

Qualification Pack



Adventure Travel guide (High Altitude)

QP Code: THC/Q8603

Version: 2.0

NSQF Level: 4.5

Tourism & Hospitality Skill Council || 404/407 4th Floor Mercantile House, KG Marg, Connaught Place
New Delhi 110001. || email:preetika.kaur@thsc.in

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THC/Q8603: Adventure Travel guide (High Altitude)

Brief Job Description

A high altitude trekking guide is usually a local who is well acquainted with the flora, fauna, culture and natural history of a particular area or region especially at high altitudes, (4,000 mts and above) trained in advanced mountaineering and wilderness first aid. The guide is responsible for route finding, navigation, leading small groups in the mountains and assisting the expedition leader in carrying out the trekking or mountaineering expedition. A high altitude trekking guide is also responsible for coordination with local logistics, transportation, porters, pony men, etc., in consultation with the trip/expedition leader.

Personal Attributes

The job requires the individual to have a high level of fitness (both cardiovascular and motor) to withstand physical work in the wilderness and at high altitude areas for extended duration of time or days. One must also have social and communication skills to handle the students/clients in a polite but firm and professional manner.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [THC/N8628: Prepare for the High-Altitude Trek/Expedition](#)
2. [THC/N8617: Conduct the high altitude trek/expedition](#)
3. [THC/N8619: Conduct Post Low Altitude Trek Closure and Debrief](#)
4. [THC/N8616: Assess and Mitigate Risks on High Altitude Treks/Expeditions](#)
5. [THC/N9913: Communicate with Customers and Colleagues](#)
6. [THC/N9914: Follow Gender and Age Sensitive Practices](#)
7. [THC/N9915: Maintain Safe, Healthy and Hygienic Practices](#)
8. [THC/N9916: Follow and Maintain Green Practices](#)
9. [DGT/VSQ/N0102: Employability Skills \(60 Hours\)](#)

Qualification Pack (QP) Parameters

Sector	Tourism & Hospitality
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Sub-Sector	Adventure Tourism
Occupation	Mountain-Based Activities
Country	India
NSQF Level	4.5
Credits	14
Aligned to NCO/ISCO/ISIC Code	NCO-2015/ 5113.9900
Minimum Educational Qualification & Experience	12th Class (or Equivalent) with 2 Years of experience Experience should include treks each in all three commercial seasons, Pre-Monsoon, Post Monsoon and winter OR Previous relevant Qualification of NSQF Level (4) with 1-2 Years of experience Experience should include treks each in all three commercial seasons, Pre-Monsoon, Post Monsoon and winter
Minimum Level of Education for Training in School	Not Applicable
Pre-Requisite License or Training	N/A
Minimum Job Entry Age	20 Years
Last Reviewed On	NA
Next Review Date	30/04/2027
NSQC Approval Date	30/04/2024
Version	2.0
Reference code on NQR	QG-4.5-TH-02446-2024-V2-THSC
NQR Version	2.0

Remarks:

NA

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THC/N8628: Prepare for the High-Altitude Trek/Expedition

Description

This unit is about assessing pre-trek/expedition information and completing all requirements before the trip/expedition.

Scope

The scope covers the following :

- assess pre-trek/expedition information.
- pre-trek/expedition logistics.

Elements and Performance Criteria

Assess pre-trek/expedition information

To be competent, the user/individual on the job must be able to:

- PC1.** gather and understand work instructions received from the expedition leader/tour operator.
- PC2.** evaluate changes in the itinerary and day-to-day program based on route findings, local information and trail conditions and inform the trek leader and students/clients.
- PC3.** obtain detailed information about accompanying staff and their experience in high altitude regions.
- PC4.** evaluate and share personal student/client information provided by the expedition leader regarding age, gender, experience, health issues and medications with the other trekking guides and expedition doctor (if any).
- PC5.** ensure details of all third party service providers like hotels and transport, etc., are up to date and shared with all relevant staff on the trek/expedition.
- PC6.** assess the number of porters/ponies required for the trek/expedition based on input provided by the crew.

Pre trek/expedition logistics

To be competent, the user/individual on the job must be able to:

- PC7.** assist the expedition leader in purchasing and arranging for any last-minute supplies for the trip.
- PC8.** seek permission from and provide students'/clients' details to the appropriate government authorities, e.g., forest department and/or District Magistrate for the trek/expedition.
- PC9.** coordinate/confirm services with porter/pony vendor/sardar.
- PC10.** connect with local transport companies, check vehicles and re-confirm transport requirements with them.
- PC11.** ensure that provisions and equipment loads are as per norms and ready to be loaded on porters/ponies.
- PC12.** ensure only biodegradable packing material is used and single use plastic is avoided, wherever possible.

Knowledge and Understanding (KU)

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The individual on the job needs to know and understand:

- KU1.** standards, policies, procedures, safety and service quality standards followed in the industry.
- KU2.** reporting structure and documentation procedures.
- KU3.** importance of trust, openness and honesty when working with clients, colleagues, local communities and other stakeholders.
- KU4.** types of diversity that one is likely to encounter when working with trekkers, mountaineers, colleagues and other stakeholders.
- KU5.** application formats for permission letters.
- KU6.** the trekking route and challenges on the trails, mountain passes, glaciers, crevasse, rivers and high-altitude lakes, thoroughly.
- KU7.** camp locations, their identification and back up plans if the original location is preoccupied.
- KU8.** camp set up techniques as per mandates given by institute/operator.
- KU9.** various types of mountain equipment and their usage and thorough knowledge of different kinds of ropes, knots, carabiners and safety harnesses to be used based on the situation at hand e.g., river crossing, navigating through small exposed areas, crevasse crossing.
- KU10.** sustainable and green practices in the outdoors, thoroughly.

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** read materials pertaining to the trek/expedition as well as the company.
- GS2.** write trek/expedition and company related reports, official letters and applications, emergency contact numbers, etc.
- GS3.** communicate and coordinate effectively with the team.

