Tourism Occupational Skill Standard Development In The APEC Region - Stage IV

Book 4
APEC Skill Standards
Miscellaneous
Reports

Asia-Pacific
Economic Cooperation
Tourism working Group

Asia-Pacific
Economic Cooperation
Tourism working Group

ROAM
ASIA PACIFIC
WORKPLACES
WITH
APEC Skill Standards

Tourism Occupational Skill Standards Development in the APEC Region – Stage IV

Asia-Pacific
Economic Cooperation
Tourism working Group

TOURISM OCCUPATIONAL SKILL STANDARD DEVELOPMENT
IN THE APEC REGION – STAGE IV
APEC PROJECT NO. TWG 01/2005

**ASIA PACIFIC ECONOMIC COOPERATION
TOURISM WORKING GROUP**

APEC TOURISM WORKING GROUP
Tourism Occupational Skill Standards Development in the APEC Region – Stage IV
Book 4 : APEC Skill Standards Organization Structure & Miscellaneous Reports

Printed by
EMPOWER Associates, JAKARTA
Telephone/Facsimile: 62 21 5674287
Email: stellasetyadi@centrin.net.id

Project Overseer
Ministry of Culture and Tourism of the Republic of Indonesia
Telephone: 62 21 3838429, Facsimile: 62 21 34833601
Email: yulia@budpar.go.id

Consultant Team Leader
Stella L. Setyadi, Jakarta

Consultant Team Members
Basari Bachri, JAKARTA
Sigit Pramono, SEMARANG
Satyawan Hambari, CIANJUR, WEST JAVA
Tetty Aryanto, JAKARTA

Graphic Design & Printing
Promedia - Jakarta

BOOK 4
APEC SKILL STANDARDS ORGANIZATION STRUCTURE & MISCELLANEOUS REPORTS

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PRESIDENT

SECRETARIAT

STANDARDS COMMISSION

ACCREDITATION COMMISSION

CERTIFICATION COMMISSION

PROMOTION AND INSTITUTIONAL COOPERATION COMMISSION

QUALITY MANAGEMENT COMMISSION

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REGULATION

STANDARD IMPLEMENTATION

ACCREDITATION

STANDARD FORMULATION

APEC TOSS

CERTIFICATION

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COMPETENT

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APEC SS IMPLEMENTATION Sub System

- Industry
- Profession
- Government

TEAM

NCAB

MINISTER FOR EMPLOYMENT

NTO

TOSS DE-MAND

- FORMULATION
- ADAPT
- ADOPT

PRECONVENTION

TOSS CONCEPT

VALIDATION

TOSS FINAL DRAFT

TOSS

Voluntary

TOSS IMPLEMENTATION

Advisory / compulsory

REVIEW AND MONITOR
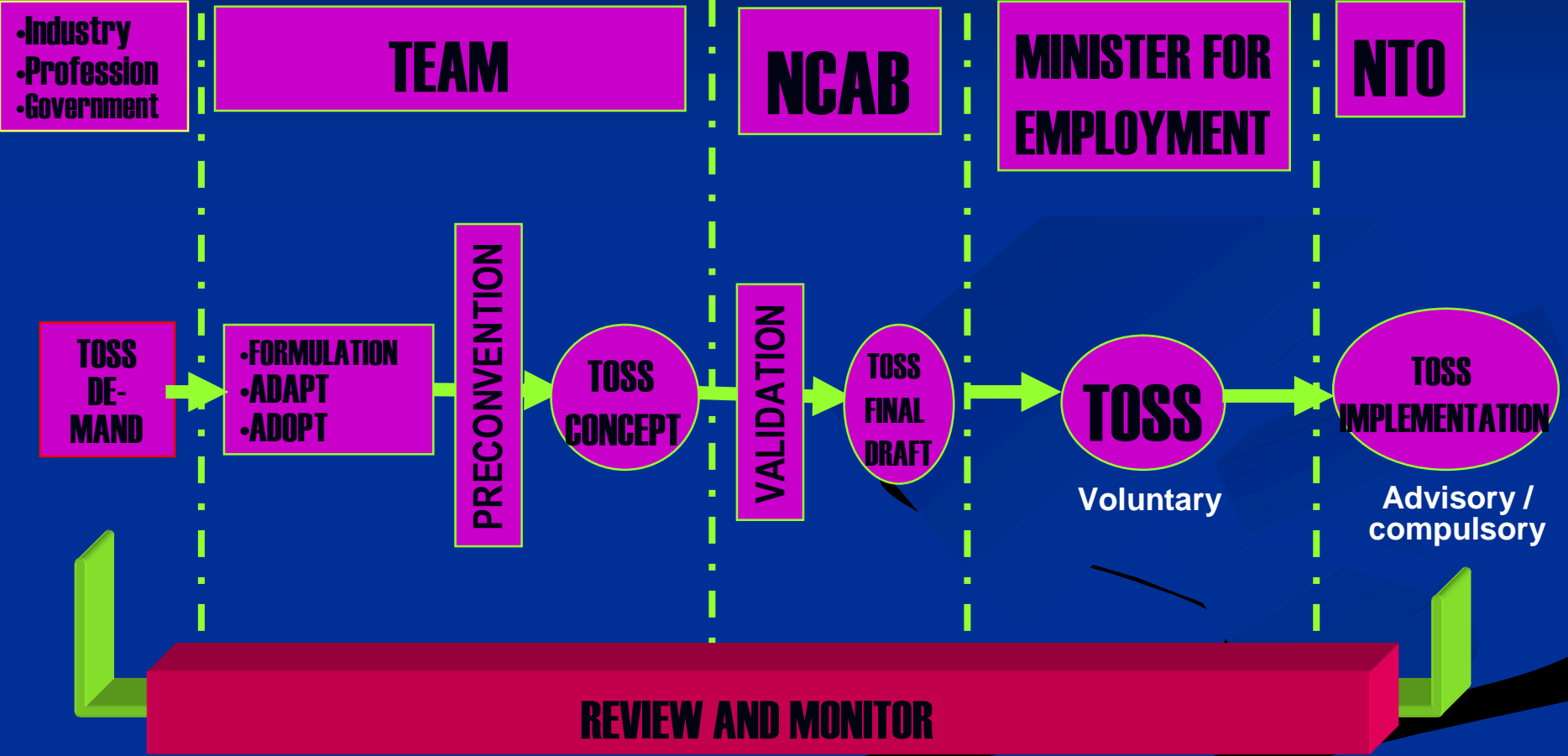
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ASSESSEE
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NTO

APEC SS REGIONAL BODY

Notification Body MEMBER COUNTRY

Draft Technical Regulation

WTO

NATIONAL COMPETENCY AUTHORITY BODY

Notification sheet

APEC SS REGIONAL BODY

TECHNICAL REGULATION

EMPOWER Associates for APEC TWG, 2006
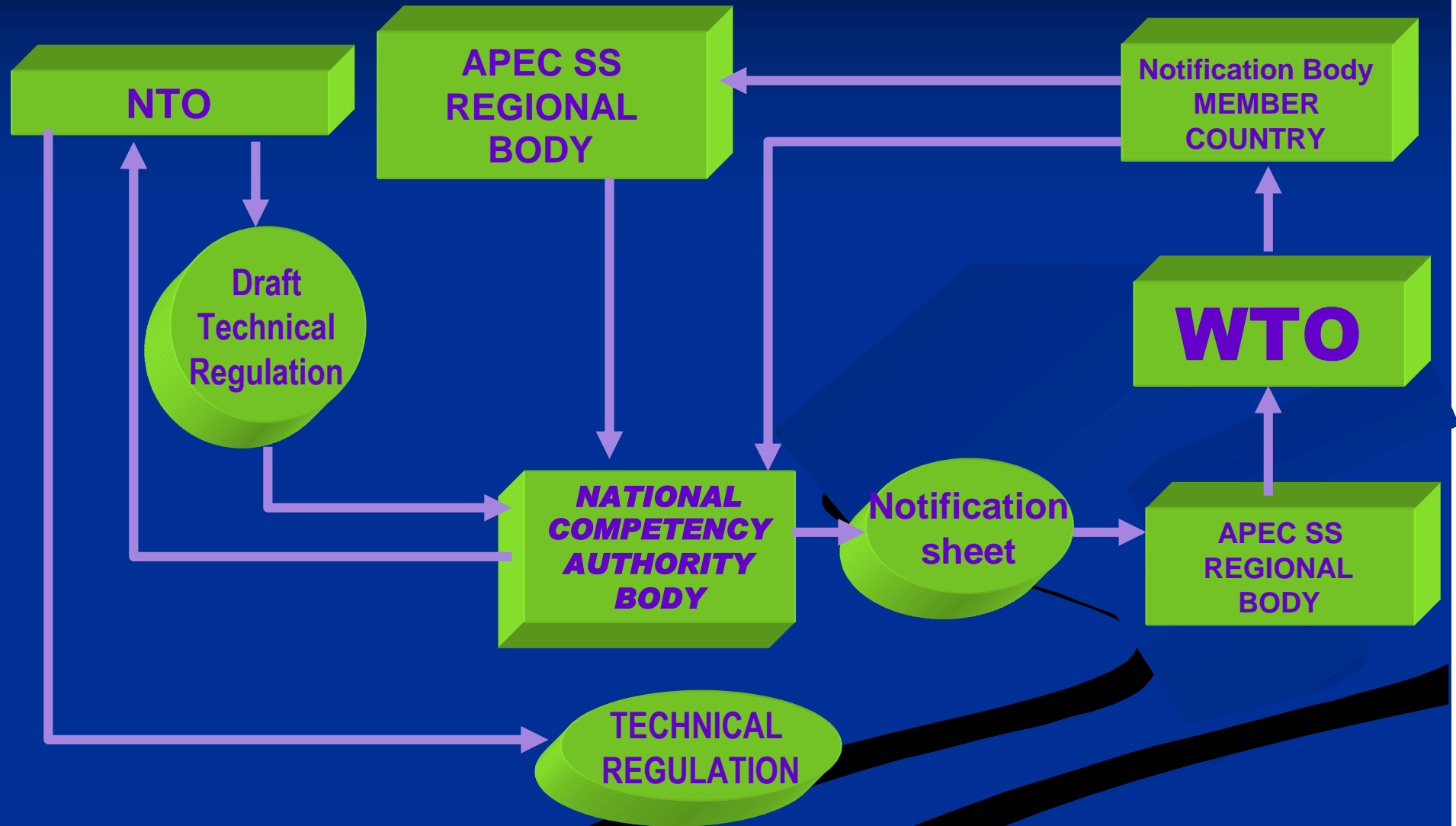
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5. FORM

NATIONAL SKILLS STANDARD AUTHORITY BODY

6. RECOMMENDATION

2. ASSIGN ASSESSOR

4. ASSESSMENT REPORT

7.ACCREDITAION

TECHNICAL COMMITTEE (*)

1.APPLICATION REQUEST

ACCREDITATION ASSESSOR TEAM

8. SURVEILANCE

* OPTIONAL

3. ASSESSMENT/ RE-ASSESSMENT

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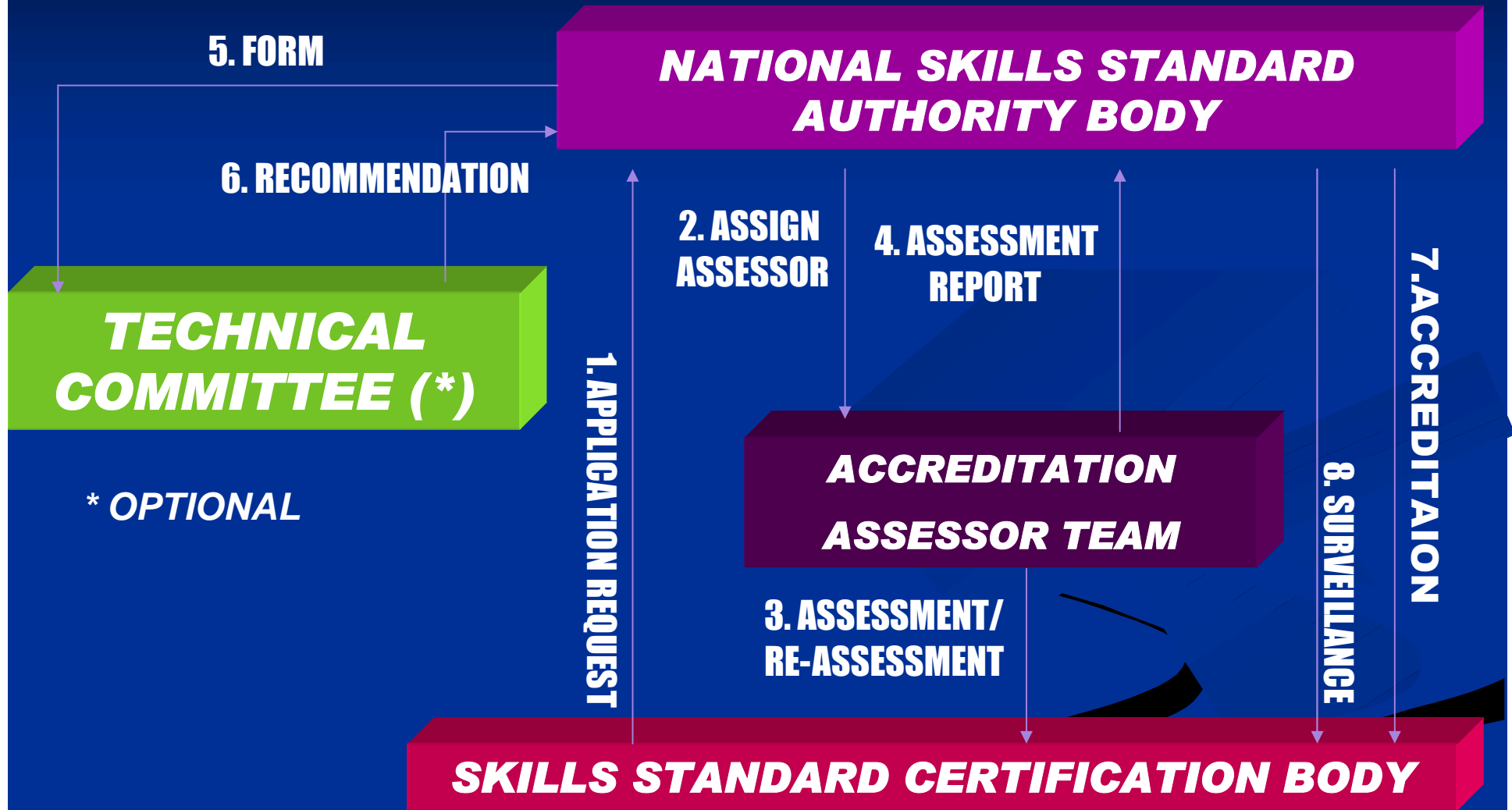
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4. ASSESSMENT REPORT

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TECHNICAL COMMITTEE*

* OPTIONAL

ACCREDITATION ASSESSOR TEAM

1. APPLICATION

3. ASSESSMENT/ RE-ASSESSMENT

8. SURVAILLANCE

WORKPLACE ASSESSMENT CENTRE

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APEC SS ASSESSMENT PROCESS

SKILLS STANDARD CERTIFICATION BODY

6. FORM

7. RECOMMENDATION

TECHNICAL COMMITTEE (*)

* OPTIONAL

3. APPOINT ASSESSOR

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WORKPLACE ASSESSOR TEAM

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ASSESEE AT W.A.C

2. SELECT W. A. C

ASSESSEE

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FOREWORD

The APEC Tourism Occupational Skills Standard Organization, Accreditation and Certification System plays a pivotal role in ensuring the recognition, achievement and facilitation of skills portability among member economies. The structure should be able to encourage and stimulate the movement and mobility of tourism industry skilled manpower within the APEC region before 2010.

For this to occur, the project team proposed a system model adopting and adapting the international standards of conformity for assessment bodies and conformity for Bodies Operating Certifications of Persons.

By adapting an international standard, acceptance in an equivalent manner with other similar bodies among member economies shall be obtained more efficiently, and therefore leads to a Mutual Recognition Arrangement.

THE FOUR PRINCIPLES UNDERPINNING A QUALITY ORGANIZATION, ACCREDITATION AND CERTIFICATION SYSTEM

A quality system should provide confidence to the regulator as well as to the public and can thus provide a tool for capacity building among member economies as well as a mechanism for removing an impediment to the liberalization of the movement of tourism manpower within the APEC region.

To ensure quality assurance the system shall be:

1. Traceable

   The process should be traceable and equally accepted globally.

2. Objective

   The bodies operating assessment should be independent and able to prove its impartiality.

3. Measurable

   The system must have the ability to be measured accurately and precisely by accredited bodies among member countries.

4. Accountable

   The system must ensure accountability to all parties concerned.

THE APEC TOSS ORGANIZATION PROVIDING SKILL STANDARD CERTIFICATION MODEL

A proposed model of organization providing skill standard certification consisting of four levels with responsibilities as follows:

1. **APEC SKILLS STANDARD REGIONAL BODY**

   1.1.   The regional body which accredits national skills standard authority body who are implementing the APEC skills standards

1.2. Providing the basis for a common APEC certification system, skills standards can enhance a shared understanding and confidence in each member economies.

2. NATIONAL SKILLS STANDARD AUTHORITY BODY

2.1. A national body which accredits skills standard certification bodies that performs skills standard certification. There are 5 commission :

2.1.1. Standard Commission

2.1.1.1. Guidelines and procedures for the development of skills standard and review

2.1.1.2. Facilitate the identification of industry personnel competency needs

2.1.1.3. Facilitate the development of skills standard

2.1.1.4. Facilitate new skills standard

2.1.2. Accreditation Commission

2.1.2.1. Guidelines and procedures for accreditation process of skills standard certification body, workplace assessment centres

2.1.2.2. Guidelines and procedures for verification of workplace assessment centre

2.1.3. Certification Commission

2.1.3.1. Registration of assessor including maintenance of competence

2.1.3.2. Facilitate the skill standard assessment program and qualification

2.1.3.3. Facilitate assessment activities

2.1.4. Promotion and institutional cooperation Commission

2.1.4.1. Setting the promoting and communication strategy

2.1.4.2. Mutual Recognition Arrangements

2.1.5. Quality Management Commission

2.1.5.1. Procedures and guidelines for quality management

2.1.5.2. Maintenance of quality management and maintaining the system

2.1.5.3. Conducting internal audit regularly

3. SKILLS STANDARD CERTIFICATION BODY

3.1. A body accredited by a national certification authority body to perform skills standard certification.

3.2. Formation of a Competency Certification body

3.2.1. The competency certification body shall be formed by a taskforce comprising of industry association, professional association

3.2.2. The taskforce comprise of chairman, secretary and several members supported by industry

3.2.3. The taskforce function is to:

3.2.3.1. prepare organization

3.2.3.2. prepare human resource

3.2.3.3. obtain industry support

3.2.4. Application request for accreditation

3.3. Organization structure

3.3.1. The competency certification body shall be a registered legal entity

3.3.2. Organization structure shall comprise of a board and an executive office. The board should be representing industry association, the executive office should be manned by an executive director, standards department, administration department, certification department, quality management department

3.3.3. The board is responsible for establishing the vision and mission of the organization, direction of the certification body, appointment of the executive office, budgeting and mobilization of resources.

