

Programme Project Report (PPR)
of
POST GRADUATE DIPLOMA IN TOURIST GUIDE



International Centre for Distance Education and Open Learning
Himachal Pradesh University, Summer Hill, Shimla-171005

Programme Project Report (PPR) – Tourist Guide Course

I. Programme's, Mission & Objectives:

Himachal Pradesh is a popular tourist destination in India and few of the places of this state enjoy international reputation once global travel circuits are discussed. This is the state which receives three times more tourists than its population and similarly this state offers tremendous opportunities of employment in tourism and hospitality sector. Tourist guide is a prominent figure in the whole process of tourism movement especially to the historic monuments, trekking routes and other tours of exploratory nature. Himachal having huge potential for excursions and adventure tourism, this programme was started to produce best tourist guides for the state which would not only generate employment but provide best services to the tourists visiting this state too.

II. Relevance of the Programme with HEI's Mission & Goals:

Majority of the trekking routes, age old monasteries and old monuments are situated in far off places of Himachal Pradesh which widely include the tribal population spread over in about 45% of total land area of this state. So the course encourages students of remote areas to study tourism and be trained in its mechanism, which further leads to employability, prosperity and understating.

III. Nature of Prospective Target group of Learners

This programme is intended for aspirant professionals and students of rural background who could not study in regular mode due to their financial problems, job commitments or who do not find an opportunity to go for post graduate studies in regular mode due to the limitation of seats.

IV. Appropriateness of programme to be conducted in Open & Distance Learning and/or

Most of the tourists guides which are serving in the state are unskilled or without specific qualification required for the job of a tourist guide. We focus to bring those tourist guides back to the classrooms and training fields so they can be trained more professionally. Another appropriateness to conduct this program on distance learning mode is availability of time with youngsters who are already working in tourism project in their native areas or close by

areas but still they wish to be well educated. **Online Mode to acquire specific skills and competence:**

Presently the classes of tourist guide course are being conducted through different online platforms to continue the learning which has been appreciated by the students as well.

V. Instructional Design

- 1. Curriculum Design:** The Post Graduate Diploma in Tourist Guide Programme comprises of 2 Semesters spread over one academic session.

Curriculum of Post Graduate Diploma in Tourist Guide (DTG)

SEMESTER I

DTG-01	INTRODUCTION OF TOURISM
DTG-01	TOURISM PRODUCTS OF INDIA
DTG-01	LINKAGE OF TOUR GUIDE WITH TRAVEL INDUSTRY

SEMESTER II

DTG-04	TOURISM PRODUCTS AND DESTINATIONS OF HIMACHAL
DTG-05	ADVENTURE TOURISM IN HIMACHAL PRADESH
DTG-06	ITINERARY PREPARATION AND TOUR COSTING
DTG-07	VIVA OF ON THE JOB TRAINING REPORT AND GENERAL VIVA

2. Detailed Syllabi:

DTG-01: INTRODUCTION TO TOURISM

Module 1: Tourism Recreation and Leisure: Definition Meaning and Differentiation, Meaning of Tourist, Traveller, Visitor Transient and Excursionist.

Module 2: Tourism Product (TOP RQP STP). Special Elements & difference from other consumer Products. Concept of Resource/Attraction Product/Destination and Market.

Module 3: Types & forms of Tourism. Concept of Sustainable/Alternate/Mass and new Tourism(Importance). Future Tourism scenario (Projections, Trends Changes. (Forms).

Module 4: Tourism Organizations like WTO, PATA, IATA, IATO, ICAO, UFTAA, Approaches to Tourism Development (Systems/Integrated/Community.

Module 5: MAP WORK: Location of important Tourist Destinations in the global context.

References:-

1. Tourism Dimensions- S.P. Tewari.
2. Development of Tourism in India-Lajipathi Rai
3. Tourism Development in India-Chopra
4. Dynamics of Modern Tourism-Ratan Deep Singlu
5. Tourism Management: Bijendra Punia.
6. Dynamics of Modern Tourism-Pushpiner Gill
7. Tourism Dimensions in India-Chopra.

DTG 02. TOURISTS PRODUCT OF INDIA

Module-1: Cultural Heritage of India: Religion & Philosophy. Indian Society Sociological Prospectus.

Popular Religions Centres of Hindu, Buddhist, Jain, Sikh, Muslim, and Christian Religion. Case Study of religious monuments-Mahabalipuram, Kailash, Konark, Varansi, Ajanta, Ellora, Elephanta.

Module-2: Glimpses of the prominent architectural style flourished over the ages in India, Museums, Assets & unique features of National Museums. Performing arts of India, Classical dances, folk dances with special touristic appeal. Various Indian Musical Instruments Fairs & Festivals- Social, Religious & Commercial fairs of touristic significance. Organising promotional events like-snake boat race, white water festival, kite festival & winter carnival (Goa) etc.