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Assess pre-trek/expedition information</i>	18	11	-	-
PC1. gather and understand work instructions received from the expedition leader/tour operator.	4	1	-	-
PC2. evaluate changes in the itinerary and day-to-day program based on route findings, local information and trail conditions and inform the trek leader and students/clients.	2	4	-	-
PC3. obtain detailed information about accompanying staff and their experience in high altitude regions.	4	-	-	-
PC4. evaluate and share personal student/client information provided by the expedition leader regarding age, gender, experience, health issues and medications with the other trekking guides and expedition doctor (if any).	2	4	-	-
PC5. ensure details of all third party service providers like hotels and transport, etc., are up to date and shared with all relevant staff on the trek/expedition.	4	-	-	-
PC6. assess the number of porters/ponies required for the trek/expedition based on input provided by the crew.	2	2	-	-
<i>Pre trek/expedition logistics</i>	8	12	-	-
PC7. assist the expedition leader in purchasing and arranging for any last-minute supplies for the trip.	1	-	-	-
PC8. seek permission from and provide students'/clients' details to the appropriate government authorities, e.g., forest department and/or District Magistrate for the trek/expedition.	1	1	-	-
PC9. coordinate/confirm services with porter/pony vendor/sardar.	2	2	-	-
PC10. connect with local transport companies, check vehicles and re-confirm transport requirements with them.	-	4	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. ensure that provisions and equipment loads are as per norms and ready to be loaded on porters/ponies.	2	4	-	-
PC12. ensure only biodegradable packing material is used and single use plastic is avoided, wherever possible.	2	1	-	-
NOS Total	26	23	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	THC/N8628
NOS Name	Prepare for the High-Altitude Trek/Expedition
Sector	Tourism & Hospitality
Sub-Sector	Adventure Tourism
Occupation	Mountain-Based Activities
NSQF Level	4.5
Credits	1
Version	1.0
Last Reviewed Date	30/04/2024
Next Review Date	30/04/2027
NSQC Clearance Date	30/04/2024

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THC/N8617: Conduct the high altitude trek/expedition

Description

This unit is about carrying out the trek/expedition by following safe guiding and environmental practices.

Scope

The scope covers the following :

- preparation at road-head.
- welcome the trekkers.
- guide the trekking route.
- manage persons with disabilities.
- promote environmental conservation.

Elements and Performance Criteria

Preparation at roadhead

To be competent, the user/individual on the job must be able to:

- PC1.** ensure that porters and ponies are waiting at the road head.
- PC2.** ensure that general camp equipment is pre-loaded.
- PC3.** arrange for the camp crew to depart in time, with all the equipment and provisions, to set up the next camp before arrival of student/clients.
- PC4.** arrange for enough packed lunch, snacks and drinking water to be available at the starting point.

Welcome the trekkers

To be competent, the user/individual on the job must be able to:

- PC5.** welcome the trekkers in local tradition e.g., in Ladakh every trekker gets a Khatak (local scarf) as welcome.
- PC6.** introduce yourself in a loud and clear voice and brief the students/clients about the day's trek.
- PC7.** take a count of all the students'/clients' bags and ensure they are all handed over to the porter/ponymen for loading.
- PC8.** ensure bags are loaded carefully with adequate protection against rain/dust.
- PC9.** ensure that all students/clients have been handed over their water, snacks and packed lunch.

Guide the trekking route

To be competent, the user/individual on the job must be able to:

- PC10.** start guiding the trek for the day.
- PC11.** set the pace for the group in consultation with the trek/expedition leader.
- PC12.** estimate time taken to reach the particular camping spot for each day after starting the trek.
- PC13.** inform the students/clients about the flora and fauna of the area during rest stops and spot the medicinal herbs and plants perennial to the area.

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- PC14.** inform students/clients about the local culture, traditions, history, religious and mythological beliefs followed in the mountains of the particular area.
- PC15.** be aware of and alert to the presence of local wildlife (Himalayan black bears, leopards). If wildlife is spotted, immediately inform the expedition/trip leader, advise the group to maintain distance and take appropriate evasive actions.
- PC16.** assist the expedition/trek leader while navigating through technical areas such as glaciers, exposed and loose rock areas, crevasses, etc.
- PC17.** ensure safe walking practices as per guidelines or company SOPs e.g, maintain small groups, have regular stops, look out for AMS and other symptoms with visual and verbal corroboration at regular intervals, etc.
- PC18.** communicate frequently with the group informing about the progress of the trek.
- PC19.** ensure that all participants are drinking water at regular intervals to avoid dehydration.
- PC20.** ensure to stick to the prescribed and planned route, unless there is some major hazard.
- PC21.** plan day by day route selection as per the group dynamics.
- PC22.** sort out porter and pony men related issues to ensure smooth transfer of equipment from camp to camp.
- PC23.** coordinate with the crew to ensure that daily campsites are set up before the group arrives.
- PC24.** coordinate with local villages for permission for camping.
- PC25.** ensure clear instructions are received and given at the end of each trekking day for next day's plan.
- PC26.** recognize and identify ailment, contact the appointed doctor, get his/her advice and take appropriate action.
- PC27.** receive and act upon student/client, weather and mountain hazard feedback every day.
- PC28.** document photos and/or videos of the trip with their phone camera or with the company provided one such as GoPro/DSLR, ensuring not to take selfies.
- PC29.** take on-the-spot decisions so that operations and safety are not impacted.
- PC30.** maintain calm and be composed in case of accidents.
- PC31.** maintain daily personal and trip logs including daily account of expenditure on the trip.

Manage persons with disabilities

To be competent, the user/individual on the job must be able to:

- PC32.** offer help to persons with disabilities when asked for.
- PC33.** empathize with and respect persons with disabilities.

Promote environmental conservation

To be competent, the user/individual on the job must be able to:

- PC34.** promote "minimum impact" policies at every level. Ensure not to dig pits and bury or burn non-biodegradable items such as plastic, glass, tins, discarded wrappers and plastic bottles, in the mountains, instead carry them back to be disposed of properly into garbage bins after reaching town/city.
- PC35.** carry food waste out of the camp rather than burying/leaving it behind. In case it's absolutely impossible to carry it back, leave leftover food and vegetables in shallow pits covered with earth.
- PC36.** ensure to not cause damage to the fragile habitats and environments (animal life, flora and fauna) found in the wilderness.

