



Model Curriculum

QP Name: Assistant Rafting Guide

QP Code: THC/Q8901

QP Version: 2.0

NSQF Level: 3

Model Curriculum Version: 1.0

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Training Parameters

Sector	Tourism & Hospitality
Sub-Sector	Adventure Tourism
Occupation	Water-Based Activities
Country	India
NSQF Level	3
Aligned to NCO/ISCO/ISIC Code	NCO-2015/
Minimum Educational Qualification and Experience	10th-grade pass or equivalent with one-year relevant experience mandatory to include - a) The candidate must have First-Aid/CPR Course from any Indian/Globally recognized center b) Experience including in monsoon season in an Adventure Tourism Company
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 years
Last Reviewed On	30/04/2024
Next Review Date	30/04/2027
NSQC Approval Date	30/04/2024
QP Version	2.0
Model Curriculum Creation Date	30/04/2024
Model Curriculum Valid Up to Date	30/04/2027
Model Curriculum Version	2.0
Minimum Duration of the Course	360 Hours, 0 Minutes (Including ES and OJT)



Maximum Duration of the Course	360 Hours, 0 Minutes (Including ES and OJT)
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Program Overview

This section summarizes the end objectives of the program along with its duration.

Training Outcomes

At the end of the program, the learner will be able to:

- Perform steps to assist in preparing for the white-water trip/expedition
- Perform activities related to assisting in conducting the white-water trip/expedition
- Apply appropriate methods to assist in conducting post white-water trip/expedition formalities
- Explain the significance of assisting in assessing and mitigating risks in a white-water trip/expedition
- Employ suitable methods of communicating with customers and colleagues
- Apply appropriate gender and age sensitive practices
- Employ safe, healthy and hygienic practices
- Explain the steps to follow and maintain green practices

Compulsory Modules

The table lists the modules and their duration corresponding to the Compulsory NOS of the QP.

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
THC/N8907: Assist in Preparing for the White-Water Trip/Expedition NOS Version No. 2.0 NSQF Level 3	15:00	25:00	20:00	00:00	60:00
Module 1: Introduction to Introduction to the role of Assistant Rafting Guide in Adventure Tourism Industry and SOPs	04:00	00:00	00:00	00:00	04:00

Module 2: Assisting in Organizing Pre White-Water Trip or Expedition Requirements	11:00	25:00	20:00	00:00	56:00
THC/N8908: Assist in Conducting the White-Water Trip/Expedition NOS Version No. 2.0 NSQF Level 3	06:00	30:00	24:00	00:00	60:00
Module 3: Assisting in Guiding and Conducting the White-Water Trip or Expedition	03:00	15:00	12:00	00:00	30:00
Module 4: Following Environmental and Conservation Practices	03:00	15:00	12:00	00:00	30:00
THC/N8909: Assist in Conducting Post White-Water Trip/Expedition Closure NOS Version No. 2.0 NSQF Level 3	12:00	08:00	10:00	00:00	30:00
Module 5: Assisting in Conducting Post White-Water Trip or Expedition Formalities	12:00	08:00	10:00	00:00	30:00
THC/N8910: Assist in Assessing and Mitigating Risks in White-Water Trip/Expedition NOS Version No. 1.0 NSQF Level 3	09:00	15:00	36:00	00:00	60:00
Module 6: Assisting in Assessing and Mitigating Risks	09:00	15:00	36:00	00:00	60:00
THC/N9913 Communicate with Customers and Colleagues NOS Version No. 1.0 NSQF Level 3	12:00	18:00	00:00	00:00	30:00

Module 7: Effective Communication	12:00	18:00	00:00	00:00	30:00
THC/N9914 Follow Gender and Age Sensitive Practices NOS Version No. 1.0 NSQF Level 3	12:00	18:00	00:00	00:00	30:00
Module 8: Gender and Age Sensitivity	12:00	18:00	00:00	00:00	30:00
THC/N9915 Maintain Safe, Healthy and Hygienic Practices NOS Version No. 1.0 NSQF Level 3	12:00	18:00	00:00	00:00	30:00
Module 9: Health and Hygiene	12:00	18:00	00:00	00:00	30:00
THC/N9916 Follow and Maintain Green Practices NOS Version No. 1.0 NSQF Level 3	12:00	18:00	00:00	00:00	30:00
Module 10: Green Practices	12:00	18:00	00:00	00:00	30:00
DGT/VSQ/N0101: Employability Skills (30 Hours)	12:00	18:00	00:00	00:00	30:00
Module 11: Introduction to Employability Skills	00:30	00:30	00:00	00:00	01:00
Module 12: Constitutional values - Citizenship	00:30	00:30	00:00	00:00	01:00
Module 13: Becoming a Professional in the 21st Century	00:30	00:30	00:00	00:00	01:00
Module 14: Basic English Skills	01:00	01:00	00:00	00:00	02:00
Module 15: Communication Skills	01:30	02:30	00:00	00:00	04:00
Module 16: Diversity & Inclusion	00:30	00:30	00:00	00:00	01:00

