



**TTTIC**  
TRINIDAD AND TOBAGO  
TOURISM INDUSTRY  
CERTIFICATION

# THE Complete Guide

for Tourism Operators in  
**Trinidad**



ACCOMMODATION



TOUR OPERATORS



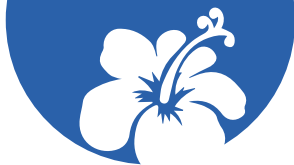
EXCLUSIVE  
**Tourist**  
TAXI OPERATORS



TOUR GUIDES



TRINIDAD AND TOBAGO  
BUREAU OF STANDARDS  
[www.ttbs.org.tt](http://www.ttbs.org.tt)



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## Acronyms

Corrective Action	CA
Nonconformity	NC
Opportunity for Improvement	OPI
Tourism Authority	TA
Tourism Trinidad Limited	TTL
Tourism Operator	TO
Trinidad and Tobago Tourism Industry Certification	TTIC
Trinidad and Tobago Bureau of Standards	TTBS



## Terms and Definitions

The definitions listed below are taken from the following Standards:

- ISO 9000:2015
- ISO 9001:2015

### 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-fulfilment 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 (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 TTTIC certified?

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

**1. Tour Guides**

Tour Guides Specifications: **TTS 579:2009**

***– Applicable till December 31st 2020***

Tour Guiding Services – Requirements (1st Revision) –  
TTS579:2018 – Applicable from January 1st 2021

**2. Tour Operators**

Tour Operators Specifications: TTS 580:2009

**3. Tourist Land Transport Service Providers – Tourist Taxi Drivers**

Code of Practice: Tourist Land Transport Services Providers:  
TTS 296:2008

**4. Tourist Taxi Operators**

Code of Practice: Tourist Land Transport Services Providers:  
TTS 296:2008

**5. Hotels and Guesthouses**

Requirements for Tourist Accommodation  
Part1: Hotels and Guesthouses: TTS 22-1:2012

**6. Bed and Breakfast and Self Catering Facilities**

Requirements for Tourist Accommodation  
Part 2: Bed and Breakfast Self-Catering Facilities: TTS 22-1:2014

**7. Villas**

Requirements for Tourist Accommodation  
Part 3: Villas TTS 22-3:2011

**8. Sites and Attractions**

TTS 637-1:2017 Sites and Attractions -  
Part 1: General Requirements

TTS 637-2:2015 Sites and Attractions -  
Part 2: Requirements for Tourist Information Offices



## 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 TTBS website: <https://gottbs.com/tourism-certification/>

### TTTIC Registration Fees

TOs can make payments of the registration fees on the TTBS website:

<https://gottbs.com/product/tttic-tourism-operator-audit-application-fee/>

#### 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
- Relevant National standard
- TTTIC Complete Guide for Tourism Operators Trinidad
- Application instructions for Trinidad Applicants



## 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 TTBS.
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 by 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. Assistance for the self-assessment and general consultancy processes can be sourced through Premier Quality Services Limited (PQSL): pqsl@ttbs.org.tt, 1868-612-0279 ext. 2505, 2507, 2501
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 certification onsite** audit by utilizing different techniques, which shall include but are not limited to the following; employee interviews, observations, document review and sampling. *See Implementation of TTTIC from Application to Certification for Trinidad Applicants*
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 on the TTTIC Mark of conformity.

### 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.

If Withdrawn and the TO wishes to continue with the TTTIC programme, the TO shall have to re-apply for TTTIC certification and undergo a full assessment prior to re-gaining certification.

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# 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

### Duties, Responsibilities and Activities of TO

#### 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.
5. Schedules the meetings per audit day as seen in the audit plan, with the various key personnel using the organisation's approved meeting software (e.g. Zoom, WebEx, Microsoft Teams).
6. Ensures that all personnel carded to be audited/interviewed are familiar with the meeting software before the actual audit day.
7. Ensures that a meeting room is available and equipped with the necessary hardware and software to facilitate the timely execution of the remote audit.

#### Access to premises

1. 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.
2. The applicant shall agree to scheduled visits by auditors of TTTIC as it relates to the scope of certification.
3. 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.

4. 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.
5. The applicant shall make available to the TTTIC auditors such information as may be reasonably required during an audit.

### Fees

6. 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. TOs can make payments of the registration fees on the TTBS website:  
*<https://gottbs.com/product/tttic-tourism-operator-audit-application-fee/>*
7. 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

8. 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

9. 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

10. The Certified TO shall ensure that the use of the TTTIC logo/Mark is only applied within the period and scope of certification.
11. 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.
12. The certified TO shall not imply that the certification applies to activities and sites that are outside the scope of certification



13. The Certification Logo/Mark shall not be distorted or altered in any way.
14. 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
15. 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**

16. 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**

17. The TO may, at their discretion, make available to its stakeholders, copies of complete audit reports from the Certification Division.
18. 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.
19. 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**

20. The TO shall have the right of appeal against decisions made by the Certification Division or its agents.
21. All appeals shall be forwarded in writing to ***certification@ttbs.org.tt***

### **Indemnification**

22. 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.