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Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the company SOPs on safety and service quality standards at all stages of the trek, emergency and rescue procedures and minimum impact travel and camping policies.
- KU2.** the trekking route and challenges on the trails, mountain passes, glaciers, crevasse, rivers and high altitude lakes.
- KU3.** various types of mountain equipment and their usage.
- KU4.** mountaineering techniques such as belaying/climbing on rock, snow and ice, basic principles of glacier travel, self-arrest, rappelling, prusiking techniques, river crossing techniques, use of ropes and knots to self-secure.
- KU5.** the importance of keeping contact details of local transporters, porters, locals from mountain villages and communities.
- KU6.** local culture, traditions, history, flora and fauna as well as the religious and mythological beliefs followed in the mountains of the particular area.
- KU7.** prerequisites such as group's expertise and comfort level required for day by day route selection.
- KU8.** criteria for safe campsite selection.
- KU9.** resolving issues arising between the porter and pony men.
- KU10.** maintenance, repair and functioning of backcountry stoves such as MSR/LPG.
- KU11.** basic photography/videography skills and use of satellite phones/two way radios.

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** read and create various trek/expedition related lists.
- GS2.** manage time effectively and efficiently.
- GS3.** communicate and coordinate with students/clients and colleagues.
- GS4.** think ahead and anticipate problems and try to resolve them.

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Preparation at roadhead</i>	4	10	-	-
PC1. ensure that porters and ponies are waiting at the road head.	1	4	-	-
PC2. ensure that general camp equipment is pre-loaded.	1	4	-	-
PC3. arrange for the camp crew to depart in time, with all the equipment and provisions, to set up the next camp before arrival of student/clients.	1	1	-	-
PC4. arrange for enough packed lunch, snacks and drinking water to be available at the starting point.	1	1	-	-
<i>Welcome the trekkers</i>	10	9	-	-
PC5. welcome the trekkers in local tradition e.g., in Ladakh every trekker gets a Khatak (local scarf) as welcome.	-	2	-	-
PC6. introduce yourself in a loud and clear voice and brief the students/clients about the day's trek.	2	4	-	-
PC7. take a count of all the students'/clients' bags and ensure they are all handed over to the porter/ponymen for loading.	4	1	-	-
PC8. ensure bags are loaded carefully with adequate protection against rain/dust.	2	1	-	-
PC9. ensure that all students/clients have been handed over their water, snacks and packed lunch.	2	1	-	-
<i>Guide the trekking route</i>	41	40	-	-
PC10. start guiding the trek for the day.	-	-	-	-
PC11. set the pace for the group in consultation with the trek/expedition leader.	1	4	-	-
PC12. estimate time taken to reach the particular camping spot for each day after starting the trek.	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. inform the students/clients about the flora and fauna of the area during rest stops and spot the medicinal herbs and plants perennial to the area.	6	1	-	-
PC14. inform students/clients about the local culture, traditions, history, religious and mythological beliefs followed in the mountains of the particular area.	6	1	-	-
PC15. be aware of and alert to the presence of local wildlife (Himalayan black bears, leopards). If wildlife is spotted, immediately inform the expedition/trip leader, advise the group to maintain distance and take appropriate evasive actions.	6	1	-	-
PC16. assist the expedition/trek leader while navigating through technical areas such as glaciers, exposed and loose rock areas, crevasses, etc.	1	6	-	-
PC17. ensure safe walking practices as per guidelines or company SOPs e.g, maintain small groups, have regular stops, look out for AMS and other symptoms with visual and verbal corroboration at regular intervals, etc.	2	4	-	-
PC18. communicate frequently with the group informing about the progress of the trek.	1	4	-	-
PC19. ensure that all participants are drinking water at regular intervals to avoid dehydration.	2	2	-	-
PC20. ensure to stick to the prescribed and planned route, unless there is some major hazard.	1	-	-	-
PC21. plan day by day route selection as per the group dynamics.	1	-	-	-
PC22. sort out porter and pony men related issues to ensure smooth transfer of equipment from camp to camp.	-	-	-	-
PC23. coordinate with the crew to ensure that daily campsites are set up before the group arrives.	2	2	-	-
PC24. coordinate with local villages for permission for camping.	2	2	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC25. ensure clear instructions are received and given at the end of each trekking day for next day's plan.	1	1	-	-
PC26. recognize and identify ailment, contact the appointed doctor, get his/her advice and take appropriate action.	1	6	-	-
PC27. receive and act upon student/client, weather and mountain hazard feedback every day.	2	1	-	-
PC28. document photos and/or videos of the trip with their phone camera or with the company provided one such as GoPro/DSLR, ensuring not to take selfies.	2	2	-	-
PC29. take on-the-spot decisions so that operations and safety are not impacted.	1	-	-	-
PC30. maintain calm and be composed in case of accidents.	2	2	-	-
PC31. maintain daily personal and trip logs including daily account of expenditure on the trip.	1	1	-	-
<i>Manage persons with disabilities</i>	2	4	-	-
PC32. offer help to persons with disabilities when asked for.	1	4	-	-
PC33. empathize with and respect persons with disabilities.	1	-	-	-
<i>Promote environmental conservation</i>	4	4	-	-
PC34. promote "minimum impact" policies at every level. Ensure not to dig pits and bury or burn non-biodegradable items such as plastic, glass, tins, discarded wrappers and plastic bottles, in the mountains, instead carry them back to be disposed of properly into garbage bins after reaching town/city.	2	2	-	-
PC35. carry food waste out of the camp rather than burying/leaving it behind. In case it's absolutely impossible to carry it back, leave leftover food and vegetables in shallow pits covered with earth.	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC36. ensure to not cause damage to the fragile habitats and environments (animal life, flora and fauna) found in the wilderness.	2	2	-	-
NOS Total	61	67	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	THC/N8617
NOS Name	Conduct the high altitude trek/expedition
Sector	Tourism & Hospitality
Sub-Sector	Adventure Tourism
Occupation	Mountain-Based Activities
NSQF Level	4.5
Credits	3
Version	2.0
Last Reviewed Date	30/04/2024
Next Review Date	30/04/2027
NSQC Clearance Date	30/04/2024

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THC/N8619: Conduct Post Low Altitude Trek Closure and Debrief

Description

This unit is about post trek/expedition requirements and conducting closure and debrief.