3.3.4. **Function of the executive office**

3.3.4.1. Implementation of policies and procedures

3.3.4.2. Monitoring and evaluation

3.3.4.3. Prepare budgeting plan and program

3.3.4.4. Prepare report for the board

3.3.5. **Function of standard department**

3.3.5.1. Facilitate the identification of industry personnel competency needs

3.3.5.2. Facilitate the development of skill (competency) standard

3.3.5.3. Facilitate new skill (competency) standard

3.3.6. Function of accreditation department:

3.3.6.1. Implementation accreditation process of skills standard certification body, workplace assessment centres

3.3.6.2. Guidelines and procedures for verification of workplace assessment

3.3.7. **Function of certification department**

3.3.7.1. Facilitate the skill standard assessment program and qualification

3.3.7.2. Facilitate assessment activities

3.3.7.3. Undertake verification of workplace assessment centre

3.3.7.4. Recruitment for accreditation assessor and workplace assessor, including maintenance of competence

3.3.8. **Function of quality management department**

3.3.8.1. Implementation of quality management system

3.3.8.2. Maintenance of quality management and maintaining the system

3.3.8.3. Conducting internal audit regularly

3.3.9. Function of administration department:

3.3.9.1. Conducting all administrative affairs

3.3.9.2. Providing and facilitating for assessment activities

3.4. **Design, Development and Review of Quality Assessment**

3.4.1. The organization has evidence that it has and uses procedures for the design, development and review of skill standard assessment. The evidence provides assurance that:

3.4.2. There are quality criteria that assessment programs are required to meet before they are considered fit for operation;

3.4.3. All staff and information needed for ensuring that the service meets requirements are identified and included in the design/development process;

3.4.4. There is appropriate verification that the service meets requirements before it is delivered;

3.4.5. Assessment services are reviewed during and after delivery to ensure they meet original and new requirements, and redesigned and redevelopment occurs where this is found to be necessary;

3.4.6. Representations by tourism industry stakeholders are included in the review process.

3.5. **Staffing**

3.5.1. The organization has evidence that it has and uses procedures for ensuring adequate staffing to support tourism assessment. The evidence provides assurances that:

3.5.2. The organization's staffing requirements are identified in terms of the knowledge, skills, attitudes and values required of staff involved in: 1) design, development and review of assessment; 2) staffing; 3) resource provision; 4) candidate access to services; 5) delivery of assessment and services, including moderation; 6) reporting; and 7) monitoring, internal audit and system review;

3.5.3. Staff with the necessary certificate, knowledge, skills, attitudes and values are maintained through selection, appraisal and development;

3.5.4.   Appropriate staff undertake planned activities which ensure they are aware of advances in subject matter, which support their functions as trainers and assessors;

3.5.5.   An accurate register of assessors is maintained.

3.6.   Resource provisions

3.6.1.   The organization can provide evidence that it has and uses quality procedures for ensuring adequate provision of resources. The evidence provides assurances that:

3.6.1.1.   Adequate and appropriate financial, administrative and physical resources are provided to enable all necessary activities to be carried out in relation to: 1) design, development and review of assessment; 2) staffing; 3) resource provision; 4) candidate access to services; 5) delivery of assessment and services, including moderation; 6) reporting; and 7) monitoring, internal audit and system review;

3.6.1.2.   Services are offered only if adequate, appropriate, current and accessible physical resources are available for supporting candidates to meet specified skill standards;

3.6.1.3.   Planned activities ensure adequacy, appropriateness, currency and accessibility of physical resources is maintained.

3.7.   Delivery of Planned Services

3.7.1.   The organization can provide evidence that it has and uses procedures for service delivery and assessment. The evidence provides assurances that:

3.7.1.1.   Procedures and codes of conduct governing the delivery of services exist and developed throughout the organization;

3.7.1.2.   TThere are contract arrangements to assure the quality of services exist and are deployed throughout the organization;

3.7.1.3.   Assessment is based on the defined standards, and is fair, valid and consistent;

3.7.1.4.   Candidates understand and have confidence in the assessment \ and reporting processes;

3.7.1.5.   On-going assessment opportunities are provided to enable candidates to make good an initial failure;

3.7.1.6.   There is appropriate provision for the use of first languages in assessment;

3.7.1.7.   Within the organization, assessment is subject to internal moderation that ensures consistent interpretation and assessment of defined standards within the organization;

3.7.1.8.   Assessment is subject to external moderation to ensure the organizations' interpretation and assessment of defined skill standards is consistent with other accredited organizations;

3.7.1.9. Candidates are provided with fair and regular feedback on progress.

3.8. Reporting System

3.8.1. The organization can provide evidence that it has and uses efficient reporting procedures. The evidence provides assurances that:

3.8.1.1. Candidates are provided with fair reporting on final achievements;

3.8.1.2. Accurate assessment records are kept, and information on final achievements is archived;

3.8.1.3. Results are sent for recording on the relevant national database/s together with any required fees;

3.8.1.4. Reporting procedures and record systems comply with the relevant privacy regulation.

3.9. Monitoring, Internal Audit and Review of the Quality System

3.9.1. The organization has evidence that it has and uses effective procedures for monitoring all activity within the quality system, for carrying out internal audits, and for reviewing and improving the organization's quality system. The evidence provides assurances that:

3.9.1.1. All activity within the organizations quality system is subject to consistent monitoring system;

3.9.1.2. Representations by tourism industry stakeholders are included in the monitoring process;

3.9.1.3. There is an implemented plan of internal audits of each area and/or function within the organization that are undertaken by staff independent of that area/function;

3.9.1.4. Monitoring and internal audit cover the quality system as it relates to: 1) design, development and review of assessment; 2) staffing; 3) resource provision; 4) candidate access to services; 5) delivery of assessment and services, including moderation; and 6) reporting;

3.9.1.5. Monitoring and internal audit provide assurances that procedures are working as planned and are effective in meeting defined outcomes;

3.9.1.6. The results of monitoring and internal audits are used to correct problems and/or prevent problems occurring, and to improve practice;

3.9.1.7. The quality management system is reviewed at defined intervals to ensure its continuing suitability and effectiveness for satisfying requirements;

3.9.1.8. The reviews cover the entire quality system and take note of information from internal monitoring and internal audit activities;

3.9.1.9. The organization evaluates its achievements against the defined quality indicators;

3.9.1.10. The reviews are coordinated by the member of the management team with defined authority for establishing, implementing and maintaining the quality system, and for reporting to management on its operation;

3.9.1.11. Periodically, as required, the organization produces a self evaluation that is validated through external audit.

3.10. **Facility and resources**

3.10.1. Competency certification body should have a permanent office minimum for 2 (two) years

3.10.2. Skills standard certification body should have means to financed its activities

3.10.3. The resources required:

3.10.3.1. Skills standard and assessment materials

3.10.3.2. Guideline for certification and for verification of workplace assessment centre

3.10.3.3. Qualification

3.10.3.4. Controlling system for certification

3.10.3.5. Surveillance scheme

4. **WORKPLACE ASSESSMENT CENTRE**

4.1. The workplace assessment centre is the place where candidates can apply for assessment and certification. The workplace assessment centre coordinates all the administrative requirements for the quality conduct of assessment activities, including assessor notification and assessment results management.

4.1.1. The resources it must have:

4.1.1.1. Skills standard and assessment materials

4.1.1.2. Guideline for certification and for verification of workplace assessment centre

4.1.1.3. Qualification

4.1.1.4. Controlling system for certification

4.2. **Candidates Access to Services**

4.2.1. The organization has evidence that it has and uses procedures for candidate entry to services. The evidence provides assurances that:

4.2.1.1. The staff and physical resources needed for providing adequate, appropriate, accessible and culturally responsive guidance and support are identified and are met;

4.2.1.2. Candidate access requirements for participation in the services are specified in general regulations which are clear and accessible to candidates;

4.2.1.3. Candidate access requirements include no unreasonable barriers to access;

4.2.1.4. Credit accumulation and transfer, and the recognition of prior learning enable candidates to enter assessment activities without unnecessary duplication;

4.2.1.5. Accessible, publicized appeal procedures are in place for customers to appeal against decisions made in relation to applications for access, credit accumulation and transfer, recognition of prior leaning, assessment and reporting, and any other general regulations.

THE APEC TOSS INSTITUTIONAL ACCREDITATION

Accrediting the institutions or organizations that is responsible for providing the industry assessors is a device which provides a systematic approach to assuring the quality and validity of the assessment process. It can make a significant difference to the quality of the workforce in the region.

The APEC member economies range from well developed economies to less developed economies. Consequently, the level of quality assurance may vary in the similar way. It is important to accommodate the variety within a system to cover all APEC members while ensuring that any arrangements put in place is in line with the basic principles of the system.

The accreditation system must therefore provide mutual assurance of the assessment of the skill standards in different economies and in different settings.

However the system must be sufficiently flexible to accommodate the various processes of individual economies leading to mutual recognition agreement.

Consequently, there should be a fair balance with the need for mutual accountability and the freedom of members to decide their own best practices.

The APEC TOSS Accreditation system will be based on the assumption that confidence in quality is high when all members have has their systems validated by external peer review. It also provides for the minimum of intrusion and imposition within member economies by peers.

A central APEC accreditation benchmark standard would provide a model to evaluate the variety of systems. Where the current systems satisfied the requirements there would be no need to change. Where current systems did not, the model would provide guidance for future development. Where "no" system existed, the APEC standard would be a valuable source of guidance.

Under this arrangement APEC will rely on the members to ensure accreditation is operated appropriately on the basis of common regional model.

In this context, there should be a principal regional organization that will coordinate the local organization within the APEC TOSS Network to provide the information necessary to arrive at fair judgments against the commonly agreed model. The validation process would involve three steps:

- A desk review of the applicant member's documented system;

- A site validation of the operational processes including a sample of accreditation judgments;

- The validating panel would produce a report evaluating the member's systems against the regional common model. This report would show compliance with the regional model and also indicate areas for future development with suggested courses of actions.

APEC TOSS QUALITY ASSURANCE MODEL FOR MEMBER ECONOMY ACCREDITING BODIES

Organization and Mandate

The tourism industry accreditation organization has evidence that it has an organizational structure and mandate sufficient to manage the accreditation system of the member economy, such as the Ministry of Tourism. This organization will be the Principal Agent for the member economy. The evidence provides assurance that the accreditation organization is a legally constituted body and that it has the mandate from the local APEC TOSS Organization to carry out the accreditation process to appropriate candidate institutions.

Authorities and Mandate to Manage the Accreditation Process

The accreditation organization has evidence that its assigns authorities and responsibilities to manage the accreditation system of the member economy. The assigned authorities and responsibilities cover the following areas:

- The design, development and review of services provided by the accrediting body;

- Staffing of accrediting body;

- Resource provision by accrediting body;

- Guidance to be given to clients;

- Access to services by clients;

- Delivery of services by accrediting body;

- Reporting by accrediting body; and

- Monitoring and internal audit of the accrediting body's system.

Accreditation Processes

The tourism industry accreditation organization has evidence that it has and uses accreditation processes to ensure consistency of the application of the accreditation criteria within the member economy.

The evidence provides assurance that:

i.   The accreditation process respond to a variety of different types of organization seeking accreditation to assess APEC tourism skill standards;

ii. All organizations conducting tourism training and/or assessing individuals against the APEC recognized skill standards and wish to be accredited, are credited either by the Principal Agent or its delegated agent;

iii. Accreditation is the result of the assessing organization satisfying accreditation criteria that emphasize the existence and operation of systems that manage the quality of assessment against the skill standards;

iv. The accreditation process has been conducted by individuals who have been trained and certified to conduct the accreditation process;

v.   After initial accreditation, quality assurance is maintained through the on going regular audits of accredited organizations.

Accreditation Criteria

The tourism industry accreditation organization has evidence that it has and uses accreditation criteria that are aligned with the APEC model accreditation criteria. The evidence provides assurance that:

i.   Appropriate accreditation criteria exist and those criteria are aligned with the APEC model;

ii. That the criteria have been established after consultation with stakeholders within the member economy;

iii. That the criteria have been published and are readily available to interested organizations and/or individuals;

iv. That the use of the criteria has been made operational and is appropriately supported through training and on-going monitoring.

Accreditation System Review Mechanism

The tourism industry accreditation body has evidence that it has and uses procedures for reviewing the accreditation system within the member economy. The evidence provides assurance that:

i.   The accreditation system is reviewed at defined intervals to ensure its continuing suitability and effectiveness for satisfying requirements;

ii. The reviews cover the entire accreditation system and take note of information from internal monitoring and internal audit activities;

iii. The accreditation process has been conducted by individuals who have been trained and certified to conduct the accreditation process;

iv. The organization evaluates its achievements against defined quality indicators;

v. The reviews are coordinated by member/s of the management team with defined authority for establishing, implementing and maintaining the quality system, and for reporting to management on its operation;

vi. Periodically, as required, the organization produces a self evaluation that is validated through external audit by the APEC regional accreditation coordinating committee.

APEC TOSS ACCREDITATION SYSTEM FOR ORGANIZATIONS PROVIDING SKILL STANDARD ASSESSMENT

This accreditation system applies to all organizations seeking accreditation to assess employees and learners against the APEC TOSS.

Accreditation is open for any type of organizations that seeks to assess individuals against the APEC skill standards. Applicant organizations may include public or private educational institutions, industry training institutions, industry based organizations, private or public enterprises, commercial or non- profit organizations, and community groups.

To be accredited, the applicant organizations must meet the following principal accreditation requirements:

- The organization clearly defines the scope or range of the skill standard units that apply to it; and

- The organization provides evidence that for the scope it has defined, it has an active quality management system that meets the APEC TOSS Accreditation Standard;

The accreditation standard covers eight areas (see details below):

- Organization Management;
- Design, Development and Review of Quality Assessment;
- Staffing;
- Resource provisions;
- Employees / Learners Access to Services;
- Delivery of Planned Services;
- Reporting System;
- Monitoring, Internal Audit and Review of the Quality System.

Organization Management

The organization has evidence that it has a clear management structure capable of the assessment of APEC skill standards. The evidence provides assurances that:

i. The organization is a legally constituted entity;

ii. The organization has quality policies that are applied throughout the organization, and wherever service delivery occurs;

iii. The policies are subject to review;

iv. There is a commitment to quality that is consistent with the needs and expectations of clients;

v. The organization has established quality indicators against which to evaluate: 1) the design, development and review services; 2) staffing; 3) resource provision; 4) candidate access to services including credit accumulation and transfers, and the recognition of prior learning; 5) delivery of assessment and services, including moderation; and 6) reporting;

vi. There is a commitment to establishing and maintaining on going work relationships with representatives of tourism industry stakeholders;

vii. There is an appropriate responsiveness to aspirations, needs and concerns of minority groups;

viii. A member/s of the management team has defined accreditation for establishing, implementing and maintaining the system for managing the quality of assessment, and for reporting to management on its operation;

ix. There is assigned management authorities and responsibilities for: 1) design, development and review of assessment; 2) staffing; 3) resource provision; 4) candidate access to services; 5) delivery of assessment and services, including moderation; 6) reporting; and 7) monitoring, internal audit and system review;

x. There are assigned authorities and responsibilities for ensuring that all reasonable internal and external requirements are identified and met before decisions are made to offer or to deliver services.

Design, Development and Review of Quality Assessment

The organization has evidence that it has and uses procedures for the design, development and review of skill standard assessment. The evidence provides assurance that:

i. There are quality criteria that assessment programs are required to meet before they are considered fit for operation;

ii. All staff and information needed for ensuring that the service meets requirements are identified and included in the design/development process;

iii. There is appropriate verification that the service meets requirements before it is delivered;

iv. Assessment services are reviewed during and after delivery to ensure they meet original and new requirements, and redesigned and redevelopment occurs where this is found to be necessary;

v. Representations by tourism industry stakeholders are included in the review process.

Staffing

The organization has evidence that it has and uses procedures for ensuring adequate staffing to support tourism assessment. The evidence provides assurances that:

i. The organization's staffing requirements are identified in terms of the knowledge, skills, attitudes and values required of staff involved in: 1) design, development and review of assessment; 2) staffing; 3) resource provision; 4)

candidate access to services; 5) delivery of assessment and services, including moderation; 6) reporting; and 7) monitoring, internal audit and system review;

ii.   Staff with the necessary certificate, knowledge, skills, attitudes and values are maintained through selection, appraisal and development;

iii.   Appropriate staff undertake planned activities which ensure they are aware of advances in subject matter, which support their functions as trainers and assessors;

iv.   An accurate register of assessors is maintained.

Resource provisions

The organization can provide evidence that it has and uses quality procedures for ensuring adequate provision of resources. The evidence provides assurances that:

i.   Adequate and appropriate financial, administrative and physical resources are provided to enable all necessary activities to be carried out in relation to: 1) design, development and review of assessment; 2) staffing; 3) resource provision; 4) candidate access to services; 5) delivery of assessment and services, including moderation; 6) reporting; and 7) monitoring, internal audit and system review;

ii.   Services are offered only if adequate, appropriate, current and accessible physical resources are available for supporting candidates to meet specified skill standards;

iii.   Planned activities ensure adequacy, appropriateness, currency and accessibility of physical resources is maintained.

Candidates Access to Services

The organization has evidence that it has and uses procedures for candidate entry to services. The evidence provides assurances that:

i.   The staff and physical resources needed for providing adequate, appropriate, accessible and culturally responsive guidance and support are identified and are met;

ii.   Candidate access requirements for participation in the services are specified in general regulations which are clear and accessible to candidates;

iii.   Candidate access requirements include no unreasonable barriers to access;

iv.   Credit accumulation and transfer, and the recognition of prior learning enable candidates to enter assessment activities without unnecessary duplication;

v.   Accessible, publicized appeal procedures are in place for customers to appeal against decisions made in relation to applications for access, credit accumulation and transfer, recognition of prior leaning, assessment and reporting, and any other general regulations.

Delivery of Planned Services

The organization can provide evidence that it has and uses procedures for service delivery and assessment. The evidence provides assurances that:

i. Procedures and codes of conduct governing the delivery of services exist and developed throughout the organization;

ii. There are contract arrangements to assure the quality of services exist and are deployed throughout the organization;

iii. Assessment is based on the defined standards, and is fair, valid and consistent;

iv. Candidates understand and have confidence in the assessment \and reporting processes;

v. On-going assessment opportunities are provided to enable candidates to make good an initial failure;

vi. There is appropriate provision for the use of first languages in assessment;

vii. Within the organization, assessment is subject to internal moderation that ensures consistent interpretation and assessment of defined standards within the organization;

viii. Assessment is subject to external moderation to ensure the organizations' interpretation and assessment of defined skill standards is consistent with other accredited organizations;

ix. Candidates are provided with fair and regular feedback on progress.

Reporting System

The organization can provide evidence that it has and uses efficient reporting procedures. The evidence provides assurances that:

i. Candidates are provided with fair reporting on final achievements;

ii. Accurate assessment records are kept, and information on final achievements is archived;

iii. Results are sent for recording on the relevant national database/s together with any required fees;

iv. Reporting procedures and record systems comply with the relevant privacy regulation.

Monitoring, Internal Audit and Review of the Quality System

The organization has evidence that it has and uses effective procedures for monitoring all activity within the quality system, for carrying out internal audits, and for reviewing and improving the organization's quality system. The evidence provides assurances that:

i. All activity within the organizations quality system is subject to consistent monitoring system;

ii. Representations by tourism industry stakeholders are included in the monitoring process;

iii. There is an implemented plan of internal audits of each area and/or function within the organization that are undertaken by staff independent of that area/function;

iv.   Monitoring and internal audit cover the quality system as it relates to: 1) design, development and review of assessment; 2) staffing; 3) resource provision; 4) candidate access to services; 5) delivery of assessment and services, including moderation; and 6) reporting;

v.   Monitoring and internal audit provide assurances that procedures are working as planned and are effective in meeting defined outcomes;

vi.   The results of monitoring and internal audits are used to correct problems and/or prevent problems occurring, and to improve practice;

vii. The quality management system is reviewed at defined intervals to ensure its continuing suitability and effectiveness for satisfying requirements;

viii. The reviews cover the entire quality system and take note of information from internal monitoring and internal audit activities;

ix.   The organization evaluates its achievements against the defined quality indicators;

x.   The reviews are coordinated by the member of the management team with defined authority for establishing, implementing and maintaining the quality system, and for reporting to management on its operation;

xi.   Periodically, as required, the organization produces a self evaluation that is validated through external audit.

APEC TOSS CERTIFICATION SCHEME

EMPOWER Assc. for APEC TWG,
TOSS Assessor Program, 2005

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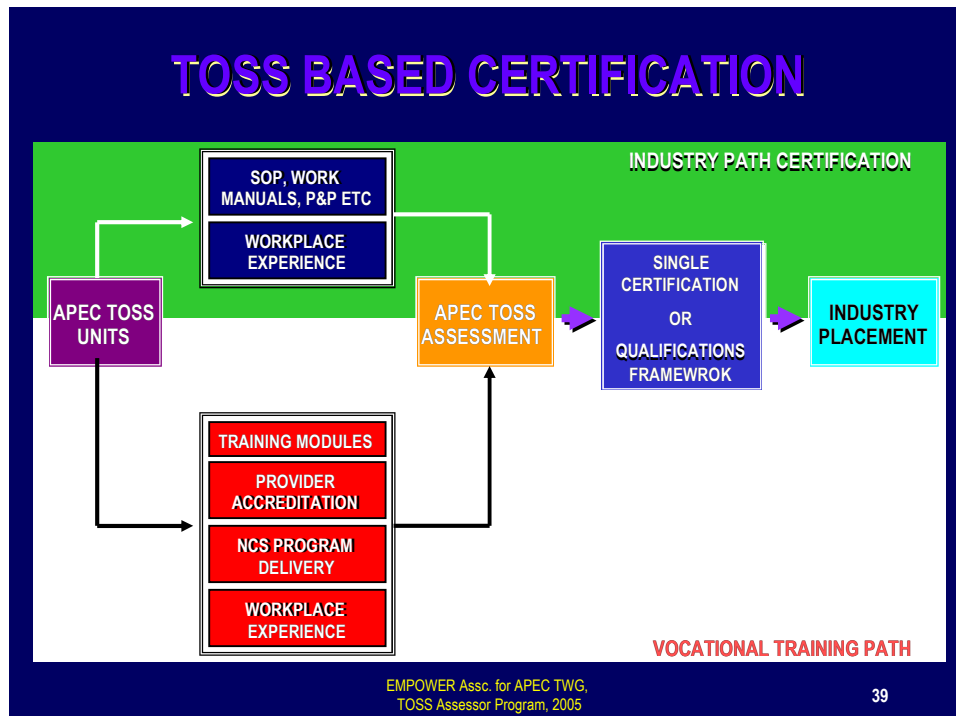
FOREWORD

This document is the proposed format to enter bilateral and/or multilateral agreement on APEC Skill Standard System.

