

CBSE | DEPARTMENT OF SKILL EDUCATION CURRICULUM FOR SESSION 2020-2021

TOURISM (SUBJECT CODE 806)

JOB ROLE: Tour Guide

**RATIONALIZED CURRICULUM FOR
CLASS XII SESSION – 2020-21**
Total Marks: 100 (Theory-60 + Practical-40)

	UNITS	NO. OF HOURS for Theory and Practical	MAX. MARKS for Theory and Practical
Part A	Employability Skills		
	Unit 1 : Communication Skills-IV	13	10
	Unit 2 : Self-Management Skills-IV	07	
	Unit 3 : ICT Skills-IV	13	
	Unit 4 : Entrepreneurial Skills-IV	10	
	Unit 5 : Green Skills-IV	07	
	Total	50	10
Part B	Subject Specific Skills		
	Unit 1 – Introduction to Travel & Tour Operations Business	15	9
	Unit 2 – Operations of Travel Agency	13	3
	Unit 3 – Transport Network	12	6
	Unit 4 – Itinerary Planning	17	7
	Unit 5 – Tour Packaging & Programming	16	6
	Unit 6 – Package Tour Costing	17	9
	Unit 7 – Government and Professional Bodies	20	8
	Unit 8 – Global Distribution System	10	2
	Total	120	50
Part C	Practical Work		
	Project	90	20
	Viva		05
	Practical file/Portfolio /Power Point presentation		10
	Demonstration of Skill competency via Lab Activities		05
	Total	90	40
	GRAND TOTAL	260	100

DETAILED CURRICULUM/TOPICS:

Part-A: EMPLOYABILITY SKILLS

S. No.	Units	Duration in Hours
1.	Unit 1: Communication Skills-IV	13
2.	Unit 2: Self-management Skills-IV	07
3.	Unit 3: Information and Communication Technology Skills-IV	13
4.	Unit 4: Entrepreneurial Skills-IV	10
5.	Unit 5: Green Skills-IV	07
	TOTAL DURATION	50

NOTE: For Detailed Curriculum/ Topics to be covered under Part A: Employability Skills can be downloaded from CBSE website.

Part-B – SUBJECT SPECIFIC SKILLS

S. No.	Units	Duration in Hours
1.	Unit 1 – Introduction to Travel & Tour Operations Business	15
2.	Unit 2 – Operations of Travel Agency	13
3.	Unit 3 – Transport Network	12
4.	Unit 4 – Itinerary Planning	17
5.	Unit 5 – Tour Packaging & Programming	16
6.	Unit 6 – Package Tour Costing	17
7.	Unit 7 – Government and Professional Bodies	20
8.	Unit 8 – Global Distribution System	10
	TOTAL DURATION	120

UNIT	SUB-UNIT	SESSION/ ACTIVITY/ PRACTICAL
1. Introduction to Travel & Tour Operations Business	1.1 Evolution of Travel Business	Session: History of Travel
		Session: Travel Trade in India <ul style="list-style-type: none"> Understanding the development of Travel Trade in India through the development of various organizations
		Session: Meaning & concepts of Travel Business
	1.2 Type and Organizational Structure of TA & TO:	Session: What is the Travel Agency? <ul style="list-style-type: none"> Understanding the working of a Travel Agency Learning about the different types of Travel Agencies
		Session: Who is a Tour Operator? <ul style="list-style-type: none"> Understanding the working of a Tour Operator Learning about the different types of Travel Agencies
		Session: Organizations Structure of Travel/Tour Company <ul style="list-style-type: none"> Understanding the design of Organization Structure within a travel/ Tour Company
	1.3 Difference between Travel Agencies and Tour Operators	Session: A comparative Analysis between Roles, Functions & Working of a TA &TO
1.4 Market Trends & Travel Agency Business scenario	Session: Understanding the reasons that led to changes in the Business Handling in the Travel Agencies <ul style="list-style-type: none"> Change in commission system Introduction of Internet 	
1.5 Business Integration	Session: Understanding the chain of distributions within the Travel and Tourism Business <ul style="list-style-type: none"> Horizontal Integration Vertical Integration 	
2. Operations of Travel Agency	2.1 Agent	Session: Who is an Agent? How does an Agent Operate?
	2.2 Origins of Travel Agency	Session: Learning about the Origin of Travel Agencies <ul style="list-style-type: none"> Cox & Kings Thomas Cook
	2.3 Operations of Travel Agency	Session: How do Travel Agencies make Profits and Ensure safety against possible commercial failures
	2.4 Organization of Travel Agency	Session: Understanding the Principles, Characteristics and range of tasks undertaken by A Travel Agent
	2.5 Commissions	Session: What a commissions? How do they work?
	2.6 Travel Agencies in the 21 st Century	Session: Understanding the Development of GDS
3. Transport Network	3.1 Transportation	Session: Understanding the Importance of Transportations in Tourism Industry
	3.2 Tourism & Transport	Session: Learning about the relationship between Tourism & Transport