Module-3: Handicrafts of India-Important Handicraft objects & centres, craft mela, Souvenir Industry, Created tourist attractions-Academic Scientific and Industrial.

Module-4: Concept of synergism between tourism promotion & nature conservation, Tourist resource potential in mountain with special reference to the Himalayas, Scope for trekking mountaineering, skiing River-Rafting & Aero Sports with reference to H.P. & U.P. Himalayas. Indian main desert areas, coastal areas and islands,(with special reference to/Andaman & Nicobar, Islands).

Module-5: Flora & Fauna of India as potential tourist resource, National parks, wildlife sanctuaries, case study of Corbett Tiger Reserve, Himalayan National Park, Kanha & Gir National parks.

References:

1. Tourists Resource of India-Ram Acharya.
2. Tourists Resources of India- Ratandeep Singh. .
3. Tourists Resources of India- Jagmohan Negi.

DTGO3: LINKAGE OF TOUR GUIDE WITH TRAVEL INDUSTRY

Module-1- Travel agency and tour operators, history and development of travel agencies in India, major travel agencies and tour operators of India.

Module-2- Office procedures in a travel agency,, filing, query handling.

Module- 3- Knowledge of travel documentation, visa extension, entrances in the monuments, restricted area permits, money exchange formalities, case study of western union money exchange. .

Module-4- Operational coordination with travel agent and tourists, cost control, handling of vouchers, issuing vouchers, reservations and confirmations.

Module-5 - Essentials of verbal and non-verbal communication for guide, body Language. Perception of Information. Essentials of Formal Written Communication. Use of words in spoken and written formal communication.

References:

1. Consumer behavior - Leon G Schiffman and L.L. Kamuk
2. Travel Agency Management-an introductory Text

SEMESTER II

DTG 04: TOURISM PRODUCT AND DESTINATIONS OF HIMACHAL

Module 1: Geography: Location, Topographic divisions, Important Rivers, lakes passes and peaks effect of climatic variations on tourism in Himachal.

Module- 2: Product: Fairs and Festivals, Flora,. Fauna Performing Arts, customs and social life, Cuisine of Himachal

Module-3: Overview of tourism .growth and development in Himachal with the help of Statistical data, Main tourism, itineraries of Himachal

Module-4: Tourism Destinations of Himachal: Kullu/ Manali, Kinnaur, Spiti Circuit, Dharamsala Kangra circuit. Simula, Cliamba Dalhousie.

Module-5: Social, Cultural Economic and Physical Impacts in Himachal Pradesh due to Tourism.

References: -

1. Himachal Pradesh, The Land, the people by S.S. Negi.
2. Tourism Development and its Impact by Dr. S. P: Bansal

DTG: 05 ADVENTURE TOURISM IN HIMACHAL PRADESH

Module 1: History of adventure tourism, definition of adventure, types of adventure, need of adventure.

Module 2: Adventure tourism in Himachal, different areas of adventure, mountaineering, trekking, para gliding, hand gliding, rappelling, skiing and river rafting, activities in detail.

Module 3: Handling of an adventure group, preparations for adventure, trekking and safari check list, staff selection, campsite selection, weather selection, hurdles in adventure travel.

Module 4: Peak booking formalities, list of open peaks in Himachal and other Himalayan Areas, IMF royalties, environmental, levies, peak charges and facilities provided by Uttaranchal Government, rescue and evacuation in mountains, various methods to prevent High altitude sickness.

Module 5- Trekking routes in Himachal, making of detailed itineraries on trekking routes like Darchalamayaro, Darcha Padum, Pin Parvati, Hamta-Chandertal- Baralacha, Kugti Pass, Bada Bhangal trekking and Kangla jot trekking route.

References:

1. Tourism in the New Millennium by Dr. S. P. Bansal.
2. Adventure Tourism and Spoils, Risk and Challenges by Jag Mohan Negi.

DTG 06 ITINERARY PREPARATION AND TOUR COSTING

Module 1: Office Procedures: Office planning-Accounting-Budget cost Control-Client account control- Tickets stock control-Foreign exchange-filing systems-insurance.

Module 2: Travel Geography: Economic and physical Geography- IATA and geography - planning itineraries by air-time.

Module 3: Air Transport: Airline codes and definitions-Aircraft and in-flight services- Airport facilities and special passengers- Automation-Baggage-International regulations- Travel guides.

Module 4: Air Fares and Ticketing: Tariffs manuals-Terms and definitions -currency regulations-Round and circle trip fares-journey's in different classes-special fares-taxes-ticketing instructions-BSP procedures- security of accountable documents.

