



Maldives National Skills Development Authority



National Competency Standard for Ticketing and Reservation

Standard Code: TRA-02L3-V2-24

Qualification Name: National Certificate III in Ticketing and Reservation

FOREWORD

The pivotal role of the Maldives National Skills Development Authority (MNSDA) in meticulously implementing and expanding Technical and Vocational Education & Training (TVET) exemplifies the steadfast commitment of the Maldives to build a skilled and resilient workforce. This commitment is evident from the strategic formulation of National Standards and the establishment of a comprehensive framework for training and certification.

Under the Higher Education and Training Act 7/2021, the MNSDA assumes an instrumental role, reflecting the government's unwavering dedication to streamlining TVET policies and procedures. This includes the establishment of a robust system for accrediting and registering both Institution Based Training (IBT) and Employer Based Training (EBT) providers. The MNSDA's active involvement in conducting the National Apprenticeship Program (NAP), National Trade Testing and Certification (NTTC), and the issuance of National Certificates reflects a comprehensive approach to ensure elevated quality standards and competency within the workforce.

The National Competency Standards (NCS) revised through the Maldives Enhancing Employability and Resilience of Youth (MEERY) project accentuates the commitment to updating and sustaining contemporary skill sets aligned precisely with industry demands. Deliberate efforts to revise existing NCS, coupled with the development of curriculum, teaching materials, resource books, and logbooks, attest to our dedication to ensuring the ongoing relevance and currency of the TVET system in the Maldives.

The active engagement of Technical Panels and Employment Sector Councils in the NCS development and approval process, coupled with alignment to the Maldives National Qualification Framework (MNQF) and accreditation by the Maldives Qualifications Authority (MQA), certifies that the TVET system not only remains highly responsive but also ensures the quality standards demanded by industries. This approach enables the system to effectively meet the diverse needs of industries and adapt to the evolving economic landscape.

The collaborative development of the National Certificate III in Ticketing and Reservation by the MNSDA, MEERY, and the Maldives Institute of Technology exemplifies the practical implementation of TVET initiatives. This training package represents a critical stride towards addressing the requisite skills while fostering opportunities to integrate sustainable economic development within the TVET framework.



Dr. Zahra Mohamed

Chief Executive Officer

Maldives National Skills Development Authority

EMPLOYMENT SECTOR COUNCILS

#	Name	Designation	Organisation
01	Ahmed Shameem	Director General	Ministry of Transport and Civil Aviation
02	Mohamed Jamshad	Colonel	Maldives National Defence Force
03	Ahmed Shujau	Chief Inspector of Police	Maldives Police Services
04	Aishath Neesha Khaleel	General Manager	Maldives Ports Limited
05	Mohamed Zaid	Head of Center for Maritime Studies	MNU / Maritime Center
06	Asiyath Haneef	Training Manager at Maldivian	Maldivian
07	Ahmed Shahid	Maritime Expert	-
08	Ismail Fariq	Chief Sales Officer	Maldives Transport and Construction Company
09	Fathimath Haula	Programme Officer	Maldives National Skills Development Authority

National Occupational Standard has been endorsed by:



Aishath Neesha Khaleel
Chair person
Transport Sector Council

Maldives National Skills Development Authority
Umar Zahir Office Building, 5th Floor,
OrchidMaa Hingun, Hulhumale', Republic of Maldives.

Date of Endorsement: 08.11.2023

TECHNICAL SUPPORT

#	Name	Designation	Organisation
01			
02			

TECHNICAL PANEL MEMBERS			
#	Name	Designation	Organisation
01	Shahuzan Abdulla	General Manager – Ticketing and Reservation	Maldivian Holiday
02	Aiminath Sameeha	General Manager	Maldivian Lounge Services
03	Asiyath Haneef	Training Manager	Maldivian

VERSION	DEVELOPER	DATE	STANDARD CODE
V2	Maldives Institute of Technology	11.09.2023	TRA-02L3-V2-24

Standard Review Process

To begin with Ticketing and Reservation occupation competencies were profiled through study of the occupations across the Maldivian workplaces aligned to the principles of "Functional Analysis", a methodology used for reviewing Competency Standards. Referred occupational profiling process compared existing competency units incorporated within the National Competency Standard of Level III in Ticketing and Reservation program.