DRAFT / SAMPLE
APEC TOSS MUTUAL RECOGNITION ARRANGEMENT

Mutual Recognition Agreement for the implementation of APEC TOSS under the auspices of APEC Secretariat and APEC Tourism Working Group

1. Consistent with the general liberalization commitments of APEC particularly in the area of manpower mobility and business investments and business cooperation in the tourism industry;
2. In order to encourage the development of tourism industry in the APEC region;
3. Pursuant to promoting the mutual benefits of cross economies business investments and cooperation in the tourism industry;
4. Pursuant to improving the operational performance of tourism business entities in the APEC region;
5. Pursuant to improving the operational performance of tourism Small and Medium Enterprises (SME) in the APEC region; and
6. Pursuant to improving the job performance quality of tourism industry manpower in the APEC region.

APEC Member Economy "A" and APEC Member Economy "B" have agreed to endeavor to mutually beneficial programs and activities under the following criteria:

General Objectives
1. To plan, develop and implement a mutual recognition agreement for manpower certification based on APEC Tourism Occupational Skill Standard to facilitate and encourage tourism manpower mobility and exchange between (Member Economy A) and (Member Economy B);
2. To plan, develop and implement a common tourism industry operational system based on APEC Tourism Occupational Skill Standard to facilitate and encourage tourism investments opportunities within the geographical boundaries of the two member economies;
3. To plan, develop and implement a common tourism industry operational system based on APEC Tourism Occupational Skill Standard to facilitate and encourage business cooperation among tourism enterprises of the two member economies;
4. To plan, develop and implement a common operational system based on APEC Tourism Occupational Skill Standard to empower and improve workplace performance of the tourism industry in general, the small and medium tourism enterprises (SMTE) in particular; and
5. To plan, develop and implement a special industry and manpower quality enhancement program based on APEC Tourism Skill Standard.

Detailed Programs and Activities
Detailed programs and activities of this agreement will be set out by the Joint Steering Committee specially formed for this purpose and will become part and partial attachment of this document.

Joint Steering Committee
A joint steering committee made up of representatives of the two member economies will be formed to facilitate, oversee and steer the activities. The format of the steering committee will follow the guidelines from APEC adapted to local requirements of the two member economies.

Financial and Administrative Arrangement
Administrative and financial arrangements of the cooperative programs and activities will be detailed and determined by the Joint Steering Committee.

Dispute Resolution Clause
The parties will develop a dispute resolution procedures which will be implemented during the course of agreement should such a course of action be necessary.

This agreement comes into force commencing upon the date of signing by the following economies and parties and witnessed by APEC Secretariat and APEC TWG Lead Shepherd:

1. APEC Member Economy "A" represented by ……;
2. APEC Member Economy "B" represented by ……;
3. (In multilateral agreement) APEC Economy "C" represented by ……;
4. APEC Secretariat represented by ……; and
5. APEC TWG Lead Shepherd represented by ……

Signed in (place) on (date), in (number) original copies in the English language.

APEC Member Economy "A"
Names and Signatures

APEC Member Economy "B"
Names and Signatures

APEC Member Economy "C" (when applicable)
Names and Signatures

APEC Secretariat
Name and Signature

APEC TWG Lead Shepherd
Name and Signature

FOREWORD

The following pages contain comparative conversion tables between the APEC Skill Standard Units and The Indonesian National Competency Standard Units.

APEC TOURISM WORKING GROUP
APEC TOURISM OCCUPATIONAL SKILL STANDARD

CONVERSION TABLE APEC TOSS (APEC TOSS) – NATIONAL COMPETENCY STANDARD OF INDONESIA (SKKNI)
2005

CHAPTER I - GENERAL UNITS

CHAPTER 1.01	General Core (13 Units)
CHAPTER 1.02	General Administration (37 Units)
CHAPTER 1.03	Computer & Management Information System (10 Units)
CHAPTER 1.04	English Language (09 Units)
CHAPTER 1.05	Environment and Community Integration (10 Units)
TOTAL	79 Units

CHAPTER 1.01   GENERAL CORE UNITS - 16 UNITS
CODE   APEC TOSS 1.01. XX.05

APEC TOSS CODE , NAME & ELEMENTS OF UNITS	SKKNI CODE , NAME & ELEMENTS OF UNITS
APEC TOSS 1.01.01.05 **WORK WITH COLLEAGUES AND CUSTOMERS** 1. Communicate in the workplace 2. Provide assistance to colleagues 3. Exchange work process information to colleagues 4. Follow workplace policies and procedures 5. Work in a team	**THH COR 01A / PARUJPPKU 01C** **WORK WITH COLLEAGUES & CUSTOMERS** Elements the same as in APEC TOSS, minus element 1
APEC TOSS 1.01.02.05 **WORK IN A SOCIALLY DIVERSE ENVIRONMENT** 1. Understand multi cultural differences and diversities 2. Communicate with customers and colleagues from diverse backgrounds	**THH COR 02A / PARUJPPKU 02C** **WORK IN A SOCIALLY DIVERSED ENVIRONMENT** Elements the same as in APEC TOSS, minus element 1

3. Deal with cross cultural misunderstandings	
APEC TOSS 1.01.03.05 **FOLLOW HEALTH, SAFETY AND SECURITY PROCEDURES** 1. Follow workplace procedures on health, safety and security 2. Deal with emergency situation 3. Maintain safe personal presentation standards 4. Provide feedback on health, safety and security	**THH COR 03A / PARUJPPKU 03C** **FOLLOW HEALTH, SAFETY AND SECURITY PROCEDURES** Elements the same as in APEC TOSS
APEC TOSS 1.01.04.05 **FOLLOW WORKPLACE HYGIENE PROCEDURES** 1. Follow hygiene procedures 2. Identify and prevent hygiene risks 3. Maintain healthy and tidy workplace	**THH GHS 01A / PARUJPUKK 03C** **FOLLOW WORKPLACE HYGIENE PROVEDURES** Element the same as in APEC TOSS, minus element 3
APEC TOSS 1.01.05.05 **TIDY AND MAINTAIN WORKPLACE STATION** 1. Tidy up work place area / station 2. Maintain workplace premises and equipment .	**NOT AVAILABLE**
APEC TOSS 1.01.06.05 **HANDLE GUESTS ONE POINT INFORMATION SYSTEM** 1. Handle all information requests by guests 2. Direct specific information requests to designated personnel	**NOT AVAILABLE**
APEC TOSS 1.01.07.05 **PROVIDE COMPANY PRODUCTS INFORMATION** 1. Obtain correct and updated information on company profile, products and services 2. Respond correctly and positively to customer and colleagues queries	**NOT AVAILABLE**
APEC TOSS 1.01.08.05 **COMMUNICATE ON THE TELEPHONE** 1. Respond to and handle incoming telephone calls according to company procedures 2. Make telephone calls according to company procedures	**THH BFO 07A / THH GGA 01A / PARUJPUAU 01C** **COMMUNICATE ON THE TELEPHONE** Elements the same as in APEC TOSS
APEC TOSS 1.01.09.05 **PERFORM CLERICAL PROCEDURES** 1. Process office documents 2. Draft correspondence 3. Maintain document system	**THH BFO 06A / THH GGA 02A / PARUJPUAU 02C** **PERFORM CLERICAL PROCEDURES** Elements the same as in APEC TOSS
APEC TOSS 1.01.10.05 **FOLLOW OPERATIONAL AND/OR ORGANIZATIONAL CHANGES** 1. Interpret and understand changes made by company 2. Follow all new procedures directed 3. Report results	**NOT AVAILABLE**

APEC TOSS 1.01.11.05
PROVIDE BASIC COUNTRY INFORMATION
 	
1.   Obtain correct and updated general information on country
2.   Respond correctly and positively to customer and colleagues queries
	NOT AVAILABLE , see also APEC TOSS 1.02.35.05
	      DEVELOP AND UPDATE LOCAL TOURISM
	      INFORMATION

APEC TOSS 1.01.12.05	**NOT AVAILABLE**

PROVIDE INFORMATION ON APEC SKILL STANDARDS 1. Obtain valid and accurate information on APEC Skill Standards 2. Provide information to queries	
APEC TOSS 1.01.13.05 **PROVIDE FIRST AID** 1. Assess and respond to emergency First Aid Situations 2. Provide appropriate treatment 3. Monitor the situation 4. Prepare incident report	**THH GCS 01A / THT HEALTH 05** **PROVIDE FIRST AID** Elements the same as in APEC TOSS

CHAPTER 1.02	**GENERAL ADMINISTRATION - 37 UNITS**
CODE	**APEC TOSS 1.02.XX.05**

APEC TOSS **CODE , NAME & ELEMENTS OF UNITS**	**SKKNI** **CODE , NAME & ELEMENTS OF UNITS**
APEC TOSS 1.02.01.05 **Develop and Update Organizations Policies and Procedures** 1. Develop operational plans 2. Apply and monitor operational plans 3. Conduct On-going evaluation	**NOT AVAILABLE**
APEC TOSS 1.02.02.05 **Coordinate Office Activities** 1. Maintain office procedures 2. Process data in response to information requests 3. Compose reports and correspondence 4. Maintain existing recording and filing system 5. Maintain computer storage media 6. Maintain filing system	**NOT AVAILABLE**
APEC TOSS 1.02.03.05 **Source and Present Information** 1. Find and gather information required 2. Prepare & Present Information	**THH GGA 03A / PARUJPUAU 03C** **Source and Present Information** Elements are the same as in APEC TOSS
APEC TOSS 1.02.04.05 **Prepare Business Documents** 1. Determine document requirements 2. Conduct Research 3. Prepare and systemize documents 4. Follow-up documents	**THH GGA 04A / TT ADM UMUM 04** **Prepare Business Documents** Elements the same as in APEC TOSS
APEC TOSS 1.02.05.05 **Plan and Prepare Meetings** 1. List meetings and details of each meeting 2. Prepare meeting schedule 3. Collect and document related materials 4. Prepare meeting agenda 4. Prepare documents according to meeting agenda 5. Record minutes of meetings 6. Finalize post meeting proceedings	**THH GGA 05A / PARUJPUAU 05C** **PLAN AND MANAGE MEETINGS** This unit is combining APEC TOSS 1.02.05.05 and APEC TOSS 1.02.38.05

7. Update documents and files	
APEC TOSS 1.02.06.05 **Receive and Store Stocks** 1. Take delivery of stocks 2. Inventories and store stocks according to enterprise rotating stock cycle 3. Maintain stock in accordance with company regulations	**THH GGA 06A / PARUJPUAU 11C** **Receive and Store Stocks** Elements the same as in APEC TOSS
APEC TOSS 1.02.07.05 **Control and Order Stocks** 1. Determine and maintain stock levels and records 2. Organize and administer stock take 3. Identify stock losses 4. Process stock order 5. Follow-up orders	**THH GGA 07A / PARUJPUAU 12C** **Control and Order Stocks** Elements the same as in APEC TOSS
APEC TOSS 1.02.08.05 **Plan and Establish Systems and Procedures** 1. List necessary systems and procedures 2. Plan and systemize systems and procedures 3. Establish systems and procedures 4. Review systems and procedures	**THH GGA 08A / PAUJPUAU 06C** **Plan and Establish System and Procedures** Elements the same as in APEC TOSS, minus element 1
APEC TOSS 1.02.09.05 **Manage & Evaluate Projects** 1. Plan projects 2. Administer and monitor projects 3. Evaluate projects	**THH GGA 09A / PARUJPUKP 11C** **Manage Projects** Elements the same as in APEC TOSS
APEC TOSS 1.02.10.05 **Plan and Establish a Small Enterprise** 1. Identify business opportunities 2. Plan products and services 3. Develop budget 4. Develop marketing plan 5. Develop operational system 6. Develop organizational structure 5. Comply with legal requirements	**NOT AVAILABLE**
APEC TOSS 1.02.11.05 **Minimize and Control Theft** 1. Plan security system for internal thefts 2. Apply routine security checks to employees 3. Suspicious behavior is observed and dealt with 4. Monitor and improve security systems 5. Solve problems and maintain system	**PARUJPUAU 14C** **Minimize and Control Theft** 1. Apply security system and procedures 2. Minimize theft
APEC TOSS 1.02.12.05 **Monitor Work Operations** 1. Monitor and improve workplace operations 2. Plan and organize workflows 3. Maintain workplace records 4. Solve problems and make decisions	**THH GLE 01A / PARUJPUKP 02C** **Monitor Work Operations** Element the same as in APEC TOSS
APEC TOSS 1.02.13.05 **Develop and Implement Operational Plans (SOP etc)** 1. Develop operational plans 2. Administer and monitor operational plans	**THH GLE 03A / PARUJPUKP 03C** **Develop and Implement Operational Plans** Elements the same as in APEC TOSS

3. Conduct on-going evaluation	
APEC TOSS 1.02.14.05 **Develop and Implement Business Plan** 1. Prepare business plans 2. Implement plans 3. Monitor and evaluate plans 4. Solve problems and make decisions	**THH GLE 19A / PARUJPUKP 10C** **Develop and Implement Business Plan** Elements the same as in APEC TOSS, minus element 4
APEC TOSS 1.02.15.05 **Establish and Maintain a Safe and Secure Workplace** 1. Establish and maintain a framework for HSS 2. Establish and maintain participative arrangements for the management of HSS 3. Establish and maintain procedures for identifying hazards and risks 4. Establish and maintain procedures for controlling hazards and risks 5. Establish and maintain organizational procedures for dealing with hazardous events 6. Establish and maintain an occupational health and safety training program 7. Establish and maintain a system for occupational health and safety records 8. Evaluate the organization's HSS system	**THH GLE 04A / PARUJPUKK 02C** **Establish and Maintain a Safe and Secure Workplace** Elements the same as in APEC TOSS
APEC TOSS 1.02.16.05 **Implement Workplace Health, Safety and Security Procedures** 1. Provide information on HSS 2. Coordinate staff participation in HSS issues 3. Implement and monitor procedures for controlling hazards and risks 4. Implement and monitor HSS training 5. Maintain HSS records	**THH GLE 02A / PARUJPUKK 01C** **Establish Workplace Health, Safety & Security Procedures** Elements the same as in APEC TOSS
APEC TOSS 1.02.17.05 **Develop and Update Legal Knowledge for Business Compliance** 1. Research and find the legal information required for business compliance 2. Ensure compliance with legal requirements 3. Update legal knowledge	**THH GLE 20A / PARUJP UAU 07C** **Develop & Update Legal Knowledge for Business Compliance** Elements the same as in APEC TOSS
APEC TOSS 1.02.18.05 **Manage and Purchase Stock** 1. Establish and implement an order and supply process 2. Establish and implement stock control system 3. Develop optimum supply arrangements	**GFA 10 A** **Manage and Purchase Stock** Elements the same as in APEC TOSS
APEC TOSS 1.02.19.05 **Manage Physical Assets** 1. Develop strategies for systematic maintenance, repair and purchase of physical assets 2. Monitor the performance of physical assets in the workplace 3. Coordinate financing of physical assets maintenance	**THH GLE 16A / PARUJPUKP 08C** **Manage Physical Assets** Elements the same as in APEC TOSS
APEC TOSS 1.02.20.05 **Develop, Implement and Monitor Local / Regional Industry Plan** 1. Develop local and regional industry plans 2. Implement plans 3. Monitor plans	**NOT AVAILABLE**
APEC TOSS 1.02.21.05 / APEC TOSS 4.07.10.05	**PARUJPPPP 01C**

Create, Implement and Evaluate Strategic Product Development Initiatives 1. Prepare product development plans 2. Implement product development plans 3. Monitor and evaluate development plans 4. Solve problems and make decisions	**Create, Implement and Evaluate Strategic Product Development Initiatives** Elements the same as in APEC TOSS, minus element 4
APEC TOSS 1.02.22.05 / APEC SS 2.03.22.05 **Provide Monitoring Support to Business Colleagues** 1. Establish relationship with mentoree (the Buddy System) 2. Offer mentoring support	**THH GLE 21A / PARUJPUKP 07C** **Provide Monitoring Support to Business Colleagues** Elements the same as in APEC TOSS
APEC TOSS 1.02.23.05 **Represent Enterprise in Meetings and Conferences** 1. Obtain information of the event 2. Check enterprise position and policy with regard to the event 3. Attend to administrative procedures 4. Prepare all materials in advance 5. Participate in the event in line with management policy 6. Report results and proceedings to management	**NOT AVAILABLE**
APEC TOSS 1.02.24.05 **Apply Quality Standards and Procedures** 1. Interpret quality standards 2. Develop quality standards checklist 3. Apply quality standards 4. Monitor , evaluate and report on workplace quality standards 5. Develop participative quality improvements	**NOT AVAILABLE**
APEC TOSS 1.02.25.05 **Update and Incorporate External Factors / Issues** 1. Integrate and interpret external economic , social and political issues and changes in planning and decision making 2. Anticipate external fluctuations 3. Develop new planning strategies	**NOT AVAILABLE**
APEC TOSS 1.02.26.05 **Prepare a Feasibility Study** 1. Gather data and conduct research 2. Prepare items for feasibility study 3. Prepare costing 4. Develop proposal	**NOT AVAILABLE**
APEC TOSS 1.02.27.05 **Develop, Implement and maintain National / Local / Corporate Identity Image** 1. Identify local traditional, cultural, natural and general information 2. Develop participative special Identity Image program 3. Implement program 4. Monitor, review and update program 5. Report to management and stakeholders	**NOT AVAILABLE**
APEC TOSS 1.02.28.05 **Research Data** 1. Identify research needs 2. Conduct research 3. Interpret and apply research results	**PARUJPPPP 02C** **Research Tourism Data** Elements the same as in APEC TOSS

APEC TOSS 1.02.29.05 **Manage Quality Customer Service** 1. Develop and implement approaches to enhance customer service quality 2. Monitor and adjust customer service quality	**NOT AVAILABLE**
APEC TOSS 1.02.30.05 **Operate a Small Business (SME)**	**NOT AVAILABLE**
APEC TOSS 1.02.31.05 **Develop and Update Information on APEC Skill Standard** 1. Seek information on related forum 2. Develop information guidelines 3. Distribute information throughout the organization 4. Update information regularly	**NOT AVAILABLE**
APEC TOSS 1.02.32.05 **Develop and Update Basic Information on APEC and ASEAN Tourism** 1. Seek information on APEC and ASEAN Tourism 2. Develop information guidelines 3. Distribute information throughout the organization 4. Update information regularly	**NOT AVAILABLE**
APEC TOSS 1.02.33.05 **Develop and Update Enterprise and Local / Country Information** 1. Seek country and/or local tourism information 2. Develop country / Local tourism information guidelines 3. Distribute information throughout the organization 4. Update information regularly	**THH HCO 01A / PARUJPPKU 05C** **Develop and Update Tourism Information** Elements 2 and 3 are not listed
APEC TOSS 1.02.34.05 **Deal with Conflict Situations** 1. Identify conflict situations 2. Resolve conflict situations according to company procedures 3. Respond to customer complaints according to company procedures	**THH GCS 03A / PARUJPPKU 04C** **Deal with Conflict Situations** Elements the same as in APEC TOSS
APEC TOSS 1.02.35.05 **Implement and Monitor Continuous Improvement Systems** 1. Develop systems for continuous improvement 2. Implement systems 3. Monitor, adjust and report performance 4. Consolidate opportunities for further improvement	**NOT AVAILABLE**
APEC TOSS 1.02.36.05 **Conduct and Manage Meetings** 1. Check meeting documents 2. Check preparation and Meeting Agenda 3. Conduct meeting according to agenda and company's procedures 4. Identify and record highlights issues 5. Check post minutes and proceedings prepared 6. Take follow-up actions	**THH GGA 05A / TT ADM UMUM 05** **Plan and Manage Meetings** This unit is combining APEC TOSS 1.02.05.05 and APEC TOSS 1.02.38.05
APEC TOSS 1.02.37.05 **Develop and Implement Special Program for Trade Liberalization** 1. Identify and understand the concept of Trade Liberalization, its impacts and specific national programs 2. Conduct discussions for the integration and necessary changes 3. Develop special program for the preparation of Trade Liberalization	**NOT AVAILABLE**

