficiently to determine customer requirements 1.2 record queries/information in line with standard procedures 1.3 act upon queries promptly and efficiently in line with standard procedures	TLE_HETS9-12PECS-IIIg-h-14
11. Customers' complaints, evaluation and recommendations 12. Guidelines in handling complaints 13. Procedures in responding and resolving complaints 14. Feedback mechanism			LO15. Handle complaints, evaluation and recommendations 1.1 greet guests with a smile and eye-to-eye contact 1.2 take the responsibility for resolving the complaint within the limit of responsibility 1.3 establish and agree with the customer, the nature and details of complaint 1.4 take appropriate action to resolve the complaint to the customer satisfaction wherever possible	TLE_HETS9-12PECS-IIIi-j-15
QUARTER IV				
Lesson 7: CREATE TRAVEL-RELATED RESERVATIONS AND TRANSACTIONS (CTRT)				
1. Client file and identifying booking requirements 1.1 Suppliers 1.1.1 Internal 1.1.2 External to the organization 1.2 Travel Services 1.2.1 Domestic	The learner demonstrates skills and knowledge required to make and administer bookings for tourism or hospitality products and services.	The learner independently creates travel-related reservations and transactions.	LO16. Administer client file booking requirements, request, records, updates and finalization 1.1 interpret the customer's requirements correctly and confirmed specific services to the customer	TLE_HETS9-12CTRT-IVa-d-16

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<ul style="list-style-type: none"> 1.2.2 International 1.3 Reservations/Bookings <ul style="list-style-type: none"> 1.3.1 Manual 1.3.2 Electronic 1.4 Customer records <ul style="list-style-type: none"> 1.4.1 A computer-generated file 1.4.2 A manual file 2. Request services <ul style="list-style-type: none"> 2.1 Products and services <ul style="list-style-type: none"> 2.1.1 Transportation 2.1.2 Transfers 2.1.3. Accommodations 2.1.4 Entertainment 2.1.5 Tours 2.1.6 Cruises 2.1.7 Entrance to attractions or sites 2.1.8 Tourist guiding services 2.1.9 Activities 2.1.10 Meals 2.1.11 Functions 2.1.12 Special items with customer's corporate branding 2.1.13 Venue bookings 2.1.14 Speaker services 2.1.15 Audio visual services 2.1.16 Meeting or event equipment 2.1.17 Special event consumable items 2.1.18 Catering 2.1.19 Refund Services 2.1.20 Other requirements of the client 3. Record request and confirmation <ul style="list-style-type: none"> 3.1 Communication System <ul style="list-style-type: none"> 3.1.1 Telephone 			<ul style="list-style-type: none"> 1.2 coordinate effectively, the booking process from initial request to finalization of the booking 1.3 keep records of all bookings made accurately 1.4 demonstrate knowledge on industry booking systems and procedures for a range of products and services 1.5 determine the customer's requirements 1.6 interpret any quotations previously supplied to customer 1.7 demonstrate skills in booking and coordinating supplier services for multiple and different customer situations and varying products and services (ideally as a component of integrated work activity) 1.8 practice skills within a fully-equipped industry-realistic office environment using appropriate computers, printers, information programs and publications 	

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<ul style="list-style-type: none"> 3.1.2 Fax 3.1.3 Email 3.1.4 Internet 3.1.5 Mail/courier service 3.1.6 Computer Reservation System (CRS) or Global Distribution System (GDS) 3.2 Confirmation details <ul style="list-style-type: none"> 3.2.1 Cost 3.2.2 Payment method and deadline 3.2.3 Special request 3.2.4 arrangements 3.3 Types of Reservations/Bookings <ul style="list-style-type: none"> 3.3.1 A single product or service 3.3.2 Multiple products and services making up a complete itinerary 3.3.3 Groups 3.3.4 Individuals 3.3.5 Ad Hoc touring arrangements 3.3.6 Series tours 3.3.7 Incentive tours 3.3.8 Meetings 3.3.9 Conferences 3.3.10 A combination of any of the above 3.4 Amendments/ adjustments to bookings <ul style="list-style-type: none"> 3.4.1 Cancellation of booking 3.4.2 Change of date, time. 3.4.3 Change of location of commencement and conclusions of service. 3.4.5 Reduction or increase in number of bookings held 3.5 Final customer details 				