Module 5: Mileage system-lowest combination principle-around the world fares- open jaw journey- special fares- rerouting- collection of fares

References:

1. IATA and IITM notes.
2. Concepts and principles by Jagmohan Negi.
3. Encyclopaedia, of Tourism Management by P.Q Binha.
4. Tourism and Travel Concepts and principles by Jagmohan Negi.
5. Travel Agency and Tour operation by Mohinder Chand

Annexure-III

**One Year Diploma in Tourist Guide (DTG)
And
One Year Diploma in Multi Skilling Hotel Operations (DMSH)**

Amendment of Ordinance 1.1

Doth One Year Diploma course-One Year Diploma in Tourist Guide land One Year Diploma in Multi Skilling Hotel Operation will come under Faculty of Commerce and Management Studies.

Amendment of Ordinance 1.4

Eligibility: Plus two Examination under 10+2 system examination equivalent thereto of a board/University established by law in India with passing marks for distance education and 50% marks for regular course.

Or

Any examination of a University/college/Board or school in foreign country recognised a equivalent for above purpose by the Vice-Chancellor/Equivalent Committee of its own or on

recommendations of Association of Indian Universities with passing marks for distance education and 50% marks for regular course.

Amendment of Ordinance 10

Ordinance 1.0.66

1. The duration of One Year Diploma Tourist Guide and one Year Diploma in Multi Skilling Hotel Operation shall be one year over two semesters.
2. Examination Schedule: there shall be an examination at the end of each semester ordinarily in the month, of November and June on the dates to be notified by the Controller of Examinations.
3. Basis of admission: The admission is based on merit in qualifying examination.

Ordinance 10.67

The syllabus of the studies in each course/paper shall be as prescribed by the board of Studies/Faculty concerned from time to time. The medium of examination shall be as under:

- a) Question of Examination shall be set in English and Hindi both.
- b) The candidates shall write the answers in English/Hindi.

Eligibility for promotion

A candidate should have to appear at least in one paper to get admission in second semester. A candidate obtaining pass marks in any course shall not be required to re-appear in that course again.

Ordinance 10.68

The pass marks in each subject shall be 40%. The aggregate marks obtained by the candidate in DTG and DMSH examination shall be the sum total of the marks obtained by the candidate in which he/she have passed

Ordinance 10.69

The successful candidate will be classified in three divisions as under

I First Division	Those who obtain 60% or more of the aggregate marks.
II Second Division	Those who obtain 50% or more but less than 60% of the aggregate marks
III Third Division	Those who obtain less than 50% of the aggregate marks.

3. **Duration of the Programme**

Duration of the Programme: 1 (One) Year i.e. two semester

4. **Faculty and Support requirement:** One faculty members have been assigned by the University to run this course under distance mode. Besides that, University has experienced faculties in the department of Tourism. PCP, on regular basis, are conducted by these experienced faculty members. Resource persons for the Study Centres to conduct PCP in this course are selected from the University to maintain the quality of the education.

5. **Instructional Delivery Mechanism**

This Diploma programme is conducted through ICDEOL and different Programme Centres also known as Study Centres, where students are helped and guided by the Programme In charge/Coordinator, and Counselors etc. The programme is based on self-learning print material, assignments, counseling sessions etc. ICDEOL follows the following Instructional Delivery Mechanism:

- **Self-Learning Material (SLM):** The printed material of the programme in the form of Self Learning Material is supplied to the students during their enrolment to the course.
- **Personal Contact Programme:** Personal contacts Programmes (PCP) are conducted well in advance in each semester. Students utilize this facility fully and go for examinations well prepared. As a very important strategy of face to face classroom teaching, the interactions during Personal Contact Programmes benefit the students immensely. **Virtual classes** are also organized from time to time for the benefits of the students/learners. In addition to above, online queries of the students are seriously taken up and responses are sent online to their satisfaction.

- **Individual Counseling and Guidance:** The students can visit the Directorate and seek individual guidance and counseling from the concerned coordinators/Faculties. Besides, students can seek guidance from the counselors engaged by the Directorate for this purpose at study centres.

(vi) Procedure for Admissions, curriculum transaction and Evaluation

i) Procedure for Admissions:

- **Admission Criteria:** The admissions to Tourist Guide Course will be made through Online Admission Process. The information regarding the admission process, fee structure, minimum eligibility, fee concession for the students with disabilities is provided to the candidates through national and local dailies, ICDEOL websites and hand book of information. The admissions to this course will be made solely on the basis of qualifying marks in UG degree.
- **Intake:** No Limit
- **Minimum Eligibility:** 10+2 with at least 50% marks (45% marks in the case of Scheduled Caste/Scheduled Tribe candidates)

Please Note: A student having compartment /reappear in Bachelor's Degree shall not be eligible for admission to DTG.