UNIT	SUB-UNIT	SESSION/ ACTIVITY/ PRACTICAL
	3.3 Air Transport*	Activity: <ul style="list-style-type: none"> Understanding the Evolution & Categories of Air Transport (PPT)*
	3.4 Rail Transport*	Activity: <ul style="list-style-type: none"> Understanding the Importance of Rail Transport & It's Challenges (PPT)*
	3.5 Road Transport*	Activity: <ul style="list-style-type: none"> Understanding the importance of Road Transport & Learning about the Phases of National Highway Development Projects (PPT)*
		Activity: <ul style="list-style-type: none"> Learning about Car Rental System & Coach Travelling (PPT)*
	3.6 Shipping	Activity: Understanding Cruise Business (PPT)
	3.7 Mass Transportation	Activity: Understanding the Definition and Significance of Mass Transportation system (PPT)
4. Itinerary Planning	4.1 Itinerary Planning	Session: Understanding meaning and Features of Itinerary
	4.2 Importance of Travel Itinerary	Session: Learning about the different type of Itineraries <ul style="list-style-type: none"> How they are differentiated from person to person Prerequisites of Itinerary Things to consider Step by Step procedure Dos/Don'ts
	4.3 Packages or Inclusive Tours	Session: What is the Package Tour? What does it entail?
5. Tour Packaging & Programming	5.1 Meaning and Classifications of Tour Packages	Session: Types of Tour Packages
	5.2 Components of Tour Package	Session: What are the Various Elements of the Package Tour?
	5.3 Customized or Tailor-Made Package and Group Inclusive Tours	Session: Learning about the methods of development customize and tailor-made packages
	5.4 Tour Formulation & Designing Process	Session: Learning about the process through which package Tour may be designed
	5.5 Tour Brochure Designing	Activity: Learning how to promote Tour Package through Tour Brochures(Create a Brochure)
	5.6 Tour Programming and Its Importance	Session: Understanding the role of Programming to add more value to the package
6. Package Tour Costing	6.1 Meaning of type of cost	Session: Understanding the definition of cost

***Note :- To be assessed in practical only. No question shall be asked from this portion in Theory Exams.**

UNIT	SUB-UNIT	SESSION/ ACTIVITY/ PRACTICAL
	6.2 Concept of Tour Costing	Session: Learning about the different type of cost used in a package Tour Session: How to prepare a cost sheet to workout costing systematically
	6.3 Components of Tour Cost	Session: Learning about the various components that are incorporated to create a cost sheet
	6.4 Pricing Package Tour	Session: Understanding how to price for package Tour
	6.5 Pricing Strategies	Session: Formulation of pricing strategies for greater sale <ul style="list-style-type: none"> • Traditional pricing strategies • Recent pricing strategies
7. Government and Professional Bodies	7.1 Integration between Government and Professional Bodies	Session: Understanding the importance of Integration <ul style="list-style-type: none"> • Characteristics • Significance
	7.2 Rules for setting up Travel Agency and Tour Operators	Session: Understanding the approval procedure for setting up TA &TO
	7.3 Department of Tourism (DoT) Different Schemes and Policies	Session: What are the different Government scheme and policy for establishing Travel Business
	7.4 Professional Bodies and their Activities	Session: Learning about the various national and international professional bodies <ul style="list-style-type: none"> • Roles • Functions • Objectives
8. Global Distribution System	8.1 Global Distribution System	Session: Defining and understanding GDS
	8.2 The Evolution of Global Distribution System	Session: History and development of GDS
	8.3 Amadeus and GDS*	Practical: <ul style="list-style-type: none"> • Understanding display fares, display airlines schedules and availability and display of online portals* • Amadeus* • Galileo International* • SABRE* • World span*
	8.4 Display Airlines Schedules and availability*	Practical: <ul style="list-style-type: none"> • Understanding Airlines inventories Through availability display*

***Note :- To be assessed in practical only. No question shall be asked from this portion in Theory Exams.**