



TTTIC
TRINIDAD AND TOBAGO
TOURISM INDUSTRY
CERTIFICATION

THE Complete Guide

for Tourism Operators in Tobago



ACCOMMODATION



TOUR OPERATORS



EXCLUSIVE
tourist
TOURIST TAXI OPERATORS



TOUR GUIDES

Tobago
beyond



TRINIDAD AND TOBAGO
BUREAU OF STANDARDS
www.ttbs.org.tt



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Acronyms

Corrective Action **CA**

Nonconformity **NC**

Opportunity for Improvement **OFI**

Tourism Authority **TA**

Tobago Tourism Agency Limited **TTAL**

Tourism Operator **TO**

Trinidad and Tobago Tourism Industry Certification **TTTIC**

Trinidad and Tobago Bureau of Standards **TTBS**



Terms and Definitions

The definitions listed below are taken from the following Standards:

- ISO 9000:2015
- Tour Guides Specifications : TTS579:2009 – Section 2.12
- Tour Operators Specifications: TTS 580:2009 – Section 2.12
- Code of Practice: Tourist Land Transport Services Providers: TTS296:2008 – Section 2
- Requirements for Tourist Accommodation Part1:Hotels and Guesthouses: TTS22-1:2012 – Section 2
- Requirements for Tourist Accommodation Part 2:Bed and Breakfast Self-Catering Facilities: TTS22-1:2014 – Section 2

Audit

A systematic, independent and documented process for obtaining objective evidence and evaluating it objectively to determine the extent to which the audit criteria are fulfilled

Audit Criteria

Set of policies, procedure or requirements used as a reference against which objective evidence is compared

Audit evidence

Records, statements of fact or other information, which are relevant to the audit criteria and verifiable

Audit Findings

Results of evaluation of the collected audit evidence against audit criteria. Audit findings indicate conformity or nonconformity

Audit Conclusion

Outcome of an audit after consideration of the audit objective and all audit findings

Audit Report

A document which provides a complete, accurate, concise and clear record of the audit and should include at least, the scope of the audit, clients information, audit team members, the audit findings including NCs, OFIs, observations, and audit conclusions

Audit Team

One or more persons conducting an audit, supported if needed by technical experts



Auditee

Person(s) subjected to an audit

Note: The term Auditee and Tourism Operator may be used interchangeably

Auditors

Person who conducts and audit

Conformity

Fulfilment of a requirement

Certification Audit

Audit performed to determine the organization's level of conformance to the standard(s) and inform the certification decision

Verification Audits

An audit performed to investigate the effectiveness of corrective action taken on major NCs. This must be executed within six (6) weeks of identifying any Major NCs

Certification

The Bureau's approval as evidenced by the issuance of a mark of The Bureau's approval as evidenced by the issuance of a mark of conformity (certificate, decal etc.) in accordance with the authority conferred on it by the Standards Act

Correction

Action to eliminate a detected NC

Corrective Actions

Corrective Actions are steps that are taken to remove the cause of an existing nonconformity. Corrective actions address actual problems. In general, the corrective action process can be thought of as a problem solving process

Complaint

expression of dissatisfaction made to an organization (tourism operator) related to its product or service or the complaints-handling process itself, where a response or resolution is explicitly or implicitly expected

Nonconformity

Non-fulfillment of a requirement

Objective Evidence

evidence which can be obtained through observation, measurement, test or by other means



Requirement

Need or expectation that is stated, generally implied or obligatory.

Note: requirements under the TTTIC programme include the criteria stated in the relevant National Tourism Standard and the terms and conditions of the programme

Scope of Certification

The scope of certification can include the whole of the organization, specific and identified functions of the organization, specific and identified sections of the TOs product, or one or more function across a group of organizations

Standards and Compulsory Standards

Have the meanings assigned under sections 16 and 18 respectively of the Standards Act No. 18 of 1997

Self-evaluation

Method of assuring that the TO can adhere to the requirements of the relevant National Standard and for ensuring that the information provided for the application is accurate and complete

Surveillance

Means continuous monitoring and verification of the status of the product and operations and analysis of records to ensure that requirements for TTTIC certification are being followed

Technical Expert

Person who provides specific knowledge or expertise to the audit team

Tourism Operator

A supplier of tourism products and services.