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CONTENT	CONTENT STANDARD	PERFORMANCE STANDARD	LEARNING COMPETENCIES	CODE
3.5.1 Final numbers for a group booking 3.5.2 Arrival and departure flights and times (or any other form of transportation) 3.5.3 Final name list 3.5.4 Final rooming list 3.5.5 Details of tourist guides/tour managers/crew accompanying customers 3.5.6 Itinerary – if packaged tour 4. Update and finalize bookings 4.1 Documents issued to customers 4.1.1 Invoices 4.1.2 Credit notes 4.1.3 Receipts 4.1.4 Service Voucher/s 4.1.5 Tickets (air, sea and land) 4.1.6 Travel documents (passports, visas, immigration clearances, etc) 4.1.7 Insurance Certificates 4.1.8 Information packs 4.1.9 Travel reminders, itineraries 4.2 Updating customer/s' financial record				
Lesson 8: PROVIDE ASSISTANCE IN TRAVEL DOCUMENTATION PREPARATION (PATD)				
1. Prepare and assist client's application for the following: 1.1 Passport application 1.1.1 Filipinos 1.1.2 Resident Foreign Nationals 1.2 Visa application and/or permits 1.2.1 Worldwide destination 1.2.2 Tourist 1.2.3 Temporary Visitors	The learner demonstrates skills and knowledge required to assist clients in preparation of travel documents.	The learner independently provides assistance in travel documentation preparation.	LO17. Demonstrate Assistance in travel documents needed 1.1 demonstrate knowledge of passport requirements and procedures 1.2 demonstrate knowledge of visa documentation requirements and procedure 1.3 demonstrate knowledge of Immigration Exit clearance and	TLE_HETS9-12CTRT-IVe-h-17

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CONTENT	CONTENT STANDARD	PERFORMANCE STANDARD	LEARNING COMPETENCIES	CODE
1.2.4 Businessman 1.2.5 Students 1.3 Immigration documents 1.3.1 Travel Exit clearance & reentry permit 1.3.2 Extension of visa 1.3.3 Application of change of visa status 1.3.4 Annual Registration of foreign nationals 1.3.5 Application of I-Card 1.3.6 Travel clearance for person with the same name 1.3.7 Application of extension of reentry permit 1.3.8 Payment of Head tax 1.4 Additional travel documents 1.4.1 DSWD clearance 1.4.2 Court clearance 1.4.3 CFO (Commission on Filipinos Overseas) 1.4.4 POEA clearance 1.4.5 NBI clearance 1.4.6 Bureau of Quarantine vaccination card 1.4.7 And other necessary government-issued documents			Reentry permit procedure and other Immigration procedure requirements 1.4 demonstrate ability to correctly apply DFA, Embassies, and Bureau of Immigration rules and procedures within enterprise acceptable timeframes 1.5 demonstrate ability to assist clients in acquiring travel documents within the soonest time before date of travel	
Lesson 9: ISSUE INFORMATION ON INTERNATIONAL AIR TRANSPORT ASSOCIATION (IATA)-BILLING SETTLEMENT PLAN (BSP)				
DOCUMENTS AND OTHER PASSAGE DOCUMENTS (DOPD)				
1. Necessary information and other travel related data 1.1 Company name 1.2 First Name 1.3 Middle Initial / Name 1.4 Last Name 1.5 Title of the passenger (Mr., Ms., Mrs., Mstr., Mist., Inf)	The learner demonstrates knowledge and skills required regarding review of travel documents and issuance and payment of tickets and Multi-Purpose Documents (MPD), tour order, tour vouchers, exchange order, purchase order, booking request and other vouchers issued for inbound and	The learner independently issues information on international association (IATA), billing settlement plan documents and other passage documents.	LO18. Issue important documents for the travel 1.1 perform sales and service tasks 1.2 issue tickets, Multi-Purpose Documents (MPD) and other travel related documents 1.3 obtain information on International Air Transport Association (IATA)	TLE_HETS9-12DOPD-IVi-j-18

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(160 hours)

