

K to 12 BASIC EDUCATION CURRICULUM
SENIOR HIGH SCHOOL TECHNICAL-VOCATIONAL-LIVELIHOOD TRACK
HOME ECONOMICS – TRAVEL SERVICES (TS)
Grade 10 (Specialization)

Course Description:

This curriculum guide on **TRAVEL SERVICES** leads to National Certificate Level II (NC II). This course is designed for a **Grade 10** student to enhance the knowledge, skills, and attitudes of a learner in tour servicing in accordance with industry standards. It covers specialized competencies such as: book travel-related reservation, administering billing and settlement plan, and issuing air sea land tickets and multipurpose documents.

Course Prerequisites:

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

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

CONTENT	CONTENT STANDARD	PERFORMANCE STANDARD	LEARNING COMPETENCIES	CODE
Introduction 1. Key concepts in Travel Services (TS) 2. Relevance of the course 3. Career opportunities	<i>The learners demonstrate an understanding of:</i> concepts and theories in TS	<i>The learners:</i> independently demonstrate core competencies in TS as prescribed in the TESDA Training Regulation	<i>The learners:</i> 1. explain concepts in TS 2. discuss the relevance of the course 3. explore opportunities for a career in TS	
QUARTER 1				
Lesson 1 – The Philippine Tourism Industry (PT)				
A. The government sector 1. Department of Tourism (DOT) a. Internal Services b. Tourism Promotions c. Tourism promotions & RO d. Planning, Product Development & Coordination 2. The Philippine Convention and Visitors Corporation (PCVC) 3. The Philippine Tourism Authority a. Vision	the role of the Philippine tourism industry	graphically show how the Philippine tourism industry operates	LO 1. Understand totally the Philippine tourism industry 1.1 explain the role of the National Tourism Office, its attached agencies, and the local government unit (LGU) in the tourism industry 1.2 define the role of the various sub-sectors of the private sectors that comprise the tourism industry 1.3 identify specific entities in the private sector and explain their specific function in the tourism industry	TLE_HETS10PT-Ia-e-1

**K to 12 BASIC EDUCATION CURRICULUM
 SENIOR HIGH SCHOOL TECHNICAL-VOCATIONAL-LIVELIHOOD TRACK
 HOME ECONOMICS – TRAVEL SERVICES (TS)**

CONTENT	CONTENT STANDARD	PERFORMANCE STANDARD	LEARNING COMPETENCIES	CODE
<ul style="list-style-type: none"> b. Mission c. Functions 4. Senate Bill 1725 <ul style="list-style-type: none"> a. The local government units (LGUs) b. Other national government units B. The Private Sector <ul style="list-style-type: none"> 1. The transportation industry <ul style="list-style-type: none"> a. Air b. Land c. Sea <ul style="list-style-type: none"> i. Shipping ii. Cruises 2. Oil companies 3. Lodging industry 4. Food and beverage industry 5. The attractions and activities industry <ul style="list-style-type: none"> a. Attractions Industry b. Activities (recreation & entertainment) Industry 6. The travel trade 7. The other private sector entities <ul style="list-style-type: none"> a. Publishing companies b. ITC service providers c. marketing and public relations organizations d. Event organizers e. Miscellaneous Services 8. Education and training 				

**K to 12 BASIC EDUCATION CURRICULUM
SENIOR HIGH SCHOOL TECHNICAL-VOCATIONAL-LIVELIHOOD TRACK
HOME ECONOMICS – TRAVEL SERVICES (TS)**

CONTENT	CONTENT STANDARD	PERFORMANCE STANDARD	LEARNING COMPETENCIES	CODE
Institutions				
LESSON 2 - Travel Management Companies and Travel Agencies (TM)				
A. Different kinds of travel agencies 1. Traditional way 2. New way B. Functions of Travel Management Company (TMC)/Travel Agency 3. Provide information and expertise 4. Recommend destinations, products, and services best suited to the needs of the client 5. Provide assistance in securing travel documents 6. Process travel arrangements 7. Assist in case of refunds and cancellations C. Sales Revenue of a TMC D. Characteristic of a TMC E. Organizational structure, departmental functions, and Job descriptions 1. Administration a. General administration section b. Personnel section c. Accounting section d. Finance section 2. Operation 3. Marketing and sales a. Setting up a TMC/TA 4. Small-size TMC/TA	operating a travel business	independently operates a travel business	LO 2. Describe the travel management companies and travel agencies 2.1 differentiate the traditional "rate-minus" from the evolving "cost-plus" concepts 2.2 explain the five basic functions of Travel Management Company (TMC)/travel agency 2.3 explain the departmental functions of a TMC/travel agency 2.4 understand the duties and responsibilities of the various designations in a TMC/travel agency 2.5 enumerate the various requirements to set up a TMC/travel agency 2.6 explain the difference between an LGU license and a DOT accreditation	TLE_HETS10TM-If-j-2