Note: The term Tourism Operator and Auditee may be used interchangeably

Tourism Operator

A supplier of tourism products and services.

Note: The term Tourism Operator, Auditee and Organization may be used interchangeably

Tourism Products

Refer to tangible and intangible goods and services supplied by TOs to the visitor, which relate to transportation, travel trade, adventure tourism, accommodation, events and conferences, sites and attractions etcetera



What is TTTIC?



TTTIC
TRINIDAD AND TOBAGO
TOURISM INDUSTRY
CERTIFICATION

TTTIC (pronounced tee-tick) stands for Trinidad and Tobago Tourism Industry Certification. It is a national certification programme designed to assess whether TOs meet national tourism quality standards.

The TTTIC programme is intended to improve and standardize the quality of the country's tourism products. It provides a level of assurance that **certified TOs** have achieved *minimum acceptable levels of service* in their operations. The TTTIC programme is jointly executed by the Trinidad and Tobago Bureau of Standards (TTBS) and the TAs in Trinidad and Tobago.

TTBS in fulfilment of its roles as the national standards body and the national quality certifying body is responsible for the development of the National Standards and Certification of TOs. The standards development process involves the use of international criteria, industry experts and extensive stakeholder inputs. These standards set *minimum requirements* related to tourism products and/or services including where applicable those related to regulations, infrastructure, equipment, competence and management.



Who can become TTIC certified?

The Trinidad and Tobago Tourism Industry Certification (TTIC) Programme is designed to certify TOs in various sectors of the tourism industry. The programme currently targets the following:

- *Tour Guides*
- *Tour Operators*
- *Tourist Land Transport Service Providers – Tourist Taxi Drivers*
- *Tourist Taxi Operators*
- *Hotels and Guesthouses*
- *Bed and Breakfast and Self Catering Facilities*
- *Villas*



Benefits of TTTIC

The TTTIC programme offers benefits and value:

To certified TOs:

- promotion on the TAs and TTBS websites and social media
- promotion in TTTIC certified operator brochure listings, distributed at tourist information offices
- the use of the TTTIC Mark of Conformity (certificate, identification badges or decals). Marks are issued by the TTBS.
- promotion of certified TOs, encouraging the use of these operators when planning events
- a framework for sustainability to improve your business and customer service offering
- encouragement of guests and tourist to look for TTTIC TOs which can lead to repeat business, increased revenue, and recognition as a professional in the field.
- increased competitiveness of tourism operators in the international arena.

To local and international tourists through:

- increased visitor confidence in booking tourism services in Trinidad and Tobago

To the industry:

- by providing an avenue through which T&T can differentiate its product
- by improving and standardizing the quality of tourism products and services nationally



How do I become certified?

The Certification Process

Application

TOs can access the application packages from:

The relevant National Tourism Organization for example: the Tobago Tourism Agency Limited in Tobago

TTTIC Registration Fees

ACCOMMODATION FEE STRUCTURE

Non-refundable registration fee:

Number of rooms	Base Fee	Plus
1-15	TT\$200	TT\$1 on each room
16-30	TT\$300	TT\$1 on each room
31-45	TT\$400	TT\$1 on each room
46-60	TT\$500	TT\$1 on each room
61-75	TT\$600	TT\$1 on each room
76-90	TT\$700	TT\$1 on each room
91 and up	TT\$800	TT\$1 on each room

NOTE: *this fee is subject to 12.5% VAT.*

OTHER OPERATORS FEE STRUCTURE

Non-refundable registration fee:

OPERATOR	Fee
Tour Guides	TT\$100
Tour Operators	TT\$100
Tourist Taxi Drivers	TT\$100
Tourist Taxi Operators	TT\$100

NOTE: *This fee is subject to 12.5% VAT.*

This package will contain but is not limited to:

- TTTIC Application form (*available electronically*)
- Relevant National standard



The TTTIC Process

(See Appendix 1)

1. The applicant seeking TTTIC certification shall submit the completed relevant application form and supporting documents and pay the related fees to the relevant TA.
2. The application is reviewed and if there are any corrective actions to be made, or any documents required are still outstanding, the applicant is notified. Only completed applications will be accepted and forwarded to the TTBS for processing and scheduling.
3. The interested applicant should conduct an initial self-evaluation of his or her operation against the requirements of the relevant Standard.
4. Following this assessment the applicant shall implement a system that satisfies all the requirements of the relevant standard.
5. Subsequently, the TO may conduct another self-evaluation to determine the readiness of the operation for the TTTIC audit.
6. The TTBS audit team shall schedule and conduct the onsite certification audit by utilizing different techniques which shall include but are not limited to the following; employee interviews, observations, document review and sampling.
7. At the end of the audit the team leader will confirm the findings discussed verbally during the audit, by submitting an audit report to the auditee.
8. If NCs result from the audit then the auditee shall submit corrective action within an established time limit. A follow up verification audit may be scheduled and conducted. The corrective action response and supporting information may or may not be accepted.



Certification

Based on the findings of the audit and the acceptance of corrective action, the TTTIC audit team leader shall make a Recommendation to Award / Not Award the Certificate, to the Manager, Certification Division (TTBS), who shall make the final decision.

Validity of Certificates

TTTIC certificates are valid for a period of one (1) year.

Customer Complaints Audit (see Appendix 2)

TTBS shall conduct an audit based on customer complaints where two or more complaints on a certified TO are made to the TTBS, or relevant TA.

TTBS and the relevant TA, shall investigate the complaints and if the complaints are deemed valid, and are related to breaches of the National Standard, the certification of that TO shall be reviewed and a decision made to Maintain, Suspend or Withdraw the Certification.

If Suspended the TO will have to implement Corrective Actions to address the situation prior to the certification being re-instated. This must be completed within the timeframe designated by TTBS, which will be based on the risk to the tourist and the certification programme. This timeframe shall be within 1-3 months. If the corrective actions are not completed within the designated timeframe the Certification will be withdrawn.



Terms and Conditions of TTTIC

Organizations or individuals applying for certification under the TTTIC programme shall adhere to the terms and conditions set out below.


Rights and Obligations of a Tourism Operator

TTTIC

1. The applicant shall have established procedures, which conforms to the TTTIC Standard, for which certification is being sought.
2. The certified TO shall conduct business and maintain a level of service in accordance with the requirements of the TTTIC Standard.
3. Where applicable the applicant shall inform the relevant TA or TTBS in writing of the name of any appointed representative.
4. This appointed representative shall be responsible for ensuring that the required level of service and products are maintained, and shall facilitate arrangements for the conduct of audits and visits relating to the scope of their certification.

Access to premises

5. The applicant shall give the TTTIC auditors reasonable access to the business premises and personnel, for the purpose of conducting audits and visits relating to certification, surveillance, resolution of complaints or other matters within the scope of certification.
6. The applicant shall agree to scheduled visits by auditors of TTTIC as it relates to the scope of certification.
7. The applicant shall give auditors access to such records as are necessary for a proper assessment of the TO against the criteria of the applicable National Standard.
8. The applicant shall take all necessary steps to ensure the safety of auditors conducting audits at the TOs' premises, or visiting the establishment on matters relating to certification.

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9. The applicant shall make available to the TTTIC auditors such information as may be reasonably required during an audit.

Fees

10. The applicant shall pay all applicable fees in advance of all audits arising out of certification and surveillance procedures. The fees shall not be refundable.
11. Scheduled visits arising from major NCs to the relevant Standard, two or more customer complaints, or investigations into misuse of certification marks shall incur additional fees based on the current fee schedule of TTTIC.