Draft Review of the occupational standard is then compiled and submitted to the Technical Panel (TP) organised by the Maldives National Skills Development Authority (MNSDA). The Draft Standard is then edited based on comments from TP members under the direct observation of MNSDA. With series of reviewing and editings, TP approved standard is then tabled at Employment Sector Council (ESC) meeting for endorsement.

All the Standards of MNSDA are endorsed from the ESC before being published on its website.

Description of “Ticketing and Reservation”

This Ticketing and Reservation, is a foundational standard crafted to cultivate essential skills in the field. This program focuses on providing individuals with fundamental competencies necessary for effective ticketing and reservation processes. Participants will gain practical insights into basic techniques and practices, emphasising the importance of accurate booking procedures and customer service.

The certification serves as an entry point for individuals entering the ticketing and reservation field in the Maldives, offering a solid foundation in the basic skills required to contribute to efficient and customer-friendly ticketing services.

Recommended changes to the existing National Certificate III in Ticketing and Reservation Standard

Following are the changes recommended by the selected Technical Panel and Employment Sector Council of MNSDA for the National Certificate III in Ticketing and Reservation Standard.

1. *Strengthen soft skills and recommended to include common modules used in the current Competency Standards of MNSDA*
2. *Introduce 5 new units and revise existing units to align with industry standards aiming to enhance skills, align with best practices, and prepare Trainees for a comprehensive range of tasks in Ticketing and Reservation*

Job opportunities upon completion of “National Certificate III in Ticketing and Reservation”

Upon successful completion of the National certificate III in Ticketing and Reservation, students can work in the following jobs.

1. *Ticketing Agent Trainee*
2. *Reservation Agent Trainee*
3. *Tourism Information Officer Trainee*

KEY FOR CODING

Coding Competency Standards and Related Materials

DESCRIPTION	REPRESENTED BY
Industry Sector as per ESC (Three letters)	Construction Sector (CON) Fisheries and Agriculture (FNA) Information, Communication and Technology (ICT) Transport Sector (TRN) Tourism Sector(TOU) Social Sector (SOC) Foundation (FOU)
Standard Number - Occupation with in an industry sector	Two digits 01-99
Common Competency	CM
Core Competency	CC
Unit Number - Occupation with in an Standard	Three digits 01-99
MNQF level of qualification	L1, L2, L3, L4 etc.
Version Number	V1, V2 etc.
Separator	-
Year of Last Review of standard, qualification	Two digits responding to the year of last review, example 23 for the year 2023
Qualification Code	Refers to Standard code in cover page

1. Endorsement Application for Qualification 01		
2. NATIONAL CERTIFICATE III IN TICKETING AND RESERVATION		
3. Qualification code: TRA-02L3-V2-24		Total Number of Credits: 65
4. Purpose of the qualification This qualification is to provide individuals with the necessary knowledge, skills, and competencies to work effectively in various roles within the ticketing, reservation, and travel services sector. The qualification is designed to equip learners with practical skills and theoretical understanding related to the travel and hospitality industry.		
5. Regulations for the qualification		National Certificate III in the occupation of Ticketing and Reservation will be awarded to those who are competent in units 1+2+3+4+5+6+7+8+9+10+11+12+13+14+15+16+17
6. Schedule of Units		
Unit No.	Unit Title	Code
Common Competencies		
01	Develop tourism industry knowledge	TRA-02-CM01-V2-24
02	Apply work ethics and optimise professionalism	TRA-01-CM02-V3-24
03	Practice effective workplace communication	TRA-01-CM03-V3-24
04	Apply occupational health and safety requirements	TRA-01-CM01-V3-24
05	Provide effective customer care	TRA-01-CM04-V3-24
06	Perform computer operations	TRA-01-CM05-V3-24
07	Provide first aid	TRA-02-CM02-V2-24
08	Respond to fire	TRA-02-CM03-V2-24
Core Competencies		
09	Develop knowledge on airline industry	TRA-02-CC01-V2-24
10	Develop geographical knowledge	TRA-02-CC02-V2-24
11	Identify and arrange travel formalities	TRA-02-CC03-V2-24
12	Apply sales techniques	TRA-02-CC04-V2-24
13	Use a computerised reservations or operations system	TRA-02-CC05-V2-24
14	Respond to travel service requirements and requests	TRA-02-CC06-V2-24
15	Create travel-related reservations and transactions	TRA-02-CC07-V2-24
16	Provide assistance in travel documentation preparation	TRA-02-CC08-V2-24
17	Source airfares and issue tickets for domestic flights	TRA-02-CC09-V2-24

