



Southeast Asia
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Guidelines

**ASEAN MRA-TP
Trainers and Assessors**

2018



**ASSOCIATION
OF SOUTHEAST
ASIAN NATIONS**

The Association of Southeast Asian Nations (ASEAN) was established on 8 August 1967. The Member States of the Association are Brunei Darussalam, Cambodia, Indonesia, Lao PDR, Malaysia, Myanmar, Philippines, Singapore, Thailand and Viet Nam.

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Guidelines for the ASEAN MRA-TP Trainers and Assessors

The ASEAN Secretariat

Jakarta

Abbreviation

ACCSTP	ASEAN Common Competency Standards for Tourism Professionals
AMS	ASEAN Member States
ASEAN NTOs	ASEAN National Tourism Organisations
ATFTMD	ASEAN Task Force on Tourism Manpower Development
ATM	ASEAN Tourism Ministers
ATPMC	ASEAN Tourism Professional Monitoring Committee
ATPRS	ASEAN Tourism Professional Registration System
ATPs	ASEAN Tourism Professionals
CATC	Common ASEAN Tourism Curriculum
CBA	Competency Based Assessment
CBT	Competency Based Training
CEFR	Common European Framework of Reference for Languages
IELTS	International English Language Testing System
ITAB	Industry Training Advisory Board
MA	Master Assessor
MRA-TP	Mutual Recognition Arrangement on Tourism Professionals
MT	Master Trainer
NA	National Assessor
NT	National Trainer
NTO	National Tourism Organisation
NTPB	National Tourism Professional Board
QA	Quality Assurance
RQFSRS	Regional Qualifications Framework and Skills Recognition System
TOEFL	Test of English as a Foreign Language
TPCB	Tourism Professional Certification Board

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RATIONALE FOR THE GUIDELINES

1. Historical context and need for the Guidelines

These Guidelines have been developed as a result of an initiative that was originally established to support the Vientiane Action Plan (VAP) and the Mutual Recognition Arrangement on Tourism Professionals (MRA-TP) designed to strengthen Human Resource Development activities through the development of a Common ASEAN Tourism Curriculum (CATC). The CATC designed to harmonise tourism curriculum between the ASEAN Member States (AMS) and make it easier for tourism professionals to move between countries where there is a high supply or demand for their services.

With the acceptance of the ASEAN Common Competency Standards for Tourism Professionals (ACCSTP) and CATC and its supporting resources there arose a need to also develop the Trainers and Assessors who would deliver and assess the qualifications that comprised the Regional Qualifications Framework and Skills Recognition System (RQFSRS) underpinned the ACCSTP and CATC.

Consequently, competency standards – together with supporting Toolboxes – were developed to facilitate the delivery of training and assessment to accommodate these needs and subsequently (since 2012) a series of training programs for Master Trainers, Master Assessors, National Trainers and National Assessors has been taking place in various AMS steadily developing a pool of qualified trainers and assessors ready for deployment.

However, there remains a need to produce a clear, transparent and accountable mechanism (together with supporting procedures) to guide the training and administration of these professionals on an ongoing basis into the future under the ASEAN Tourism Professional Registration System (ATPRS).

1.1 MRA-TP

The MRA-TP underpins the aim of creating a system where there is genuine portability of credentials between all AMS.

The intention of the MRA-TP is to:

- ensure a standard and high-quality level of training and assessment for all students who undertake training within the ACCSTP/CATC/RQFSRS regardless of which country the training and assessment occurs in;
- ensure all qualifications gained under the RQFSRS are recognised by all AMS regardless of the country which issues the qualification;
- promote ease of movement of tourism professionals between countries through recognition of professional qualifications where there is a high supply or demand for their services;
- exchange information on best practices in competency-based education and training for tourism professionals and to provide opportunities for cooperation and capacity building across AMS;
- enhance conformity of Competency Based Training (CBT)/education and skills recognition; and
- improve the quality of tourism human resources and the quality of tourism services.

1.2 ACCSTP

The ACCSTP refers to the minimum requirements of competency standards in tourism and hospitality services, which aim to upgrade tourism services and facilitate the mobility between the AMS.

1.3 CATC

The CATC is the common curriculum for ASEAN Tourism Professionals (ATPs) as mutually agreed by the ASEAN Tourism Ministers (ATM) following recommendation by the ASEAN National Tourism Organisations (ASEAN NTOs).

The CATC Project, led by a Project Team from William Angliss Institute, was undertaken between April 2006 and April 2008 and key outputs from the project were:

- the design and development of a five (5)-level RQFSRS – from Certificate II to Advanced Diploma levels across agreed Labour Divisions under MRA-TP, namely: Housekeeping, Front Office, Food Production, Food and Beverage Service, Travel Agencies and Tour Operation; and
- finalisation of details leading to the production of 242 Industry Competency Standards and their subsequent endorsement by the ASEAN Task Force on Tourism Manpower Development (ATFTMD).

1.4 RQFSRS

The RQFSRS is the overriding educational framework for the ASEAN region. The RQFSRS comprises 52 qualifications from Certificate II to Advanced Diploma Level, spread across the six (6) identified Labour Divisions.

Qualifications can be selected by users (according to mandatory Packaging Rules) to suit individual need from the 242 Units for which competency standards were developed and Toolboxes produced.

The RQFSRS provides a common yardstick (a standardised teaching and assessment framework) for AMS in terms of accreditation of tourism qualifications and skills recognition across the region, assisting with the implementation of the MRA-TP and promoting labour mobility.

The nature and formulation of the RQFSRS means:

- there is an opportunity and emphasis on qualifications meeting user (industry, students, Training Provider) needs;
- flexibility is provided for students to select Units to meet career goals and for employers to nominate Units which respond to workplace need;
- students can move between qualifications, streams and Labour Divisions as their study progresses and/or as their need alters;
- students can enter the framework at any level – they do not have to ‘start at the bottom’ and work their way up; and
- it will to provide, ensure and maintain ‘quality assurance’ across all countries and educational providers across the ASEAN region.

1.5 Relationship between CATC and RQFSRS

The CATC and the RQFSRS go hand-in-hand:

- the CATC supporting and contributing to the development of a harmonised tourism education and training framework within the ASEAN region; and
- the RQFSRS supporting and contributing to the implementation of the MRA-TP, which will ultimately facilitate skilled labour mobility, contributing to economic integration of the region.

The benefit of the CATC is to promote uniformity and consistency of tourism training programs across ASEAN, fostering cooperation in the tourism education and training institutions, enhancing mutual understanding and regional stability.

2. Intended application of the Guidelines

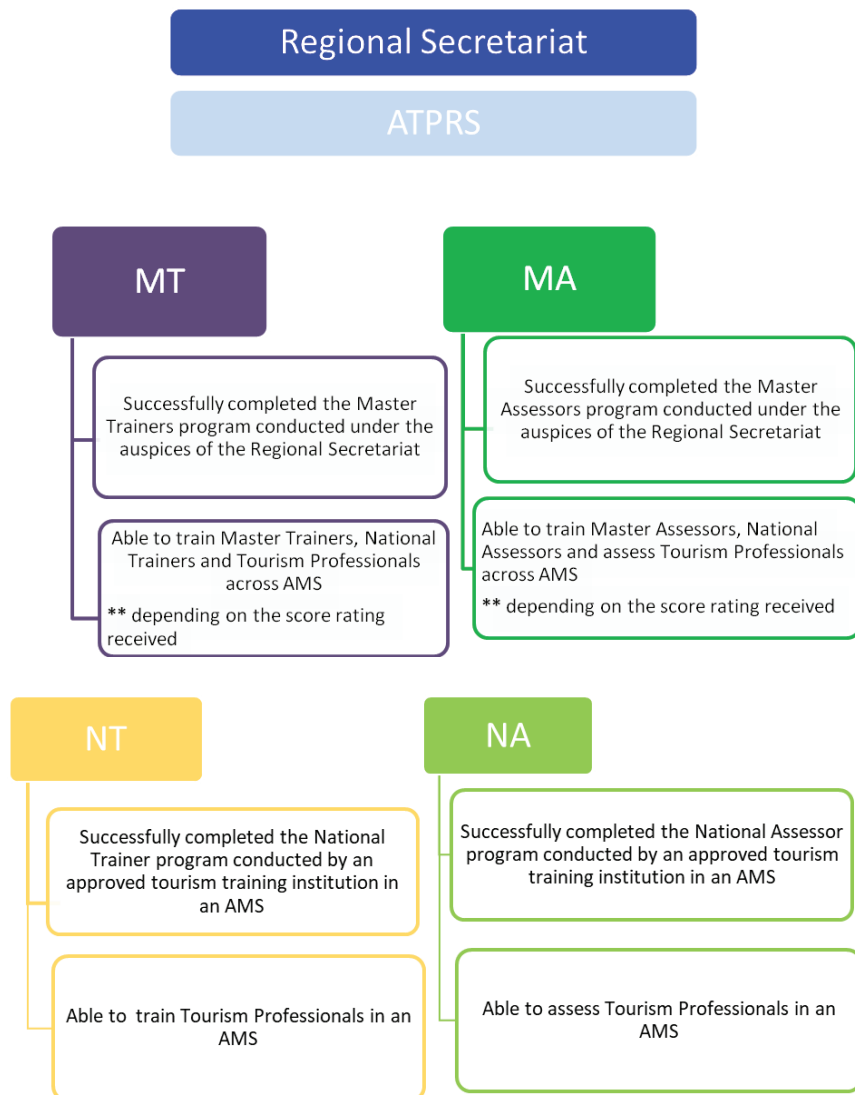
These Guidelines for MRA-TP Trainers and Assessors provide direction to the ASEAN Tourism Professional Monitoring Committee (ATPMC), the Regional Secretariat for the ASEAN MRA-TP (Regional Secretariat), the ASEAN NTOs, the National Tourism Professional Board (NTPB) and the Tourism Professional Certification Board (TPCB) as well as appointed institution(s) in managing the training and certification for Master Trainers, Master Assessors, National Trainers and National Assessors, as well as their registrations in the regional database (ATPRS).

The Guidelines will provide guidance on the following:

- definitions of Master Trainer, Master Assessor, National Trainer and National Assessor;
- qualifications required for professionals to be eligible for Master Trainer, Master Assessor, National Trainer and National Assessor;
- roles and capabilities of Master Trainer and Master Assessor, and National Trainer and National Assessor.
- initial and updated registration of Master Trainer, Master Assessor, National Trainer and National Assessor with ATPRS; and
- organisation of training for Master Trainer, Master Assessor, National Trainer and National Assessor.

2.1 Overview of Master Trainer, Master Assessor, National Trainer and National Assessor

The Chart below defines Master Trainer, Master Assessor, National Trainer and National Assessor under the Regional Secretariat and the ATPRS:



CHAPTER I: MASTER TRAINER

Preamble

This Chapter provides Guidelines for Master Trainers under the MRA-TP.

In this Chapter:

- **‘Vocational/industry qualification’** refers to an accredited and practical qualification that combines skill, knowledge and attitude in a relevant area of MRA-TP Labour Division held by applicants seeking registration.
- **‘Certified proof’** means acceptable evidence.

Certified proof may be provided by registrants or applicants by forwarding electronic or hard copy documents to the Regional Secretariat. Hard copy documents must be stamped ‘original sighted’ and be signed by a person authorised by that body.

Guidelines clearly state certified proof is a mandatory element of initial registration and on-going registration.

The obligation to provide and maintain acceptable certified proof remains with the applicant or registrant.

1. Definition

A Master Trainer:

- Is defined as:

A person who has successfully completed the Master Trainer program conducted under the auspices of the Regional Secretariat or similar program previously carried out before the establishment of the Regional Secretariat and subject to scoring/rating and able to train Master Trainers, National Trainers and Tourism Professionals.

- Should be certified by the Regional Secretariat.
- Is eligible to register in ATPRS.

2. Pre-requisites to apply to become a Master Trainer

In order to be eligible for training as Master Trainer applicants must meet:

- 2.1 vocational qualification requirements;
- 2.2 current industry experience requirements;
- 2.3 the English language requirements;
- 2.4 training and assessment qualification and experience requirements; and
- 2.5 knowledge requirements about ASEAN and ASEAN tourism.

2.1 Vocational qualification requirements

In order to be eligible for training as a Master Trainer every applicant should:

- hold a Certificate IV level or above qualification in tourism or hospitality;
- hold an acceptable academic qualification such as a Bachelor degree in Tourism or Hospitality;
- have completed an approved Apprenticeship or Traineeship; or
- provide certified proof of their vocational qualifications to the Regional Secretariat.