Fees - Cancellation Policy

12. A fee equal to fifty percent (50%) of the onsite Audit Fee will apply if you postpone or cancel an audit five (5) days prior to the agreed audit date. One hundred percent (100%) of the onsite audit Fee of will apply if the TO postpones or cancels an audit within three (3) days prior to the agreed audit date. The date of postponement shall be the date that a request for postponement or notice of cancellation is received by TTBS in writing (acceptable formats are signed letters and e-mails from legitimate e-mail addresses).

Tourism Operator	On-site Audit Time per Audit (Audit Man hours)	Onsite Audit Cost
Tour Guides	2	\$1000
Tour Operators	3	\$1500
Tourist Taxis	2	\$1000
Tourist Taxi Operators	3	\$1500
Driver Guides	2	\$1000
Hotels and Guesthouse	4.5	\$2250
Bed and Breakfast/ Self-catering facilities	1.5	\$ 750
Villas	2	\$1000

There may be exemptions in cases of Force Majeure. Force Majeure is defined herein as any circumstance whatsoever which is not within its immediate control including but not limited to acts of God, riot, insurrection, fires, strikes, lockouts, labour disputes



of any kind partial or general, stoppages or labour refusals, war, hostilities or any local or national emergency (or the threat or apprehension of any of the foregoing events), compliance with any order of any national government or other public authority or of any person purporting to act for such authority.

Upon the occurrence of any event of Force Majeure the Party claiming Force Majeure shall notify the other Party promptly in writing with full particulars of such event and, to the extent possible, inform the other Party of the expected duration of the Force Majeure event and the Parties shall promptly meet to determine whether the Service can continue to be delivered notwithstanding the occurrence of the Force Majeure event. The affected Party shall exercise due diligence to shorten and avoid the delay and shall keep the other Party advised of the continuance of the delay and steps taken to shorten or terminate the delay.

Complaints

13. The TTTIC TO shall keep records of all customer complaints, and shall keep records of all actions taken to correct any NCs with the relevant National Standard, and any corrective actions, which result from customer complaints.

Use of logo and Marks of Conformity

- 14 The Certified TO shall ensure that the use of the TTTIC logo/Mark is only applied within the period and scope of certification.
- 15 The Certified TO may use the TTTIC logo/Mark in brochures, advertisements and materials used for advertising and promotion, but only in connection with the scope of certification. The certified TO shall obtain written approval from TTBS for any advertisement or publicity relating to the TTTIC logo/Mark prior to publication.
- 16 The certified TO shall not imply that the certification applies to activities and sites that are outside the scope of certification.
17. The Certification Logo/Mark shall not be distorted or altered in any way.



18. In cases where the certification is withdrawn or expired, the organization shall discontinue its use of all advertising material that contains a reference to certification.
19. 19. The audit report, certificate and the Certification Logos/Marks are the property of TTBS, as a result TTBS reserves the right to take action to deal with incorrect references to certification status or misleading use of certification documents, marks or audit reports. Such action could include requests for correction and corrective action, suspension, withdrawal of certification, publication of the transgression and, if necessary, legal action.

Changes to certification

20. The TTTIC TO shall inform the relevant TA of any significant changes to company information. These changes include:
 - a. Address and Contact numbers
 - b. Ownership
 - c. Organization structure and key personnel
 - d. Management representative
 - e. Established procedures or plans
 - f. Revisions to TTTIC documentation
 - g. Changes to the scope of operations

Publicity

21. The TO may, at their discretion, make available to its stakeholders, copies of complete audit reports from the Certification Division.
22. Should the TO wish to make extracts of the audit reports available to anyone, the TO shall obtain prior written permission from the relevant TA.
23. The TO shall have the right to object to the appointment of a TTTIC auditor or technical expert based on conflicts to impartiality. Objections shall be submitted to TTBS in writing stating the reason(s) for such objection;



Right of Appeal

24. The TO shall have the right of appeal against decisions made by the Certification Division or its agents
25. All appeals shall be forwarded in writing using the following link:
<http://gottbs.com/customer-complaints/>

Indemnification

26. The TO shall hold harmless, the TTBS and the relevant TA and its agents against any loss and or expenses arising from activities related to certification.