7. Accreditation requirements	The training provider should have made arrangements to ensure students are provided with adequate theory and practicals for them to develop all the required knowledge and skills stipulated in the National Competency Standard.
8. Recommended sequencing of units	As appearing under the section 06

Unit Details

Unit No.	Unit Title	Code	Level	No. of credits	Credit hours	Contact hours
1	Develop tourism industry knowledge	TRA-02-CM01-V2-24	III	03	30	15
2	Apply work ethics and optimise professionalism	TRA-01-CM02-V3-24	III	03	30	15
3	Practice effective workplace communication	TRA-01-CM03-V3-24	III	03	30	15
4	Apply occupational health and safety requirements	TRA-01-CM01-V3-24	III	04	40	20
5	Provide effective customer care	TRA-01-CM04-V3-24	III	05	50	25
6	Perform computer operations	TRA-01-CM05-V3-24	III	03	30	15
7	Provide first aid	TRA-02-CM02-V2-24	III	05	50	25
8	Respond to fire	TRA-02-CM03-V2-24	III	03	30	15
9	Develop knowledge on airline industry	TRA-02-CC01-V2-24	III	03	30	15
10	Develop geographical knowledge	TRA-02-CC02-V2-24	III	05	50	25
11	Identify and arrange travel formalities	TRA-02-CC03-V2-24	III	03	30	15
12	Apply sales techniques	TRA-02-CC04-V2-24	III	05	50	25
13	Use a computerised reservations or operations system	TRA-02-CC05-V2-24	III	04	40	20
14	Respond to travel service requirements and requests	TRA-02-CC06-V2-24	III	03	30	15
15	Create travel-related reservations and transactions	TRA-02-CC07-V2-24	III	05	50	25
16	Provide assistance in travel documentation preparation	TRA-02-CC08-V2-24	III	03	30	15
17	Source airfares and issue tickets for domestic flights	TRA-02-CC09-V2-24	III	05	50	25
Total				65	650	325

Packaging of National Qualifications:

National certificate III in Ticketing and Reservation will be awarded to those who are competent in units 1+2+3+4+5+6+7+8+9+10+11+12+13+14+15+16+17

Qualification Code: TRA-02L3-V2-24

COMPETENCY BASED ASSESSMENT

The final assessment of the National Competency-Based Programmes conducted by the Maldives National Skills Development Authority (MNSDA) is a competency-based assessment.

The Competency-Based Assessment ensures that the students' performance meets the requirements specified in the National Competency Standards (NCS). This assessment approach is designed to verify that graduates are job-ready and meet established occupational competency requirements within their respective fields.

Eligibility for Final Assessment

To be eligible for the final Competency-Based Assessment, students must fulfil the following conditions:

- achieve a **minimum of 80%** attendance
- deemed competent in each of the units of the programme in the pre-assessment

Competency-Based Assessment Process

Upon submission of the Pre-assessment report by the training provider, MNSDA will check for all the necessary supporting documents and conduct Competency-Based Assessment through a National Assessor registered with MNSDA. It is important to note that any trainer involved in the training process is **not permitted** to conduct the assessment to maintain impartiality and integrity of the process.

The final Competency-Based Assessment conducted by MNSDA includes both:

- **Theory:** Evaluating students' knowledge and understanding of key theoretical aspects of the competency.
- **Practical:** Assessing hands-on skills and application of knowledge in real-world or simulated environments.

Once the assessment is completed, the National Assessor will send the Competency-Based Assessment Report to MNSDA.

Competency Status Requirement

For certification to be granted, the student must be officially declared "**Competent**" in each of the units of the programme by the National Assessor.

Conclusion

Competency-Based Assessment is a critical component in ensuring the quality and credibility of technical and vocational skills-based training. By adhering to the outlined procedure, MNSDA upholds the standards required to certify students who are fully prepared to meet industry demands.