Scope

The scope covers the following :

- conduct closure and submit trip report.

Elements and Performance Criteria

Conduct closure and submit trip report

To be competent, the user/individual on the job must be able to:

- PC1.** prepare a day wise trip report with records of incidents, accidents and health related problems.
- PC2.** record any issues with the local transporters, porters and pony men.
- PC3.** provide feedback to stakeholders/team regarding route, personal experience, things to improve/change for future expeditions such as changes in the itinerary, if any.
- PC4.** assist all stakeholders in closing accounts.
- PC5.** debrief the entire crew for any recommendations or changes for future trips.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** how to create trip reports.
- KU2.** feedback exchange and team debrief methods.

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** communicate effectively with all stakeholders.

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Conduct closure and submit trip report</i>	12	10	-	-
PC1. prepare a day wise trip report with records of incidents, accidents and health related problems.	2	4	-	-
PC2. record any issues with the local transporters, porters and pony men.	2	2	-	-
PC3. provide feedback to stakeholders/team regarding route, personal experience, things to improve/change for future expeditions such as changes in the itinerary, if any.	4	1	-	-
PC4. assist all stakeholders in closing accounts.	2	1	-	-
PC5. debrief the entire crew for any recommendations or changes for future trips.	2	2	-	-
NOS Total	12	10	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	THC/N8619
NOS Name	Conduct Post Low Altitude Trek Closure and Debrief
Sector	Tourism & Hospitality
Sub-Sector	Adventure Tourism
Occupation	Mountain-Based Activities
NSQF Level	4.5
Credits	2
Version	3.0
Last Reviewed Date	30/04/2024
Next Review Date	30/04/2027
NSQC Clearance Date	30/04/2024

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THC/N8616: Assess and Mitigate Risks on High Altitude Treks/Expeditions

Description

This unit is about conducting risk/hazard evaluation and taking measures to mitigate them.

Scope

The scope covers the following :

- ensure to take safety measures and respond to emergency situations.
- disaster management.

Elements and Performance Criteria

Ensure to take safety measures and respond to emergency situations

To be competent, the user/individual on the job must be able to:

- PC1.** identify risks and prepare a risk assessment plan highlighting hazards and dangers associated with the trekking route, weather conditions, equipment, river and crevasse traversing and apply procedures to minimize risks, as advised by the leader.
- PC2.** evaluate rescue and evacuation procedures for each day of the trek and communicate them to the crew.
- PC3.** identify and interpret safety signs and symbols to avoid hazardous areas.
- PC4.** coordinate with the rescue team, manage guest movement and ensure safety of self and crew during rescue procedures.
- PC5.** coordinate with third party service providers for evacuation logistics and transportation.
- PC6.** perform safety checks of equipment and route before trek/climb.
- PC7.** ensure the medical and trauma kits are fully equipped and within reach at all times, along with oxygen.
- PC8.** administer first-aid/CPR/oxygen, whenever required.

Disaster management

To be competent, the user/individual on the job must be able to:

- PC9.** choose camp site carefully to safeguard from avalanche, rockfall, flooding, lightning, etc.
- PC10.** deal with all eventualities in a calm and composed manner.
- PC11.** establish communication in case of a natural disaster and assist in organizing air and land rescue support.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational policies and procedures to enable safe response to an emergency situation, according to one's own work role and level of responsibility.
- KU2.** contingency management techniques.
- KU3.** local call-out procedures and information to access emergency services personnel.

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- KU4.** use of safety equipment and rescue techniques.
- KU5.** how to handle high altitude sickness and related symptoms and provide first-aid/CPR, whenever required.
- KU6.** safety signs and symbols.
- KU7.** the importance of reporting unsafe or damaged equipment.

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** quickly analyze situations for potential risks and act accordingly.
- GS2.** effectively manage time and resources to ensure a comfortable trek/expedition for all.
- GS3.** use best judgement to provide relief, whenever required.

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Ensure to take safety measures and respond to emergency situations</i>	14	17	-	-
PC1. identify risks and prepare a risk assessment plan highlighting hazards and dangers associated with the trekking route, weather conditions, equipment, river and crevasse traversing and apply procedures to minimize risks, as advised by the leader.	2	4	-	-
PC2. evaluate rescue and evacuation procedures for each day of the trek and communicate them to the crew.	4	1	-	-
PC3. identify and interpret safety signs and symbols to avoid hazardous areas.	1	2	-	-
PC4. coordinate with the rescue team, manage guest movement and ensure safety of self and crew during rescue procedures.	2	2	-	-
PC5. coordinate with third party service providers for evacuation logistics and transportation.	2	2	-	-
PC6. perform safety checks of equipment and route before trek/climb.	2	2	-	-
PC7. ensure the medical and trauma kits are fully equipped and within reach at all times, along with oxygen.	1	4	-	-
PC8. administer first-aid/CPR/oxygen, whenever required.	-	-	-	-
<i>Disaster management</i>	5	5	-	-
PC9. choose camp site carefully to safeguard from avalanche, rockfall, flooding, lightning, etc.	1	4	-	-
PC10. deal with all eventualities in a calm and composed manner.	-	-	-	-
PC11. establish communication in case of a natural disaster and assist in organizing air and land rescue support.	4	1	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
NOS Total	19	22	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	THC/N8616
NOS Name	Assess and Mitigate Risks on High Altitude Treks/Expeditions
Sector	Tourism & Hospitality
Sub-Sector	Adventure Tourism
Occupation	Mountain-Based Activities
NSQF Level	4.5
Credits	2
Version	2.0
Last Reviewed Date	30/04/2024
Next Review Date	30/04/2027
NSQC Clearance Date	30/04/2024

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THC/N9913: Communicate with Customers and Colleagues

Description

This OS unit is about communicating effectively with superiors, colleagues and customers while maintaining a customer-centric service orientation.