Rights and Obligations of TTBS/Relevant National Tourism Authority

Confidentiality

1. TTBS/TA shall undertake to maintain confidentiality of all information related to certification of the TO.

Publicity

2. TTBS/relevant TA shall maintain a Register of the TOs certified by TTTIC and shall make such Register available to the public.

Fees

3. TTBS/relevant TA shall be entitled to alter without notice.

Access

4. TTBS/relevant TA shall establish rights of access to information and other materials related to the TTTIC within the scope of certification.

Withdrawal of Certificates

5. TTBS can on its own or in collaboration with relevant TA take firm action against the TO in cases of unresolved misuse of the TTTIC logo or certificate, major NC to the requirements stipulated in the relevant National Standard or violations of the Terms and



Conditions of TTTIC with a view to withdrawing certification if necessary.

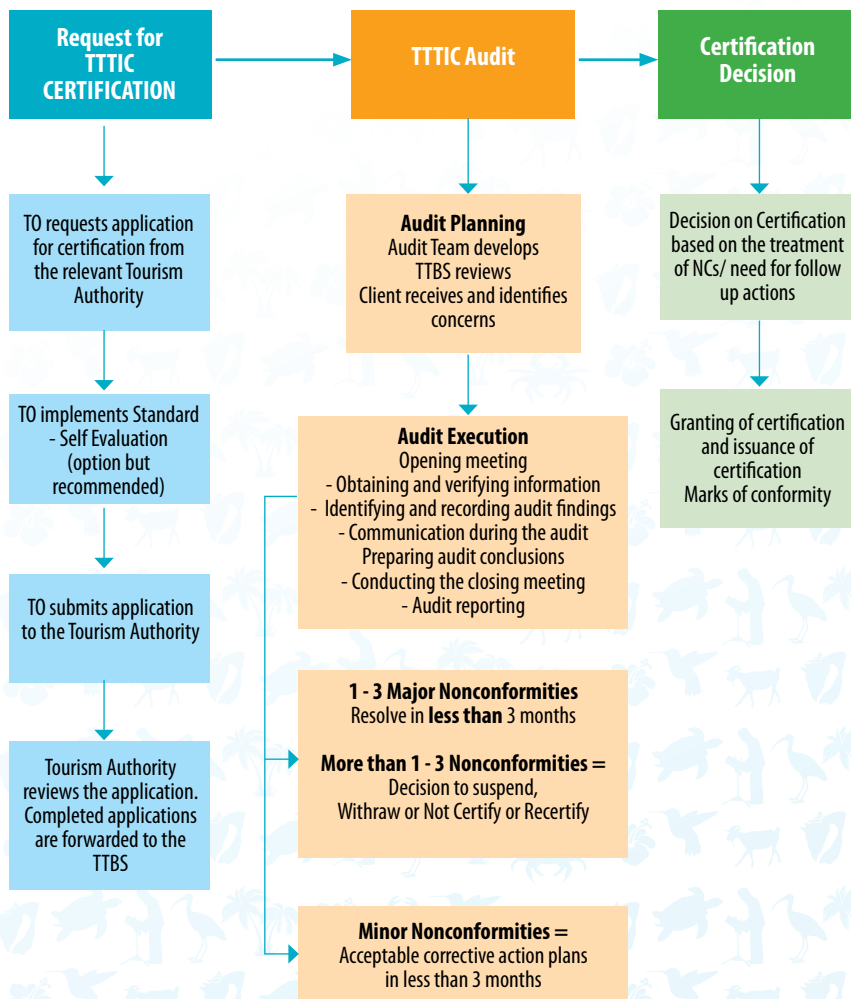
Changes to TTTIC

6. TTBS/relevant TA shall require the certified TTTIC operator to give prompt notification of any intended changes to methods of operation, which can affect the certification.
7. TTBS/relevant TA shall inform the TTTIC operator of any changes to standards, which may affect the requirements of TTTIC.