CONTENT	CONTENT STANDARD	PERFORMANCE STANDARD	LEARNING COMPETENCIES	CODE
<ul style="list-style-type: none"> 1.6 Address 1.7 Date of Birth 1.8 Birthplace 1.9 Gender 1.10 Telephone Number 1.11 Zip Code 1.12 Age 1.13 Type of passenger 1.14 Overseas Filipino Workers (OFW) 1.15 Number of passenger 1.16 Senior Citizen 1.17 Language 1.18 Medical 1.19 Dietary requirement 1.20 Residency status 1.21 Nationality 1.22 Passport Number, validity, date & place of issuance 1.23 Visa 1.24 Handicap 2. Perform sales and service tasks <ul style="list-style-type: none"> 2.1 Flight or Voyage Number 2.2 Estimated Time of Departure (ETD) & Arrival (ETA) 2.3 Date of flight / departure 2.4 Time of flight / departure 2.5 Place of origin 2.6 Place of destination 2.7 Type of booking class / services 2.8 Type of equipment used 2.9 Meals served on board 2.10 Elapsed Time of travel 2.11 Type of aircraft/ship/vehicle use 3. Issue tickets, Multi-Purpose Documents (MPD) and other travel 	<ul style="list-style-type: none"> outbound travel. 		<ul style="list-style-type: none"> tariff of different carriers, billing and settlement plans. 1.4 effectively use telephone, telefax, computer reservation system or global distribution system, internet and email 1.5 perform competent communication skills 1.6 carry out networking for latest fares and tariff information 1.7 run required computer (GDS) operations 	

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CONTENT	CONTENT STANDARD	PERFORMANCE STANDARD	LEARNING COMPETENCIES	CODE
related documents 3.1 Fares – Adult, Child, Infant, Senior Citizen 3.2 Air 3.3 Sea 3.4 Land 4. Network for latest fare and tariff information				

Code Book Legend
Sample: TLE_HETS9-12PECS-IIIe-12

LEGEND		SAMPLE		DOMAIN/ COMPONENT	CODE
First Entry	Learning Area and Strand/ Subject or Specialization	Technology and Livelihood Education_Home Economics Travel Services	TLE_HE TS 9-12	Tourism industry in the Philippines	TIIP
	Grade Level	Grade 9/10/11/12		Develop and update industry knowledge	DUIK
Uppercase Letter/s	Domain/Content/ Component/ Topic	Provide Effective Customer Service	PECS	Observe workplace hygiene procedures	OWHP
				Perform travel-related computer operations	PTCO
				Perform workplace and safety practices	PWSP

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Technology-Livelihood Education and Technical-Vocational Track specializations may be taken between Grades 9 to 12.

Schools may offer specializations from the four strands as long as the minimum number of hours for each specialization is met.

Please refer to the sample Curriculum Map on the next page for the number of semesters per Home Economics specialization and those that have pre-requisites. Curriculum Maps may be modified according to specializations offered by a school.


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SAMPLE HOME ECONOMICS CURRICULUM MAP (as of May 2016)**

GRADE 7/8 (EXPLORATORY)			GRADES 9-12					
EXPLORATORY			Beauty/Nail Care (NC II) 2 sems	Wellness Massage (NC II) 2 sems		Hairdressing (NC II) 4 sems		
			*Hairdressing (NC III)				8 sems	
			Barbering (NC II) 4 sems					
			Dressmaking (NC II) 4 sems		Tailoring (NC II) 4 sems			
			*Fashion Design (Apparel) (NC III)				8 sems	
			*Caregiving (NC II)				8 sems	
			Bartending (NC II) 4 sems		Bread and Pastry Production (NC II) 2 sems	Food and Beverage Services (NC II)⁺ <small>updated based on TESDA Training Regulations published December 28, 2013</small> 2 sems		
			Cookery (NC II) 4 sems	*Commercial Cooking (NC III)				4 sems
			Front Office Services (NC II) 2 sems	Travel Services (NC II) 2 sems	Local Guiding Services (NC II) 2 sems	Tourism Promotion Services (NC II) 2 sems		
			Housekeeping (NC II)⁺ <small>updated based on TESDA Training Regulations published December 28, 2013</small> 2 sems	Attractions and Theme Parks (NC II) 2 sems	Event Management Services (NC III)		4 sems	
			Handicraft (Non-NC) Needlecraft 2 sems	Handicraft (Non-NC) Fashion Accessories, Paper Craft 2 sems	Handicraft (Non-NC) Basketry, Macrame 2 sems	Handicraft (Non-NC) Woodcraft, Leathercraft 2 sems		

* Please note that these subjects have pre-requisites mentioned in the CG.

+ CG updated based on new Training Regulations of TESDA.

 Other specializations with no pre-requisites may be taken up during these semesters.

****This is just a sample. Schools make their own curriculum maps considering the specializations to be offered. Subjects may be taken up at any point during Grades 9-12.**

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