**K to 12 BASIC EDUCATION CURRICULUM
SENIOR HIGH SCHOOL TECHNICAL-VOCATIONAL-LIVELIHOOD TRACK
HOME ECONOMICS – TRAVEL SERVICES (TS)**

CONTENT	CONTENT STANDARD	PERFORMANCE STANDARD	LEARNING COMPETENCIES	CODE
5. Medium-sized TMC/TA 6. Large-size TMC/TA a. LGU and DOT				
QUARTER 2				
LESSON 3 – Markets and Destinations (MD)				
A. Markets 1. Leisure travel motivations a. Physical b. Cultural c. Interpersonal d. Status and Prestige 2. Leisure travel de-motivations a. Cost of travel b. Lack of time c. Health d. Family stage e. Lack of interest f. Fear and safety 3. Other factors that influence travel a. Age b. Gender c. Education i. Market variables d. Socioeconomic e. Product related f. Geographic i. Types of tourism g. Historical h. Cultural i. Religious j. Adventure k. Environmental or Eco-tourism l. Culinary m. Medical	the market and destination in travel services	independently recognize and identify the appropriate market and destination in travel services appropriate to travelers’ needs, motives, and aspirations	LO 3. Identify the markets and destinations 3.1 explain why people travel and the needs, motives, and aspirations of travelers 3.2 explain the difference between leisure travelers and business travelers 3.3 know how to interpret a map and apply the principles of geography 3.4 know the International Air Transportation Association (IATA) areas 3.5 locate countries and cities and describe their tourist attractions 3.6 know Philippine national regions and their provinces 3.7 locate the major Philippines cities and describe their tourist attractions 3.8 know the criteria for assessing destinations’ traits and attractions 3.9 apply the criteria to assess a specific destination’s traits and attractions 3.10 match the travelers’ motivations with destination’s traits and attractions both locally and internationally	TLE_HETS10MD-IIa-e-3

**K to 12 BASIC EDUCATION CURRICULUM
 SENIOR HIGH SCHOOL TECHNICAL-VOCATIONAL-LIVELIHOOD TRACK
 HOME ECONOMICS – TRAVEL SERVICES (TS)**

CONTENT	CONTENT STANDARD	PERFORMANCE STANDARD	LEARNING COMPETENCIES	CODE
<ul style="list-style-type: none"> n. Recreational 4. Corporate travel or business travel 5. Destinations <ul style="list-style-type: none"> a. Natural attractions b. Cultural attractions c. Recreational facilities d. Religious gatherings and festivals e. Destination assessment <ul style="list-style-type: none"> i. Transportation ii. Facilities iii. Infrastructure iv. Attractions v. Hospitality resources 6. Matching markets with destinations <ul style="list-style-type: none"> a. Domestic traveler b. Budget traveler c. Regular traveler 7. High-end traveler 8. Destination evaluation 9. Accessibility 10. Comfort and convenience 11. Education and entertainment 12. Service, safety and security 13. The good match B. Maps and Map Reading <ul style="list-style-type: none"> 1. Definitions 2. Principles of geography and terms 3. World Tourism Geography <ul style="list-style-type: none"> a. Area I – The 				

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SENIOR HIGH SCHOOL TECHNICAL-VOCATIONAL-LIVELIHOOD TRACK
HOME ECONOMICS – TRAVEL SERVICES (TS)**