4. Check and comply with related government programs 5. Distribute information throughout the organization 6. Monitor implementation and results 7. Update program according to results and development	

CHAPTER 1.03   COMPUTER AND MANAGEMENT INFORMATION SYSTEM - 12 UNITS
CODE   APEC TOSS 1.03.XX.05

APEC TOSS CODE , NAME & ELEMENTS OF UNITS	SKKNI CODE , NAME & ELEMENTS OF UNITS
APEC TOSS 1.03.01.05 **Operate Computer** 1. Switch on computer 2. Find and access menu item 3. Open new file or retrieve existing file 4. Continue and progress 5. Close and exit 6. Switch off computer according to procedures	**NOT AVAILABLE**
APEC TOSS 1.03.02.05 **Access and Retrieve Computer Data** 1. Open file 2. Retrieve and amend data 3. Save, close and exit files	**THH GCT 01A / PARUJPUTK 01C** **Access and Retrieve Computer Data** Elements the same as in APEC TOSS
APEC TOSS 1.03.03.05 **Produce Documents on Computer** 1. Create computer data 2. Produce document 3. Print and deliver document 4. Save, exit and switch off	**THH GCT 02A / PARUJPUTK 02C** **Produce Documents on Computer** Elements the same as in APEC TOSS
APEC TOSS 1.03.04.05 **Design and develop Computer Documents, Reports, and Worksheets** 1. Determine presentation and format of document 2. Produce document 3. Print and deliver document	**THH GCT 03A / PARUJPUTK 03A** **Design and Develop Computer Documents, Reports and Worksheets** Elements the same as in APEC TOSS
APEC TOSS 1.03.05.05 **Operate an Automated Information System** 1. Access information on an automated system 2. Download information 3. Close system according to procedures	**PARUJPUTK 04C** **Operate an Automated Information System** Elements the same as in APEC TOSS
APEC TOSS 1.03.06.05 **Monitor and Maintain Computer System** 1. Monitor effectiveness of computer and related equipment 2. Report broken parts to authorized personnel 3. Maintain computer and related equipment	**THH GLE 18 A / PARUJPUKP 09C** **Monitor and Maintain Computer System** Elements the same as in APEC TOSS
APEC TOSS 1.03.07.05 / APEC TOSS 3.03.10.05 **Operate a Computerized Reservation System** 1. Access and operate CRS information 2. Identify suitable supplies	**PARUJPFPG 06C** **Operate a Computerized Reservation System** Elements the same as in APEC TOSS

3.　　Maintain computer supplies, equipment and systems	
APEC TOSS 1.03.08.05 **Maintain Product Information Inventory** 1.　Obtain and interpret information for inventory 2.　Enter data into inventory system 3.　Update inventory 4.　Provide inventory information	**PARUJPFPG 13C** **Maintain Product Information Inventory** Elements the same as in APEC TOSS
APEC TOSS 1.03.09.05 / APEC TOSS 1.02.08.05 **Plan and Establish Systems and Procedures** 1.　Plan system and procedures 2.　Establish systems and procedures 3.　Review systems and procedures	**THH GGA 08A / PARUJPUAU 06C** **Plan & Establish Systems and Procedures** Elements the same as in APEC TOSS
APEC TOSS 1.03.10.05 **Implement and Monitor Continuous Improvement Systems and Processes** 1.　Establish improvement procedures 2.　Review current systems and establish new system 3.　Develop new system 4.　Communicate new system to related staff 5.　Implement and monitor 6.　Evaluate and report	**NOT AVAILABLE**
APEC TOSS 1.03.11.05 **Design Operational Computer Programs** 1.　Identify operations system needs 2.　Select the right software system 3.　Develop computer programs 4.　Implement system 5.　Monitor and review system 6.　Write periodic report	**NOT AVAILABLE**
APEC TOSS 1.03.12.05 **Operate Research Soft wares** 1.　Obtain and understand research soft wares available 2.　Select the most appropriate software 3.　Enter data 4.　Produce analysis 5.　Communicate final analysis	**NOT AVAILABLE**

CHAPTER 1.04　　　　**ENGLISH LANGUAGE - 9 UNITS**
CODE　　　　　　　　　**APEC TOSS 1.04.XX.05**

APEC TOSS **CODE , NAME & ELEMENTS OF UNITS**	**SKKNI** **CODE , NAME & ELEMENTS OF UNITS**
APEC TOSS 1.04.01.05 **Speak and Understand English at Basic Operational Level** 1.　Exchange information in familiar topics 2.　Give basic instructions in English 3.　Initiate and participate in short casual conversations 4.　Promote goods and services to customer in English 5.　Speak on the telephone	**PARUJPUIP 01C** **Speak and Understand English at Basic Operational Level** Elements the same as in APEC TOSS

6. Understand basic spoken English	
APEC TOSS 1.04.02.05 **Read English at Basic Operational Level** 1. Read simple diagrammatic business text 2. Read simple informational business texts 3. Read simple instructional business text	**PARUJPUIP 02C** **Read English at Basic Operational Level** Elements the same as in APEC TOSS
APEC TOSS 1.04.03.05 **Write English at Basic Operational Level** 1. Write short messages 2. Write short basic business report 3. Complete forms in English 4. Write simple instructions in English 5. Write to request, confirm or clarify an action	**PARUJPUIP 03C** **Write English at Basic Operational Level** Elements the same as in APEC TOSS
APEC TOSS 1.04.04.05 **Speak and Understand English at Supervisory and Senior Operational Level** 1. Respond to incoming telephone inquiries 2. Request goods and services on the telephone 3. Participate in group discussions 4. Participate in casual conversation to establish customer report 5. Provide detailed information to customers 6. Give complex instructions 7. Deal with customer complaints 8. Promote products and services to customer 9. Provide brief business presentation 10. Understand spoken English in routine work situations	**PARUJPUIP 04C** **Speak and Understand English at Supervisory Operational Level** Elements the same as in APEC TOSS
APEC TOSS 1.04.05.05 **Read English at Supervisory and Senior Operational Level** 1. Read routine diagrammatic business text 2. Read routine informational business text 3. Read routine explanatory or instructional business text	**PARUJPUIP 05C** **Read English at Supervisory Operational Level** Elements the same as in APEC TOSS
APEC TOSS 1.04.06.05 **Write English at Supervisory and Senior Operational Level** 1. Write routine business instructional texts 2. Write routine business correspondence 3. Write short business reports 4. Complete forms	**PARUJPUIP 06C** **Write English at Supervisory Operational Level** Elements the same as in APEC TOSS
APEC TOSS 1.04.07.05 **Speak and Understand English at Advanced Operational Level** 1. Develop a program for a complex business presentation 2. Deal with customer complaints 3. Use and respond to spoken English in business negotiations 4. Provide information and detailed explanations to customers 5. Promote products and services to customers 6. Understand oral English in complex situations	**PARUJPUIP 07C** **Speak and Understand English at Advanced Operational Level** Elements the same as in APEC TOSS
APEC TOSS 1.04.08.05 **Read English at Advanced Operational Level** 1. Read complex informational business text 2. Read complex instructional business text	**PARUJPUIP 08C** **Read English at Advanced Operational Level** Elements the same as in APEC TOSS
APEC TOSS 1.04.09.05 **Write English at Advanced Operational Level**	**PARUJPUIP 09C** **Write English at Advanced Operational Level**

1. Write complex business reports 2. Write complex business correspondence 3. Write effective meeting minutes 4. Write complex business writing texts	Elements the same as in APEC TOSS

NOTE: All English units in the SKKNI – Hospitality are not listed in the APEC TOSS

CHAPTER 1.05   ENVIRONMENT AND COMMUNITY - 13 UNITS
CODE   APEC TOSS 1.05.XX.05

APEC TOSS CODE , NAME & ELEMENTS OF UNITS	SKKNI CODE , NAME & ELEMENTS OF UNITS
APEC TOSS 1.05.01.05 **Collect Refuse and Recyclables** 1. Collect dispose of waste or recyclable materials 2. Identify , select and sort recyclable materials	**NOT AVAILABLE**
APEC TOSS 1.05.02.05 / APEC TOSS 4.07.06.05 **Plan, Develop and Monitor Ecologically Sustainable Operations** 1. Plan for ecologically sustainable operations 2. Develop ecologically sustainable operations 3. Implement program 4. Monitor results 5. Evaluate, report and communicate to public and stakeholders	**NOT AVAILABLE**
APEC TOSS 1.05.03.05 **Implement Sustainable Horticultural Practices** 1. Prepare and Implement strategies 2. Minimize waste 3. Conserve energy resources 4. Manage water use 5. Undertake an environmental audit	**NOT AVAILABLE**
APEC TOSS 1.05.04.05 / APEC TOSS 4.04.07.05 **Plan and Implement Minimal Impact Operations** 1. Plan environmentally responsible activities 2. Conduct activities with minimal impact 3. Monitor impact and changes	**PARUJPPPP 04C** **Plan and Implement Minimal Impact Operations** Elements the same as in APEC TOSS
APEC TOSS 1.05.05.05 **Research and Share General Information on Local cultures** 1. Research and collect data on general ethnic societies 2. Write up simple guidelines on general ethnic societies for all employees 3. Share information with customers	**NOT AVAILABLE**
APEC TOSS 1.05.06.05 / APEC TOSS 4.05.09.05 **Interpret Aspects of Local Ethnic Cultures** 1. Consult and seek correct information from experts and ethnic communities 2. Interpret and integrate aspects of local ethnic cultures in operational planning	**NOT AVAILABLE**
APEC TOSS 1.05.07.05 **Plan and Develop Culturally Appropriate Tourism Operations** 1. Plan culturally appropriate operations 2. Implement culturally appropriate operations 3. Monitor operations	**NOT AVAILABLE**

APEC TOSS 1.05.08.05 / APEC TOSS 4.07.07.05 **Develop Host Community Awareness of Tourism** 1. Educate and inform the local communities on tourism industry and its potentials 2. Liaise with stockholders and experts 3. Plan strategies for local communities participation and mutually beneficial operation	**NOT AVAILABLE**
APEC TOSS 1.05.09.05 / APEC TOSS 4.07.08.05 **Assess Tourism Opportunities for Local Communities** 1. Seek information about potential tourism opportunities 2. Analyze information in relation to local communities participation and company operation 3. Liaise with external stakeholders 4. Consult with the community 5. Makes decisions in relation to tourism opportunities for local communities	**PARUJPPPP 08C** **Assess Tourism Opportunities for Local Communities** Elements the same as in APEC TOSS
APEC TOSS 1.05.10.05 **Develop Interpretive Content for Ecotourism Activities** 1. Research specialist ecological information 2. Prepare interpretive content for tourism opportunities	**NOT AVAILABLE**

APEC TOURISM WORKING GROUP
APEC TOURISM OCCUPATIONAL SKILL STABDARD

CONVERSION TABLE APEC TOSS (APEC TOSS) – NATIONAL COMPETENCY STANDARD OF INDONESIA (SKKNI)
2005

CHAPTER II - GENERAL VOCATIONAL UNITS

CHAPTER 2.01   Customer Service, Sales and Marketing (15 Units)
CHAPTER 2.02   Financial Administration (13 Units)
CHAPTER 2.03   Training and Human Resources Development (21 Units)
CHAPTER 2.04   Security (21 Units)
CHAPTER 2.05   Gardening and Landscaping (14 Units)
CHAPTER 2.06   Maintenance & Engineering (09 Units)
TOTAL   93 Units

CHAPTER 2.01   **CUSTOMER SERVICE, SALES AND MARKETING - 15 UNITS**
CODE   **APEC TOSS 2.01.XX.05**

APEC TOSS CODE , NAME & ELEMENTS OF UNITS	SKKNI CODE , NAME & ELEMENTS OF UNITS
APEC TOSS 2.01.01.05 **Promote Products and Services to Customers** 1. Develop products and service information 2. Develop and incorporate market information 3. Provide information on products and services 4. Encourage customers to use and buy products and services	**THH GCS 02A / PARUJPLJP 08C** **Promote Products and Services to Customers** Elements the same as in APEC TOSS. Minus elements 2 & 3
APEC TOSS 2.01.02.05 **Develop and Conduct Presentations Materials** 1. Plan for presentations 2. Prepare presentations 3. Make /write presentations 4. Check finished materials and rehearse 5. Conduct presentations	**THH GCS 04A / PARUJPLJP 02C** **Make Presentations** Only elements 1 & 3 are listed
APEC TOSS 2.01.03.05 **Plan and Implement Sales Activities** 1. Plan sales activities 2. Prepare for sales calls 3. Makes sales calls 4. Review and report on sales activities	**THH GCS 06A / PARUJPLJP 01** **Plan and Implement Sales Activities** Elements the same as in APEC TOSS
APEC TOSS 2.01.04.05 **Coordinate Marketing Activities** 1. Plan marketing and promotional activities 2. Coordinate participation in trade and consumer Trade Shows 3. Coordinate in-house promotions 4. Coordinate familiarization programs 5. Undertake a general public relations role	**THH GCS 07A / PARUJPLJP 03C** **Coordinate Marketing Activities** Elements the same as in APEC TOSS

6. Develop special products to meet customer needs 7. Review and report on promotional activities	
APEC TOSS 2.01.05.05 **Establish and Conduct Business Relationships** 1. Establish and conduct business relationship 2. Negotiate with business relations 3. Make formal business appointments 4. Maintain and foster business relations	**THH GCS 08A / PARUJPUKP 01C** **Establish and Conduct Business Relationships** Elements the same as in APEC TOSS
APEC TOSS 2.01.06.05 **Establish a Public Relations Plan** 1. Identify needs for Public Relations Program 2. Identify current Public Relations programs practiced 3. Establish suitable program 4. Implement and monitor program 5. Evaluate and report	**NOT AVAILABLE**
APEC TOSS 2.01.07.05 **Produce Brochures and Marketing Materials** 1. Identify specific needs for brochures and other marketing materials 2. Plan for brochures and other marketing materials 3. Seek for suppliers / contractors according to company budget and policy 4. Monitor producing process 5. Report finished products to management	**NOT AVAILABLE**
APEC TOSS 2.01.08.05 **Coordinate the Production of Brochures and Marketing Materials** 1. Plan the production of brochures and marketing materials 2. Produce information for inclusion 3. Obtain quotations for artwork and printings 4. Develop final copy for brochures and marketing materials 5. Coordinate the production of brochures and marketing materials	**PARUJPLJP 04C** **Coordinate the Production of Brochures and Marketing Materials** Elements the same as in APEC TOSS
APEC TOSS 2.01.09.05 **Create a Promotional Display / Stand** 1. Make preparations for display / stand 2. Set up display 3. Implement and monitor sales/marketing activities at the stand 4. Conduct on-going evaluation	**PARUJPLJP 05C** **Create a Promotional Display / Stand** Elements the same as in APEC TOSS
APEC TOSS 2.01.10.05 **Make presentations** 1. Prepare for presentations 2. Write up / make presentation materials	**THH GCS 05A** **Make presentations** Elements the same as in APEC TOSS
APEC TOSS 2.01.11.05 **Sell Product and Services** 1. Identify customer needs 2. Suggests products in line with customer needs 3. Approach customers 4. Follow up sales opportunities / sales leads	**PARUJPFPG 03C** **Sell Product and Services** Elements the same as in APEC TOSS
APEC TOSS 2.01.12.05 **Develop , Manage and Evaluate Marketing Strategies** 1. Analyze the market 2. Prepare marketing strategies 3. Implement and monitor marketing activities	**THH GLE 12A / PARUJPLJP 06C** **Develop , Manage and Evaluate Marketing Strategies** Elements the same as in APEC TOSS

4. Conduct ongoing evaluation	
APEC TOSS 2.01.13.05 **Conduct Sales Calls** 1. Gather product information and brochures/materials 2. Develop list of past, currents and potential customers 3. Analyze customer needs and compare to available products 4. Develop programs for each customers group 5. Set appointment with customers 6. Implement programs developed 7. Review and report on sales calls 8. Maintain and foster business relationships	**NOT AVAILABLE**
APEC TOSS 2.01.14.05 **Develop and Organize Road Show** 1. Plan for a road show 2. Identify critical points 3. Establish suitable road show program 4. Prepare well in advance 5. Implement Program 6. Evaluate and review 7. Report and document for future use	**NOT AVAILABLE**
APEC TOSS 2.01.15.05 / APECC TOSS 3.03.12.05 **Develop and Implement Yield Management Program** 1. Study the Yield Management System 2. Check marketing strategies 3. Plan and prepare application program 4. Train staff for application 5. Implement program 6. Monitor results 7. Review and report	**NOT AVAILABLE**

CHAPTER 2.02   FINANCIAL ADMINISTRATION - 13 UNITS
CODE   APEC TOSS 2.02.XX.05

APEC TOSS CODE , NAME & ELEMENTS OF UNITS	SKKNI CODE , NAME & ELEMENTS OF UNITS
APEC TOSS 2.02.01.05 / APEC TOSS 3.03.03.05 **Process Financial Transactions** 1. Process receipts and payments 2. Reconcile takings	**THH GFA 01A / THH BFO 05A / PARUJPUAK 01C** **Process Financial Transactions** Elements the same as in APEC TOSS
APEC TOSS 2.02.02.05 / APEC TOSS 3.03.04.05 **Maintain Financial Records** 1. Make journal entries 2. Reconcile accounts	**THH GFA 02A / THH BFO 04A / PARUJPUAK 02C** **Maintain Financial Records** Elements the same as in APEC TOSS
APEC TOSS 2.02.03.05 / APEC TOSS 3.03.05.05 **Conduct Night Audit** 1. Process receipts and payments 2. Remove takings from register/terminal 3. Reconcile takings	**THH GFA 03A / THH BFO 05A** **Conduct Night Audit** Elements the same as in APEC TOSS
APEC TOSS 2.02.04.05	**THH GFA 03A / PARUJPUAK O3C**

Audit Financial Procedures 1. Monitor financial procedures 2. Complete financial reports	**Audit Financial Procedures** Elements the same as in APEC TOSS
APEC TOSS 2.02.05.05 **Prepare Financial Statements** 1. Post transactions to ledger 2. Make end period adjustments 3. Produce balance sheets and P/L statements	**THH GFA 04A / PARUJPUAK 04C** **Prepare Financial Statements** Elements the same as in APEC TOSS
APEC TOSS 2.02.06.05 **Manage Payroll Records** 1. Prepare payroll data 2. Process payment of salaries 3. Administer salary tax records	**THH GFA 05A / PARUJP 05C** **Manage Payroll Records** Elements the same as in APEC TOSS
APEC TOSS 2.02.07.05 **Administer Special Billing Procedures** 1. Report on billings 2. Complete billings and settlement	**NOT AVAILABLE**
APEC TOSS 2.02.08.05 **Manage Finances within a Budget** 1. Allocate budget resources 2. Monitor financial activities 3. Identify and evaluate options for improved budget performance 4. Complete financial reports	**THH GLE 13A / PARUJPUAK 06C** **Manage Finances within a Budget** Elements the same as in APEC TOSS
APEC TOSS 2.02.09.05 **Prepare and Monitor Budgets** 1. Prepare budget information 2. Prepare budget 3. Monitor and review budget	**THH GLE 14A / PARUJPUAK 07C** **Prepare and Monitor Budgets** Elements the same as in APEC TOSS
APEC TOSS 2.02.10.05 **Manage Financial operations** 1. Develop approaches to financial management 2. Develop and monitor financial procedures and systems 3. Prepare and monitor accounts 4. Make pricing decisions 5. Monitor financial performance 6. Forecast financial needs of specific projects 7. Prepare financial proposals for specific projects 8. Prepare financial reports	**THH GLE 15A / PARUJPUAK 08C** **Manage Financial operations** Elements the same as in APEC TOSS
APEC TOSS 2.02.11.05 **Manage and Purchase Stocks** 1. Establish and implement an order and supply process 2. Establish and implement stock control systems 3. Develop optimum supply arrangement	**THH GLE 17A / PARUJPUAU 13C** **Manage and Purchase Stocks** Elements the same as in APEC TOSS
APEC TOSS 2.02.12.05 **Cost a Project** 1. Obtain and calculate costs for materials, equipment and labor 2. Summarize costing	**NOT AVAILABLE**
APEC TOSS 2.02.13.05 **Analyze Operational Data** 1. Create operational reports formats	**NOT AVAILABLE**