# TOURISM CERTIFICATION PROCESS

1



## Request Certification

The Tourism Operator (TO):

- Obtains TTIC package (incl. relevant standards and application form)
- Conducts self-evaluation
- Implements standard
- Submits completed application

2



## TTBS Application Review

- Application and supporting documents examined
- Any identified Issues communicated to the TO
- TO resolves issues

3



## TTIC Audit

- TTIC on-site assessment scheduled and executed
- Report issued. Findings include: nonconformities (NCs), opportunities for improvement (OFIs) and significant observations
- Corrective actions implemented for identified NCs

4



## Certification Decision

- TTBS grants a certificate or other mark of conformity to compliant TOs
- Certification is valid for 1 year

5



## Annual Recertification and Surveillance

- Repeat of steps 3 and 4 above
- Monitoring information and feedback on all certified TOs



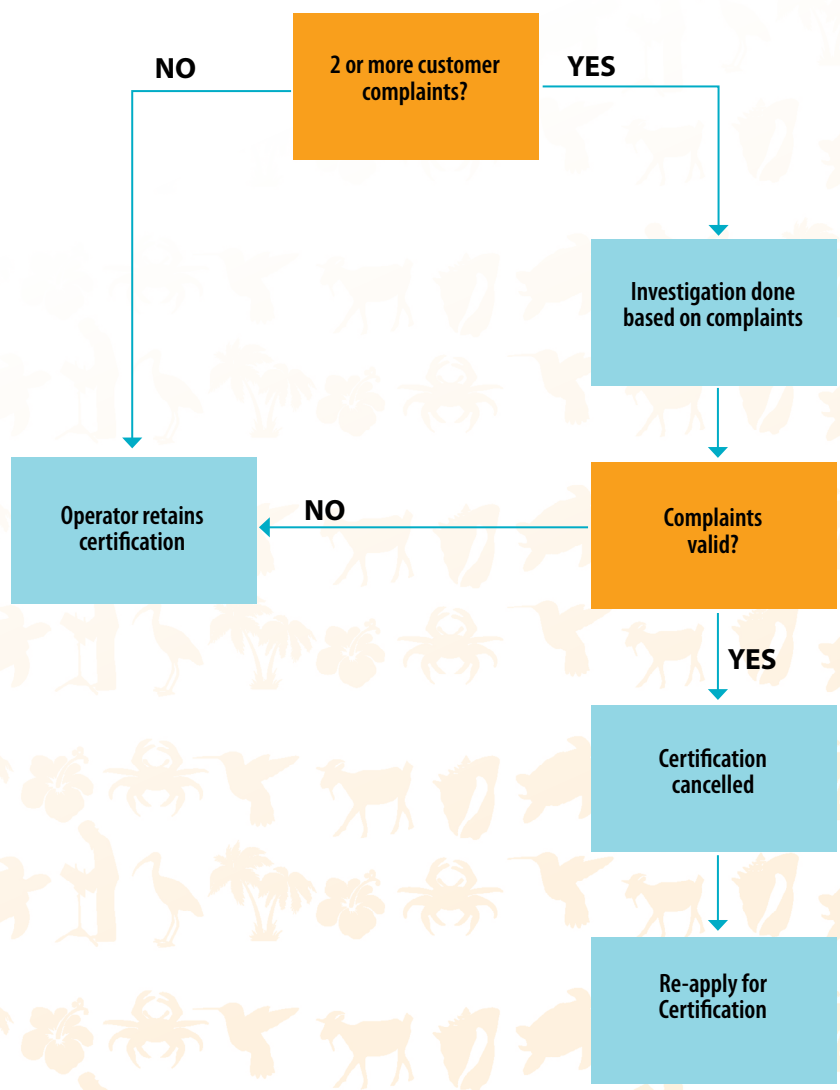
**TTIC**  
TRINIDAD AND TOBAGO  
TOURISM INDUSTRY  
CERTIFICATION





APPENDIX 2

# THE CUSTOMER COMPLAINTS AUDIT





**TRINIDAD AND TOBAGO  
BUREAU OF STANDARDS**

1-2 Century Drive,  
Trincity Industrial Estate, Macoya,  
Tunapuna, Trinidad, W.I.  
TEL.: (868) 662-TTBS (8827), 645-6222  
FAX: (868) 663-4335  
WEB SITE: [www.ttbs.org.tt](http://www.ttbs.org.tt)