CONTENT	CONTENT STANDARD	PERFORMANCE STANDARD	LEARNING COMPETENCIES	CODE
<p>Americans</p> <p>b. Area II – Europe, Middle East and Africa</p> <p>c. Area III – Asia and Pacific (Oceania)</p>				
LESSON 4 – The Internet and E-Travel Commerce (ET)				
<p>A. Internet in travel agency</p> <p>1. The Internet-cyberspace</p> <p>2. Demand-side</p> <p>3. Travel web portals</p> <p>4. Expedia Inc.</p> <p>5. Supply-side</p> <p>B. Computerized Reservation System (CRS) to global Distribution Systems (GDS)</p> <p>C. Conversions</p> <p>D. Amadeus Information system</p> <p>E. Online help</p> <p>F. Travel information system</p> <p>G. Other services information</p> <p>H. Special Service requests</p> <p>1. Advance Passenger Information System (APIS)</p> <p>I. Advance seat request</p> <p>1. Seat wish</p> <p>J. Rebooking flights, classes, and dates</p>	operating the Internet and computerized E-travel commerce	independently operate the Internet and computerized E-travel commerce	<p>LO 4. Practice the Internet and E-travel commerce</p> <p>4.1 understand the true impact of the Internet in the travel industry</p> <p>4.2 appreciate the contribution of technology to the growth and maturity of the travel business</p> <p>4.3 describe the different applications of the Internet in the travel business</p> <p>4.4 identify the advantages and disadvantages of the Internet to consumers and to travel agents</p> <p>4.5 explain the need of travel agencies to evolve and become travel management companies</p>	TLE_HETS10ET-IIIf-j-4
QUARTER 3				
LESSON 5 – The Travel Management Cycle (MC)				
<p>A. Counter counseling</p> <p>1. Flight itinerary planning</p> <p>2. Crisscrossing</p> <p>3. Backtracking</p> <p>a. Basic procedures in flight itinerary planning</p>	procedures in travel management	independently plan individual and group travels	<p>LO 5. Explain the travel management cycle</p> <p>5.1 describe the functions involved in managing travel arrangements for leisure travel</p> <p>5.2 plan a flight itinerary using a map or a flight planner</p>	TLE_HETS10MC-IIIa-e-5

**K to 12 BASIC EDUCATION CURRICULUM
SENIOR HIGH SCHOOL TECHNICAL-VOCATIONAL-LIVELIHOOD TRACK
HOME ECONOMICS – TRAVEL SERVICES (TS)**

CONTENT	CONTENT STANDARD	PERFORMANCE STANDARD	LEARNING COMPETENCIES	CODE
<ul style="list-style-type: none"> 4. Two city hubs 5. Three city hubs <ul style="list-style-type: none"> a. 24-hour time and time zones b. Booking card for travel 6. Reservations and Confirmations 7. Flight reservations <ul style="list-style-type: none"> a. Manual b. Electronic c. Automated d. Amadeus Automated Reservation System B. Availability display C. Timetable display D. Flight information E. Airline access levels F. Amadeus Passenger Name Record (PNR) G. Segment Element H. Name element I. Contact element J. Received from element K. Ticketing element L. End transactions <ul style="list-style-type: none"> 1. Other reservations <ul style="list-style-type: none"> a. Accommodations establishments b. Sightseeing tours and Tour Packages c. Cruises d. Restaurant and other Entertainment establishments 2. Fare calculation 3. Headline/sideline cities 4. Fares 5. Fare type 			<ul style="list-style-type: none"> 5.3 place manual or automated reservations with the airlines and the hotels 5.4 understand the rules and principles of airfare calculation 5.5 accomplish a Booking Card for travel, a Tour Voucher/ Exchange Order and a Purchase Order 5.6 write and read an Airline Paper and e-tickets 5.7 identify and explain the types of travel documentation 	

**K to 12 BASIC EDUCATION CURRICULUM
SENIOR HIGH SCHOOL TECHNICAL-VOCATIONAL-LIVELIHOOD TRACK
HOME ECONOMICS – TRAVEL SERVICES (TS)**