Scope

The scope covers the following :

- Interacting with superiors and colleagues
- Communicating effectively with guests

Elements and Performance Criteria

Interacting with superiors and colleagues

To be competent, the user/individual on the job must be able to:

- PC1.** exhibit trust, support and respect to all colleagues and superiors
- PC2.** escalate unresolved problems or complaints to the relevant senior
- PC3.** respond positively to the feedback and seek assistance from colleagues/superiors when required
- PC4.** maintain etiquette with colleagues and superiors
- PC5.** identify potential and existing conflicts with the colleagues and resolve them

Communicating effectively with guests

To be competent, the user/individual on the job must be able to:

- PC6.** brief guests clearly and in a polite, professional and friendly manner
- PC7.** build effective and impersonal relationship with the guests
- PC8.** use appropriate language and tone with guests
- PC9.** listen actively in a two-way communication
- PC10.** identify guest's expectations correctly and provide appropriate solutions
- PC11.** Identify reasons for guest's dissatisfaction and address their complaints effectively
- PC12.** maintain proper body language, dress code, gestures and etiquette while interacting with guests
- PC13.** ensure guests are not subjected to any negative questions and statements
- PC14.** inform the guests on any issues or problems before hand and also on the developments involving them
- PC15.** ensure minimum response time to guests for any messages/feedback
- PC16.** seek regular feedback from guests on current service, complaints, and improvements to be made, etc.
- PC17.** engage with guests without intruding on their privacy

Knowledge and Understanding (KU)

Qualification Pack

The individual on the job needs to know and understand:

- KU1.** company's policies on personnel management, effective teamwork at workplace
- KU2.** importance of customer centricity
- KU3.** methods for effective communication with various people
- KU4.** importance of effective listening, use of appropriate voice tone and pitch for communication
- KU5.** methods of engaging with the guests effectively and professionally

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** engage with guests to set their expectations
- GS2.** handle concerns effectively

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Interacting with superiors and colleagues</i>	13	8	-	-
PC1. exhibit trust, support and respect to all colleagues and superiors	4	2	-	-
PC2. escalate unresolved problems or complaints to the relevant senior	1	1	-	-
PC3. respond positively to the feedback and seek assistance from colleagues/superiors when required	1	1	-	-
PC4. maintain etiquette with colleagues and superiors	3	3	-	-
PC5. identify potential and existing conflicts with the colleagues and resolve them	4	1	-	-
<i>Communicating effectively with guests</i>	21	31	-	-
PC6. brief guests clearly and in a polite, professional and friendly manner	2	4	-	-
PC7. build effective and impersonal relationship with the guests	1	1	-	-
PC8. use appropriate language and tone with guests	2	4	-	-
PC9. listen actively in a two-way communication	2	4	-	-
PC10. identify guest's expectations correctly and provide appropriate solutions	2	4	-	-
PC11. Identify reasons for guest's dissatisfaction and address their complaints effectively	2	4	-	-
PC12. maintain proper body language, dress code, gestures and etiquette while interacting with guests	2	4	-	-
PC13. ensure guests are not subjected to any negative questions and statements	2	1	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. inform the guests on any issues or problems before hand and also on the developments involving them	2	1	-	-
PC15. ensure minimum response time to guests for any messages/feedback	1	1	-	-
PC16. seek regular feedback from guests on current service, complaints, and improvements to be made, etc.	1	1	-	-
PC17. engage with guests without intruding on their privacy	2	2	-	-
NOS Total	34	39	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	THC/N9913
NOS Name	Communicate with Customers and Colleagues
Sector	Tourism & Hospitality
Sub-Sector	Tours and Travels
Occupation	Generic
NSQF Level	4
Credits	1
Version	2.0
Last Reviewed Date	30/04/2024
Next Review Date	30/04/2027
NSQC Clearance Date	30/04/2024

Qualification Pack

THC/N9914: Follow Gender and Age Sensitive Practices

Description

This OS unit is about following gender and age sensitivity practices by treating all genders, children and senior citizens appropriately and offering them service as per their unique requirements.

Scope

The scope covers the following :

- Providing different age and gender specific customer service

Elements and Performance Criteria

Providing different age and gender specific customer service

To be competent, the user/individual on the job must be able to:

- PC1.** provide appropriate service keeping in mind their unique needs and diverse cultural backgrounds
- PC2.** make arrangement to cater for varied age group
- PC3.** conduct activities so as to involve guests across all age groups and genders

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** company's policies on gender sensitive practices at workplace
- KU2.** safety measures and procedures available for female colleagues and customers
- KU3.** how to brief female customers and colleagues on available facilities so that they feel safe and secure
- KU4.** how to be vigilant for breach of safety at smallest level
- KU5.** the unique needs and wants of each category of customer, e.g., for an infant, for a young woman, for an old person, for others

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** communicate effectively with different age groups.
- GS2.** analyse the needs of different genders and age groups

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Providing different age and gender specific customer service</i>	7	3	-	-
PC1. provide appropriate service keeping in mind their unique needs and diverse cultural backgrounds	4	1	-	-
PC2. make arrangement to cater for varied age group	1	1	-	-
PC3. conduct activities so as to involve guests across all age groups and genders	2	1	-	-
NOS Total	7	3	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	THC/N9914
NOS Name	Follow Gender and Age Sensitive Practices
Sector	Tourism & Hospitality
Sub-Sector	Tours and Travels
Occupation	Generic
NSQF Level	4
Credits	1
Version	2.0
Last Reviewed Date	30/04/2024
Next Review Date	30/04/2027
NSQC Clearance Date	30/04/2024

Qualification Pack

THC/N9915: Maintain Safe, Healthy and Hygienic Practices

Description

This OS unit is about following workplace safety standards and maintaining hygiene to have a hazard-free work environment and avoid downtime because of disruption from personal injuries, health issues and hazardous system failures.