2.2 Current industry experience requirements

In order to be eligible for training as a Master Trainer every applicant should:

- have significant relevant industry experience; and
- be able to demonstrate their experience is current – that is, their last year of industry experience must be no longer than two (2) years old from the date of application to become a Master Trainer.

2.3 The English language requirements

In order to be eligible for training as a Master Trainer every applicant should:

- Have successfully completed an English language test such as:
 - (i) the IELTS (Academic or General Training) with an Overall Bandwidth Score of 5.5 or above for Master Trainer;
 - (ii) the TOEFL (Test of English as a Foreign Language) with at least an Intermediate Score (15-21 out of 30) in each skill (Speaking, Listening, Reading and Writing) or an overall score of between 60 – 80 out of a possible 120;
 - (iii) any other online English language test available approved by AMS; or
 - (iv) successfully completed D1.LAN.CL10.07 Read and Write English at an Advanced level and D1.LAN.CL10.05 Use Oral English to convey a complex exchange of ideas from the English Language Proficiency Toolboxes from the CATC.

- Provide certified proof from appointed National Authorities of any English language test they have successfully completed to the Regional Secretariat.

Refer to **Appendix 1** for more details on “English Language Requirements”.

2.4 Training and assessment qualification and experience requirements

In order to be eligible for training as a Master Trainer every applicant should:

- have successfully completed National Trainer certification;
- hold a Certificate IV level or above qualification in Training and Assessment;
- have a minimum total of ten (10) years’ vocational training experience in tourism and/or hospitality;
- be able to demonstrate their training experience is current – that is, their last year of training experience must be no longer than two (2) years old from the date of application to become a Master Trainer; and
- provide certified proof of their training and assessment qualifications and experience to the Regional Secretariat.

Refer to **Appendix 2** for “Indicative List of Acceptable Training and Assessment Qualifications for Eligibility of Master Trainers/Master Assessors/National Trainers/National Assessors Training”.

2.5 Knowledge requirements about ASEAN and ASEAN tourism

In order to be eligible for training as a Master Trainer every applicant should:

- be able to demonstrate engagement with growing, promoting or otherwise working in ASEAN tourism;
- demonstrate understanding of the operation and roles of the Regional Secretariat, the ACCSTP, the CATC, the MRA-TP, and the RQFSRS;
- be able to demonstrate engagement in some way with a National Tourism Organisation (NTO), NTPB, TPCB, or Industry Training Advisory Board (ITAB);
- the Regional Secretariat notifies appropriate NTPB or TPCB of AMS based on nationality of applicant; and
- the notified NTPB or TPCB:
 - (i) checks validity of application (that is, investigates legitimacy of qualifications claimed); and
 - (ii) notifies the Regional Secretariat of findings and either ‘Affirms’ or ‘Denies’ the enrolment.

3. Roles and capability of Master Trainer

3.1 Roles of Master Trainer

The roles of Master Trainers are to:

- promote the ASEAN Toolboxes and their use;
- subject to rating obtained, train Master Trainers, National Trainers and Trainees for Tourism Professionals;
- train National Trainer candidates in the use and delivery of ASEAN Toolboxes and to become National Trainers in their own right;
- monitor the progress of National Trainer programs and the participants;
- provide assistance to other Master Trainers and National Trainers on an ongoing basis; and
- give feedback to relevant personnel and bodies regarding progress, implementation, problems and opportunities and potential for extending and improving Master Trainers and National Trainers training.

3.2 Capability of Master Trainer

The capability of a Master Trainer will be determined by their classification into the Scoring/Rating system applied to candidates at the conclusion of their Master Trainer training – that is:

- Level 1 = Outstanding Master Trainer with capability to train Master Trainers, National Trainers and Trainees for Tourism Professionals nationally as well as in others AMS.
- Level 2 = Competent Master Trainer with capability to train National Trainers and Trainees for Tourism Professionals nationally but not yet multi-nationally.
- Level 3 = ‘Not Yet Competent’ Master Trainer is unsuitable to perform the role of Master Trainer in any capacity.

Refer to **Appendix 3** for more detailed interpretation of the “Scoring/Rating System”.

4. Registration with ATPRS

4.1 Registration process

The initial registration process for Master Trainer is:

- Applicant selects ‘Master Trainer’ option from the ATPRS website – opening a personal account and providing required information fields such as name, contact details and other basic required information.
- Applicant uploads supporting documentation for:
 - (i) vocational qualification requirements;
 - (ii) current industry experience requirements;
 - (iii) the English language requirements;
 - (iv) training and assessment qualification and experience requirements; and
 - (v) knowledge requirements about ASEAN and ASEAN tourism.
- Applicant confirms they will support the “Regional Secretariat Service Charter” (refer **Appendix 4**) – such as:
 - (i) responding in a timely and honest manner to queries from potential employers;
 - (ii) acting, working and conducting them in a professional, respectful and helpful manner; and
 - (iii) adhering to Quality Assurance (QA) provisions relating to the scheme as prescribed by NTOs and the Regional Secretariat.
- Applicant uploads photograph of self.
- Applicant indicates their ‘Working Status’.
- Applicant pays prescribed registration fee online for Master Trainer for a twelve (12) month period – as determined by the Regional Secretariat: this concludes initial registration.

Following registration of Applicant:

- The Regional Secretariat verifies Master Trainers where they gained required qualifications.
- Where registration is <Affirmed>:
 - (i) generates ‘Welcome’ email and Applicant is deemed to be currently registered as a Master Trainer;
 - (ii) generates personalised photo ID Membership Card; and
 - (iii) forwards ‘Welcome’ letter and photo ID Membership Card to address provided by Applicant.
- Where registration is <Denied>:
 - (i) generates ‘Refusal of Registration’ email explaining the reason/s for the refusal;
 - (ii) advises online payment for registration has been returned;
 - (iii) encourages Applicant to address identified issue/s and re-apply;

- (iv) makes a clear statement that the Applicant is not registered as a Master Trainer; and
- (v) forwards 'Refusal of Registration' letter and accompanying advice to Applicant.

Refer to **Appendix 5** for "Flowcharts for ATPRS Registration Process".

4.2 Benefits of registration

Benefits of registration with ATPRS for Master Trainer include:

- recognition of certification status as Master Trainer;
- access to training jobs sourced by ATPRS from employers seeking the services of Master Trainer;
- security of knowing employers listed on ATPRS have been vetted and approved by the Regional Secretariat;
- ability to advertise for work through ATPRS;
- facilitation of movement between AMS as a Master Trainer, subject to rating result;
- linkage to like-minded professionals;
- a regular electronic newsletter focussing on training and assessment topics as well as employment opportunities;
- invitations to attend events held by the Regional Secretariat;
- opportunities to develop as a professional trainer (and/or assessor) through higher-level training and/or professional development activities;
- timely notice/advice of the need to update certified proof requirements in order to maintain registration; and
- notice of intention to cancel registration where required update notifications and/or certified proofs have not been provided by the registrant or received by the Regional Secretariat.

5. Update registration and re-registration on ATPRS

5.1 Overview of requirements

- All Master Trainer registrants are required to update their registration and re-register with ATPRS at least every twelve (12) months: updates can be undertaken free-of-charge with greater frequency if required.
- All registration updates are to be undertaken online and re-registration must occur within thirty (30) days of the anniversary date of initial registration or subsequent re-registrations.
- Every three (3) years all Master Trainers are required to provide certified proof they have maintained relevant industry skills and knowledge as well as required vocational and training qualifications.

5.2 Registrant responsibilities

When re-registering or updating their registration the registrant must:

- Confirm their initial status or advise of changes to:
 - (i) vocational qualification requirements – as described in 2.1 above; and/or
 - (ii) current industry experience requirements – as described in 2.2 above; and/or
 - (iii) the English language requirements – as described in 2.3 above; and/or
 - (iv) training and assessment qualification and experience requirements – as described in 2.4 above; and/or
 - (v) knowledge requirements about ASEAN and ASEAN tourism – as described in 2.5 above; and/or
 - (vi) working status.
- Provide acceptable evidence of claimed changes to initial status.
- Provide updated photograph of self (if required).
- Provide acceptable evidence of having maintained currency of industry skills and knowledge as well as required vocational and training qualifications – which may make reference to:
 - (i) undertaking additional industry related vocational training;
 - (ii) working in industry related roles gaining current training and industry experience; and
 - (iii) developing personal competencies through a range of activities such as professional networking and/or engagement with industry bodies.
- Pay prescribed re-registration fee online for Master Trainer for a twelve (12) month period – as determined by the Regional Secretariat: this concludes re-registration.

5.3 Regional Secretariat responsibilities

To facilitate this update or re-registration of Master Trainer the Regional Secretariat must:

- require all certified registrants with the ATPRS to confirm their existing status, or update their qualifications and other details, at least once a year to prevent cancellation of their registration;
- provide regular reminders of this requirement in the email alerts and/or electronic newsletters sent to certified registrants;
- notify every certified registrant by electronic means one month (30 days) in advance of their renewal date for renewal/update of registration details and provision of necessary certified proof;
- notify every certified registrant if their registration has not been satisfactorily renewed or updated within seven (7) days of the attempted renewal date offering them assistance to maintain their registration;
- de-register registrants who have failed to satisfactorily renew/update their registration as required within one month (30 days) of their renewal date; and
- notify registrants of de-registration within seventy-two (72) hours of such action being taken:
 - (i) advising of the reason for such action;
 - (ii) cancelling their registration on the ATPRS database; and
 - (iii) indicating how registration may be re-activated and cost of same.

Following re-registration and/or updates of Applicant:

- The Regional Secretariat notifies appropriate NTPB or TPCB of AMS from where Applicant gained additional qualifications.
- Notified NTPB or TPCB:
 - (i) checks validity of revised qualifications (that is, investigates legitimacy of qualifications claimed); and
 - (ii) notifies the Regional Secretariat of findings and either 'Affirms' or 'Denies' the Registration update.
- Where re-registration is <Affirmed>:
 - (i) generates 'Acknowledgement' email and Applicant is deemed to be re-registered as a Master Trainer;
 - (ii) generates updated personalised photo ID Membership Card; and
 - (iii) forwards 'Acknowledgement' letter and updated photo ID Membership Card to address provided by Applicant.
- Where re-registration is <Denied>:
 - (i) generates 'Refusal of Update' letter explaining the reason/s for the refusal; and
 - (ii) encourages Applicant to address identified issue/s and re-apply to update their qualifications.

6. Organising Training of Master Trainers

6.1 Conducting Master Trainers training

Training of Master Trainers will be under auspices of the Regional Secretariat. In delivering the program, the Regional Secretariat may directly undertake or delegate it to suitable organisations or Training Provider in consultation with ATPMC. In delivering the program in an AMS, the Training Provider contracted by the Regional Secretariat to conduct Master Trainers training is registered as an accredited provider in the country where the delivery is proposed. An accredited provider is an organisation with current registration from the relevant training authority as a training organisation.

6.1.1 Training provider obligations

Training provider must:

- be registered as a legitimate provider in the country where the delivery is proposed and supply certified proof of current registration as an approved provider at least thirty (30) working days prior to proposed training delivery;
- use the designated ‘Registration of Interest’ form to apply to conduct Master Trainers training at least sixty (60) days prior to proposed training delivery: refer **Appendix 6** “Registration of Interest in Conducting Master Trainers, Master Assessors, National Trainers and/or National Assessors Training”;
- complete and comply with “Mandatory Requirements for Training Providers Wanting to Deliver Master Trainers, Master Assessors, National Trainers and National Assessors Training” (**Appendix 7**);
- provide course applicants with the Regional Secretariat approved application forms or forms for registration of interest/enrolment;
- require the eligibility criteria for successful candidates for Master Trainers training be complied with (see 2.1 – 2.5 above);
- compile a list of candidates for the Master Trainers training at least thirty (30) working days prior to the training program;
- forward to the Regional Secretariat a list of candidates at least thirty (30) days prior to course delivery;
- ensure all enrolments for Master Trainer trainings are current registrants with the ATPRS;
- deliver the training by Outstanding Master Trainers;
- provide evidence of acceptable and accountable corporate governance as part of their application process;
- be suitably QA;
- ensure all delivery of Master Trainers training stands alone and is not integrated with any other trainings;
- compile a full list of results for all Master Trainer trainings delivered within thirty (30) working days after completing the program;
- forward to the Regional Secretariat a full list of results/outcomes for all trainings delivered within thirty (30) days of the stated end-date of training delivery;

- provide certification/qualifications to successful candidates in a manner and using the terminology prescribed by the Regional Secretariat;
- maintain accurate records of successful candidates for a period of seven (7) years; and
- review conduct of training and provide a written report on findings together with any suggestions for improvement to the Regional Secretariat within thirty (30) days of the stated end-date of training delivery.