2. Plan analysis system 3. Collect operational reports 4. Analyze and evaluate operational data using specific system , such as Balances Score Card 5. Document and report analysis and statistics	

CHAPTER 2.03 TRAINING AND HUMAN RESOURCES DEVELOPMENT - 21 UNITS
CODE APEC TOSS 2.03.XX.05

APEC TOSS CODE , NAME & ELEMENTS OF UNITS	SKKNI CODE , NAME & ELEMENTS OF UNITS
APEC TOSS 2.03.01.05 **Plan Assessment** 1. Establish evidence for assessment 2. Establish suitable and appropriate assessment method 3. Establish and prepare assessment tools	**THH BSZ 401A / PARUJPUPL 01C** **Plan Assessment** Elements the same as in APEC TOSS
APEC TOSS 2.03.02.05 **Conduct Assessment** 1. Identify and master units to be assessed 2. Plan evidence required and evidence gathering methods / opportunities 3. Organize and administer assessment 4. Gather evidence 5. Make the assessment decision 6. Record assessment results 7. Provide feedback to assessees 8. Report on conduct of assessment	**THH BSZ 402A / PARUJPUPL 02C** **Conduct Assessment** Elements the same as in APEC TOSS
APEC TOSS 2.03.03.05 **Review Assessment** 1. Review the assessment procedures 2. Check consistency of assessment decisions 3. Report review findings	**THH BSZ 403A / PARUJPUPL 03C** **Review Assessment** Elements the same as in APEC TOSS
APEC TOSS 2.03.04.05 **Train Small Groups** 1. Prepare for training 2. Deliver training 3. Provide opportunities for practice 4. Review training	**THH BSZ 404A / PARUJPUPL 04C** **Train Small Groups** Elements the same as in APEC TOSS
APEC TOSS 2.03.05.05 **Plan and Promote Training programs** 1. Identify competency needs 2. Document training program 3. Identify program resources 4. Promote training	**THH BSZ 405A / PARUJPUPL 05C** **Plan and Promote Training programs** Elements the same as in APEC TOSS
APEC TOSS 2.03.06.05 **Plan a Series of Training program** 1. Identify training requirements 2. Develop outlines of training 3. Develop training materials 4. Develop training sessions 5. Arrange resources	**THH BSZ 406A / PARUJPUPL 06C** **Plan a Series of Training program** Elements the same as in APEC TOSS

APEC TOSS 2.03.07.05 **Deliver Training Sessions** 1. Prepare training participants 2. Present training sessions 3. Facilitate individual and group training 4. Provide opportunities for practice and feedback 5. Review delivery of training sessions	**THH BSZ 407A / PARUJPUPL 07C** **Deliver Training Sessions** Elements the same as in APEC TOSS
APEC TOSS 2.03.08.05 **Review Training** 1. Record training data 2. Evaluate training 3. Report on training	**THH BSZ 408A / PARUJPUPL 08C** **Review Training** Elements the same as in APEC TOSS
APEC TOSS 2.03.09.05 **Analyze Competency requirements** 1. Identify competency needs for specific context 2. Undertake needs analysis 3. Confirm findings of research 4. Document competency requirements 5. Validate competencies and implementation plans	**THH BSZ 501A / PARUJPUPL 09C** **Analyze Competency requirements** Elements the same as in APEC TOSS
APEC TOSS 2.03.10.05 **Design and Establish Training Courses** 1. Determine the need for a course 2. Identify learner profile 3. Develop course structure 4. Determine the training and assessment requirements 5. Define the training contents 6. Develop course monitoring arrangement 7. Identify career / training pathways	**THH BSZ 502 / PARUJPUPL 16C** **Design and Establish Training Courses** Elements the same as in APEC TOSS
APEC TOSS 2.03.11.05 **Design and Establish Training System** 1. Determine boundaries of the training system 2. Determine training system features 3. Design and develop training record system 4. Determine training review procedures 5. Select and provide for training system users 6. Establish quality assurance procedures 7. Develop career pathways	**THH BSZ 503A / PARUJPUPL 10C** **Design and Establish Training System** Elements the same as in APEC TOSS
APEC TOSS 2.03.12.05 **Design and Establish the Assessment System** 1. Determine clients needs 2. Determine assessment boundaries 3. Establish assessment system features 4. Match needs with resources 5. Design and develop record keeping system 6. Establish procedures for the review process 7. Select and provide for training and support of assessors 8. Establish quality assurance procedures	**THH BSZ 506A / PARUJPUPL 11C** **Design and Establish the Assessment System** Elements the same as in APEC TOSS
APEC TOSS 2.03.13.05 **Manage the Training and Assessment System** 1. Communicate the system 2. Support trainers and assessors 3. Manage the record keeping system 4. Maintain quality assurance procedures	**THH BSZ 504A / PARUJPUPL 12C** **Manage the Training and Assessment System** Elements the same as in APEC TOSS

5. Maintain records for audits	
APEC TOSS 2.03.14.05 **Evaluate the Training and Assessment System** 1. Plan Evaluation System 2. Conduct the evaluation 3. Report on evaluation findings 4. Develop intervention strategies	**THH BSZ 505A / PARUJPUPL 13C** **Evaluate the Training and Assessment System** Elements the same as in APEC TOSS
APEC TOSS 2.03.15.05 **Roster Staff** 1. Develop and implement staff rosters 2. Maintain staff records	**THH GLE 05A / PARUJPUAU 08C** **Roster Staff** Elements the same as in APEC TOSS
APEC TOSS 2.03.16.05 **Monitor Staff Performance** 1. Provide performance feed back 2. Recognize and resolve performance problems 3. Implement performance appraisal system	**THH GLE 06A / PARUKP 04C** **Monitor Staff Performance** Elements the same as in APEC TOSS
APEC TOSS 2.03.17.05 **Recruit and Select Staff** 1. Identify recruitment needs 2. Administer recruitment process 3. Test and select candidate 4. Plan and organize induction program	**THH GLE 07A / PARU UAU 09C** **Recruit and Select Staff** Elements the same as in APEC TOSS
APEC TOSS 2.03.18.05 **Lead and Manage People** 1. Model high standards of performance and behavior 2. Develop team commitment and cooperation 3. Analyze and manage team performance	**THH GLE 08A / PARUJP 05C** **Lead and Manage People** Elements the same as in APEC TOSS
APEC TOSS 2.03.19.05 **Manage Workplace Diversity** 1. Identify workplace diversities 2. Encourage respect for the diversity in the workplace 3. Use diversity as an asset 4. Deal with problem arising from diversity issues	**THH GLE 09A / PARUJPUKP 06C** **Manage Workplace Diversity** Elements the same as in APEC TOSS, minus element
APEC TOSS 2.03.20.05 **Manage Workplace Relations** 1. Build positive industrial relations climate 2. Establish and implement formal industrial procedures	**THH GLE 10A / PARU UAU 10C** **Manage Workplace Relations** Elements the same as in APEC TOSS
APEC TOSS 2.03.21.05 **Develop and Implement HRD Systems** 1. Identify specific needs and conditions for HRD System 2. Plan and establish suitable system 3. Prepare formats and procedural papers 4. Communicate to related colleagues 5. Implement and monitor 6. Evaluate , review and report	**NOT AVAILABLE**

CHAPTER 2.04   SECURITY - 21 UNITS
CODE   APEC TOSS 2.04.XX.05

APEC TOSS CODE , NAME & ELEMENTS OF UNITS	SKKNI CODE , NAME & ELEMENTS OF UNITS
APEC TOSS 2.04.01.05 **Maintain the security of premises and property** 1. Patrol premises 2. Monitor installed security system on premises 3. Respond security alarm calls displays 4. Comply with pyrotechnic regulations 5. Undertake specific site observation	**THH BTHS 01A** **Maintain the security of premises and property** Elements the same as in APEC TOSS
APEC TOSS 2.04.02.05 **Determine and use reasonable security force to control, access to and exit from premises** 1. Control persons entering and leaving the site. Check permits, membership cards, and visitor passes 2. Inspect baggage and/or vehicle 3. Manage vehicular traffic 4. Check loading docks. Load and manifest entering and leaving sites 5. Manage access control system 6. Lock and unlock buildings 7. Maintain inventory and record keeping of key system 8. Conduct visitor registration 9. Manage compliance of dress codes	**THH BTHS 02A** **Determine and use reasonable security force to control, access to and exit from premises** Elements the same as in APEC TOSS
APEC TOSS 2.04.03.05 **Maintain safety of premises and personnel** 1. Respond to fire and safety alarm calls 2. Take preventive actions on potential security hazards 3. Manage emergency situations 4. Respond to bomb threats 5. Implement procedures for major incident planning 6. Manage a deceased persons situation	**THH BTHS 03A** **Maintain safety of premises and personnel** Elements the same as in APEC TOSS
APEC TOSS 2.04.04.05 **Manage intoxicated persons** 1. Determine the level of intoxication 2. Apply appropriate procedures 3. Remove the person from premises 4. Provide customer service 5. Deal with underage drinker 6. Comply with legislation	**THH BTHS 04A** **Manage intoxicated persons** Elements the same as in APEC TOSS
APEC TOSS 2.04.05.05 **Operate basic security equipment** 1. Operate communications equipment 2. Operate computer equipment 3. Monitor surveillance equipment 4. Check basic monitoring equipment	**THH BTHS 05A** **Operate basic security equipment** Elements the same as in APEC TOSS
APEC TOSS 2.04.06.05 **Apprehend Offenders** 1. Establish if lawful arrest should be effected 2. Prepare for apprehension 3. Perform the arrest 4. Detain arrested person	**THH BTHS 06A** **Apprehend Offenders** Elements the same as in APEC TOSS
APEC TOSS 2.04.07.05 **Screen baggage and people to minimize security risks**	**THH BTHS 07A** **Screen baggage and people to minimize security**

1. Operate screening equipment 2. Undertake search of persons 3. Follow investigative procedures 4. Detain arrested persons	**risks** Elements the same as in APEC TOSS
APEC TOSS 2.04.08.05 **Escort and carry valuables** 1. Prepare for escort assignment 2. Participate in training for cash escort and movement through crowded areas 3. Undertake escort	**THH BTHS 08A** **Escort and carry valuables** Elements the same as in APEC TOSS
APEC TOSS 2.04.09.05 **Control crowds** 1. Inspect venue 2. Provide security presence 3. Monitor crowd size 4. Respond to potential crowd problems 5. Monitor crowd behavior and safety 6. Direct crowds 7. Cordon off appropriate areas.	**THH BTHS 09A** **Control crowds** Elements the same as in APEC TOSS
APEC TOSS 2.04.10.05 **Employ batons and handcuffs** 1. Carry batons / handcuffs 2. Use batons / handcuffs	**THH BTHS 10A** **Employ batons and handcuffs** Elements the same as in APEC TOSS
APEC TOSS 2.04.11.05 **Interpret information from advanced security equipment** 1. Evaluate information from multiple sources 2. Respond to situations identified through security systems 3. Maintain control of security equipment	**THH BTHS 11A** **Interpret information from advanced security equipment** Elements the same as in APEC TOSS
APEC TOSS 2.04.12.05 **Operate central monitoring / communication stations** 1. Evaluate information from multiple sources 2. Commission client system 3. Assess the authenticity of client / customer requests 4. Hand over duties 5. Respond to alarms received	**THH BTHS 12A** **Operate central monitoring / communication stations** Elements the same as in APEC TOSS
APEC TOSS 2.04.13.05 **Monitor field staff activity from control room** 1. Monitor safety of field staff 2. Monitor security activity of field staff 3. Coordinate responses to alarm signals 4. Monitor security of vehicles in car park	**THH BTHS 13A** **Monitor field staff activity from control room** Elements the same as in APEC TOSS
APEC TOSS 2.04.14.05 **Operate security vehicles** 1. Maintain vehicle condition 2. Drive to/from assignments 3. Drive in response to an alarm signals or back up request	**THH BTHS 14A** **Operate security vehicles** Elements the same as in APEC TOSS
APEC TOSS 2.04.15.05 **Manage dogs for patrol** 1. Select a suitable dog 2. Maintain the health and hygiene of the dog 3. Conduct dog patrol	**THH BTHS 15A** **Manage dogs for patrol** Elements the same as in APEC TOSS

4. Respond to situations requiring use of a dog	
APEC TOSS 2.04.16.05 **Provide Lost and Found Facility** 1. Follow Lost & Found procedures 2. Complete Lost & Found documentation 3. Follow procedures for items claims 4. Follow procedures for unclaimed items	**THH BTHS 16A** **Provide Lost and Found Facility** Elements the same as in APEC TOSS
APEC TOSS 2.04.17.05 **Observe and monitor people** 1. Prepare to monitor / observe people 2. Check ID Cards 3. Monitor authorized access areas 4. Monitor / observe items unattended 5. Respond to persons behaving suspiciously 6. Respond to unlawful or suspicious behavior	**THH BTHS 17A** **Observe and monitor people** Elements the same as in APEC TOSS
APEC TOSS 2.04.18.0 5 **Plan and conduct evacuation of premises** 1. Contribute to writing of policy and procedures for an evacuation situation 2. Participate in conducting staff evacuation drills 3. Communicate regularly with fire wardens 4. Conduct evacuation	**THH BTHS 18A** **Plan and conduct evacuation of premises** Elements the same as in APEC TOSS
APEC TOSS 2.04.19.05 **Provide safety of VIPs** 1. Identify potential threats to clients safety 2. Run security checks on relevant staff 3. Conduct search of premises 4. Establish and guard "No GO Zone/Areas" 5. Provide all relevant information to staff 6. Install and test surveillance and communication equipment 7. Set up a central command post 8. Key off lifts 9. Make final check and conduct rehearsal 10. Greet and escort.	**THH BTHS 19A** **Provide safety of VIPs** Elements the same as in APEC TOSS
APEC TOSS 2.04.20.05 **Take Action in Emergency Situation** 1. Understand emergency situations possibly encountered in and related government regulations 2. Prepare and tidy up necessary equipment for immediate use 3. Take correct action according to company's procedures and government regulations 4. Write written report according to procedures	**NOT AVAILABLE**
APEC TOSS 2.04.21.05 **Develop and Implement Program on the Prevention Against Terrorism** 1. Understand and identify possible impacts of terrorism and related government regulations 2. Understand necessary prevention solutions and equipment 3. Decide and develop most suitable prevention programs in accordance with government regulations 4. Report and circulate program 5. Provide budget according to program and according to company's procedures 6. Train necessary staff for implementation 7. Implement program 8. Monitor results and update program	**NOT AVAILABLE**

CHAPTER 2.05　　　　**GARDENING AND LANDSCAPING - 14 UNITS**
CODE　　　　　　　　**APEC TOSS 2.05.XX.05**

APEC TOSS CODE , NAME & ELEMENTS OF UNITS	SKKNI CODE , NAME & ELEMENTS OF UNITS
APEC TOSS 2.05.01.05 **Provide Turf Care** 1.　Mow grass areas 2.　Maintain grass areas	**NOT AVAILABLE**
APEC TOSS 2.05.02.05 **Fell small trees** 1.　Determine natural direction of fall 2.　Remove obstructions within fall zone 3.　Bring down tree 4.　Cleared felled tree from drip site	**NOT AVAILABLE**
APEC TOSS 2.05.03.05 **Transplant small trees** 1.　Prepare tree for removal 2.　Undertake earthworks for tree removal 3.　Remove tree from original site 4.　Install tree in new environment	**NOT AVAILABLE**
APEC TOSS 2.05.04.05 **Establish planted areas** 1.　Set out a new site 2.　Prepare site for planning 3.　Plant site	**NOT AVAILABLE**
APEC TOSS 2.05.05.05 **Propagate plants** 1.　Select propagation materials 2.　Prepare growing media 3.　Prepare growing site 4.　Implement propagation method	**NOT AVAILABLE**
APEC TOSS 2.05.06.05 **Prune shrubs and small trees** 1.　Identify pruning requirements 2.　Prepare for pruning 3.　Undertake pruning of trees and shrubs	**NOT AVAILABLE**
APEC TOSS 2.05.07.05 **Implement a landscape maintenance program** 1.　Maintain plant protection devices 2.　Replaced diseased or damaged plants 3.　Maintain landscape areas	**NOT AVAILABLE**
APEC TOSS 2.05.08.05 **Control weeds** 1.　Diagnose weed infestation 2.　Select control measures for the treatment of weeds 3.　Apply treatment of weeds	**NOT AVAILABLE**

4. Review weed control program	
APEC TOSS 2.05.09.05 **Set out landscape works** 1. Mark out position of works 2. Establish set out lines 3. Establish survey benchmarks	**NOT AVAILABLE**
APEC TOSS 2.05.10.05 **Install paving** 1. Plan and prepare works 2. Set out and prepare for constructions 3. Undertake ground operations 4. Install bedding material 5. Install pavers to a given pattern	**NOT AVAILABLE**
APEC TOSS 2.05.11.05 **Install retaining walls** 1. Plan and prepare works 2. Set our retaining wall 3. Prepare footings to given dimension 4. Prepare for construction and install components 5. Clean up site and store all tools and equipment	**NOT AVAILABLE**
APEC TOSS 2.05.12.05 **Install structures and features** 1. Set out landscape works 2. Prepare a site for concrete 3. Mix concrete for a landscape project 4. Place and finish concrete 5. Remove form-work from concrete	**NOT AVAILABLE**
APEC TOSS 2.05.13.05 **Operate irrigation system** 1 Perform pre-start checks 2. Prepare injection or fertigation equipment 3. Start up inspect system 4. Shut down system based upon irrigation indicators	**NOT AVAILABLE**
APEC TOSS 2.05.14.05 **Install and/or modify irrigation system** 1. Organize resource requirements 2. Excavate site 3. Construct irrigation structures 4. Lay pipes with controls and fittings 5. Connect mechanical devices 6. Flush system 7. Install soil moisture measuring devices 8. Commission irrigation system	**NOT AVAILABLE**

CHAPTER 2.06   MAINTENANCE AND ENGINEERING -   09 UNITS
CODE   APEC TOSS 2.06.XX.05

APEC TOURISM OCCUPATIONAL SKILL ATANDARD CODE , NAME & ELEMENTS OF UNITS	NATIONAL COMPETENCY STANDARD OF INDONESIA CODE , NAME & ELEMENTS OF UNITS
APEC TOSS 2.06.01.05 **Operate equipment and machines** 1. Operate stationary equipment 2. Operate independently powered tools 3. Complete documentation	**NOT AVAILABLE**
APEC TOSS 2.06.02.05 **Operate vehicles** 1. Operate vehicles 2. Perform maintenance and minor repairs on vehicles 3. Complete documentation	**NOT AVAILABLE**
APEC TOSS 2.06.03.05 **Carry out vehicle maintenance and minor repairs** 1. Diagnose faults and undertake minor repairs for the safe operation of vehicles 2. Maintain the vehicle systems 3. Maintain supplies and equipment 4. Carry out minor repairs to vehicles 5. Complete documentation	**NOT AVAILABLE**
APEC TOSS 2.06.04.05 / APEC TOSS 4.06.21.05 **Carry out boiler maintenance** 1. Maintain the boiler system according to manufacturers instructions 2. Diagnose faults and undertake minor repairs for the safe operation of boiler 3. Maintain supplies and equipment 4. Carry out minor repairs to boiler 5. Complete documentation	**NOT AVAILABLE**
APEC TOSS 2.06.05.05 **Carry out chiller maintenance** 1. Maintain the chiller system according to manufacturers instructions 2. Diagnose faults and undertake minor repairs for the safe operation of chiller 3. Maintain supplies and equipment 4. Carry out minor repairs to chiller 5. Complete documentation	**NOT AVAILABLE**
APEC TOSS 2.06.06.05 **Carry out drainage maintenance** 1. Check outflows of drainage pipes 2. Diagnose and free obstructions to drainage pipes 3. Maintain supplies and equipment 4. Maintain the accepted level of chemical contents for healthy environment 5. Complete documentation	**NOT AVAILABLE**
APEC TOSS 2.06.07.05 **Carry out specialist maintenance** 1. Perform specialist maintenance tasks 2. Supervise trade assistants 3. Maintain supplies and equipment 4. Carry out administration procedures	**NOT AVAILABLE**