Scope

The scope covers the following :

- Following standard safety procedures to avoid work hazards
- Ensuring cleanliness around workplace
- Following personal hygiene practices
- Taking precautionary health measures

Elements and Performance Criteria

Following standard safety procedures to avoid work hazards

To be competent, the user/individual on the job must be able to:

- PC1.** assess the various hazards in the work areas and take necessary steps to eliminate or minimize them
- PC2.** follow organisational safety procedures
- PC3.** ensure guests have access to first aid kit when needed
- PC4.** implement correct emergency procedures
- PC5.** read the manufacturer's manual carefully before using any equipment
- PC6.** use health and safety practices for storing, cleaning, and maintaining tools, equipment, and supplies
- PC7.** practice ergonomic lifting, bending, or moving equipment and supplies
- PC8.** display safety signs at places where necessary
- PC9.** comply with the established safety procedures of the workplace
- PC10.** report to the supervisor on any problems and hazards identified
- PC11.** use physical safety equipment/personal protective equipment and clothing, wash hands etc.
- PC12.** use fire safety equipment such as fire extinguisher, fire blanket, fire hose, etc.
- PC13.** use first aid equipment such as Automated External Defibrillator (AED) at emergency meeting points
- PC14.**
 - follow hazard symbols such as general warning, health hazard, biohazard, harmful irritant, poison/toxic material, carcinogen hazard, explosive hazard, electrical hazard, hot surface, low temperature warning symbol
 - etc.

Ensuring cleanliness around workplace

To be competent, the user/individual on the job must be able to:

- PC15.** keep the surroundings clean and clear of food waste or other litter

Qualification Pack

PC16. ensure that waste is disposed-off as per prescribed standards for waste disposal

PC17. maintain cleanliness records

PC18. ensure safe and clean handling of accommodation, public areas etc.

Following personal hygiene practices

To be competent, the user/individual on the job must be able to:

PC19. clean hands on a regular basis using soap, sanitisers and other accepted industry and government norms to run adventure operations

PC20. clean cups, glasses or other cutlery before and after using them

PC21. maintain personal hygiene by taking daily bath, using clean clothing, footwear, head gear, trimming nails, etc.

PC22. maintain dental hygiene in terms of brushing teeth every day, avoiding smoke at workplace, etc.

Taking precautionary health measures

To be competent, the user/individual on the job must be able to:

PC23. report personal health issues related to injury and infectious diseases

PC24. ensure not to go to work if unwell, to avoid the risk of spreading infection to other people

PC25. cover the mouth with elbow/handkerchief and/or turn away from people while sneezing or coughing

PC26. coordinate for the provision of adequate clean drinking water

PC27. ensure regular vaccinations to avoid transmission of diseases

PC28. undergo preventive health check-ups at regular intervals and take prompt treatment from the doctor in case of illness

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. company's policies on safety procedures at the workplace

KU2. methods to minimize accidental risks

KU3. standard operating procedure (SOP) for maintaining cleanliness

KU4. precautionary activities to be followed for workplace safety

KU5. emergency procedures to be followed in case of a mishap

KU6. health risks to the employees and customers

KU7. healthy work practices

KU8. safe disposal methods for waste

KU9. municipal or community rules for handling and disposing-of waste

KU10. symbols and use of physical safety equipment/ personal protective equipment such as gloves required, protective clothing, safety glasses, wash hands etc.

KU11. symbols and use of fire safety equipment such as fire extinguisher, fire blanket, fire hose, etc.

KU12. symbols and use of first aid equipment such as Automated External Defibrillator (AED) at emergency meeting points

Qualification Pack

- KU13.** • use of waste disposal equipment at workplace such as large bins, waste disposal stations, and
• others
- KU14.** eco-friendly practices

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** fill up any documentation required to maintain health and hygiene
- GS2.** communicate effectively with colleagues and supervisor about work safety issues

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Following standard safety procedures to avoid work hazards</i>	10	2	-	-
PC1. assess the various hazards in the work areas and take necessary steps to eliminate or minimize them	6	1	-	-
PC2. follow organisational safety procedures	4	1	-	-
PC3. ensure guests have access to first aid kit when needed	-	-	-	-
PC4. implement correct emergency procedures	-	-	-	-
PC5. read the manufacturer's manual carefully before using any equipment	-	-	-	-
PC6. use health and safety practices for storing, cleaning, and maintaining tools, equipment, and supplies	-	-	-	-
PC7. practice ergonomic lifting, bending, or moving equipment and supplies	-	-	-	-
PC8. display safety signs at places where necessary	-	-	-	-
PC9. comply with the established safety procedures of the workplace	-	-	-	-
PC10. report to the supervisor on any problems and hazards identified	-	-	-	-
PC11. use physical safety equipment/personal protective equipment and clothing, wash hands etc.	-	-	-	-
PC12. use fire safety equipment such as fire extinguisher, fire blanket, fire hose, etc.	-	-	-	-
PC13. use first aid equipment such as Automated External Defibrillator (AED) at emergency meeting points	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. <ul style="list-style-type: none"> follow hazard symbols such as general warning, health hazard, biohazard, harmful irritant, poison/toxic material, carcinogen hazard, explosive hazard, electrical hazard, hot surface, low temperature warning symbol etc. 	-	-	-	-
<i>Ensuring cleanliness around workplace</i>	7	4	-	-
PC15. keep the surroundings clean and clear of food waste or other litter	1	1	-	-
PC16. ensure that waste is disposed-off as per prescribed standards for waste disposal	1	1	-	-
PC17. maintain cleanliness records	1	1	-	-
PC18. ensure safe and clean handling of accommodation, public areas etc.	4	1	-	-
<i>Following personal hygiene practices</i>	7	4	-	-
PC19. clean hands on a regular basis using soap, sanitisers and other accepted industry and government norms to run adventure operations	1	1	-	-
PC20. clean cups, glasses or other cutlery before and after using them	2	1	-	-
PC21. maintain personal hygiene by taking daily bath, using clean clothing, footwear, head gear, trimming nails, etc.	2	1	-	-
PC22. maintain dental hygiene in terms of brushing teeth every day, avoiding smoke at workplace, etc.	2	1	-	-
<i>Taking precautionary health measures</i>	8	6	-	-
PC23. report personal health issues related to injury and infectious diseases	2	1	-	-
PC24. ensure not to go to work if unwell, to avoid the risk of spreading infection to other people	1	1	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC25. cover the mouth with elbow/handkerchief and/or turn away from people while sneezing or coughing	1	1	-	-
PC26. coordinate for the provision of adequate clean drinking water	1	1	-	-
PC27. ensure regular vaccinations to avoid transmission of diseases	1	1	-	-
PC28. undergo preventive health check-ups at regular intervals and take prompt treatment from the doctor in case of illness	2	1	-	-
NOS Total	32	16	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	THC/N9915
NOS Name	Maintain Safe, Healthy and Hygienic Practices
Sector	Tourism & Hospitality
Sub-Sector	Tours and Travels
Occupation	Generic
NSQF Level	4
Credits	1
Version	2.0
Last Reviewed Date	30/04/2024
Next Review Date	30/04/2027
NSQC Clearance Date	30/04/2024

Qualification Pack

THC/N9916: Follow and Maintain Green Practices

Description

This unit is about adopting sustainable practices and optimizing use of resources, especially energy and waste, in day-to-day operations at work.