6.1.2 Regional Secretariat obligations

The Regional Secretariat must:

- verify acceptable and accountable corporate governance of the Training Provider contracted by the Regional Secretariat to conduct Master Trainers training before granting approval to proceed with delivery;
- verify the Training Provider contracted by the Regional Secretariat to conduct Master Trainers training is suitably QA to deliver the training;
- verify people enrolling for Master Trainers training in coordination with the NTOs, the NTPB or the TPCB;
- issue Certificate of Master Trainers to successful Master Trainer candidates;
- provide qualifications to successful Master Trainer candidates in a manner and using the terminology prescribed by the agreed template – to be determined;
- maintain accurate records of successful Master Trainer candidates for a period of five (5) years; and
- review the conduct of Master Trainers training and prepare a written report on their findings together with an evaluation and suggestions for improvement within thirty (30) working days after completion of every Master Trainers training program.

6.2 Information and assistance to be provided by the Regional Secretariat to Training Providers for delivery of Master Trainer training

The Regional Secretariat must provide Training Providers with:

- a Checklist Detailing “Mandatory Requirements for Training Providers Wanting to Deliver Master Trainers, Master Assessors, National Trainers and National Assessors Training” which must be provided and/or met in order to be deemed compliant to deliver Master Trainers training – refer **Appendix 7**;
- telephone and email advice and support;
- a fee-for service to visit all venues wanting to deliver Master Trainers training;
- the Training Division of the Regional Secretariat to audit and provide a report on their compliance with the specified requirements prior to permission to conduct being given;
- optional fee-for-service site inspections and advisory sessions where required;
- access to the required competency standard for Master Trainers training; and
- access to the required Toolbox for Master Trainers training.

CHAPTER II: MASTER ASSESSOR

Preamble

This Chapter provides Guidelines for Master Assessors under MRA-TP.

In this Chapter:

- **‘Vocational/industry qualification’** refers to an accredited and practical qualification that combines skill, knowledge and attitude in a relevant area of MRA-TP Labour Division held by applicants seeking registration.
- **‘Certified proof’** means acceptable evidence.

Certified proof may be provided by registrants or applicants by forwarding electronic or hard copy documents to the Regional Secretariat. Hard copy documents must be stamped ‘original sighted’ and be signed by a person authorised by that body.

Guidelines clearly state certified proof is a mandatory element of initial registration and on-going registration.

The obligation to provide and maintain acceptable certified proof remains with the applicant or registrant.

1. Definition

A Master Assessor:

- Is defined as:

A person who has successfully completed the Master Assessor program conducted under the auspices of the Regional Secretariat or similar program previously carried out before the establishment of the Regional Secretariat and subject to scoring/rating and able to train Master Assessors, National Assessors and to Assess Trainees for Tourism Professionals.

- Should be certified by the Regional Secretariat.
- Is eligible to register in ATPRS.

2. Pre-requisites to apply to become a Master Assessor

In order to be eligible for training as Master Assessor applicants must meet:

- 2.1 vocational qualification requirements;
- 2.2 current industry experience requirements;
- 2.3 the English language requirements;
- 2.4 training and assessment qualification and experience requirements; and
- 2.5 knowledge requirements about ASEAN and ASEAN tourism.

2.1 Vocational qualification requirements

In order to be eligible for training as a Master Assessor every applicant should:

- hold a Certificate IV level or above qualification in tourism or hospitality;
- hold an acceptable academic qualification such as a Bachelor degree in Tourism or Hospitality;
- have completed an approved Apprenticeship or Traineeship; or
- provide certified proof of their vocational qualifications to the Regional Secretariat.

2.2 Current industry experience requirements

In order to be eligible for training as a Master Assessor every applicant should:

- have significant relevant industry experience; and
- be able to demonstrate their experience is current – that is, their last year of industry experience must be no longer than two (2) years old from the date of application to become a Master Assessor.

2.3 The English language requirements

In order to be eligible for training as a Master Assessor every applicant should:

- Have successfully completed an English language test such as:
 - (i) the IELTS (Academic or General Training) with an Overall Bandwidth Score of 5.5 or above for Master Assessor;
 - (ii) the TOEFL (Test of English as a Foreign Language) with at least an Intermediate Score (15-21 out of 30) in each skill (Speaking, Listening, Reading and Writing) or an overall score of between 60 – 80 out of a possible 120;
 - (iii) any other online English language test available approved by AMS; or
 - (iv) successfully completed D1.LAN.CL10.07 Read and Write English at an Advanced level and D1.LAN.CL10.05 Use Oral English to convey a complex exchange of ideas from the English Language Proficiency Toolboxes from the CATC.
- Provide certified proof from appointed National Authorities of any English language test they have successfully completed to the Regional Secretariat.

Refer to **Appendix 1** for more details on “English Language Requirements”.

2.4 Training and assessment qualification and experience requirements

In order to be eligible for training as a Master Assessor every applicant should:

- have successfully completed National Assessor certification;
- hold a Certificate IV level or above qualification in Training and Assessment;
- have a minimum total of ten (10) years’ vocational assessing experience in tourism and/or hospitality;
- be able to demonstrate their assessing experience is current – that is, their last year of assessing experience must be no longer than two (2) years old from the date of application to become a Master Assessor; and
- provide certified proof of their training and assessment qualifications and experience to the Regional Secretariat.

Refer to **Appendix 2** for “Indicative List of Acceptable Training and Assessment Qualifications for Eligibility of Master Trainers/Master Assessors/National Trainers/National Assessors Training”.

2.5 Knowledge requirements about ASEAN and ASEAN tourism

In order to be eligible for training as a Master Assessor every applicant should:

- be able to demonstrate engagement with growing, promoting or otherwise working in ASEAN tourism;
- demonstrate understanding of the operation and roles of the Regional Secretariat, the ACCSTP, the CATC, the MRA-TP and the RQFSRS; and
- be able to demonstrate engagement in some way with a NTO, NTPB, TPCB or ITAB.

3. Roles and capability of Master Assessor

3.1 Roles of Master Assessor

The roles of Master Assessors are to:

- promote the ASEAN Toolboxes and their use;
- subject to rating obtained, train Master Assessors, National Assessors and Assess Trainees for Tourism Professionals;
- train National Assessor candidates in the use of ASEAN Toolboxes to conduct assessments and to become National Assessors in their own right;
- monitor the progress of the National Assessor program and the participants;
- provide assistance to Master Assessors and National Assessors on an ongoing basis; and
- give feedback to relevant personnel and bodies regarding progress, implementation, problems and opportunities and potential for extending and improving the Master Assessors and National Assessors training.

3.2 Capability of Master Assessor

The capability of a Master Assessor will be determined by their classification into the Scoring/Rating system applied to candidates at the conclusion of their Master Assessor training – that is:

- Level 1 = Outstanding Master Assessor with capability to train Master Assessors, National Assessors and Assess Trainees for Tourism Professionals nationally as well as in others AMS.
- Level 2 = Competent Master Assessor with capability to train National Assessors and Assess Trainees for Tourism Professionals nationally but not yet multi-nationally.
- Level 3 = ‘Not Yet Competent’ Master Assessor is unsuitable to perform the role of Master Assessor in any capacity.

Refer to **Appendix 3** for more detailed interpretation of the “Scoring/Rating System”.

4. Registration with ATPRS

4.1 Registration process

The initial registration process for Master Assessor is:

- Applicant selects ‘Master Assessor’ option from the ATPRS website – opening a personal account and providing required information fields such as name, contact details and other basic required information.
- Applicant uploads supporting documentation for:
 - (i) vocational qualification requirements;
 - (ii) current industry experience requirements;
 - (iii) the English language requirements;
 - (iv) training and assessment qualification and experience requirements; and
 - (v) knowledge requirements about ASEAN and ASEAN tourism.
- Applicant confirms they will support the “Regional Secretariat Service Charter” (refer **Appendix 4**) – such as:
 - (i) responding in a timely and honest manner to queries from potential employers;
 - (ii) acting, working and conducting them in a professional, respectful and helpful manner; and
 - (iii) adhering to QA provisions relating to the scheme as prescribed by NTOs and the Regional Secretariat.
- Applicant uploads photograph of self.
- Applicant indicates their ‘Working Status’.
- Applicant pays prescribed registration fee online for Master Assessor for a twelve (12) month period – as determined by the Regional Secretariat: this concludes initial registration.

Following registration of Applicant:

- The Regional Secretariat verifies Master Assessors where they gained required qualifications.
- Where registration is <Affirmed>:
 - (i) generates ‘Welcome’ email and Applicant is deemed to be currently registered as a Master Assessor;
 - (ii) generates personalised photo ID Membership Card; and
 - (iii) forwards ‘Welcome’ letter and photo ID Membership Card to address provided by Applicant.
- Where registration is <Denied>:
 - (i) generates ‘Refusal of Registration’ email explaining the reason/s for the refusal;
 - (ii) advises online payment for registration has been returned;
 - (iii) encourages Applicant to address identified issue/s and re-apply;

- (iv) makes a clear statement that the Applicant is not registered as a Master Assessor; and
- (v) forwards 'Refusal of Registration' letter and accompanying advice to Applicant.

Refer to **Appendix 5** for "Flowcharts for ATPRS Registration Process".

4.2 Benefits of registration

Benefits of registration with ATPRS for Master Assessors include:

- recognition of certification status as Master Assessor;
- access to assessing jobs sourced by ATPRS from employers seeking the services of Master Assessors;
- security of knowing employers listed on ATPRS have been vetted and approved by the Regional Secretariat;
- ability to advertise for work through ATPRS;
- facilitation of movement between AMS as a Master Assessor, subject to rating result;
- linkage to like-minded professionals;
- a regular electronic newsletter focussing on training and assessment topics as well as employment opportunities;
- invitations to attend events held by the Regional Secretariat;
- opportunities to develop as a professional assessor (and/or trainer) through higher-level training and/or professional development activities;
- timely notice/advice of the need to update certified proof requirements in order to maintain registration; and
- notice of intention to cancel registration where required update notifications and/or certified proofs have not been provided by the registrant or received by the Regional Secretariat.

5. Update registration and re-registration on ATPRS

5.1 Overview of requirements

- All Master Assessor registrants are required to update their registration and re-register with ATPRS at least every twelve (12) months: updates can be undertaken free-of-charge with greater frequency if required.
- All registration updates are to be undertaken online and re-registration must occur within thirty (30) days of the anniversary date of initial registration or subsequent re-registrations.
- Every three (3) years all Master Assessors are required to provide certified proof they have maintained relevant industry skills and knowledge as well as required vocational and training qualifications.

5.2 Registrant responsibilities

When re-registering or updating their registration the registrant must:

- Confirm their initial status or advise of changes to:
 - (i) vocational qualification requirements – as described in 2.1 above; and/or
 - (ii) current industry experience requirements – as described in 2.2 above; and/or
 - (iii) the English language requirements – as described in 2.3 above; and/or
 - (iv) training and assessment qualification and experience requirements – as described in 2.4 above; and/or
 - (v) knowledge requirements about ASEAN and ASEAN tourism – as described in 2.5 above; and/or
 - (vi) working status.
- Provide acceptable evidence of claimed changes to initial status.
- Provide updated photograph of self (if required).
- Provide acceptable evidence of having maintained currency of industry skills and knowledge as well as required vocational and training qualifications – which may make reference to:
 - (i) undertaking additional industry related vocational training;
 - (ii) working in industry related roles gaining current training and industry experience; and
 - (iii) developing personal competencies through a range of activities such as professional networking and/or engagement with industry bodies.
- Pay prescribed re-registration fee online for Master Assessor for a twelve (12) month period – as determined by the Regional Secretariat: this concludes re-registration.