● **Fee Structure:**

Course/Class	Fee for Students passing from H.P Board & to be registered with H.P University	Fee for Students already registered with H.P University	Fee for student coming from other university / Board & not regd. With H.P University
DTG	10000	10000	10000

● **Financial Assistance:**

As per order of the Hon'ble High Court, the student with special needs with more than 40% disability admitted to any course of study running in the H. P. University, Shimla -5 will not be charged any fee.

ii) Curriculum Transaction – The curriculum will be transacted in blended mode i.e. in the form of self-instructional material & through contact sessions (PCP's). The instructions

are imparted mainly through Lecture method during the Personal Contact Programme. We also make use of smart class room. The printed study material is sent to the students by post. Efforts are afoot to provide the study material in soft copies and also through email to the learners and to provide them the facility to download the study material from the website.

Academic Calendar (Tentative)

Month	Activities
Dec/Jan	Preparation and publishing of Prospectus for Jan Batch
June/July	Preparation and publishing of Prospectus for July Batch
Jan	admissions Jan Batch
July/August	admissions July Batch
March/April	Ist Phase of PCPs(1 st semester) (07Days for per semester) Jan Batch
September/October	Ist Phase of PCPs(1 st semester) (07Days for per semester) July Batch
June/July	Examinations of Ist Semester as per H. P. University Schedule for Jan batch
November/December	Examinations of Ist Semester as per H. P. University Schedule for July batch
January/Feb	Vacations as per H.P.University schedule.
September/ October	2 nd Phase of PCPs (2 nd Semester) (07Days for per semester) for July Batch
March/April	2 nd Phase of PCPs (2 nd Semester) (07Days for per semester) for Jan Batch
November/December	Examinations of 2nd Semester as per H. P. University Schedule for Jan Batch
June/July	Examinations of 2nd Semester as per H. P. University Schedule for July Batch

- **Medium of Instruction:** The medium of instruction is in English. The study material is made available to the student in English language.

Evaluation:

The University conducts Semester-End Examinations twice a year in the month of November and June. To be eligible to appear in the semester end examination in any course, you are required to fulfill the following conditions:

- You should have opted and pursued the prescribed course
- You should have submitted the examination form in time

In case you have not been able to appear in the examination in certain papers or could not clear certain papers, you can do so in the subsequent semester-end examinations up to a maximum duration inclusive of the year of admission.

Two system of evaluation will be followed for this programme.

Assignments: Assignments constitute the continuous evaluations system. The submission of assignments is compulsory. Assignments of a course carry approx. 20% weight age while about 80% weight age is given to the semester end Examination.

Term-end examination: Term-end examination is another component of the evaluation system. The term-end examination carries about 80% weight age in each theory paper. The internal assessment is based on theory assignments in each course, which, carry 20 marks respectively.

Scheme of marks-

Total marks	Each paper will be of 80 marks
Internal assessment	20 marks
General viva	50 marks
On the job training report	50 marks

vii) Requirements of the Laboratory Support and Library Resources:

ICDEOL has been equipped with modern smart class rooms, well-furnished computer labs along with its own well-equipped library with approximately 30,000 books including volumes of periodicals and reference books, journals included public administration books.

viii) Cost Estimate of the programme and the Provisions: 26580/-

ix) Quality Assurance Mechanism and Expected Program Outcomes:

H P University has an IQAC with the following objectives:

- To build and ensure a quality culture, appropriate structure and processes with enough flexibility to meet the diverse needs of the stakeholders at the University.
- Meant for planning, guiding and monitoring quality assurance (QA) and quality enhancement (QE) activities of the University.
- To channelize and systemize the efforts and measures of the university towards academic excellence.
- The IQAC submits the annual quality assurance report of the university duly approved by statutory bodies of the university to NAAC regularly.
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The ICDEOL has created its own Centre for Internal Quality Assurance (CIQA) in accordance with the UGC ODL regulations given from time to time whose objective is to develop and put in place a comprehensive and dynamic internal quality assurance system to provide high quality programmes of higher education. The functions of the CIQA are in the line with the UGC ODL Regulations.

From the beginning, i.e. even from the Pre-admission phase the students will be taken care in terms of guidance by our academic and administrative members. At the most, care and support will be provided during the study period. Before and after examination proper guidance and counseling will be provided. The feedback from students on teaching will also be collected every semester using appropriate feedback formats. In order to monitor the effectiveness of the programme the experience with the curriculum will be collected based on the discussion along with students and teachers.

Expected programme outcomes: Through this programme the necessary conceptual, entrepreneurial and analytical skills of the students will be developed. The programme produces the Skilled Professionals in the field of tourism as tourist guides.

The PPR is prepared by the following faculty members (ICDEOL) under the guidance of Director, ICDEOL, H.P. University, Shimla.



1. Prof. Chander Mohan Parsheera (Course Coordinator)