CONTENT	CONTENT STANDARD	PERFORMANCE STANDARD	LEARNING COMPETENCIES	CODE
6. Carrier code 7. MPM 8. Global indicator 9. Rule 10. NUC 11. Local currency 12. Route reference <ul style="list-style-type: none"> a. International fare display b. Booking codes c. Airline ticketing 13. Paper tickets 14. Electronic air tickets <ul style="list-style-type: none"> a. Printing tickets 15. Advantages 16. Disadvantages M. Documentation <ul style="list-style-type: none"> a. NSO b. DFA c. Bureau of immigration 				
LESSON 6 – Corporate Travel Management (CT)				
Value of corporate travel or business travel <ul style="list-style-type: none"> 1. Financial controls 2. Policy adherence 3. Safety and efficiency <ul style="list-style-type: none"> i. Types of Corporate Travelers 4. Businesspersons 5. Corporate executives 6. Corporate of supervisors/rank-and-file 7. Mariners 8. Land-based overseas workers 9. Government officials and employees <ul style="list-style-type: none"> a. Meetings, Incentives, 	corporate travel management	1. independently practice/perform corporate travel management 2. effectively manage corporate travel on his /her own	LO 6. Practice Corporate Travel Management 6.1 explain the value of Corporate Travel Management 6.2 differentiate the types of corporate travelers 6.3 describe MICE's, marine travel's, and land-based overseas workers' characteristics 6.4 describe the phases involved in corporate travel management 6.5 differentiate the "rate-minus" to "cost-plus" concepts 6.6 describe the corporate usage of intranets and extranets	TLE_HETS10CT-IIIif-j-6

**K to 12 BASIC EDUCATION CURRICULUM
SENIOR HIGH SCHOOL TECHNICAL-VOCATIONAL-LIVELIHOOD TRACK
HOME ECONOMICS – TRAVEL SERVICES (TS)**

CONTENT	CONTENT STANDARD	PERFORMANCE STANDARD	LEARNING COMPETENCIES	CODE
Conventions, and Exhibition (MICE) 10. Definitions and classifications 11. The bidding process 12. Managing business travel 13. Evaluation and assessment of travel requirements 14. Identifying negotiation of contacting vendors 15. Developing (or revising) corporate travel policies, procedures, and budget 16. Implementing travel policies and procedures 17. Managing corporate travel operations 18. Reporting and analyzing performance a. Intranets and extranets in the world of corporate travel			6.7 prepare and evaluate a proposal or bid for a corporate travel account	
QUARTER 4				
Lesson 7 – Tour and Travel Products (TP)				
A. EURAIL 1. Eurail global pass 2. Eurail select pass 3. Eurail national pass B. Useful Information 1. Day trains 2. Night trains 3. Tickets C. Car rentals D. Domestic maritime products E. International luxury cruises F. Accommodations/lodging establishments	useful information on travel and tour products	correctly describe tour and travel products	LO 7. Describe tour and travel products 7.1 explain why travel agents in the Philippines have products and services other than the sale of air passage and the processing of travel documents 7.2 describe other products and services of the TMC/travel agent 7.3 identify the various products of international cruise companies and maritime products offered	TLE_HETS10TP-IVa-e-7

**K to 12 BASIC EDUCATION CURRICULUM
SENIOR HIGH SCHOOL TECHNICAL-VOCATIONAL-LIVELIHOOD TRACK
HOME ECONOMICS – TRAVEL SERVICES (TS)**

CONTENT	CONTENT STANDARD	PERFORMANCE STANDARD	LEARNING COMPETENCIES	CODE
G. Sightseeing tours and tour packages H. Ad Hoc Group Travel arrangements I. Insurance/assist cards J. Miscellaneous			by domestic shipping lines in the Philippines	
Lesson 8 – Travel and Tour Accounting Documents and Billing Settlement Plan (TD)				
A. Travel agency accounting documents 1. Walk-in clients to TMC/TA 2. Corporate client 3. TMC/TA to Suppliers 4. For International Air Transport Association (IATA) ticketing 5. For non-IATA ticketing 6. Direct ticketing to non-IATA airlines 7. For services other than tickets-except for tour packages B. Tour operation accounting documents 1. Tour voucher 2. With credit arrangements 3. With no credit arrangements 4. Billing Settlement plan for (BSP)-IATA 5. IATA and the BSP	processing accounting documents and billing statements to client	1. independently process accounting documents and billing statement to client 2. independently develop travel and tour accounting documents and billing statement plan	LO 8. Develop and practice travel and tour accounting documents and Billing Settlement Plan 8.1 understand the importance of issuing travel and tour documents correctly 8.2 describe the sequential flow of travel and tour documents from the issuer to the intermediary to the service provider 8.3 explain the distribution of the different copies of the various travel and tour documents 8.4 understand the procedures for airline ticket payment through the banking system	TLE_HETS10TD-IVfj-8