5.3 Regional Secretariat responsibilities

To facilitate this update or re-registration of Master Assessor the Regional Secretariat must:

- require all certified registrants with the ATPRS to confirm their existing status, or update their qualifications and other details, at least once a year to prevent cancellation of their registration;

- provide regular reminders of this requirement in the email alerts and/or electronic newsletters sent to certified registrants;
- notify every certified registrant by electronic means one month (30 days) in advance of their renewal date for renewal/update of registration details and provision of necessary certified proof;
- notify every certified registrant if their registration has not been satisfactorily renewed or updated within seven (7) days of the attempted renewal date offering them assistance to maintain their registration;
- de-register registrants who have failed to satisfactorily renew/update their registration as required within one month (30 days) of their renewal date; and
- notify registrants of de-registration within seventy-two (72) hours of such action being taken:
 - (i) advising of the reason for such action;
 - (ii) cancelling their registration on the ATPRS database; and
 - (iii) indicating how registration may be re-activated and cost of same.

Following re-registration and/or updates of Applicant:

- The Regional Secretariat notifies appropriate NTPB or TPCB of AMS from where Applicant gained additional qualifications.
- Notified NTPB or TPCB:
 - (i) checks validity of revised qualifications (that is, investigates legitimacy of qualifications claimed); and
 - (ii) notifies the Regional Secretariat of findings and either 'Affirms' or 'Denies' the Registration update.
- Where re-registration is <Affirmed>:
 - (i) generates 'Acknowledgement' email and Applicant is deemed to be re-registered as a Master Assessor;
 - (ii) generates updated personalised photo ID Membership Card; and
 - (iii) forwards 'Acknowledgement' letter and updated photo ID Membership Card to address provided by Applicant.
- Where re-registration is <Denied>:
 - (i) generates 'Refusal of Update' letter explaining the reason/s for the refusal; and
 - (ii) encourages Applicant to address identified issue/s and re-apply to update their qualifications.

6. Organising Training of Master Assessors

6.1 Conducting Master Assessors training

Training of Master Assessor will be under auspices of the Regional Secretariat. In delivering the program, the Regional Secretariat may directly undertake under the Training Division or delegate it to suitable organisations or Training Provider in consultation with ATPMC. In delivering the program in an AMS, the Training Provider contracted by the Regional Secretariat to conduct Master Assessors training is registered as an accredited provider in the country where the delivery is proposed. An accredited provider is an organisation with current registration from the relevant training authority as a training organisation.

6.1.1 Training provider obligations

Training provider must:

- be registered as a legitimate provider in the country where the delivery is proposed and supply certified proof of current registration as an approved provider at least thirty (30) working days prior to proposed training delivery;
- use the designated ‘Registration of Interest’ form to apply to conduct Master Assessors training at least sixty (60) days prior to proposed training delivery: refer **Appendix 6** “Registration of Interest in Conducting Master Trainers, Master Assessors, National Trainers and/or National Assessors Training”;
- complete and comply with “Mandatory Requirements for Training Providers Wanting to Deliver Master Trainers, Master Assessors, National Trainers and National Assessors Training” (**Appendix 7**);
- provide course applicants with the Regional Secretariat approved application forms or forms for registration of interest/enrolment;
- require the eligibility criteria for successful candidates for Master Assessors training be complied with (see 2.1 – 2.5 above);
- compile a list of candidates for the Master Assessors training at least thirty (30) working days prior to the training program;
- forward to the Regional Secretariat a list of candidates at least thirty (30) days prior to course delivery;
- ensure all enrolments for Master Assessor trainings are current registrants with the ATPRS;
- deliver the training by Outstanding Master Assessor;
- provide evidence of acceptable and accountable corporate governance as part of their application process;
- be suitably QA;
- ensure all delivery of Master Assessors training stands alone and is not integrated with any other trainings;
- compile a full list of results for all Master Assessor trainings delivered within thirty (30) working days after completing the program;

- forward to the Regional Secretariat a full list of results/outcomes for all trainings delivered within thirty (30) days of the stated end-date of training delivery;
- provide certification/qualifications to successful candidates in a manner and using the terminology prescribed by the Regional Secretariat;
- maintain accurate records of successful candidates for a period of seven (7) years; and
- review conduct of training and provide a written report on findings together with any suggestions for improvement to the Regional Secretariat within thirty (30) days of the stated end-date of training delivery.

6.1.2 Regional Secretariat obligations

The Regional Secretariat must:

- verify acceptable and accountable corporate governance of the Training Provider contracted by the Regional Secretariat to conduct Master Assessors training before granting approval to proceed with delivery;
- verify the Training Provider contracted by the Regional Secretariat to conduct Master Assessors training is suitably QA to deliver the training;
- verify people enrolling for Master Assessors training in coordination with the NTOs, the NTPB or the TPCB;
- issue Certificate of Master Assessors to successful Master Assessor candidates;
- provide qualifications to successful Master Assessor candidates in a manner and using the terminology prescribed by the agreed template – to be determined;
- maintain accurate records of successful Master Assessor candidates for a period of five (5) years; and
- review the conduct of Master Assessors training and prepare a written report on their findings together with an evaluation and suggestions for improvement within thirty (30) working days after completion of every Master Assessors training program.

6.2 Information and assistance to be provided by the Regional Secretariat to Training Providers for delivery of Master Assessors training

The Regional Secretariat must provide Training Providers with:

- a Checklist Detailing “Mandatory Requirements for Training Providers Wanting to Deliver Master Trainers, Master Assessors, National Trainers and National Assessors Training” which must be provided and/or met in order to be deemed compliant to deliver Master Assessors training – refer **Appendix 7**;
- telephone and email advice and support;
- a fee-for service to visit all venues wanting to deliver Master Assessors training;
- the Training Division of the Regional Secretariat to audit and provide a report on their compliance with the specified requirements prior to permission to conduct being given;
- optional fee-for-service site inspections and advisory sessions where required;
- access to the required competency standard for Master Assessors training; and
- access to the required Toolbox for Master Assessors training.

CHAPTER III: NATIONAL TRAINER

Preamble

This Chapter provides Guidelines for registering National Trainers under the ATPRS.

In this Chapter:

- **‘Vocational/industry qualification’** refers to an accredited and practical qualification that combines skill, knowledge and attitude in a relevant area of MRA-TP Labour Division held by applicants seeking registration.
- **‘Certified proof’** means acceptable evidence.

Certified proof may be provided by registrants or applicants by forwarding electronic or hard copy documents to the Regional Secretariat. Hard copy documents must be stamped ‘original sighted’ and be signed by a person authorised by that body.

Guidelines clearly state certified proof is a mandatory element of initial registration and on-going registration.

The obligation to provide and maintain acceptable certified proof remains with the applicant or registrant.

1. Definition

A National Trainer:

- Is defined as:

A person who has successfully completed the National Trainer program conducted under the auspices of the appointed National Authorities and able to deliver training for Tourism Professionals under MRA-TP.

- Should be certified by the appointed National Authority (NTPB/TPCB of an AMS).
- Is eligible to register in ATPRS.

2. Pre-requisites to apply to become a National Trainer

In order to be eligible for training as National Trainer applicants must meet:

- 2.1 vocational qualification requirements;
- 2.2 current industry experience requirements;
- 2.3 the English language requirements;
- 2.4 training and assessment qualification and experience requirements; and
- 2.5 knowledge requirements about ASEAN and ASEAN tourism.

2.1 Vocational qualification requirements

In order to be eligible for training as a National Trainer every applicant should:

- hold a Certificate III level or above qualification in tourism or hospitality;
- hold an acceptable academic qualification such as a Bachelor degree in Tourism or Hospitality;
- have completed an approved Apprenticeship or Traineeship; or
- provide certified proof of their vocational qualifications to appointed National Authorities.

2.2 Current industry experience requirements

In order to be eligible for training as a National Trainer every applicant should:

- have substantial relevant industry experience; and
- be able to demonstrate their experience is current – that is, their last year of industry experience must be no longer than two (2) years old from the date of application to become a National Trainer.

2.3 The English language requirements

In order to be eligible for training as a National Trainer every applicant should:

- Have successfully completed an English language test such as:
 - (i) the IELTS (Academic or General Training) with an Overall Bandwidth Score of 5.0 or above for National Trainer;
 - (ii) any other online English language test available approved by AMS; or
 - (iii) successfully completed D1.LAN.CL10.07 Read and Write English at an Advanced level and D1.LAN.CL10.05 Use Oral English to convey a complex exchange of ideas from the English Language Proficiency Toolboxes from the CATC.
- Provide certified proof to appointed National Authorities of any English language test they have successfully completed.

Refer to **Appendix 1** for more details on “English Language Requirements”.

2.4 Training and assessment qualification and experience requirements

In order to be eligible for training as a National Trainer every applicant should:

- hold a Certificate III level or above qualification in Training and Assessment;
- have a minimum total of five (5) years' vocational training experience in tourism and/or hospitality;
- be able to demonstrate their training experience is current – that is, their last year of training experience must be no longer than two (2) years old from the date of application to become a National Trainer; and
- provide certified proof of their training and assessment qualifications and experience to appointed National Authorities.

Refer to **Appendix 2** for “Indicative List of Acceptable Training and Assessment Qualifications for Eligibility of Master Trainers/Master Assessors/National Trainers/National Assessors Training”.

2.5 Knowledge requirements about ASEAN and ASEAN tourism

In order to be eligible for training as a National Trainer every applicant should:

- understand the importance of tourism to ASEAN; and
- be aware of the Regional Secretariat, the ACCSTP, the CATC, the RQFSRS and the MRA-TP but may be unaware of what they are.

3. Roles and capability of National Trainer

3.1 Roles of National Trainer

The roles of National Trainers are to:

- promote the ASEAN Toolboxes and their use;
- train vocational students/trainees to become Tourism Professionals under MRA-TP;
- provide assistance to other Trainers and National Trainers on an ongoing basis; and
- give feedback to relevant personnel and bodies regarding progress, implementation, problems and opportunities and potential for extending and improving National Trainers training.

3.2 Capability of National Trainer

The capability of a National Trainer will be determined by their classification into the Scoring/Rating system applied to candidates at the conclusion of their National Trainer training – that is:

- Level 1 = National Trainer with capability to train vocational students/trainees nationally.
- Level 2 = ‘Not Yet Competent’ National Trainer is unsuitable to perform the role of National Trainer in any capacity.

Refer to **Appendix 3** for more detailed interpretation of the “Scoring/Rating System”.

4. Registration with ATPRS

4.1 Registration process

The initial registration process for National Trainer is:

- Applicant selects ‘National Trainer’ option from the ATPRS website – opening a personal account and providing required information fields such as name, contact details and other basic required information.
- Applicant uploads supporting documentation for:
 - (i) vocational qualification requirements;
 - (ii) current industry experience requirements;
 - (iii) the English language requirements;
 - (iv) training and assessment qualification and experience requirements; and
 - (v) knowledge requirements about ASEAN and ASEAN tourism.
- Applicant confirms they will support the “Service Standards of the National Authority” (refer **Appendix 8**) – such as:
 - (i) responding in a timely and honest manner to queries from potential employers;
 - (ii) acting, working and conducting them in a professional, respectful and helpful manner; and
 - (iii) adhering to QA provisions relating to the scheme as prescribed by the NTO.
- Applicant uploads photograph of self.
- Applicant indicates their ‘Working Status’.
- Applicant pays prescribed registration fee online for National Trainer for a twelve (12) month period – as determined by the Regional Secretariat: this concludes initial registration.

Following registration of Applicant:

- The ATPRS notifies appropriate NTPB or TPCB of AMS from where Applicant gained required qualifications.
- Notified NTPB or TPCB:
 - (i) checks validity of application (that is, investigates legitimacy of qualifications claimed); and
 - (ii) notifies the Regional Secretariat of findings and either ‘Affirms’ or ‘Denies’ the registration.
- Where registration is <Affirmed>:
 - (i) generates ‘Welcome’ email and Applicant is deemed to be currently registered as a National Trainer;
 - (ii) generates personalised photo ID Membership Card; and

- (iii) forwards 'Welcome' letter and photo ID Membership Card to address provided by Applicant.
- Where registration is <Denied>:
 - (i) generates 'Refusal of Registration' email explaining the reason/s for the refusal;
 - (ii) advises online payment for registration has been returned;
 - (iii) encourages Applicant to address identified issue/s and re-apply;
 - (iv) makes a clear statement that the Applicant is not registered as a National Trainer; and
 - (v) forwards 'Refusal of Registration' letter and accompanying advice to Applicant.

Refer to **Appendix 5** for "Flowcharts for ATPRS Registration Process".