Scope

The scope covers the following :

- Following material conservation practices
- Ensuring effective waste management/recycling practices
- Ensuring use of eco-friendly practices

Elements and Performance Criteria

Following material conservation practices

To be competent, the user/individual on the job must be able to:

- PC1.** identify ways to optimize usage of material including water in various tasks/activities
- PC2.** check for spills/leakages, plug them and escalate to appropriate authority if unable to rectify
- PC3.** ensure electrical equipment and appliances are switched off when not in use

Ensuring effective waste management/recycling practices

To be competent, the user/individual on the job must be able to:

- PC4.** identify recyclable and non-recyclable, and hazardous waste generated
- PC5.** dispose non-recyclable waste appropriately
- PC6.** follow processes specified for disposal of hazardous waste
- PC7.** ensure reuse and recycling of waste wherever applicable

Ensuring use of eco-friendly practices

To be competent, the user/individual on the job must be able to:

- PC8.** identify materials which can be replaced by environment friendly substitutes
- PC9.** follow SOPs to conserve and re-use water

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organization's procedures for minimizing waste
- KU2.** common sources of pollution and ways to minimize it
- KU3.** methods of optimum utilization of waste and best practices for waste disposal
- KU4.** categorization of waste into dry, wet, recyclable, non-recyclable and items of single-use plastics

Generic Skills (GS)

Qualification Pack

User/individual on the job needs to know how to:

- GS1.** decide on appropriate waste disposal methods
- GS2.** analyse and select best suited environment friendly practices

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Following material conservation practices</i>	7	4	-	-
PC1. identify ways to optimize usage of material including water in various tasks/activities	4	1	-	-
PC2. check for spills/leakages, plug them and escalate to appropriate authority if unable to rectify	2	2	-	-
PC3. ensure electrical equipment and appliances are switched off when not in use	1	1	-	-
<i>Ensuring effective waste management/recycling practices</i>	13	5	-	-
PC4. identify recyclable and non-recyclable, and hazardous waste generated	4	1	-	-
PC5. dispose non-recyclable waste appropriately	4	2	-	-
PC6. follow processes specified for disposal of hazardous waste	1	1	-	-
PC7. ensure reuse and recycling of waste wherever applicable	4	1	-	-
<i>Ensuring use of eco-friendly practices</i>	8	2	-	-
PC8. identify materials which can be replaced by environment friendly substitutes	4	1	-	-
PC9. follow SOPs to conserve and re-use water	4	1	-	-
NOS Total	28	11	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	THC/N9916
NOS Name	Follow and Maintain Green Practices
Sector	Tourism & Hospitality
Sub-Sector	Tours and Travels
Occupation	Generic
NSQF Level	4
Credits	1
Version	2.0
Last Reviewed Date	30/04/2024
Next Review Date	30/04/2027
NSQC Clearance Date	30/04/2024

Qualification Pack

DGT/VSQ/N0102: Employability Skills (60 Hours)

Description

This unit is about employability skills, Constitutional values, becoming a professional in the 21st Century, digital, financial, and legal literacy, diversity and Inclusion, English and communication skills, customer service, entrepreneurship, and apprenticeship, getting ready for jobs and career development.

Scope

The scope covers the following :

- Introduction to Employability Skills
- Constitutional values - Citizenship
- Becoming a Professional in the 21st Century
- Basic English Skills
- Career Development & Goal Setting
- Communication Skills
- Diversity & Inclusion
- Financial and Legal Literacy
- Essential Digital Skills
- Entrepreneurship
- Customer Service
- Getting ready for Apprenticeship & Jobs

Elements and Performance Criteria

Introduction to Employability Skills

To be competent, the user/individual on the job must be able to:

- PC1.** identify employability skills required for jobs in various industries
- PC2.** identify and explore learning and employability portals

Constitutional values – Citizenship

To be competent, the user/individual on the job must be able to:

- PC3.** recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.
- PC4.** follow environmentally sustainable practices

Becoming a Professional in the 21st Century

To be competent, the user/individual on the job must be able to:

- PC5.** recognize the significance of 21st Century Skills for employment
- PC6.** practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life

Basic English Skills

To be competent, the user/individual on the job must be able to:

Qualification Pack

- PC7.** use basic English for everyday conversation in different contexts, in person and over the telephone
- PC8.** read and understand routine information, notes, instructions, mails, letters etc. written in English
- PC9.** write short messages, notes, letters, e-mails etc. in English

Career Development & Goal Setting

To be competent, the user/individual on the job must be able to:

- PC10.** understand the difference between job and career
- PC11.** prepare a career development plan with short- and long-term goals, based on aptitude

Communication Skills

To be competent, the user/individual on the job must be able to:

- PC12.** follow verbal and non-verbal communication etiquette and active listening techniques in various settings
- PC13.** work collaboratively with others in a team

Diversity & Inclusion

To be competent, the user/individual on the job must be able to:

- PC14.** communicate and behave appropriately with all genders and PwD
- PC15.** escalate any issues related to sexual harassment at workplace according to POSH Act

Financial and Legal Literacy

To be competent, the user/individual on the job must be able to:

- PC16.** select financial institutions, products and services as per requirement
- PC17.** carry out offline and online financial transactions, safely and securely
- PC18.** identify common components of salary and compute income, expenses, taxes, investments etc
- PC19.** identify relevant rights and laws and use legal aids to fight against legal exploitation

Essential Digital Skills

To be competent, the user/individual on the job must be able to:

- PC20.** operate digital devices and carry out basic internet operations securely and safely
- PC21.** use e- mail and social media platforms and virtual collaboration tools to work effectively
- PC22.** use basic features of word processor, spreadsheets, and presentations

Entrepreneurship

To be competent, the user/individual on the job must be able to:

- PC23.** identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research
- PC24.** develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion
- PC25.** identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity

Customer Service

To be competent, the user/individual on the job must be able to:

- PC26.** identify different types of customers
- PC27.** identify and respond to customer requests and needs in a professional manner.