Limitation of liability

8. TTBS/relevant TA shall not be liable to the TTTIC operator for any expenses, loss or damages suffered by the TO and resulting from participation in the TTTIC programme or assessment of the TO or its agents.
9. In the event that TTBS/relevant TA is found liable to the TTTIC operator, the maximum liability shall be limited to the fees paid by the TO.

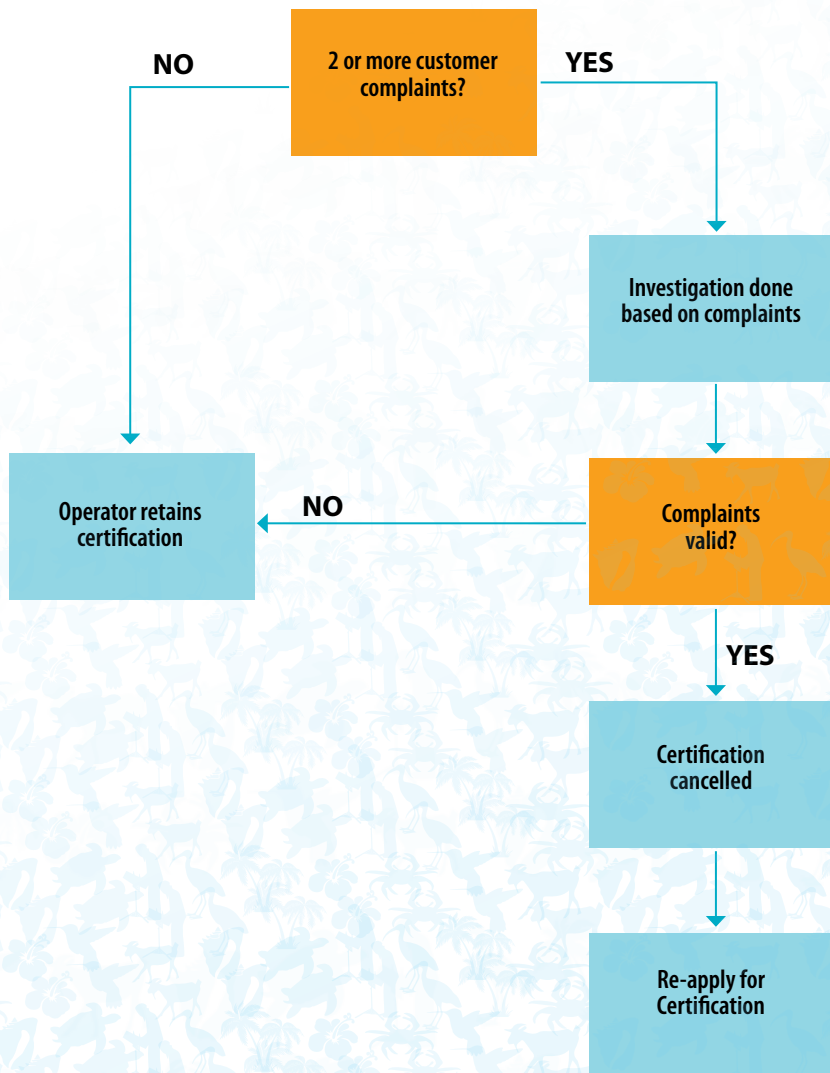
AUDIT AND CERTIFICATION PROCESS





APPENDIX 2

THE CUSTOMER COMPLAINTS AUDIT





TTTIC
TRINIDAD AND TOBAGO
TOURISM INDUSTRY
CERTIFICATION
PROGRAMME

*Enhancing the
Tourism Industry
through
Certification*



TRINIDAD AND TOBAGO
BUREAU OF STANDARDS
ISO 9001:2015 Certified



TTTIC
TRINIDAD AND TOBAGO
TOURISM INDUSTRY
CERTIFICATION

*Tobago
beyond*

*A partnership between
Trinidad and Tobago Bureau of Standards (TTBS)
&
Tobago Tourism Agency Limited (TTAL)*



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