4.2 Benefits of registration

Benefits of registration with ATPRS for National Trainers include:

- recognition of status of their certification;
- access to training jobs sourced by ATPRS from employers seeking the services of National Trainers in an AMS where applicant registers;
- security of knowing employers listed on ATPRS have been vetted and approved by the Regional Secretariat;
- ability to advertise for work through ATPRS;
- linkage to like-minded professionals;
- a regular electronic newsletter focussing on training and assessment topics as well as employment opportunities;
- invitations to attend events held by the Regional Secretariat;
- opportunities to develop as a professional trainer (and/or assessor) through higher-level training and/or professional development activities;
- timely notice/advice of the need to update certified proof requirements in order to maintain registration; and
- notice of intention to cancel registration where required update notifications and/or certified proofs have not been provided by the registrant or received by the Regional Secretariat.

5. Update registration and re-registration on ATPRS

5.1 Overview of requirements

- All National Trainer registrants are required to update their registration and re-register with ATPRS at least every twelve (12) months: updates can be undertaken free-of-charge with greater frequency if required.
- All registration updates are to be undertaken online and re-registration must occur within thirty (30) days of the anniversary date of initial registration or subsequent re-registrations.
- Every three (3) years all National Trainers are required to provide certified proof they have maintained relevant industry skills and knowledge as well as required vocational and training qualifications.

5.2 Registrant responsibilities

When re-registering or updating their registration the registrant must:

- Confirm their initial status or advise of changes to:
 - (i) vocational qualification requirements – as described in 2.1 above; and/or
 - (ii) current industry experience requirements – as described in 2.2 above; and/or
 - (iii) the English language requirements – as described in 2.3 above; and/or
 - (iv) training and assessment qualification and experience requirements – as described in 2.4 above; and/or
 - (v) knowledge requirements about ASEAN and ASEAN tourism – as described in 2.5 above; and/or
 - (vi) working status.
- Provide acceptable evidence of claimed changes to initial status.
- Provide updated photograph of self (if required).
- Provide acceptable evidence of having maintained currency of industry skills and knowledge as well as required vocational and training qualifications – which may make reference to:
 - (i) undertaking additional industry related vocational training;
 - (ii) working in industry related roles gaining current training and industry experience; and
 - (iii) developing personal competencies through a range of activities such as professional networking and/or engagement with industry bodies.
- Pay prescribed re-registration fee online for National Trainer for a twelve (12) month period – as determined by the Regional Secretariat: this concludes re-registration.

5.3 Regional Secretariat responsibilities

To facilitate this update or re-registration of National Trainer the Regional Secretariat must:

- require all certified registrants with the ATPRS to confirm their existing status, or update their qualifications and other details, at least once a year to prevent cancellation of their registration;
- provide regular reminders of this requirement in the email alerts and/or electronic newsletters sent to certified registrants;
- notify every certified registrant by electronic means one month (30 days) in advance of their renewal date for renewal/update of registration details and provision of necessary certified proof;
- notify every certified registrant if their registration has not been satisfactorily renewed or updated within seven (7) days of the attempted renewal date offering them assistance to maintain their registration;
- de-register registrants who have failed to satisfactorily renew/update their registration as required within one month (30 days) of their renewal date; and
- notify registrants of de-registration within seventy-two (72) hours of such action being taken:
 - (i) advising of the reason for such action;
 - (ii) cancelling their registration on the ATPRS database; and
 - (iii) indicating how registration may be re-activated and cost of same.

Following re-registration and/or updates of Applicant:

- The Regional Secretariat notifies appropriate NTPB or TPCB of AMS from where Applicant gained additional qualifications.
- Notified NTPB or TPCB:
 - (i) checks validity of revised qualifications (that is, investigates legitimacy of qualifications claimed); and
 - (ii) notifies the Regional Secretariat of findings and either 'Affirms' or 'Denies' the Registration update.
- Where re-registration is <Affirmed>:
 - (i) generates 'Acknowledgement' email and Applicant is deemed to be re-registered as a National Trainer;
 - (ii) generates updated personalised photo ID Membership Card; and
 - (iii) forwards 'Acknowledgement' letter and updated photo ID Membership Card to address provided by Applicant.
- Where re-registration is <Denied>:
 - (i) generates 'Refusal of Update' email explaining the reason/s for the refusal; and
 - (ii) encourages Applicant to address identified issue/s and re-apply to update their qualifications.

6. Organising Training of National Trainers

6.1 Mandatory obligations for National Authority conducting National Trainers training

Training of National Trainers will be under auspices of the appointed National Authority. In delivering the program, the National Authority may directly undertake or delegate it to suitable organisation or Training provider. In delivering the program, the Training Provider is registered as an accredited provider. An accredited provider is an organisation with current registration from the relevant training authority as a training organisation in the country.

6.1.1 Training provider obligations

Training provider must:

- be registered as a legitimate provider in the country where the delivery is proposed and supply certified proof of current registration as an approved provider at least thirty (30) working days prior to proposed training delivery;
- use the designated 'Registration of Interest' form to apply to conduct National Trainers training at least sixty (60) days prior to proposed training delivery; refer **Appendix 6** "Registration of Interest in Conducting Master Trainers, Master Assessors, National Trainers and/or National Assessors Training";
- complete and comply with "Mandatory Requirements for Training Providers Wanting to Deliver Master Trainers, Master Assessors, National Trainers and National Assessors Training" (**Appendix 7**);
- provide course applicants with the Regional Secretariat approved application forms or forms for registration of interest/enrolment;
- require the eligibility criteria for successful candidates for National Trainers training be complied with (see 2.1 – 2.5 above);
- compile a list of candidates for the National Trainers training at least thirty (30) working days prior to the training program;
- forward to the appointed National Authority a list of candidates at least thirty (30) days prior to course delivery;
- ensure all enrolments for National Trainer trainings are current registrants with the ATPRS;
- deliver the training by Master Trainers;
- provide evidence of acceptable and accountable corporate governance as part of their application process;
- be suitably QA;
- ensure all delivery of National Trainers training stands alone and is not integrated with any other trainings;
- compile a full list of results for all National Trainer trainings delivered within thirty (30) working days after completing the program;
- forward to the appointed National Authority a full list of results/outcomes for all trainings delivered within thirty (30) days of the stated end-date of training delivery;

- provide certification/qualifications to successful candidates in a manner and using the terminology prescribed by the appointed National Authority;
- maintain accurate records of successful candidate for a period of seven (7) years; and
- review conduct of training and provide a written report on findings together with any suggestions for improvement to the appointed National Authority within thirty (30) days of the stated end-date of training delivery.

6.1.2 National Authority obligations

The National Authority must:

- verify acceptable and accountable corporate governance of the Training Provider contracted by the National Authority to conduct National Trainers training before granting approval to proceed with delivery;
- verify the Training Provider contracted by the National Authority to conduct National Trainers training is suitably QA to deliver the training;
- require the Training Provider use the designated 'Registration of Interest' form to apply to conduct National Trainers training at least sixty (60) days prior to proposed training delivery: refer **Appendix 6** "Registration of Interest in Conducting Master Trainers, Master Assessors, National Trainers and/or National Assessors Training";
- verify people enrolling for National Trainer trainings are current registrants with the ATPRS and verified by the NTPB or the TPCB;
- provide qualifications to successful National Trainer candidates in a manner and using the terminology prescribed by the agreed template – to be determined;
- maintain accurate records of successful National Trainer candidates for a period of five (5) years; and
- review the conduct of National Trainers training and prepare a written report on their findings together with an evaluation and suggestions for improvement within thirty (30) working days after completion of every National Trainers training program.

6.2 Information and assistance to be provided by the National Authority to Training Providers for delivery of National Trainers training

The National Authority must provide Training Providers with:

- a Checklist Detailing "Mandatory Requirements for Training Providers Wanting to Deliver Master Trainers, Master Assessors, National Trainers and National Assessors Training" which must be provided and/or met in order to be deemed compliant to deliver National Trainers training – refer **Appendix 7**;
- telephone and email advice and support;
- optional fee-for-service site inspections and advisory sessions where required;
- access to the required competency standard for National Trainers training; and
- access to the required Toolbox for National Trainers training.

CHAPTER IV: NATIONAL ASSESSOR

Preamble

This Chapter provides Guidelines for registering National Assessor under the ATPRS.

In this Chapter:

- **‘Vocational/industry qualification’** refers to an accredited and practical qualification that combines skill, knowledge and attitude in a relevant area of MRA-TP Labour Division held by applicants seeking registration.
- **‘Certified proof’** means acceptable evidence.

Certified proof may be provided by registrants or applicants by forwarding electronic or hard copy documents to the Regional Secretariat. Hard copy documents must be stamped ‘original sighted’ and be signed by a person authorised by that body.

Guidelines clearly state certified proof is a mandatory element of initial registration and on-going registration.

The obligation to provide and maintain acceptable certified proof remains with the applicant or registrant.

1. Definition

A National Assessor:

- Is defined as:

A person who has successfully completed the National Assessor program conducted under the auspices of the appointed National Authorities and able to conduct Assessment of Trainees for Tourism Professionals under MRA-TP.

- Should be certified by the National Authority (NTPB/TPCB of an AMS).
- Is eligible to register in ATPRS.

2. Pre-requisites to apply to become a National Assessor

In order to be eligible for training as National Assessor-applicants must meet:

- 2.1 vocational qualification requirements;
- 2.2 current industry experience requirements;
- 2.3 the English language requirements;
- 2.4 training and assessment qualification and experience requirements; and
- 2.5 knowledge requirements about ASEAN and ASEAN tourism.

2.1 Vocational qualification requirements

In order to be eligible for training as a National Assessor every applicant should:

- hold a Certificate III level or above qualification in tourism or hospitality;
- hold an acceptable academic qualification such as a Bachelor degree in Tourism or Hospitality;
- have completed an approved Apprenticeship or Traineeship; or
- provide certified proof of their vocational qualifications to the appointed National Authorities.

2.2 Current industry experience requirements

In order to be eligible for training as a National Assessor every applicant should:

- have substantial relevant industry experience; and
- be able to demonstrate their experience is current – that is, their last year of industry experience must be no longer than two (2) years old from the date of application to become a National Assessor.

2.3 The English language requirements

In order to be eligible for training as a National Assessor every applicant should:

- Have successfully completed an English language test such as:
 - (i) the IELTS (Academic or General Training) with an Overall Bandwidth Score of 5.0 or above for National Assessor;
 - (ii) any other online English language test available approved by AMS; or
 - (iii) successfully completed D1.LAN.CL10.07 Read and Write English at an Advanced level and D1.LAN.CL10.05 Use Oral English to convey a complex exchange of ideas from the English Language Proficiency Toolboxes from the CATC.
- Provide certified proof to the appointed National Authorities of any English language test they have successfully completed.

Refer to **Appendix 1** for more details on “English Language Requirements”.

2.4 Training and assessment qualification and experience requirements

In order to be eligible for training as a National Assessor every applicant should:

- hold a Certificate III level or above qualification in Training and Assessment;
- have a minimum total of five (5) years' vocational assessing experience in tourism and/or hospitality;
- be able to demonstrate their assessing experience is current – that is, their last year of assessing experience must be no longer than two (2) years old from the date of application to become a National Assessor; and
- provide certified proof of their training and assessment qualifications and experience to appointed National Authorities.

Refer to **Appendix 2** for “Indicative List of Acceptable Training and Assessment Qualifications for Eligibility of Master Trainers/Master Assessors/National Trainers/National Assessors Training”.

2.5 Knowledge requirements about ASEAN and ASEAN tourism

In order to be eligible for training as a National Assessor every applicant should:

- understand the importance of tourism to ASEAN; and
- be aware of the Regional Secretariat, the ACCSTP, the CATC, the RQFSRS and the MRA-TP but may be unaware of what they are.

3. Roles and capability of National Assessor

3.1 Roles of National Assessor

The roles of National Assessors are to:

- promote the ASEAN Toolboxes and their use;
- conduct assessment for vocational students/trainees to become certified Tourism Professionals;
- provide assistance to other National Assessor on an ongoing basis; and
- give feedback to relevant personnel and bodies regarding progress, implementation, problems and opportunities and potential for extending and improving National Assessors training.