5. Identify and resolve maintenance problems 6. Coordinate contractors 7. Report on activities	
APEC TOSS 2.06.08.05 **Supervise machinery maintenance** 1. Determine maintenance requirements 2. Schedule resources 3. Monitor maintenance procedures 4. Complete documentation	**NOT AVAILABLE**
APEC TOSS 2.06.09.05 / APEC TOSS 4.06.22.05 **Supervise maintenance operations** 1. Monitor regular maintenance 2. Ensure supply of materials for regular maintenance 3. Deal with maintenance problems 4. Coordinate maintenance projects 5. Coordinate contractors 6. Administer maintenance 7. Provide maintenance advice to management.	**NOT AVAILABLE**

APEC TOURISM WORKING GROUP
APEC TOURISM OCCUPATIONAL SKILL STANDARD

CONVERSION TABLE APEC TOSS (APEC TOSS) – NATIONAL COMPETENCY STANDARDS OF INDONESIA (SKKNI)
2005

CHAPTER III - HOSPITALITY VOCATIONAL UNITS

CHAPTER 3.01   Tourism Core (02 Units)
CHAPTER 3.02   Food & Beverage Service (17 Units)
CHAPTER 3.03   Front Office (12 Units)
CHAPTER 3.04   Housekeeping (17 Units)
CHAPTER 3.05   Cookery (37 Units)
CHAPTER 3.06   Catering (11 Units)
CHAPTER 3.07   Patisserie (13 Units)
CHAPTER 3.08   Mice, Functions, Sports and Recreation (12 Units)
CHAPTER 3.09   Gaming (5 Units)
TOTAL   126 Units

CHAPTER 3.01   TOURISM CORE - 02 UNITS
CODE   APEC TOSS 3.01.XX.05

APEC TOSS CODE , NAME & ELEMENTS OF UNITS	SKKNI CODE , NAME & ELEMENTS OF UNITS
APEC TOSS 3.01.01.05 / APEC TOSS 4.01.01.05 **Provide APEC and ASEAN Tourism Information** 1. Develop information on APEC and ASEAN Tourism Industry 2. Arrange information for easy references 3. Update information 4. Provide information to customers	**NOT AVAILABLE**
APEC TOSS 3.01.02.05 / APEC TOSS 4.01.02.05 **Provide National / Local Tourism Information** 1. Develop information on National / Provincial / Local Tourism Industry 2. Arrange information for easy references 3. Update information 4. Provide information to customers	**THH HCO 01A / PARUJPPKU 05C** **Provide National / Local Tourism Information** Elements the same as in APEC TOSS, MINUS ELEMENTS 2 & 3

CHAPTER 3.02   FOOD AND BEVERAGE SERVICE - 17 UNITS
CODE   APEC TOSS 3.02.XX.05

APEC TOSS	SKKNI

CODE , NAME & ELEMENTS OF UNITS	CODE , NAME & ELEMENTS OF UNITS
APEC TOSS 3.02.01.05 **Clean and tidy bar areas** 1. Clean bar and equipment 2. Clean and maintain public areas	**THH BFB 01aA** **Clean and tidy bar areas** Elements the same as in APEC TOSS
APEC TOSS 3.02.02.05 **Operate a bar** 1. Prepare bar for service 2. Take drink orders 3. Prepare and serve drinks 4. Close down bar operations	**THH BFB 01A** **Operate a bar** Elements the same as in APEC TOSS
APEC TOSS 3.02.03.05 **Provide a link between kitchen and service areas** 1. Liaise between kitchen and service areas 2. Clean and clear food service areas	**THH BFB 02/3aA** **Provide a link between kitchen and service areas** Elements the same as in APEC TOSS
APEC TOSS 3.02.04.05 **Provide Food & Beverage Service** 1. Prepare dining / restaurant area for service 2. Prepare and set tables 3. Welcome customers 4. Take and process orders 5. Serve and clear food and drinks 6. Close down restaurant / dining area	**THH BFB 02/3A** **Provide Food & Beverage Service** Elements the same as in APEC TOSS
APEC TOSS 3.02.05.05 **Provide table service of alcoholic beverages** 1. Advise customers on alcoholic beverages 2. Serve alcoholic beverages	**THH BFB 04A** **Provide table service of alcoholic beverages** Elements the same as in APEC TOSS
APEC TOSS 3.02.06.05 **Provide takeaway and counter food service** 1. Plan take away location 2. Establish operation system 3. Take food order 4. Handle financial transaction 5. Prepare food 6. Present food	**NOT AVAILABLE**
APEC TOSS 3.02.07.05 **Operate cellar system** 1. Operate and maintain bulk dispensing system 2. Operate and maintain beer reticulation systems 3. Use and maintain refrigeration systems 4. Monitor quality of cellar products	**THH BFB 05A** **Operate cellar system** Elements the same as in APEC TOSS
APEC TOSS 3.02.08.05 **Complete liquor retail sales** 1. Complete liquor sales 2. Wrap and pack goods 3. Minimize theft 4. Merchandise goods	**THH BFB 06A** **Complete liquor retail sales** Elements the same as in APEC TOSS
APEC TOSS 3.02.09.05 **Provide room service** 1. Take and process room service orders	**THH BFB 08A** **Complete liquor retail sales**

2. Set up trays and trolleys 3. Present room service meals and beverages 4. Present room service accounts 5. Clear Room Service area	Elements the same as in APEC TOSS
APEC TOSS 3.02.10.05 **Provide responsible service of alcohol** 1. Identify customers to whom service may be refused 2. Prepare and serve alcoholic beverages 3. Assist customers to drink within appropriate limits 4. Assist alcohol affected customers	**THH BFB 09A** **Complete liquor retail sales** Elements the same as in APEC TOSS
APEC TOSS 3.02.11.05 **Prepare and serve non alcoholic beverages** 1. Prepare and serve a range of teas and coffees 2. Prepare and serve cold drinks 3. Use, clean and maintain equipment and machinery for non alcoholic drinks	**THH BFB 10A** **Prepare and serve non alcoholic beverages** Elements the same as in APEC TOSS
APEC TOSS 3.02.12.05 **Develop and update Food & Beverage knowledge** 1. Research general information on food and beverage trends 2. Share information with customers	**THH BFB 11A** **Develop and update Food & Beverage knowledge** Elements the same as in APEC TOSS
APEC TOSS 3.02.13.05 **Provide specialist advice on food** 1. Advise on menu items 2. Contribute to menu development 3. Update specialist food knowledge	**THH ADFB 01A** **Provide specialist advice on food** Elements the same as in APEC TOSS
APEC TOSS 3.02.14.05 **Provide specialist wine service** 1. Advise customers on local and imported wines 2. Evaluate wines 3. Develop wine lists 4. Store and handle wines 5. Update wine knowledge	**THH ADFB 02A** **Provide specialist wine service** Elements the same as in APEC TOSS
APEC TOSS 3.02.15.05 **Prepare and serve cocktails** 1. Promote cocktails to customers 2. Prepare cocktails 3. Present cocktails	**THH ADFB 03A** **Prepare and serve cocktails** Elements the same as in APEC TOSS
APEC TOSS 3.02.16.05 **Provide Gueridon Service** 1. Prepare and maintain Gueridon trolleys and equipment 2. Recommend and sell foods and dishes to customers 3. Prepare and serve food	**THH ADFB 06/09/10A** **Provide Gueridon Service** Elements the same as in APEC TOSS
APEC TOSS 3.02.17.05 **Provide Silver Service** 1. Prepare table for Silver Service 2. Work in cooperation with kitchen staff 3. Use silver techniques to serve meals.	**THH ADFB 07A** **Provide Silver Service** Elements the same as in APEC TOSS

CHAPTER 3.03   FRONT OFFICE - 12 UNITS

CODE **APEC TOSS 3.03.XX.05**

APEC TOSS CODE , NAME & ELEMENTS OF UNITS	SKKNI CODE , NAME & ELEMENTS OF UNITS
APEC TOSS 3.03.01.05 **Receive and process reservations** 1. Receive reservation requests 2. Record details of reservation 3. Update reservations 4. Advise others on reservation details	**THH BFO 01A / PARUJPFPG 04C** **Receive and process reservations** Elements the same as in APEC TOSS
APEC TOSS 3.03.02.05 **Provide accommodation reception services** 1. Prepare for guest arrivals 2. Welcome and register guests 3. Organize guest departures 4. Prepare front office records and reports	**THH BFO 02/3A** **Provide accommodation reception services** Elements the same as in APEC TOSS
APEC TOSS 3.03.03.05 / APEC TOSS 3.03.04.05 **Maintain financial records** 1. Make journal entries 2. Reconcile accounts	**THH BFO 04A / THH GFA 02A / PARUJPUAK 01C** **Maintain financial records** Elements the same as in APEC TOSS
APEC TOSS 3.03.04.05 / APEC TOSS 3.03.03.05 **Process financial transactions** 1. Process receipts and payments 2. Remove takings from register / terminal 3. Reconcile takings	**THH BFO 05A / THH GFA 01A / PARUJPUAK 02C** **Process financial transactions** Elements the same as in APEC TOSS
APEC TOSS 3.03.05.05 / APEC TOSS 2.02.03.05 **Conduct night audit** 1. Monitor financial procedures 2. Complete financial reports	**THH BFO 08A / THH GFA 03A** **Conduct night audit** Elements the same as in APEC TOSS
APEC TOSS 3.03.06.05 **Provide club reception services** 1. Provide information on club services and process memberships 2. Monitor entry to club	**THH BFO 09A** **Provide club reception services** Elements the same as in APEC TOSS
APEC TOSS 3.03.07.05 **Provide porter service** 1. Handle guest arrivals and departures 2. Handle guest luggage 3. Respond to request for bell desk services	**THH BFO 10A** **Provide porter service** Elements the same as in APEC TOSS
APEC TOSS 3.03.08.05 **Provide arrival and departure assistance** 1. Conduct arrival transfers for groups or individuals 2. Deliver arrival information to visitors 3. Check in groups and individuals at accommodation 4. Conduct departure transfers for groups and individuals	**NOT AVAILABLE**
APEC TOSS 3.03.09.05 / APEC TOSS 4.06.25 **Process Point of Sale (POS) handling techniques** 1. Operate Point of Sale (POS) Equipment 2. Perform POS transactions	**NOT AVAILABLE**

3. Complete sales 4. Wrap and pack goods	
APEC TOSS 3.03.10.05 / APEC TOSS 1.02.07.05 **Operate a computerized reservation system** 1. Access and operate CRS 2. Create and process CRS reservations 3. Send and receive CRS communications	**PARUJPFPG 06C** **Operate a computerized reservation system** Elements the same as in APEC TOSS
APEC TOSS 3.03.11.05 **Administer Billing and Settlement Plan** 1. Report on sales 2. Complete billing and settlement 3. Collect payment	**NOT AVAILABLE**
APEC TOSS 3.03.12.05 / APEC TOSS 2.01.15.05 **Develop and Implement Yield Management Program** 1. Study the Yield Management System 2. Check marketing strategies 3. Plan and prepare application program 4. Train staff for application 5. Implement program 6. Monitor results 7. Review and report	**NOT AVAILABLE**

CHAPTER 3.04   **HOUSEKEEPING - 17 UNITS**
CODE   **APEC TOSS 3.04.XX.05**

APEC TOSS CODE , NAME & ELEMENTS OF UNITS	SKKNI CODE , NAME & ELEMENTS OF UNITS
APEC TOSS 3.04.01.05 **Provide housekeeping services to guests** 1. Handle housekeeping service requests 2. Advise in-room and housekeeping equipment	**THH BHK 01A** **Provide housekeeping services to guests** Elements the same as in APEC TOSS
APEC TOSS 3.04.02.05A **Clean premises and equipment** 1. Select and set up equipment 2. Clean dry and wet areas 3. Maintain store cleaning equipment and supplies	**THH BHK 02A / THH BKA 04A / PARUJP UKK 04C** **Clean premises and equipment** Elements the same as in APEC TOSS
APEC TOSS 3.04.03.05 **Prepare rooms for guests** 1. Set up equipment and trolley 2. Access rooms for servicing 3. Make up beds 4. Clean and clear rooms 5. Clean and clear bathrooms 6. Turn down beds (at appropriate time) 7. Leave room 8. Clean and store trolley and equipment	**THH BHK 03/4A** **Prepare rooms for guests** Elements the same as in APEC TOSS, minus elements 5, 6 & 7
APEC TOSS 3.04.04.05 **Launder linen**	**THH BHK 05A** **Launder linen & guests clothes**

1. Pick up or collect items 2. Prepare items for laundering 3. Process laundering 4. Package and store items 5. Deliver items	This unit combines APEC TOSS 3.04.04.05 & APEC TOSS 3.04.05.05
APEC TOSS 3.04.05.05 **Launder Guests clothes** 1. Pick up or collect items 2. Prepare items for laundering 3. Process laundering 4. Package and store items 5. Deliver items	**THH BHK 05A** **Launder linen & guests clothes** This unit combines APEC TOSS 3.04.04.05 & APEC TOSS 3.04.05.05
APEC TOSS 3.04.06.05 **Provide outside laundry services** 1. Pick up or collect items 2. Prepare items for laundering 3. Process laundering 4. Package and store items 5. Deliver items	**NOT AVAILABLE**
APEC TOSS 3.04.07.05 **Operate a linen store** 1. Establish operation system 2. Prepare linen room 3. Store linen in line with company policy 4. Separate and report damaged linen 5. Utilize damaged linen according to company policy 6. Control level of operational sufficiency and adequacy 7. Document and report	**NOT AVAILABLE**
APEC TOSS 3.04.08.05 **Provide valet service** 1. Display professional valet service 2. Care for guests property 3. Arrange service for guests	**THH BHK 06A** **Provide valet service** Elements the same as in APEC TOSS
APEC TOSS 3.04.09.05 **Clean and clear Public Area Restrooms and Toilets** 1. Prepare equipment and supplies 2. Access areas for servicing 3. Clean and clear areas of service 4. Leave area 5. Clean and store equipment and supplies	**NOT AVAILABLE**
APEC TOSS 3.04.10.05 **Clean public areas** 1. Prepare equipment and supplies 2. Access areas for servicing 3. Clean and clear areas of service 4. Leave area 5. Clean and store equipment and supplies	**NOT AVAILABLE**
APEC TOSS 3.04.11.05 **Prepare plants for display** 1. Design plant displays 2. Select plants 3. Place plants	**NOT AVAILABLE**

4. Maintain plants	
APEC TOSS 3.04.12.05 /APEC TOSS 4.06.19.05 **Carry out general maintenance** 1. Perform maintenance tasks 2. Use and care for equipment 3. Perform administrative tasks 4. Assist in special projects 5. Liaise with contractors	**NOT AVAILABLE**
APEC TOSS 3.04.13.05 / APEC TOSS 4.06.18.05 **Carry out ground maintenance** 1. Perform routine gardening activities 2. Monitor the appearance and quality of grounds and gardens 3. Use and care for equipment 4. Assist in special gardening projects 5. Liaise with contractors	**NOT AVAILABLE**
APEC TOSS 3.04.14.05 **Control pests and diseases** 1. Diagnose pests and disease infestations 2. Select control measures for treatment of pests and diseases 3. Review pest and disease control programs 4. Monitor and report	**NOT AVAILABLE**
APEC TOSS 3.04.15.05 **Use chemicals and biological agents** 1. Obtain chemicals and biological agents 2. Prepare chemicals and biological agents for use 3. Calibrate equipment 4. Apply chemicals and biological agents 5. Maintain records 6. Implement emergency procedures	**NOT AVAILABLE**
APEC TOSS 3.04.16.05 **Maintain pool water quality** 1. Test water 2. Monitor pumps and filtration equipment 3. Deal with water problems 4. Top up chemicals 5. Test discharge 6. Monitor water volumes 7. Carry out minor maintenance and plumbing 8. Coordinate contractors 9. Undertake manual cleaning	**NOT AVAILABLE**
APEC TOSS 3.04.17.05 **Maintain Service Supplies** 1. Identify periodic operational needs for supplies 2. Identify suppliers and market prices 3. Develop suitable inventory and control system 4. Select suppliers 5. Implement , monitor and analyse process 6. Document and report	**NOT AVAILABLE**

CHAPTER 3.05   COOKERY - 37 UNITS
CODE   APEC TOSS 3.05.XX.05

APEC TOSS CODE , NAME & ELEMENTS OF UNITS	SKKNI CODE , NAME & ELEMENTS OF UNITS
APEC TOSS 3.05.01.05 **Organize and prepare food** 1. Apply organizational skills for work flow planning and preparations 2. Prepare equipment for use 3. Assemble and prepare ingredients for menu items 4. Prepare diary, dry goods, fruits and vegetables 5. Prepare meat, seafood and poultry	**THH BKA 01A** **Organize and prepare food** Elements the same as in APEC TOSS
APEC TOSS 3.05.02.05 **Present food** 1. Prepare food for service 2. Portion and plate food 3. Work in a team	**THH BKA 02A** **Present food** Elements the same as in APEC TOSS
APEC TOSS 3.05.03.05 / APEC TOSS 1.02.06.05 **Receive and store stock** 1. Take delivery of stock 2. Store stock 3. Rotate and maintain stock	**THH BKA 03A / THH GGA 06A / PARUJPUAU 11C** **Receive and store stock** Elements the same as in APEC TOSS
APEC TOSS 3.05.04.05 **Clean and maintain premises** 1. Clean, sanitize and store equipment 2. Clean and sanitize premises 3. Handle waste and linen	**THH BKA 04A / THH BHK 02A / PARUJPUKK 04C** **Clean and maintain premises** Elements the same as in APEC TOSS
APEC TOSS 3.05.05.05 **Use basic methods of cookery** 1. Select and use suitable cooking equipment 2. Apply suitable cookery methods	**THH BCC 01A** **Use basic methods of cookery** Elements the same as in APEC TOSS
APEC TOSS 3.05.06.05 **Prepare appetizers and salads** 1. Prepare and present salads and dressings 2. Prepare and present a range of hotel and cold appetizers 3. Apply preparation work flow 4. Store appetizers and salads	**THH BCC 02A** **Prepare appetizers and salads** Elements the same as in APEC TOSS
APEC TOSS 3.05.07.05 **Prepare sandwiches** 1. Prepare and present a variety of sandwich plates 2. Apply preparation work flow 3. Store sandwiches	**THH BCC 02aA** **Prepare sandwiches** Elements the same as in APEC TOSS
APEC TOSS 3.05.08.05 **Prepare stocks and sauces** 1. Prepare and store stocks, glazes and essences required in menu items 2. Prepare and store sauces required in menu items 3. Store and reconstitute sauces	**THH BCC 03A** **Prepare stocks and sauces** Elements the same as in APEC TOSS
APEC TOSS 3.05.09.05 **Prepare soups** 1. Identify and classify types of soups	**THH BCC 03aA** **Prepare soups**

2. Prepare and store soups required in the menu 3. Reconstitute soups	Elements the same as in APEC TOSS
APEC TOSS 3.05.10.05 **Prepare vegetables, eggs and farinaceous dishes** 1. Prepare vegetable dishes 2. Prepare farinaceous dishes 3. Prepare and cook dishes containing eggs 4. Store vegetable, egg and farinaceous foodstuffs	**THH BCC 04A** **Prepare vegetables, eggs and farinaceous dishes** Elements the same as in APEC TOSS
APEC TOSS 3.05.11.05 **Prepare and cook poultry and game** 1. Select and purchase poultry and game 2. Prepare and present poultry and game 3. Store poultry and game	**THH BCC 05A** **Prepare and cook poultry and game** Elements the same as in APEC TOSS
APEC TOSS 3.05.12.05 **Prepare and cook seafood** 1. Identify, select and store seafood 2. Prepare and cook fish and shellfish 3. Prepare sauces for seafood 4. Select and use plate presentation, garnishing techniques and method of service for seafood.	**THH BCC 06A** **Prepare and cook seafood** Elements the same as in APEC TOSS
APEC TOSS 3.05.13.05 **Identify and prepare meat** 1. Identify meats 2. Select suppliers and purchase meats 3. Prepare and present meat cuts 4. Identify and prepare fancy meats and offal 5. Store and age meat	**THH BCC 07A** **Identify and prepare meat** Elements the same as in APEC TOSS
APEC TOSS 3.05.14.05 **Prepare hot and cold dishes** 1. Prepare and produce desserts 2. Decorate, portion and present desserts 3. Prepare sweet sauces 4. Prepare accompaniments, garnishes and decorations 5. Store desserts	**THH BCC 08A** **Prepare hot and cold dishes** Elements the same as in APEC TOSS
APEC TOSS 3.05.15.05 **Prepare pastry, cakes and yeast goods** 1. Prepare, decorate and present pastries 2. Prepare and produce cakes and yeast goods 3. Portion and store pastry, cakes and yeast good	**THH BCC 09A** **Prepare pastry, cakes and yeast goods** Elements the same as in APEC TOSS
APEC TOSS 3.05.16.05 **Plan and prepare food for buffets** 1. Plan buffet lay out 2. Prepare and produce food for buffets 3. Prepare and produce sweets for buffets 4. Store buffet items	**THH BCC 10A** **Prepare pastry, cakes and yeast goods** Elements the same as in APEC TOSS
APEC TOSS 3.05.17.05 **Implement food safety procedures** 1. Identify food safety hazards and risks 2. Identify critical control points in food production system using local hazard method 3. Implement the enterprise hazard control system	**THH BCC 11A** **Implement food safety procedures** Elements the same as in APEC TOSS