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SENIOR HIGH SCHOOL TECHNICAL-VOCATIONAL-LIVELIHOOD TRACK
HOME ECONOMICS – TRAVEL SERVICES (TS)**

GLOSSARY

Ad libitum	continuous feeding
Animal Production	a science that deals with production and management of livestock or domestic animal.
Breed	a group of animals that have specific traits or characteristics in common
Broiler	a meat type chicken commonly grown up to 35-42 days and weighing 1.5-2.0 kg liveweight
Brooding	natural or artificial means of supplying heat to newly hatched chick from day old to two weeks
Cannibalism	a condition where birds form the habit of feather picking, to the extent of eating their companions if not controlled
Castration	is any action, surgical, chemical, or otherwise, by which a male loses the functions of the testicles or a female loses the functions of the ovaries; also referred to as gelding, spaying, neutering, fixing, orchiectomy, and oophorectomy
Cauterize	burning wounds or injuries by means of a heated metal to prevent further infection
Comb	the fleshy crest on the head of a fowl
Commercially mixed feeds	feeds of animals intended for sale
Confinement	the state of being confined, with restricted movement
Cull	refers to unproductive birds
Culling	the process of removing unproductive birds from the flock
Day-old chicks	newly-hatched chicks
Debeaking	beak trimming
Deformities	physical defects
Earlobes	the soft and fleshy thing that protrude at the lower part of the external ear
Farrowing	the act of giving birth to swine
Feeds	edible materials which are consumed by animals and contribute energy or nutrients to the animal diet
Feed intake	the amount of feeds eaten by the birds
Feeding	the process of giving feeds to the animal

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SENIOR HIGH SCHOOL TECHNICAL-VOCATIONAL-LIVELIHOOD TRACK
HOME ECONOMICS – TRAVEL SERVICES (TS)**

Fencing tool	device for fence construction and layout of animal houses
Flock	a group of feathered animals such as chickens, ducks, geese, turkey, etc
Flock uniformity	a more or less equal weight of birds in the flock
Fowl	a bird of any kind that is raised for food
Full grown pullets	egg- laying birds about to lay eggs
Gestation	the time from breeding of a female until she gives birth to her young
Hatchery	a place or establishment where eggs are hatched
Humidity	the condition of air moisture in the brooder
Inclement weather	having rain and storms; bad weather
Incubation	the process of subjecting the egg to an incubator until the egg hatches
Investment	capital in an enterprise with the expectation of profit
Layer	egg-type or dual-type 6- month female fowl that lays eggs
Lighting	having abundant/sufficient light or illumination
Livability	a group of birds with low death rate
Livestock	refers to one or more domesticated animals raised in an agricultural setting to produce commodities such as food, fiber and labor; usually four legged animals
Market demand	commodities or goods that people needs
Molting	refers to the shedding of feathers among poultry birds
Mortality Rate	number of animals that died based on the total number of animals raised
Musty	having a bad smell because of wetness, old age, or lack of fresh air
Non- sitters	fowls that do not sit on their eggs
Outbreak	violent break of disease affecting large number at once
Overfeeding	feed intake is more than what is required
Parasite	an organism that lives on or in another organism to obtain its food; a living organism which is dependent on another living organism for food in order to survive

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**Code Book Legend
Sample: TLE_HE TS 10PT-Ia-e-1**

LEGEND		SAMPLE	
First Entry	Learning Area and Strand/ Subject or Specialization	Technology and Livelihood Education_Home Economics Travel Services	TLE_HE TS 10
	Grade Level	Grade 10	
Uppercase Letter/s	Domain/Content/ Component/ Topic	The Philippine Tourism Industry	PT
			-
Roman Numeral <i>*Zero if no specific quarter</i>	Quarter	First Quarter	I
Lowercase Letter/s <i>*Put a hyphen (-) in between letters to indicate more than a specific week</i>	Week	Week One to Five	a-e
			-
Arabic Number	Competency	Understand totally the Philippine tourism industry	1

DOMAIN/ COMPONENT	CODE
The Philippine Tourism Industry	PT
Travel Management Companies and Travel Agencies	TM
Markets and Destinations	MD
The Internet and E-Travel Commerce	ET
The Travel Management Cycle	MC
Corporate Travel Management	CT
Tour and Travel Products	TP
Travel and Tour Accounting Documents and Billing Settlement Plan	TD