3.2 Capability of National Assessor

The capability of a National Assessor will be determined by their classification into the Scoring/Rating system applied to candidates at the conclusion of their National Assessor training – that is:

- Level 1 = National Assessor with capability to conduct assessment for vocational students/trainees nationally.
- Level 2 = ‘Not Yet Competent’ National Assessor is unsuitable to perform the role of National Assessor in any capacity.

Refer to **Appendix 3** for more detailed interpretation of the “Scoring/Rating System”.

4. Registration with ATPRS

4.1 Registration process

The initial registration process for National Assessor is:

- Applicant selects ‘National Assessor’ option from the ATPRS website – opening a personal account and providing required information fields such as name, contact details and other basic required information.
- Applicant uploads supporting documentation for:
 - (i) vocational qualification requirements;
 - (ii) current industry experience requirements;
 - (iii) the English language requirements;
 - (iv) training and assessment qualification and experience requirements; and
 - (v) knowledge requirements about ASEAN and ASEAN tourism.
- Applicant confirms they will support the “Service Standards of the National Authority” (refer **Appendix 8**) – such as:
 - (i) responding in a timely and honest manner to queries from potential employers;
 - (ii) acting, working and conducting them in a professional, respectful and helpful manner; and
 - (iii) adhering to QA provisions relating to the scheme as prescribed by the NTO.
- Applicant uploads photograph of self.
- Applicant indicates their ‘Working Status’.
- Applicant pays prescribed registration fee online for National Assessor for a twelve (12) month period – as determined by the Regional Secretariat: this concludes initial registration.

Following registration of Applicant:

- The Regional Secretariat notifies appropriate NTPB or TPCB of AMS from where Applicant gained required qualifications.
- Notified NTPB or TPCB:
 - (i) checks validity of application (that is, investigates legitimacy of qualifications claimed); and
 - (ii) notifies the Regional Secretariat of findings and either ‘Affirms’ or ‘Denies’ the registration.
- Where registration is <Affirmed>:
 - (i) generates ‘Welcome’ email and Applicant is deemed to be currently registered as a National Assessor;
 - (ii) generates personalised photo ID Membership Card; and

- (iii) forwards 'Welcome' letter and photo ID Membership Card to address provided by Applicant.
- Where registration is <Denied>:
 - (i) generates 'Refusal of Registration' email explaining the reason/s for the refusal;
 - (ii) advises online payment for registration has been returned;
 - (iii) encourages Applicant to address identified issue/s and re-apply;
 - (iv) makes a clear statement that the Applicant is not registered as a National Assessor; and
 - (v) forwards 'Refusal of Registration' letter and accompanying advice to Applicant.

Refer to **Appendix 5** for "Flowcharts for ATPRS Registration Process".

4.2 Benefits of registration

Benefits of registration with ATPRS for National Assessors include:

- recognition of status of their certification;
- access to assessing jobs sourced by ATPRS from employers seeking the services of National Assessors in an AMS where applicant registers;
- security of knowing employers listed on ATPRS have been vetted and approved by the Regional Secretariat;
- ability to advertise for work through ATPRS;
- linkage to like-minded professionals;
- a regular electronic newsletter focussing on training and assessment topics as well as employment opportunities;
- invitations to attend events held by the Regional Secretariat;
- opportunities to develop as a professional assessor (and/or trainer) through higher-level training and/or professional development activities;
- timely notice/advice of the need to update certified proof requirements in order to maintain registration; and
- notice of intention to cancel registration where required update notifications and/or certified proofs have not been provided by the registrant or received by the Regional Secretariat.

5. Update registration and re-registration on ATPRS

5.1 Overview of requirements

- All National Assessor registrants are required to update their registration and re-register with ATPRS at least every twelve (12) months: updates can be undertaken free-of-charge with greater frequency if required.
- All registration updates are to be undertaken online and re-registration must occur within thirty (30) days of the anniversary date of initial registration or subsequent re-registrations.
- Every three (3) years all National Assessors are required to provide certified proof they have maintained relevant industry skills and knowledge as well as required vocational and training qualifications.

5.2 Registrant responsibilities

When re-registering or updating their registration the registrant must:

- Confirm their initial status or advise of changes to:
 - (i) vocational qualification requirements – as described in 2.1 above; and/or
 - (ii) current industry experience requirements – as described in 2.2 above; and/or
 - (iii) the English language requirements – as described in 2.3 above; and/or
 - (iv) training and assessment qualification and experience requirements – as described in 2.4 above; and/or
 - (v) knowledge requirements about ASEAN and ASEAN tourism – as described in 2.5 above; and/or
 - (vi) working status.
- Provide acceptable evidence of claimed changes to initial status.
- Provide updated photograph of self (if required).
- Provide acceptable evidence of having maintained currency of industry skills and knowledge as well as required vocational and training qualifications – which may make reference to:
 - (i) undertaking additional industry related vocational training;
 - (ii) working in industry related roles gaining current training and industry experience; and
 - (iii) developing personal competencies through a range of activities such as professional networking and/or engagement with industry bodies.
- Pay prescribed re-registration fee online for National Assessor for a twelve (12) month period – as determined by the Regional Secretariat: this concludes re-registration.

5.3 Regional Secretariat responsibilities

To facilitate this update or re-registration of National Assessor the Regional Secretariat must:

- require all certified registrants with the ATPRS to confirm their existing status, or update their qualifications and other details, at least once a year to prevent cancellation of their registration;
- provide regular reminders of this requirement in the email alerts and/or electronic newsletters sent to certified registrants;
- notify every certified registrant by electronic means one month (30 days) in advance of their renewal date for renewal/update of registration details and provision of necessary certified proof;
- notify every certified registrant if their registration has not been satisfactorily renewed or updated within seven (7) days of the attempted renewal date offering them assistance to maintain their registration;
- de-register registrants who have failed to satisfactorily renew/update their registration as required within one month (30 days) of their renewal date; and
- notify registrants of de-registration within seventy-two (72) hours of such action being taken:
 - (i) advising of the reason for such action;
 - (ii) cancelling their registration on the ATPRS database; and
 - (iii) indicating how registration may be re-activated and cost of same.

Following re-registration and/or updates of Applicant:

- The Regional Secretariat notifies appropriate NTPB or TPCB of AMS from where Applicant gained additional qualifications.
- Notified NTPB or TPCB:
 - (i) checks validity of revised qualifications (that is, investigates legitimacy of qualifications claimed); and
 - (ii) notifies the Regional Secretariat of findings and either 'Affirms' or 'Denies' the Registration update.
- Where re-registration is <Affirmed>:
 - (i) generates 'Acknowledgement' email and Applicant is deemed to be re-registered as a National Assessor;
 - (ii) generates updated personalised photo ID Membership Card; and
 - (iii) forwards 'Acknowledgement' letter and updated photo ID Membership Card to address provided by Applicant.
- Where re-registration is <Denied>:
 - (i) generates 'Refusal of Update' email explaining the reason/s for the refusal; and
 - (ii) encourages Applicant to address identified issue/s and re-apply to update their qualifications.

6. Organising Training of National Assessors

6.1 Mandatory obligations for National Authority in conducting National Assessor training

Training of National Assessors will be under auspices of the appointed National Authority. In delivering the program, the National Authority may directly undertake or delegate it to suitable organisation or Training Provider. In delivering the program, the Training Provider is registered as an accredited provider. An accredited provider is an organisation with current registration from the relevant training authority as a training organisation in the country.

6.1.1 Training provider obligations

Training provider must:

- be registered as a legitimate provider in the country where the delivery is proposed and supply certified proof of current registration as an approved provider at least thirty (30) working days prior to proposed training delivery;
- use the designated ‘Registration of Interest’ form to apply to conduct National Assessors training at least sixty (60) days prior to proposed training delivery; refer **Appendix 6** “Registration of Interest in Conducting Master Trainers, Master Assessors, National Trainers and/or National Assessors Training”;
- complete and comply with “Mandatory Requirements for Training Providers Wanting to Deliver Master Trainers, Master Assessors, National Trainers and National Assessors Training” (**Appendix 7**);
- provide course applicants with the Regional Secretariat approved application forms or forms for registration of interest/enrolment;
- require the eligibility criteria for successful candidates for National Assessors training be complied with (see 2.1 – 2.5 above);
- compile a list of candidates for the National Assessors training at least thirty (30) working days prior to the training program;
- forward to the appointed National Authority a list of candidates at least thirty (30) days prior to course delivery;
- ensure all enrolments for National Assessor trainings are current registrants with the ATPRS;
- deliver the training by Master Assessors;
- provide evidence of acceptable and accountable corporate governance as part of their application process;
- be suitably QA;
- ensure all delivery of National Assessors training stands alone and is not integrated with any other trainings;
- compile a full list of results for all National Assessor trainings delivered within thirty (30) working days after completing the program;
- forward to the appointed National Authority a full list of results/outcomes for all trainings delivered within thirty (30) days of the stated end-date of training delivery;

- provide certification/qualifications to successful candidates in a manner and using the terminology prescribed by the appointed National Authority;
- maintain accurate records of successful candidates for a period of seven (7) years; and
- review conduct of training and provide a written report on findings together with any suggestions for improvement to the appointed National Authority within thirty (30) days of the stated end-date of training delivery.

6.1.2 National Authority obligations

The National Authority must:

- verify acceptable and accountable corporate governance of the Training Provider contracted by the National Authority to conduct National Assessors training before granting approval to proceed with delivery;
- verify the Training Provider contracted by the National Authority to conduct National Assessors training is suitably QA to deliver the training;
- require the Training Provider use the designated 'Registration of Interest' form to apply to conduct National Assessors training at least sixty (60) days prior to proposed training delivery: refer **Appendix 6** "Registration of Interest in Conducting Master Trainers, Master Assessors, National Trainers and/or National Assessors Training";
- verify people enrolling for National Assessor trainings are current registrants with the ATPRS and verified by the NTPB or the TPCB;
- provide qualifications to successful National Assessor candidates in a manner and using the terminology prescribed by the agreed template – to be determined;
- maintain accurate records of successful National Assessor candidates for a period of five (5) years; and
- review the conduct of National Assessors training and prepare a written report on their findings together with an evaluation and suggestions for improvement within thirty (30) working days after completion of every National Assessors training program.

6.2 Information and assistance to be provided by the National Authority to Training Providers for delivery of National Assessors training

The National Authority must provide Training Providers with:

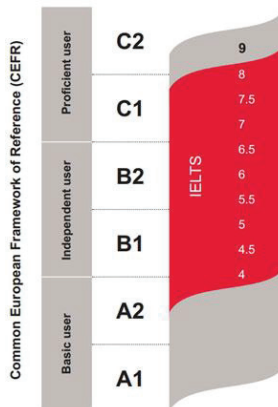
- a Checklist Detailing "Mandatory Requirements for Training Providers Wanting to Deliver Master Trainers, Master Assessors, National Trainers and National Assessors Training" which must be provided and/or met in order to be deemed compliant to deliver National Assessors training – refer **Appendix 7**;
- telephone and email advice and support;
- optional fee-for-service site inspections and advisory sessions where required;
- access to the required competency standard for National Assessors training; and
- access to the required Toolbox for National Assessors training.

Appendix 1: English Language Requirements

The Common European Framework of Reference for Languages (CEFR) provides a series of descriptions of abilities at six (6) different learning levels that can be applied to any language. Language users are grouped into three (3) broad groups including Basic User, Independent User and Proficient User. The chart below shows a comparison of CEFR levels and International English Language Testing System (IELTS). It is suggested that applicants for trainer and/or assessor registration should be at an Independent User stage and at least at a B2 level. At this level a language user:

“Can understand the main ideas of complex text on both concrete and abstract topics, including technical discussions in his/her field of specialisation. Can interact with a degree of fluency and spontaneity that makes regular interaction with native speakers quite possible without strain for either party. Can produce clear, detailed text on a wide range of subjects and explain a viewpoint on a topical issue giving the advantages and disadvantages of various options”.

Common Reference Levels: Global Scale from Chapter 3 of the CEFR (2001a:24)



Appendix 2: Indicative List of Acceptable Training and Assessment Qualifications for Eligibility of Master Trainers/Master Assessors/National Trainers/National Assessors Training

The following is a representative and indicative list of Certificate IV (or equivalent) training and assessment qualifications commonly held across AMS required by applicants to enable them to register with ATPRS as Master Trainer, Master Assessor, National Trainer and/or National Assessor.