APEC TOSS 3.05.18.05	THH BCC 12A
Prepare diet based and preserved foods	**Prepare diet based and preserved foods**
1. Preserve foodstuffs 2. Prepare and present foods to satisfy dietary needs 3. Prepare nutritious food	Elements the same as in APEC TOSS
APEC TOSS 3.05.19.05	THH BCC 13A
Plan and control menu based catering	**Plan and control menu based catering**
1. Plan and prepare menus 2. Control menu-based catering 3. Maintain security	Elements the same as in APEC TOSS
APEC TOSS 3.05.20.05	THH BCC 14A
Organize bulk cooking operations	**Organize bulk cooking operations**
1. Plan kitchen operations 2. Organize production of menus 3. Select cooking systems 4. Use preparation and cooking techniques appropriate to the system	Elements the same as in APEC TOSS
APEC TOSS 3.05.21.05	THH BCC 15A
Organize food service operations	**Organize food service operations**
1. Plan kitchen for food production 2. Organize food production 3. Ensuring smooth and efficient workflow	Elements the same as in APEC TOSS
APEC TOSS 3.05.22.05	THH ADCC 01A
Prepare pates and terrines	**Prepare pates and terrines**
1. Develop new recipes 2. Prepare pates and terrines 3. Present pates and terrines	Elements the same as in APEC TOSS
APEC TOSS 3.05.23.05	THH ADCC 02A
Plan, prepare and display buffets	**Plan, prepare and display buffets**
1. Plan a buffet 2. Prepare decorative food presentations 3. Display food items 4. Present buffet in a safe and hygienic manner	Elements the same as in APEC TOSS
APEC TOSS 3.05.24.05	THH ADCC 04A
Prepare portioned controlled meat cuts	**Prepare portioned controlled meat cuts**
1. Select suppliers and purchase meats 2. Prepare and produce a range of portion controlled meats 3. Store meat cuts and meat products 4. Implement safe and hygienic practices	Elements the same as in APEC TOSS
APEC TOSS 3.05.25.05	THH ADCC 05A
Handle and serve cheese	**Handle and serve cheese**
1. Selecting suppliers and purchase cheese 2. Prepare cheese for service 3. Present cheese 4. Implement safe and hygienic practices	Elements the same as in APEC TOSS
APEC TOSS 3.05.26.05	THH BCAT 01A
Prepare Foods According to Specific Dietary and Cultural Needs	**Prepare Foods According to Specific Dietary and Cultural Needs**
1. Prepare and present foods according to specific dietary needs 2. Prepare and present foods according to specific cultural needs 3. Prepare foods for target markets	Elements the same as in APEC TOSS

APEC TOSS 3.05.27.05 **Select, prepare and serve specialized food items** 1. Select suppliers and purchase items 2. Plan menus and marketing strategies 3. Prepare and present a specialized range of dishes 4. Demonstrate advanced preparation and cooking techniques 5. Implement hygienic and safe practices	**THH ADSFAA** **Select, prepare and serve specialized food items** Elements the same as in APEC TOSS
APEC TOSS 3.05.28.05 **Select, prepare and serve specialist cuisines** 1. Select and use equipment for preparation, cooking and service 2. Select and purchase foods suitable for menu items 3. Accommodate major issues concerning specialist cuisine 4. Prepare appropriate sauces, spice mixes, garnishes and flavor combinations 5. Prepare, cook and serve a range of menu items 6. Implement safe and hygienic practices	**THH ADSCA** **Select, prepare and serve specialist cuisines** Elements the same as in APEC TOSS
APEC TOSS 3.05.29.05 **Monitor food & beverage revenues and costs** 1. Establish and maintain a purchasing and ordering system 2. Establish and maintain a financial control system 3. Maintain a production control system 4. Select and utilize information technology	**THH S2CC1A** **Monitor catering revenues and costs** Elements the same as in APEC TOSS
APEC TOSS 3.05.30.05 **Establish and maintain food quality control** 1. Establish and implement procedures for quality control 2. Monitor quality 3. Solve quality related problems	**THH S2CC 2A** **Establish and maintain food quality control** Elements the same as in APEC TOSS
APEC TOSS 3.05.31.05 **Develop a food safety plan** 1. Identify client needs 2. Develop a food safety plan using local standard system 3. Implement food safety plan 4. Evaluate and revise the plan as required	**THH S2CC 3A** **Develop a food safety plan** Elements the same as in APEC TOSS
APEC TOSS 3.05.32.05 **Prepare and produce cooking paste** 1. Prepare cooking paste ingredients and spices according to specific recipe 2. Prepare ingredients for processing according to recipe 3. Process ingredients according to recipe method 4. Use cooking paste according to recipe 5. Apply safe and hygienic work practices.	**NOT AVAILABLE**
APEC TOSS 3.05.33.05 **Prepare and Produce Ice Carving** 1. Prepare ice blocks 2. Prepare and select ice carving equipment 3. Plan ice carving form according to written order 4. Produce ice carving 5. Transport ice carving safely 6. Install ice carving according to designated location 7. Maintain ice condition.	**NOT AVAILABLE**
APEC TOSS 3.05.34.05 **Apply Menu Engineering System**	**NOT AVAILABLE**

1. Study and understand Menu Engineering System 2. Follow procedures and policy set by company 3. Report on results 4. Participate in review discussions	
APEC TOSS 3.05.35.05 **Prepare Daily Meal Plans to Promote Good Health** 1. Identify dietary and nutritional needs of the target group 2. Prepare daily meal plans and menus 3. Evaluate meals and menus against customer satisfaction 4. Complete documentation	**THH ADCAT 01A** **Prepare Daily Meal Plans to Promote Good Health** Elements the same as in APEC TOSS
APEC TOSS 3.05.36.05 **Develop Menus to Meet Special Cultural and Dietary Need** 1. Prepare and present foods according to specific dietary needs 2. Prepare and present foods according to specific cultural needs 3. Prepare foods for target markets	**THH ADCAT 02A** **Develop Menus to Meet Special Cultural and Dietary Need** Elements the same as in APEC TOSS
APEC TOSS 3.05.37.05 **Design Menus to Meet Market Needs** 1. Identify target market 2. Identify market trends for target markets 3. Create menus based on market analysis and with target market's budgetary constraints	**THH ADCAT 04A** **Design Menus to Meet Market Needs** Elements the same as in APEC TOSS

CHAPTER 3.06 CATERING 11 UNITS
CODE APEC TOSS 3.06.XX.05

APEC TOSS CODE , NAME & ELEMENTS OF UNITS	SKKNI CODE , NAME & ELEMENTS OF UNITS
APEC TOSS 3.06.01.05 **Select Cook-Chill Production System** 1. Identify available cook-chill production systems 2. Analyze the food production requirements 3. Select suitable food production system	**THH SCAT 05A** **Select Cook-Chill Production System** Elements the same as in APEC TOSS
APEC TOSS 3.06.02.05 **Package prepared foodstuffs** 1. Ensure food is suitable for packaging, storage and transportation 2. Select packaging appropriate to specific food 3. Package food according to catering needs	**THH BCAT 02A** **Package prepared foodstuffs** Elements the same as in APEC TOSS
APEC TOSS 3.06.03.05 **Transport and store food in a safe and hygienic manner** 1. Identify appropriate food transportation 2. Transport food safely and hygienically 3. Store food safely and hygienically	**THH BCAT 03A** **Transport and store food in a safe and hygienic manner** Elements the same as in APEC TOSS
APEC TOSS 3.06.04.05 **Operate a fast food outlet** 1. Prepare for service 2. Serve customers 3. Cook and prepare foods according to menu 4. Present food	**THH BCAT 04A** **Operate a fast food outlet** Elements the same as in APEC TOSS

5. Store food 6. Clean and maintain equipment 7. Comply with occupational health and safety regulations 8. Observe principles of practices of hygiene 9. Handle financial transactions	
APEC TOSS 3.06.05.05 **Apply cook-chill production process** 1. Ensure good received conform to appropriate food hygiene and health standards 2. Prepare and cook food to safe industry standards 3. Chilled cooked foods 4. Store cooked foods under refrigeration 5. Distribute cook-chill products 6. Re-thermalize (re-heat) cook chill food products	**THH BCAT 05A** **Apply cook-chill production process** Elements the same as in APEC TOSS
APEC TOSS 3.06.06.05 **Apply catering control principles in food ordering, storage and processing** 1. Develop and implement catering control procedures in food ordering, storage and processing 2. Identify procedures to reduce wastage 3. Dispose of waste	**THH BCAT 06A** **Apply catering control principles in food ordering, storage and processing** Elements the same as in APEC TOSS
APEC TOSS 3.06.07.05 **Select Catering System** 1. Identify requirements for a catering system 2. Identify available catering systems for selection 3. Select the system required	**THH ADCAT 03A** **Select Catering System** Elements the same as in APEC TOSS
APEC TOSS 3.06.08.05 **Manage facilities associated with commercial catering contracts** 1. Maintain facilities associated with commercial catering contracts 2. Manage store and storage areas 3. Maintain an assets operational documents 4. Manage client services associated with the facility	**THH SCAT 01A** **Manage facilities associated with commercial catering contracts** Elements the same as in APEC TOSS
APEC TOSS 3.06.09.05 **Plan the total concept for a major event or function** 1. Identify event details and requirements 2. Prepare a strategic plan for a major event or function	**THH SCAT 02A** **Plan the total concept for a major event or function** Elements the same as in APEC TOSS
APEC TOSS 3.06.10.05 **Prepare tenders for catering contracts** 1. Identify tender details 2. Prepare tender proposal 3. Discuss proposal with management 4. Submit proposal	**THH SCAT 03A** **Prepare tenders for catering contracts** Elements the same as in APEC TOSS
APEC TOSS 3.06.11.05 **Plan and Prepare Function F&B Clusters** 1. Check menu for the event 2. Cluster the menu items 3. Plan, prepare and display food cluster presentation and equipment 4. Check on comments 5. Record	**NOT AVAILABLE**

CHAPTER 3.07   PATISSERIE - 13 UNITS
CODE   APEC TOSS 3.07.XX.05

APEC TOSS CODE , NAME & ELEMENTS OF UNITS	SKKNI CODE , NAME & ELEMENTS OF UNITS
APEC TOSS 3.07.01.05 **Prepare and produce pastries** 1. Prepare, decorate and present pastries 2. Portion and store pastries	**THH BPT 01A** **Prepare and produce pastries** Elements the same as in APEC TOSS
APEC TOSS 3.07.02.05 **Prepare and produce Cakes** 1. Prepare, produce and decorate cakes 2. Portion and store cakes	**THH BPT 02A** **Prepare and produce Cakes** Elements the same as in APEC TOSS
APEC TOSS 3.07.03.05 **Prepare and produce Yeast goods** 1. Prepare and produce yeast goods 2. Portion and store yeast goods	**THH BPT 03A** **Prepare and produce Yeast goods** Elements the same as in APEC TOSS
APEC TOSS 3.07.04.05 **Prepare bakery products for Patissiers** 1. Prepare and produce bakery products 2. Store bakery products	**THH ADPT 01A** **Prepare bakery products for Patissiers** Elements the same as in APEC TOSS
APEC TOSS 3.07.05.05 **Prepare and present gateux, torten and cakes** 1. Prepare sponges and cakes 2. Prepare and use fillings 3. Present cakes 4. Store cakes	**THH ADPT 02A** **Prepare and present gateux, torten and cakes** Elements the same as in APEC TOSS
APEC TOSS 3.07.06.05 **Present dessert** 1. Present and serve plated desserts 2. Plan, prepare and conduct a dessert trolley presentation 3. Store desserts	**THH ADPT 03A** **Present dessert** Elements the same as in APEC TOSS
APEC TOSS 3.07.07.05 **Prepare and display petits four** 1. Prepare iced petits fours 2. Prepare fresh petits fours 3. Prepare marzipan petits fours 4. Prepare caramelized petits fours 5. Display petits fours 6. Store petits fours	**THH ADPT 04A** **Present dessert** Elements the same as in APEC TOSS
APEC TOSS 3.07.08.05 **Prepare and model marzipan** 1. Prepare modeling marzipan 2. Prepare molded and modeled shapes 3. Store marzipan products 4. Manipulate marzipan to cover cakes, gateaux, torten and petits fours	**THH ADPT 05A** **Prepare and model marzipan** Elements the same as in APEC TOSS
APEC TOSS 3.07.09.05 **Prepare desserts to meet special dietary requirements** 1. Prepare dietary desserts 2. Prepare dessert sauces	**THH ADPT 06A** **Prepare desserts to meet special dietary requirements** Elements the same as in APEC TOSS

3. Store dietary desserts	
APEC TOSS 3.07.10.05 **Prepare and display sugar works** 1. Boil sugar 2. Pull boiled sugar 3. Stored pulled sugar 4. Plan sugar works 5. Prepare sugar works 6. Display sugar works	**THH ADPT 07A** **Prepare and display sugar works** Elements the same as in APEC TOSS
APEC TOSS 3.07.11.05 **Plan, prepare and display sweet buffet show pieces** 1. Plan sweet buffet show pieces 2. Prepare sweet buffet show pieces 3. Display sweet buffet show pieces	**THH ADPT 08A** **Plan, prepare and display sweet buffet show pieces** Elements the same as in APEC TOSS
APEC TOSS 3.07.12.05 **Plan and operate coffee shops** 1. Identify coffee shops styles and system 2. Develop coffee shop plan according to market needs, market trends and budget 3. Develop operational system and procedures 4. Implement plan 5. Prepare, display and serve pastries and cakes 6. Prepare and serve coffee and beverages 7. Store coffee shop products 8. Handle financial transactions	**THH SCAT 01A** **Plan and operate coffee shops** 1. Plan coffee shop 2. Prepare, display and serve pastries and cakes 3. Prepare and serve coffee and beverages 4. Store coffee shop products
APEC TOSS 3.07.13.05 **Prepare Chocolate and Chocolate Confectionery** 1. Temper couverture 2. Prepare centers and fillings 3. Handle moulds 4. Make molded chocolates 5. Coat chocolate confectionery 6. Store chocolate and chocolate confectionery	**THH ADCAT 06A** **Prepare Chocolate and Chocolate Confectionery** Elements the same as in APEC TOSS

CHAPTER 3.08   MICE, FUNCTIONS, SPORTS AND RECREATION - 12 UNITS
CODE   APEC TOSS 3.08.XX.05

APEC TOSS **CODE , NAME & ELEMENTS OF UNITS**	SKKNI **CODE , NAME & ELEMENTS OF UNITS**
APEC TOSS 3.08.01.05 / APEC TOSS 4.07.05.05 **Plan, develop and evaluate interpretive activities** 1. Establish needs for activity 2. Develop activity 3. Evaluate activity	**PARUJPPPPP 05C** **Plan, develop and evaluate interpretive activities** Elements the same as in APEC TOSS
APEC TOSS 3.08.02.05 **Book and coordinate supplier service** 1. Identify booking requirements	**PARUJPFPG 05C** **Book and coordinate supplier service** Elements the same as in APEC TOSS

2. Request services 3. Record request and confirmation 4. Update and finalize bookings	
APEC TOSS 3.08.03.05 **Plan and develop event proposals and bids** 1. Interpret brief 2. Develop proposal / bid details 3. Develop bid materials	**NOT AVAILABLE**
APEC TOSS 3.08.04.05 **Develop conference program** 1. Identify conference objectives 2. Design conference program 3. Finalize program details	**NOT AVAILABLE**
APEC TOSS 3.08.05.05 **Develop, implement and evaluate sponsorship plans** 1. Identify sponsorship opportunities 2. Create, promote, negotiate and conclude a sponsorship package 3. Implement sponsorship activities 4. Follow up with sponsors and within the organization	**NOT AVAILABLE**
APEC TOSS 3.08.06.05 **Develop, implement and monitor event management systems and procedures** 1. Identify procedural and system requirements 2. Develop systems and procedures 3. Monitor and review systems and procedures	**NOT AVAILABLE**
APEC TOSS 3.08.07.05 **Coordinate Guest / delegate registration at venues** 1. Prepare for registration 2. Set up registration area 3. Process registration	**NOT AVAILABLE**
APEC TOSS 3.08.08.05 **Provide on site management services** 1. Prepare for on-site management 2. Oversee event set up 3. Monitor event operation 4. Oversee event breakdown	**NOT AVAILABLE**
APEC TOSS 3.08.09.05 **Process and monitor event registrations** 1. Process registrations 2. Monitor registrations 3. Finalize registrations and produce materials	**NOT AVAILABLE**
APEC TOSS 3.08.10.05 **Organize functions** 1. Coordinate function bookings 2. Establish customer requirements 3. Arrange functions details 4. Monitor and evaluate functions	**THH GCS 05A** **Organize functions** Elements the same as in APEC TOSS
APEC TOSS 3.08.11.05 **Present interpretive activities** 1. Make preparations for interpretive activities	**NOT AVAILABLE**

2. Present interpretive activities to customers 3. Liaise with team members 4. Deal with unexpected events 5. Complete the activities	
APEC TOSS 3.08.12.05 **Source and package tourism products and services** 1. Source products and services 2. Package products and services	**NOT AVAILABLE**

CHAPTER 3.09   GAMING - 05 UNITS
CODE   APEC TOSS 3.09.XX.05

APEC TOSS **CODE , NAME & ELEMENTS OF UNITS**	**SKNNI** **CODE , NAME & ELEMENTS OF UNITS**
APEC TOSS 3.09.01.05 **Operate a gaming location** 1. Advise customers on games and gaming activities 2. Operate and maintain gaming machines 3. Monitor security of gaming areas 4. Make gaming machines pay out 5. Operate and maintain coin dispensing equipment	**NOT AVAILABLE**
APEC TOSS 3.09.02.05 **Operate a TAB outlet** 1. Set up a TAB outlet 2. Advise customers on TAB operations and regulations 3. Operate the TAB betting machines 4. Monitor daily racing activities 5. Clean and maintain TAB equipment	**NOT AVAILABLE**
APEC TOSS 3.09.03.05 **Conduct a Keno game** 1. Advise customers on features of Keno 2. Process bet types 3. Pay out prizes 4. Cancel tickets 5. Operate general functions 6. Clean and maintain terminals 7. Monitor security of Keno operations	**NOT AVAILABLE**
APEC TOSS 3.09.04.05 Analyze and report on gaming machine data 1. Obtain gaming machine data 2. Analyze data 3. Prepare reports	**NOT AVAILABLE**
APEC TOSS 3.09.05.05 **Provide responsible gaming services** 1. Identify and assist potential problem gamblers 2. Provide assistance to family and friends 3. Bar problem gamblers	**NOT AVAILABLE**

APEC TOURISM WORKING GROUP
APEC TOURISM OCCUPATIONAL SKILL STANDARD

CONVERSION TABLE APEC TOSS (APEC TOSS) – NATIONAL COMPETENCY STANDARDS OF INDONESIA (SKKNI)
2005

CHAPTER IV - TOUR & TRAVEL VOCATIONAL UNITS

CHAPTER 4.01   Tourism Core (02 Units)
CHAPTER 4.02   Retail and Wholesale Travel (08 Units)
CHAPTER 4.03   Tour Operations (09 Units)
CHAPTER 4.04   Mice (09 Units)
CHAPTER 4.05   Tour Guiding (09 Units)
CHAPTER 4.06   Attraction and Visitor Information Services (26 Units)
CHAPTER 4.07   Tour Planning (10 Units)
TOTAL UNITS   73 UNITS