Qualification Pack

PC28. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

To be competent, the user/individual on the job must be able to:

PC29. create a professional Curriculum vitae (Résumé)

PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively

PC31. apply to identified job openings using offline /online methods as per requirement

PC32. answer questions politely, with clarity and confidence, during recruitment and selection

PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. need for employability skills and different learning and employability related portals

KU2. various constitutional and personal values

KU3. different environmentally sustainable practices and their importance

KU4. Twenty first (21st) century skills and their importance

KU5. how to use English language for effective verbal (face to face and telephonic) and written communication in formal and informal set up

KU6. importance of career development and setting long- and short-term goals

KU7. about effective communication

KU8. POSH Act

KU9. Gender sensitivity and inclusivity

KU10. different types of financial institutes, products, and services

KU11. how to compute income and expenditure

KU12. importance of maintaining safety and security in offline and online financial transactions

KU13. different legal rights and laws

KU14. different types of digital devices and the procedure to operate them safely and securely

KU15. how to create and operate an e- mail account and use applications such as word processors, spreadsheets etc.

KU16. how to identify business opportunities

KU17. types and needs of customers

KU18. how to apply for a job and prepare for an interview

KU19. apprenticeship scheme and the process of registering on apprenticeship portal

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. read and write different types of documents/instructions/correspondence

GS2. communicate effectively using appropriate language in formal and informal settings

Qualification Pack

- GS3.** behave politely and appropriately with all
- GS4.** how to work in a virtual mode
- GS5.** perform calculations efficiently
- GS6.** solve problems effectively
- GS7.** pay attention to details
- GS8.** manage time efficiently
- GS9.** maintain hygiene and sanitization to avoid infection

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction to Employability Skills</i>	1	1	-	-
PC1. identify employability skills required for jobs in various industries	-	-	-	-
PC2. identify and explore learning and employability portals	-	-	-	-
<i>Constitutional values – Citizenship</i>	1	1	-	-
PC3. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.	-	-	-	-
PC4. follow environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	2	4	-	-
PC5. recognize the significance of 21st Century Skills for employment	-	-	-	-
PC6. practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life	-	-	-	-
<i>Basic English Skills</i>	2	3	-	-
PC7. use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-
PC8. read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
PC9. write short messages, notes, letters, e-mails etc. in English	-	-	-	-
<i>Career Development & Goal Setting</i>	1	2	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. understand the difference between job and career	-	-	-	-
PC11. prepare a career development plan with short- and long-term goals, based on aptitude	-	-	-	-
<i>Communication Skills</i>	2	2	-	-
PC12. follow verbal and non-verbal communication etiquette and active listening techniques in various settings	-	-	-	-
PC13. work collaboratively with others in a team	-	-	-	-
<i>Diversity & Inclusion</i>	1	2	-	-
PC14. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC15. escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
<i>Financial and Legal Literacy</i>	2	3	-	-
PC16. select financial institutions, products and services as per requirement	-	-	-	-
PC17. carry out offline and online financial transactions, safely and securely	-	-	-	-
PC18. identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
PC19. identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
<i>Essential Digital Skills</i>	3	4	-	-
PC20. operate digital devices and carry out basic internet operations securely and safely	-	-	-	-
PC21. use e- mail and social media platforms and virtual collaboration tools to work effectively	-	-	-	-
PC22. use basic features of word processor, spreadsheets, and presentations	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Entrepreneurship</i>	2	3	-	-
PC23. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
PC24. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
PC25. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
<i>Customer Service</i>	1	2	-	-
PC26. identify different types of customers	-	-	-	-
PC27. identify and respond to customer requests and needs in a professional manner.	-	-	-	-
PC28. follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship & Jobs</i>	2	3	-	-
PC29. create a professional Curriculum vitae (Résumé)	-	-	-	-
PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
PC31. apply to identified job openings using offline /online methods as per requirement	-	-	-	-
PC32. answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
NOS Total	20	30	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0102
NOS Name	Employability Skills (60 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	4
Credits	2
Version	1.0
Last Reviewed Date	15/03/2024
Next Review Date	15/03/2027
NSQC Clearance Date	15/03/2024

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down a proportion of marks for each PC.
2. Each NOS will be assessed both for theoretical knowledge and practical which is being proportionately demonstrated in the table below.
3. The assessment for the theory part will be based on a knowledge bank of questions created by the SSC.
4. To pass the Qualification Pack, every trainee should score a minimum aggregate of 60%.

Minimum Aggregate Passing % at QP Level : 70

(Please note: Every Trainee should score a minimum aggregate passing percentage as specified above, to successfully clear the Qualification Pack assessment.)

Qualification Pack

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
THC/N8628.Prepare for the High-Altitude Trek/Expedition	26	23	-	-	49	15
THC/N8617.Conduct the high altitude trek/expedition	61	67	-	-	128	20
THC/N8619.Conduct Post Low Altitude Trek Closure and Debrief	12	10	-	-	22	10
THC/N8616.Assess and Mitigate Risks on High Altitude Treks/Expeditions	19	22	-	-	41	15
THC/N9913.Communicate with Customers and Colleagues	34	39	-	-	73	10
THC/N9914.Follow Gender and Age Sensitive Practices	7	3	-	-	10	5
THC/N9915.Maintain Safe, Healthy and Hygienic Practices	32	16	-	-	48	10
THC/N9916.Follow and Maintain Green Practices	28	11	-	-	39	10
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	-	-	50	5
Total	239	221	-	-	460	100

Qualification Pack

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training

Qualification Pack

Glossary

Sector	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the Knowledge and Understanding (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria (PC)	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
Unit Title	Unit title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Scope	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.

Qualification Pack

Knowledge and Understanding (KU)	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
Organisational Context	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/ Generic Skills (GS)	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
Electives	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
Options	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.