- Certificate IV in Training and Assessment (TAE40110).
- Certificate IV in Training and Assessment TAA40104 to TAE40110 Upgrade.
- WSQ Advanced Certificate in Training and Assessment (ACTA).
- INTTAE40110 International Certificate IV in Training and Assessment.
- International Certificate IV in Training and Assessment (Distance).
- TVET Trainer.
- TVET Assessor.
- TVET Advanced Trainer and Assessor.
- Diploma of Training Design and Development TAE50216.
- Diploma of Vocational Education and Training TAE50111.

Appendix 3: Scoring/Rating System

The following Scoring/Rating System must be used to assist with classification of trainers and assessors for registration with the ATPRS.

Interpretation of Ratings – Master Trainer and Master Assessor

On the completion of Master Trainer or Master Assessor training participants will be graded into one of three classifications based on their demonstrated abilities and understanding during the training program as determined by the trainers and assessors who delivered the program.

Master Trainer

Level 1	“Outstanding” Master Trainer with capability to train Master Trainers, National Trainers and Trainees for Tourism Professionals nationally as well as in others AMS.	<p>Level 1: “Outstanding” Master Trainer has demonstrated:</p> <ul style="list-style-type: none"> • in-depth understanding of the background to vocational training in the ASEAN context, the MRA and the toolbox project; • in-depth understanding of the structure, purpose and application of CBT; • in-depth understanding of the ASEAN context and the MRA-TP; • a high level of English language (listening, speaking, reading, writing); • ability to train trainers nationally; and • ability to train trainers in other AMS.
Level 2	“Competent” Master Trainer with capability to train National Trainers and Trainees for Tourism Professionals nationally but not yet multi-nationally.	<p>Level 2: “Competent” Master Trainer has demonstrated:</p> <ul style="list-style-type: none"> • all of the requirements for Outstanding Master Trainer as listed above but at a reduced level; and • able to train trainers at a national level but may not yet be at a suitable level of ability to train trainers at a multi-national level.
Level 3	“Not Yet Competent” Master Trainer is unsuitable to perform the role of Master Trainer in any capacity.	<p>Level 3: “Not Yet Competent” Master Trainer has demonstrated they are unsuitable to perform the role of Master Trainer due to:</p> <ul style="list-style-type: none"> • certain character faults; • lack of knowledge, ability, aptitude or attitude; • lack of communicative ability (in English and/or native language); and • they may require more intensive study and vocational experience in order to be able to train other trainees or other trainers.

Master Assessor

<p>Level 1</p>	<p>“Outstanding” Master Assessor with capability to train Master Assessors, National Assessors and Assess Trainees for Tourism Professionals nationally as well as in others AMS.</p>	<p>Level 1: “Outstanding” Master Assessor has demonstrated:</p> <ul style="list-style-type: none"> • in-depth understanding of the background to vocational training in the ASEAN context, the MRA and the toolbox project; • in-depth understanding of the structure, purpose and application of CBA; • in-depth understanding of the ASEAN context and the MRA; • a high level of English language (listening, speaking, reading, writing); • ability to train assessors nationally; and • ability to train assessors in other AMS.
<p>Level 2</p>	<p>“Competent” Master Assessor with capability to train National Assessors and Assess Trainees for Tourism Professionals nationally but not yet multi-nationally.</p>	<p>Level 2: “Competent” Master Assessor has demonstrated:</p> <ul style="list-style-type: none"> • all of the requirements for Outstanding Master assessor as listed above but at a reduced level; and • able to train assessors at a national level but may not yet be at a suitable level of ability to train assessors at a multi-national level.
<p>Level 3</p>	<p>“Not Yet Competent” Master Assessor is unsuitable to perform the role of Master Assessor in any capacity.</p>	<p>Level 3: “Not Yet Competent” Master Assessor has demonstrated they are unsuitable to perform the role of Master Assessor due to:</p> <ul style="list-style-type: none"> • certain character faults; • lack of knowledge, ability, aptitude or attitude; • lack of communicative ability (in English and/or native language); and • they may require more intensive study and vocational experience in order to be able to train other trainees or other assessors.

Interpretation of Ratings – National Trainer and National Assessor

On the completion of National Trainer or National Assessor training participants will be graded into one of two classifications based on their demonstrated abilities and understanding during the training program as determined by the trainers and assessors who delivered the program.

National Trainer

<p>Level 1</p>	<p>National Trainer with capability to train vocational students/trainees nationally.</p>	<p>Level 1: National Trainer has demonstrated:</p> <ul style="list-style-type: none"> • awareness of the Regional Secretariat, the ACCSTP, the CATC and the MRA-TP but not necessarily what they are; • basic understanding of the structure, purpose and application of CBT; • basic understanding of the ASEAN context and the MRA; • a medium level of English language (listening, speaking, reading, writing); and • ability to train vocational students/trainees nationally.
<p>Level 2</p>	<p>“Not Yet Competent” National Trainer is unsuitable to perform the role of National Trainer in any capacity.</p>	<p>Level 2: “Not Yet Competent” National Trainer has demonstrated they are unsuitable to perform the role of National Trainer due to:</p> <ul style="list-style-type: none"> • certain character faults; • lack of knowledge, ability, aptitude or attitude; • lack of communicative ability (in English and/or native language); and • they may require more intensive study and vocational experience in order to be able to train other trainees or other trainers.

National Assessor

<p>Level 1</p>	<p>National Assessor with capability to conduct assessment for vocational students/trainees nationally.</p>	<p>Level 1: National Assessor has demonstrated:</p> <ul style="list-style-type: none"> • awareness of the Regional Secretariat, the ACCSTP, the CATC and the MRA-TP but not necessarily what they are; • basic understanding of the structure, purpose and application of CBA; • basic understanding of the ASEAN context and the MRA-TP; • a medium level of English language (listening, speaking, reading, writing); and • ability to conduct assessment for vocational students/trainees to become certified tourism professionals nationally.
<p>Level 2</p>	<p>“Not Yet Competent” National Assessor is unsuitable to perform the role of National Assessor in any capacity.</p>	<p>Level 2: “Not Yet Competent” National Assessor has demonstrated they are unsuitable to perform the role of National Assessor due to:</p> <ul style="list-style-type: none"> • certain character faults; • lack of knowledge, ability, aptitude or attitude; • lack of communicative ability (in English and/or native language); and • they may require more intensive study and vocational experience in order to be able to train other trainees or other assessors.

Appendix 4: Regional Secretariat Service Charter

This 'Service Charter' details the commitment made by the Regional Secretariat to the provision of quality service to all employers/organisations that seek to engage the services of ASEAN certified trainers and assessors.

REGIONAL SECRETARIAT SERVICE CHARTER

When providing service to employers/organisations that seek to engage the services of ASEAN certified trainers and assessors, the Regional Secretariat will strive to optimise benefits to all parties from the relationship.

The Regional Secretariat undertakes to only provide trainers and assessors who comply with the stringent standards and criteria required to gain and maintain registration with the Regional Secretariat.

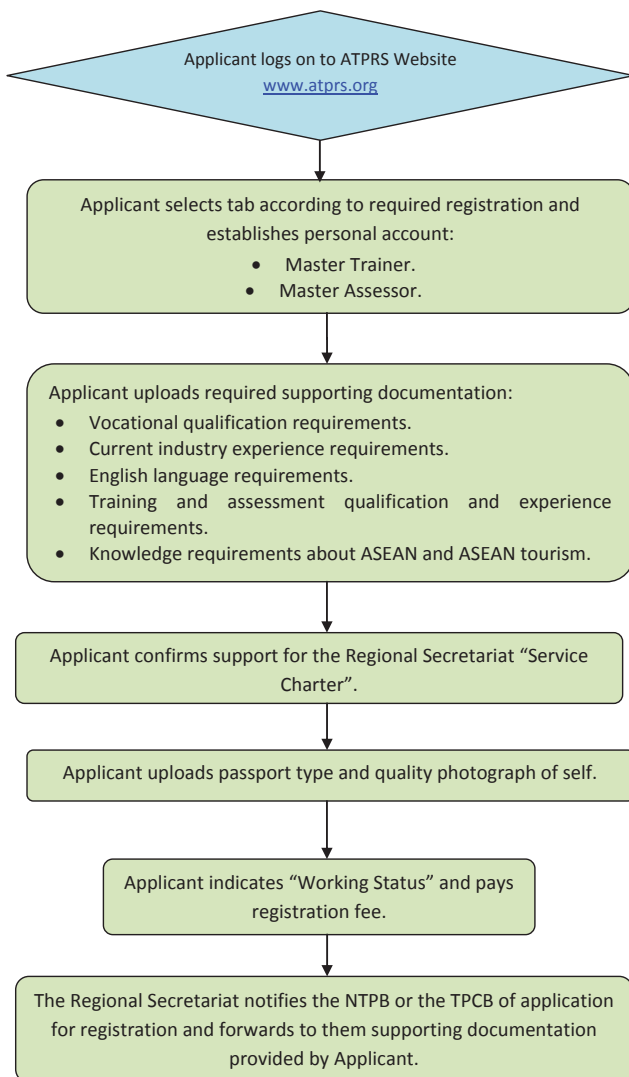
To achieve the goals of this Service Charter the Regional Secretariat will:

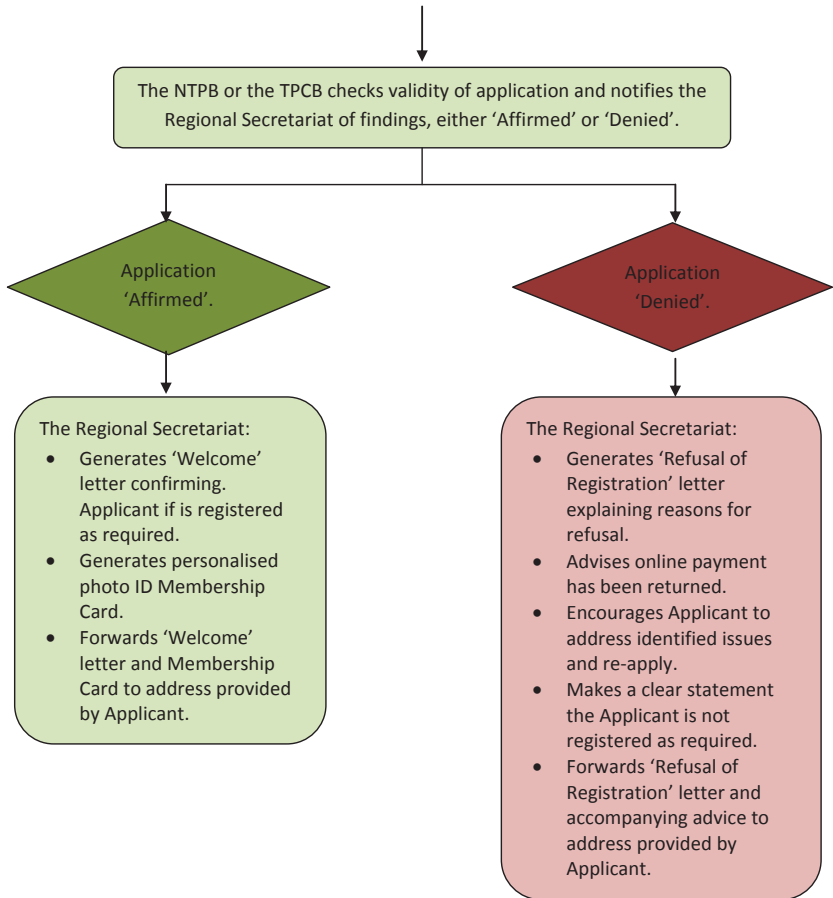
- Serve you in a timely manner and respond to emails within one business day communicating using your preferred method of contact.
- Respond in-person to any contacts made during business hours.
- Acknowledge your applications for trainers and assessors within one business day of such requests being received.
- Serve you fairly, honestly and respectfully acting with integrity to further the best interests of your organisation and ASEAN tourism.
- Train its staff to be courteous, helpful and professional in their dealings with you and trainers and assessors.
- Maintain an accurate, validated and current list of compliant and suitably qualified and experienced candidates.
- Work cooperatively with you to develop a sustainable and ongoing partnership based on trust to guide and assist you identify and meet your needs for trainers and assessors.
- Be responsible for our actions and decisions and follow-through on the engagement of any and all trainers and assessors placed by us.
- Analyse requests made from you and seek additional information/clarification from you where necessary to enable matching with the most appropriate candidates.
- Act as an intermediary between you and trainers and assessors or facilitate your contact as most appropriate to and/or requested by those involved.
- Investigate your complaints about any trainers and assessors supplied by us under the ATPRS and provide details of the investigation to you.
- Forward feedback received to you and to trainers and assessors for mutual benefit and to support your Continuous Improvement.
- Communicate to you any factors we believe may influence or impact your need for and selection of trainers and assessors.
- Seek your feedback on our performance after each occasion when we provide you with trainers and assessors.
- Respond positively to any legitimate feedback made of our actions and service provision as part of our commitment to Customer Service and Continuous Improvement.