CHAPTER 4.01   TOURISM CORE - 02 UNITS
CODE   APEC TOSS 4.01.XX.05

APEC TOSS CODE , NAME & ELEMENTS OF UNITS	SKKNI CODE , NAME & ELEMENTS OF UNITS
APEC TOSS 4.01.01.05 **Provide APEC and ASEAN Tourism Information** 1. Develop information on APEC and ASEAN Tourism Industry 2. Arrange information for easy references 3. Update information 4. Provide information to customers	**NOT AVAILABLE**
APEC TOSS 4.01.02.05 / APEC TOSS 3.01.02.05 **Provide National / Local Tourism Information** 1. Develop information on National / Provincial / Local Tourism Industry 2. Arrange information for easy references 3. Update information 4. Provide information to customers	**PARUJPFPG 14C** **Provide and Update National / Local Tourism Information** Elements the same as in APEC TOSS

CHAPTER 4.02   RETAIL AND WHOLESALE TRAVEL - 08 UNITS
CODE   APEC TOSS 4.02.XX.05

APEC TOSS CODE , NAME & ELEMENTS OF UNITS	SKKNI CODE , NAME & ELEMENTS OF UNITS
APEC TOSS 4.02.01.05 **Source and provide destination information and advice** 1. Develop destination knowledge	**PARUJPFPG 01C** **Source and provide destination information and advice** Elements the same as in APEC TOSS, minus element 2

2. Arrange information for easy references 3. Update destination knowledge 4. Provide destination information and advice to customers	
APEC TOSS 4.02.02.05 **Access and interpret product information** 1. Identify and access product information 2. Interpret product information 3. Provide product advice	**APEC TOSS 4.02.02.05** **Access and interpret product information** Elements the same as in APEC TOSS
APEC TOSS 4.02.03.05 **Prepare quotations** 1. Calculate costs of products and services 2. Develop quotations to customers 3. Update and amend quotations	**PARUJPLJP 09C** **Prepare quotations** Elements the same as in APEC TOSS
APEC TOSS 4.02.04.05 **Process non-air documentation** 1. Interpret information required for processing of documentation 2. Process documentation	**PARUJPFPG 07C** **Process non-air documentation** Elements the same as in APEC TOSS
APEC TOSS 4.02.05.05 **Construct and ticket domestic airfares** 1. Interpret domestic airfare information 2. Construct and cost domestic airfare and itineraries 3. Process domestic air travel document	**PARUJPFPG 08C** **Construct and ticket domestic airfares** Elements the same as in APEC TOSS
APEC TOSS 4.02.06.05 **Construct and ticket normal international airfare** 1. Interpret international airfare information 2. Construct international airfares 3. Process international air travel documentation	**PARUJPFPG 09C** **Construct and ticket normal international airfare** Elements the same as in APEC TOSS
APEC TOSS 4.02.07.05 **Construct and ticket promotional international airfares** 1. Interpret promotional airfare information 2. Construct promotional airfares 3. Process promotional air travel documentation	**PARUJPFPG 10C** **Construct and ticket promotional international airfares** Elements the same as in APEC TOSS
APEC TOSS 4.02.08.05 **Apply advanced airfare rules and procedures** 1. Construct mixed class fares 2. Construct fares incorporating add ons 3. Apply minimum checks 4. Issue international pre-paid ticket advices 5. Apply indirect travel limitation rules 6. Construct round the world journeys 7. Construct fares for open jaw journeys	**PARUJPFPG 11C** **Apply advanced airfare rules and procedures** Elements the same as in APEC TOSS

CHAPTER 4.03   TOUR OPERATIONS - 09 UNITS
CODE   APEC TOSS 4.03.XX.05

APEC TOSS **CODE , NAME & ELEMENTS OF UNITS**	**SKKNI** **CODE , NAME & ELEMENTS OF UNITS**
APEC TOSS 4.03.01.05	

Allocate tour resources 1. Identify resource requirements 2. Allocate resources to meet operational needs 3. Monitor and adjust resource allocation	**NOT AVAILABLE**
APEC TOSS 4.03.02.05 **Conduct pre-departure checks** 1. Identify requirements 2. Check equipment and supplies 3. Load equipment and supplies 4. Complete documentation	**NOT AVAILABLE**
APEC TOSS 4.03.03.05 **Drive vehicles** 1. Drive vehicles 2. Monitor traffic and road conditions 3. Monitor and maintain vehicle performance	**NOT AVAILABLE**
APEC TOSS 4.03.04.05 **Drive coaches and buses** 1. Drive the coach 2. Monitor traffic and road conditions 3. Monitor and maintain vehicle performance	**NOT AVAILABLE**
APEC TOSS 4.03.05.05 **Operate and maintain a 4-wheel drive** 1. Use the feature of a 4WD vehicle 2. Recover 4WD vehicles 3. Perform maintenance and minor repairs on 4WD vehicles	**NOT AVAILABLE**
APEC TOSS 4.03.06.05 **Carry out vehicle maintenance and minor repairs** 1. Diagnose vehicle faults and undertake repairs for the safe operation of a vehicle 2. Maintain the vehicle systems 3. Carry out minor repairs to a vehicle 4. Complete documentation	**NOT AVAILABLE**
APEC TOSS 4.03.07.05 **Set up and operate a camp site** 1. Select a camp site 2. Set up a camp site 3. Operate a camp site 4. Break camp	**NOT AVAILABLE**
APEC TOSS 4.03.08.05 **Provide campsite catering** 1. Plan campsite menus 2. Store and maintain camp site food and beverages 3. Prepare and serve meals 4. Clear and clean catering equipment	**NOT AVAILABLE**
APEC TOSS 4.03.09.05 **Operate tours in remote areas** 1. Use expert local knowledge / survival techniques 2. Operate remote area communication equipment 3. Handle first aid situations in a remote area.	**NOT AVAILABLE**

CHAPTER 4.04   MICE - 09 UNITS
CODE   APEC TOSS 4.04.XX.05

APEC TOSS CODE , NAME & ELEMENTS OF UNITS	SKKNI CODE , NAME & ELEMENTS OF UNITS
APEC TOSS 4.04.01.05 / APEC TOSS 3.08.03.05 **Plan and develop event proposals and bids** 1. Interpret brief 2. Develop proposal / bid details 3. Develop bid materials	**NOT AVAILABLE**
APEC TOSS 4.04.02.05 / APEC TOSS 3.08.04.05 **Develop conference programs** 1. Identify conference objectives 2. Design conference program 3. Finalize program details	**NOT AVAILABLE**
APEC TOSS 4.04.03.05 / APEC TOSS 3.08.05.05 **Develop, implement and evaluate sponsorships plans** 1. Identify sponsorship opportunities 2. Create, promote, negotiate and conclude a sponsorship package 3. Implement sponsorship activities 4. Follow up with sponsors and within the organization	**NOT AVAILABLE**
APEC TOSS 4.04.04.05 / APEC TOSS 3.08.06.05 **Develop, implement and monitor event management systems and procedures** 1. Identify procedural and system requirements 2. Develop systems and procedures 3. Monitor and review systems and procedures	**NOT AVAILABLE**
APEC TOSS 4.04.05.05 / APEC TOSS 3.08.07.05 **Coordinate guests/delegate registrations at the venue** 1. Prepare for registration 2. Set up registration area 3. Process registration	**NOT AVAILABLE**
APEC TOSS 4.04.06.05 / APEC TOSS 3.08.08.05 **Provide on-site event management services** 1. Prepare for on-site management 2. Oversee event set up 3. Monitor event operation 4. Oversee event breakdown	**NOT AVAILABLE**
APEC TOSS 4.04.07.05 / APEC TOSS 3.08.09.05 **Process and monitor event registrations** 1. Process registrations 2. Monitor registrations 3. Finalize registrations and produce materials	**NOT AVAILABLE**
APEC TOSS 4.04.08.05 **Plan, develop and coordinate an appropriate cultural tourism activity** 1. Plan for an appropriate cultural activity 2. Develop appropriate cultural activity 3. Coordinate the activity	**NOT AVAILABLE**

APEC TOSS 4.04.09.05 / APEC TOSS 3.08.10.05 **Organize functions** 1. Coordinate function bookings 2. Establish customer requirements 3. Arrange functions details 4. Monitor and evaluate functions	**THH GCS 05A** **Organize functions** Elements the same as in APEC TOSS

CHAPTER 4.05   TOUR GUIDING - 09 UNITS
CODE   APEC TOSS 4.05.XX.05

APEC TOSS CODE , NAME & ELEMENTS OF UNITS	SKKNI CODE , NAME & ELEMENTS OF UNITS
APEC TOSS 4.05.01.05 **Provide guide services** 1. Work as a guide 2. Guide tours according to legal, ethical and safety requirements 3. Develop guiding skills and knowledge	**NOT AVAILABLE**
APEC TOSS 4.05.02.05 / APEC TOSS 3.03.08.05 **Provide arrival and departure assistance** 1. Conduct arrival transfers for groups or individuals 2. Deliver arrival information to visitors 3. Check in groups and individuals at accommodation 4. Conduct departure transfers for groups and individuals	**NOT AVAILABLE**
APEC TOSS 4.05.03.05 **Develop and maintain general knowledge for Guides** 1. Research information 2. Develop and maintain general knowledge 3. Arrange information for easy reference 4. Update information	**NOT AVAILABLE**
APEC TOSS 4.05.04.05 **Coordinate and operate a tour** 1. Plan tour operation 2. Brief customers 3. Liaise with industry colleagues 4. Manage itinerary 5. Provide general information and assistance 6. Deal with unexpected event 7. De-brief tour	**NOT AVAILABLE**
APEC TOSS 4.05.05.05 **Lead tour groups** 1. Coordinate group movements 2. Encourage group morale and goodwill 3. Deal with conflicts and difficulties	**NOT AVAILABLE**
APEC TOSS 4.05.06.05 **Prepare and present tour commentaries** 1. Prepare information for delivery to customers 2. Prepare commentary to customers 3. Interact with customers	**NOT AVAILABLE**

APEC TOSS 4.05.07.05 **Manage extended tours** 1. Manage touring arrangements 2. Liaise and negotiate with others 3. Develop and maintain group rapport 4. Solve problems which arise on tour	**NOT AVAILABLE**
APEC TOSS 4.05.08.05 **Develop and provide information on local ethnic communities** 1. Research information on local ethnic communities 2. Develop and maintain information 3. Arrange information for easy reference 4. Update information	**NOT AVAILABLE**
APEC TOSS 4.05.09.05 / 1.05.07.05 **Interpret aspects of local ethnic culture** 1. Consult with local community 2. Interpret aspect of local ethnic cultures for customers	**NOT AVAILABLE**

CHAPTER 4.06   ATTRACTION AND VISITOR INFORMATION SERVICES - 26 UNITS
CODE   APEC TOSS 4.06.XX.05

APEC TOSS **CODE , NAME & ELEMENTS OF UNITS**	**SKKNI** **CODE , NAME & ELEMENTS OF UNITS**
APEC TOSS 4.06.01.05 **Provide on site information and assistance** 1. Access and update attraction / the park information 2. Provide assistance and information	**NOT AVAILABLE**
APEC TOSS 4.06.02.05 **Monitor entry to venue** 1. Monitor and maintain access areas to ride / attraction 2. Monitor crowds	**NOT AVAILABLE**
APEC TOSS 4.06.03.05 **Conduct pre-activity briefing** 1. Provide practical information to customers 2. Enhance the briefing 3. Liaise with team members	**NOT AVAILABLE**
APEC TOSS 4.06.04.05 **Operate a ride location** 1. Prepare and inspect ride location 2. Inspect rides 3. Prepare to operate ride 4. Operate and monitor ride 5. Close down ride 6. Close and secure ride 7. Prepare ride documentation and reports	**NOT AVAILABLE**
APEC TOSS 4.06.05.05 **Load and unload a ride** 1. Load ride 2. Observe ride	**NOT AVAILABLE**

3. Unload ride	
APEC TOSS 4.06.06.05 **Maintain safety in water based rides** 1. Monitor safety around water 2. Assist and rescue customer 3. Provide emergency care 4. Provide reports on emergencies	**NOT AVAILABLE**
APEC TOSS 4.06.07.05 **Supervise ride operations** 1. Monitor ride operations 2. Solve problems with ride operations 3. Coordinate emergency procedures 4. Contribute to ride operations management	**NOT AVAILABLE**
APEC TOSS 4.06.08.05 **Operate a games location** 1. Prepare games locations for customers 2. Inspect games prior to opening 3. Conduct games operations 4. Clean and maintain games 5. Close down games locations 6. Complete reports and documentation	**NOT AVAILABLE**
APEC TOSS 4.06.09.05 **Carry out spruiking** 1. Make games announcement 2. Present and conduct games	**NOT AVAILABLE**
APEC TOSS 4.06.10.05 **Operate an animal enclosures / exhibits** 1. Prepare for customers 2. Monitor the enclosure / exhibit 3. Clean and maintain enclosure / exhibit 4. Use and care for equipment	**NOT AVAILABLE**
APEC TOSS 4.06.11.05 **Provide general care animal care** 1. Feed and water animals 2. Assist with general animal care 3. Assist with animal health care 4. Identify and act on potential risks in animal enclosures 5. Update and maintain animal records	**NOT AVAILABLE**
APEC TOSS 4.06.12.05 **Rescue animals** 1. Identify animal requiring rescue 2. Participate in animal rescue	**NOT AVAILABLE**
APEC TOSS 4.06.13.05 **Provide information on animals** 1. Offer information to customers 2. Respond to customer questions about animals	**NOT AVAILABLE**
APEC TOSS 4.06.14.05 **Coordinate and monitor animal care** 1. Formulate animal diets and feeding regimes 2. Handle and feed young animals	**NOT AVAILABLE**

3. Monitor animal health 4. Administer animal health treatment 5. Monitor and modify animal behavior 6. Operate and maintain controlled environments 7. Capture, restraint and transport animals 8. Use animal identification techniques 9. Monitor quality in the animal enclosure	
APEC TOSS 4.06.15.05 **Train and condition animals** 1. Develop animal training plan 2. Train and condition animal 3. Design and present animal show	**NOT AVAILABLE**
APEC TOSS 4.06.16.05 **Supervise animal enclosures / exhibits** 1. Monitor and evaluate animal exhibit / enclosure 2. Monitor animal care 3. Monitor enclosure / exhibit safety 4. Maintain animal husbandry manuals 5. Provide technical specialist advice to management	**NOT AVAILABLE**
APEC TOSS 4.06.17.05 **Manage animal enclosures / exhibits** 1. Develop animal care and management strategies 2. Plan animal exhibits and shows 3. Integrate animal exhibits and shows with other features and attractions	**NOT AVAILABLE**
APEC TOSS 4.06.18.05 /3.04.12.05 **Carry out ground maintenance** 1. Perform routine gardening activities 2. Monitor the appearance and quality of grounds and gardens 3. Use and care for equipment 4. Assist in special gardening projects 5. Liaise with contractors	**NOT AVAILABLE**
APEC TOSS 4.06.19.05 / APEC TOSS 3.04.13.05 **Carry out general maintenance** 1. Perform maintenance tasks 2. Use and care for equipment 3. Perform administrative tasks 4. Assist in special projects 5. Liaise with contractors	**NOT AVAILABLE**
APEC TOSS 4.06.20.05 / APEC TOSS 3.04.16.05 **Monitor pool water quality** 1. Test water 2. Monitor pumps and filtration equipment 3. Deal with water problems 4. Top up chemicals 5. Test discharge 6. Monitor water volumes 7. Carry out minor maintenance and plumbing 8. Coordinate contractors 9. Undertake manual cleaning	**NOT AVAILABLE**
APEC TOSS 4.06.21.05 / APEC TOSS 2.06.04.05 **Carry out specialist maintenance and construction** 1. Perform specialist maintenance and construction tasks	**NOT AVAILABLE**

APEC TOSS CODE, NAME & ELEMENTS OF UNITS	SKKNI CODE, NAME & ELEMENTS OF UNITS
2. Supervise trade assistance 3. Maintain supplies and equipment 4. Carry administrative procedures 5. Identify and resolve maintenance and construction problems 6. Coordinate contractors 7. Participate in construction of new rides and attractions	
APEC TOSS 4.06.22.05 / APEC TOSS 2.06.09.05 **Supervise maintenance operations** 1. Monitor regular maintenance 2. Ensure supply of materials for regular maintenance 3. Deal with maintenance and construction problems 4. Coordinate maintenance and construction projects 5. Coordinate contractors 6. Administer maintenance and constructions 7. Provide maintenance and constructions	**NOT AVAILABLE**
APEC TOSS 4.06.23.05 **Sell merchandise** 1. Apply product knowledge 2. Approach customer 3. Gather information from customer 4. Sell benefits 5. Overcome objections 6. Close sales 7. Maximize sales opportunities	**NOT AVAILABLE**
APEC TOSS 4.06.24.05 **Advise on merchandise** 1. Develop product knowledge 2. Recommend specialized products	**NOT AVAILABLE**
APEC TOSS 4.06.25.05 / APEC TOSS 3.03.09.05 **Apply point of sale (POS) handling techniques** 1. Operate Point of Sale (POS) Equipment 2. Perform POS transactions 3. Complete sales 4. Wrap and pack goods	**NOT AVAILABLE**
APEC TOSS 4.06.26.05 **Merchandise products** 1. Place and arrange merchandise 2. Prepare display labels/tickets 3. Place, arrange and display price tickets and labels (where applicable) 4. Maintain display 5. Protect merchandise.	**NOT AVAILABLE**

CHAPTER 4.07   TOUR PLANNING - 10 UNITS
CODE   APEC TOSS 4.07.XX.05

APEC TOSS CODE , NAME & ELEMENTS OF UNITS	SKKNI CODE , NAME & ELEMENTS OF UNITS
APEC TOSS 4.07.01.05 / APEC TOSS 1.02.21.05 **Create, implement and evaluate strategic product development initiatives** 1. Prepare product development plans 2. Implement product development plans	**PARUJPPPP 01C** **Create, implement and evaluate strategic product development initiatives** Elements the same as in APEC TOSS

3. Monitor and evaluate product development	
APEC TOSS 4.07.02.05 / APEC TOSS 1.02.30.05 **Research tourism data** 1. Identify research needs 2. Conduct research 3. Interpret and apply research results	**PARUJPPPP 02C** **Research tourism data** Elements the same as in APEC TOSS
APEC TOSS 4.07.03.05 **Source and package tourism products and services** 1. Source products and services 2. Package products and services	**NOT AVAILABLE**
APEC TOSS 4.07.04.05 / APEC TOSS 1.05.05.05 **Plan and implement minimal impact operations** 1. Plan environmentally responsible activities 2. Conduct activities with minimal impact 3. Monitor impacts and changes	**PARUJPPPP 04C** **Plan and implement minimal impact operations** Elements the same as in APEC TOSS
APEC TOSS 4.07.05.05 **Plan, develop and evaluate interpretive activities** 1. Establish needs for activity 2. Develop activity 3. Evaluate activity	**PARUJPPPP 05C** **Plan, develop and evaluate interpretive activities** Elements the same as in APEC TOSS
APEC TOSS 4.07.06.05 **Plan, develop and monitor ecologically sustainable tourism operations** 1. Plan for ecologically sustainable tourism operations 2. Develop and implement ecologically sustainable tourism operations 3. Monitor environmental impact of operations	**NOT AVAILABLE**
APEC TOSS 4.07.07.05 **Develop host community awareness of tourism** 1. Educate and inform the community on tourism 2. Liaise with stakeholders	**NOT AVAILABLE**
APEC TOSS 4.07.08.05 **Assess and plan tourism opportunities for local communities** 1. Seek information about potential tourism opportunities 2. Analyze issues relevant to tourism in local communities 3. Liaise with stake holders 4. Consult with the community 5. Make decisions in relations to tourism opportunities	**NOT AVAILABLE**
APEC TOSS 4.07.09.05 **Develop, implement and monitor local / regional development plan** 1. Develop plans for local / regional tourism 2. Implement local / regional tourism plans 3. Monitor and evaluate plans	**NOT AVAILABLE**
APEC TOSS 4.07.10.05 **Plan, develop and monitor culturally appropriate tourism operations** 1. Plan for culturally appropriate tourism operations 2. Develop and implement culturally appropriate tourism operations 3. Monitor operations.	**NOT AVAILABLE**

Asia-Pacific Economic Cooperation Tourism working Group

APEC Project TWG 01/2005
Tourism Occupational Skill Standards
Development in the APEC Region – Stage IV

Book 4 :
APEC Skill Standards Organization Structure
& Miscellaneous Reports
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