Appendix 5: Flowcharts for ATPRS Registration Process

Registration as Master Trainer and Master Assessor

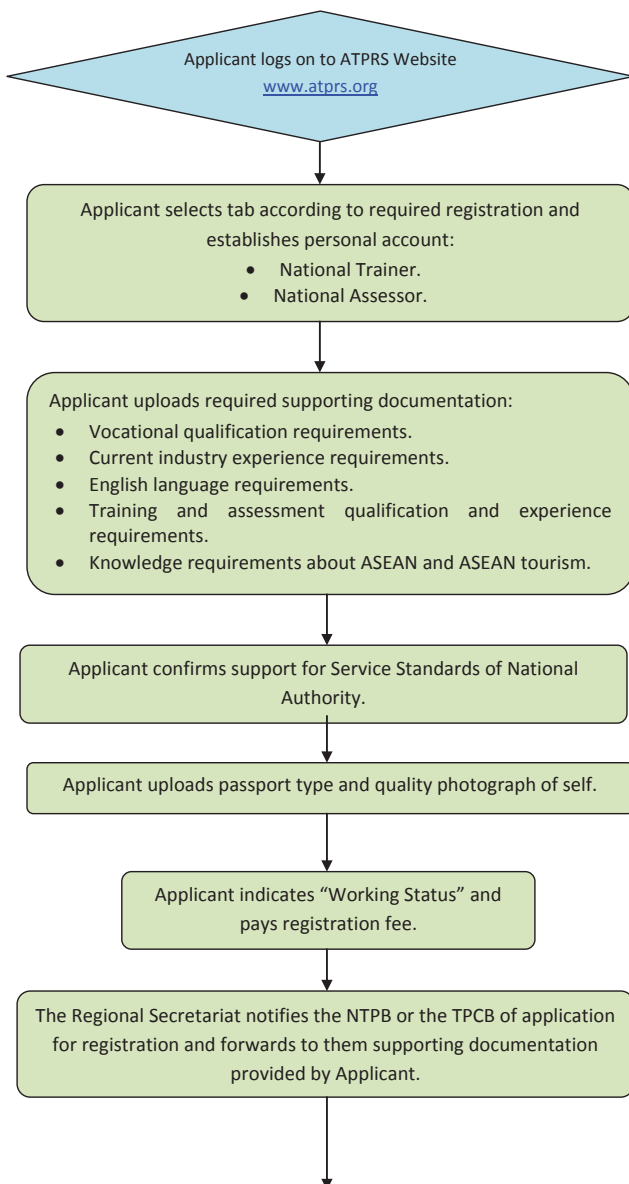
This flowchart shows the process required for Applicants to register as Master Trainer and Master Assessor on the ATPRS system.

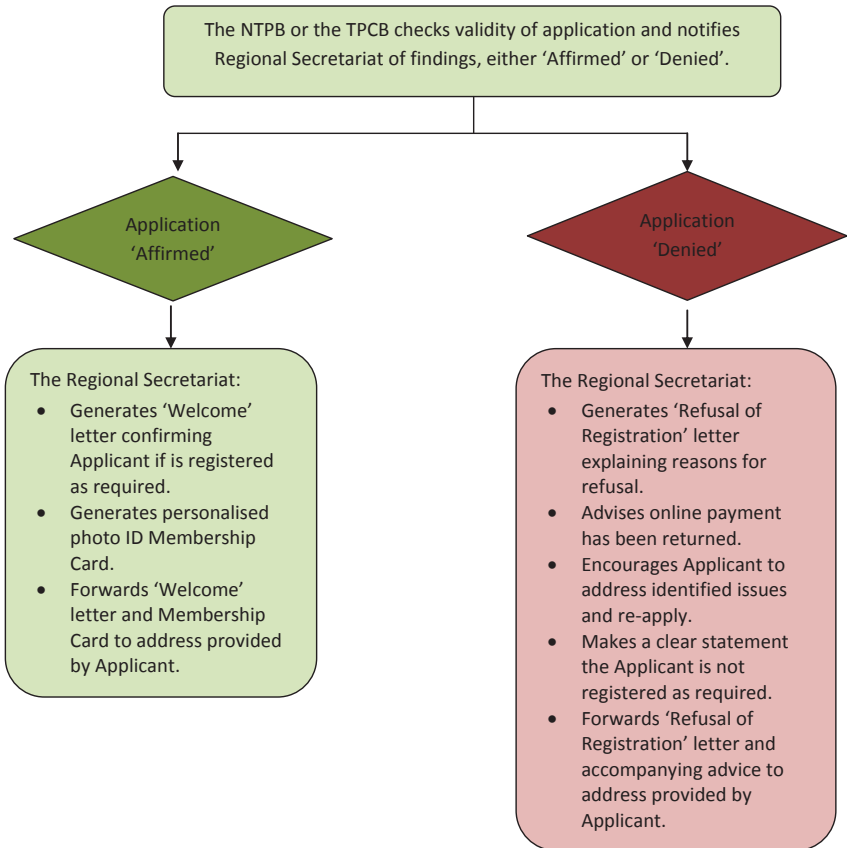




Registration as National Trainer and National Assessor

This flowchart shows the process required for Applicants to register as National Trainer and National Assessor on the ATPRS system.





Appendix 6: Registration of Interest in Conducting Master Trainers, Master Assessors, National Trainers and/or National Assessors Training

This form is to be completed by any organisations seeking to register an Expression of Interest in Conducting Master Trainers, Master Assessors, National Trainers and/or National Assessors Training Programs for the Regional Secretariat.

Expression/Registration of Interest to

Deliver Master Trainers, Master Assessors, National Trainers and/or National Assessors Training

Name of Organisation:						
Registration of Interest to Deliver the following is hereby given: (Tick as appropriate)						
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Master Trainer Training	Master Assessor Training	National Trainer Training	National Assessor Training			
Dates of Training (Note: Must be at least 60 days between Registration and Delivery dates)	Start date: Finish date:	Dates of Training (Note: Must be at least 60 days between Registration and Delivery dates)	Start date: Finish date:	Start date: Finish date:		Start date: Finish date:
Venue/s for Training (Include name of property and address)		Venue/s for Training (Include name of property and address)				
Number of Participants	Minimum: Maximum: 20	Number of Participants	Minimum: Maximum: 20	Minimum: Maximum: 20	Minimum: Maximum: 20	Minimum: Maximum: 20

Organisation Address:
Name of Applicant/Contact Person: _____
Contact Details:
Comments: Use this space to include any other details you believe is relevant to your Registration of Interest.
Name of Signatory
Signature of Signatory
Signed:
Date:

Appendix 7: Checklist Detailing Mandatory Requirements for Training Providers Wanting to Deliver Master Trainers, Master Assessors, National Trainers and National Assessors Training

This Checklist is to be provided by the Regional Secretariat to any Training Provider wishing to be approved to conduct Master Trainers, Master Assessors, National Trainers and/or National Assessors Training Programs for the Regional Secretariat.

Mandatory Requirements for Training Providers Wanting to Deliver Master Trainers, Master Assessors, National Trainers and National Assessors Training

This Checklist is provided by the Regional Secretariat to Training Providers seeking to be approved to conduct Master Trainers, Master Assessors, National Trainers and/or National Assessors Training Programs for the Regional Secretariat. Training Providers should use this Checklist to help determine their compliance with delivery requirements.

Note:

- (1) Training Providers are reminded the Training Division of the Regional Secretariat will visit Providers to verify these requirements have been met.
- (2) Relevant supporting documentation (such as examples of training materials, copies of registration, timetables and etc.) MUST accompany return of this Checklist to the Regional Secretariat.
- (3) This Checklist and accompanying documents must be returned to the Regional Secretariat or appointed National Authority for National Trainers/Assessors Training Program at least thirty (30) days prior to proposed delivery date.

Name of Training Provider:
Name and Contact Details of Person Submitting this Form:
Training Program for which Authority is Sought and Date of Delivery:
Date Expression of Interest was Submitted:
Name of Proposed Venue for Training Delivery:

Document, Information and/or Evidence Required	Yes	No
Proof of currency of registration as accredited Training Provider (including registration number) attached.	<input type="checkbox"/>	<input type="checkbox"/>
Details of Trainers and Assessors to be used for training delivery and assessment attached (showing ATPRS registration number) attached.	<input type="checkbox"/>	<input type="checkbox"/>
Details of Support Staff to be used attached (showing names, roles and responsibilities) attached.	<input type="checkbox"/>	<input type="checkbox"/>

Description of support available for participants post-training attached (e.g.: telephone follow-up, webinars) attached.	<input type="checkbox"/>	<input type="checkbox"/>
List (by item and number) of training materials to be provided to participants provided (e.g.: trainee manuals, lap tops/computers, nominated items listed in session plans) attached.	<input type="checkbox"/>	<input type="checkbox"/>
List (by item and number) of infrastructure items available to deliver training (e.g.: desks, data projectors, white boards, nominated items listed in session plans) attached.	<input type="checkbox"/>	<input type="checkbox"/>
Schedule/timetables (including dates and timing of sessions) attached.	<input type="checkbox"/>	<input type="checkbox"/>
Training and session plans attached.	<input type="checkbox"/>	<input type="checkbox"/>
Fees and charges schedule attached.	<input type="checkbox"/>	<input type="checkbox"/>
Proposal for accommodation of participants (where necessary) attached.	<input type="checkbox"/>	<input type="checkbox"/>
Proposal for travel of participants (where necessary) attached.	<input type="checkbox"/>	<input type="checkbox"/>
Details of catering arrangements attached.	<input type="checkbox"/>	<input type="checkbox"/>
Criteria to be used to select participants attached.	<input type="checkbox"/>	<input type="checkbox"/>
Registration form to be used by participants attached.	<input type="checkbox"/>	<input type="checkbox"/>
Sample evaluation sheet and feedback form (to be used after training) attached.	<input type="checkbox"/>	<input type="checkbox"/>

Appendix 8: Service Standards of the National Authority

This “Service Charter” details the commitment made by the Regional Secretariat to the provision of quality service to all employers/organisations that seek to engage the services of ASEAN certified Trainers and Assessors.

SERVICE STANDARDS OF THE NATIONAL AUTHORITY

When providing service to employers/organisations that seek to engage the services of ASEAN certified trainers and assessors, the National Authority will strive to optimise benefits to all parties from the relationship.

The National Authority undertakes to only provide trainers and assessors who comply with the stringent standards and criteria required to gain and maintain registration with the Regional Secretariat.

To achieve the goals of these Service Standards the National Authority will:

- Serve you in a timely manner and respond to emails and telephone calls within one business day communicating using your preferred method of contact.
- Respond in-person to any contacts made during business hours.
- Acknowledge your applications for trainers and assessors within one business day of such requests being received.
- Serve you fairly, honestly and respectfully acting with integrity to further the best interests of your organisation and ASEAN tourism.
- Train its staff to be courteous, helpful and professional in their dealings with you and trainers and assessors.
- Maintain an accurate, validated and current list of compliant and suitably qualified and experienced candidates.
- Work cooperatively with you to develop a sustainable and ongoing partnership based on trust to guide and assist you identifies and meet your needs for trainers and assessors.
- Be responsible for our actions and decisions and follow-through on the engagement of any and all trainers and assessors placed by us.
- Analyse requests made from you and seek additional information/clarification from you were necessary to enable matching with the most appropriate candidates.
- Act as an intermediary between you and trainers and assessors or facilitate your contact as most appropriate to and/or requested by those involved.
- Investigate your complaints about any trainers and assessors supplied by us under the ATPRS and provide details of the investigation to you.
- Forward feedback received to you and to trainers and assessors for mutual benefit and to support your Continuous Improvement.
- Communicate to you any factors we believe may influence or impact your need for and selection of trainers and assessors.
- Seek your feedback on our performance after each occasion when we provide you with trainers and assessors.
- Respond positively to any legitimate feedback made of our actions and service provision as part of our commitment to Customer Service and Continuous Improvement.