Module 17: Financial and Legal Literacy	01:30	02:30	00:00	00:00	04:00
Module 18: Essential Digital Skills	01:00	02:00	00:00	00:00	03:00
Module 19: Entrepreneurship	02:30	04:30	00:00	00:00	07:00
Module 20: Customer Service	01:30	02:30	00:00	00:00	04:00
Module 21: Getting ready for apprenticeship & Jobs	01:00	01:00	00:00	00:00	02:00
Total Duration	102:00	168:00	90:00	00:00	360:00

Module Details

Module 1: Introduction to Introduction to the role of Assistant Rafting Guide in Adventure Tourism Industry and SOPs *Bridge Module*

Terminal Outcomes:

- Explain the importance and scope of water-based activities in adventure tourism
- Elaborate the importance of an assistant rafting guide in adventure tourism
- List SOPs in water-based activities for adventure tourism
- Explain the hierarchy of job roles in water-based activities
- Elaborate on the problems related to over tourism in water-based activities

Duration: 04:00	Duration: 00:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the role of an Assistant Rafting Guide in adventure tourism • Describe the scope of Indian water-based activities industry as part of adventure tourism • Discuss the economic benefits and problems related to water-based activities • Explain the hierarchy of job roles in water-based activities in the adventure tourism industry • Describe the attributes required for the Assistant Rafting Guide job role • List the basic SOPs to be followed as part of adventure tourism 	
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, Whiteboard & Marker	
Tools, Equipment and Other Requirements	
NA	

Module 2: Assisting in Organizing Pre-White-Water Trip or Expedition Requirements

Mapped to: THC/N8907 v 1.0

Terminal Outcomes:

- Apply appropriate practices and methods to assist in checking equipment and rafts ahead of the rafting activity
- Perform steps to assist in collating pre-activity information on equipment and students/clients
- Explain tasks to be completed for assisting in activity preparation

Duration: 11:00	Duration: 25:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • List company SOPs, documentation procedures and reporting structure related to water-based activities • Explain the importance of deciphering river maps and weather reports and making a detailed itinerary for the rafting trip or expedition • List all information to be collated to prepare for rafting activities • List all tasks to be completed for equipment and logistics check before the rafting activity • Discuss the importance of checking each item of rafting equipment and replacing damaged ones • Explain the importance of packing water, water filters and sacks for the rafting activity • Discuss the importance of collating detailed equipment and supplies lists required for the rafting activity • List all equipment and supplies to be packed for single and multi-day rafting trips 	<ul style="list-style-type: none"> • Create a sample list of information to be gathered for preparation of rafting activity • Apply appropriate steps to inspect and repair equipment, rafts and personal protective equipment • Create a sample list of all equipment and supplies to be packed for a rafting trip • Demonstrate assisting the guide, kitchen staff with procuring and packing supplies and equipment for the rafting activity • Apply appropriate steps to pack equipment and supplies in a raft • Employ appropriate practices to coordinate with third party vendors • Create a sample pre activity expenditure log
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers and Whiteboard & Marker	
Tools, Equipment and Other Requirements	



Rafts, kayaks, oars, paddles, frames, flip lines, life lines, bow & stern lines, rescue bags, helmets, personal flotation device (PFD), water filters, wet suits, spray jackets, throw bags, raft repair kit and pump, pulleys, carabiners, ropes, tents, mats, sleeping bags, back country stove, fuel/LPG



cylinder, utensils, first-aid kit, activity documents, student/client forms and documents medical forms, writing tools, outdoor

Module 3: Assisting in Guiding and Conducting the White-Water Trip or Expedition

Mapped to: THC/N8908 v 1.0

Terminal Outcomes:

- Employ appropriate methods for assisting in preparation at the roadhead
- Explain the importance of conducting a demonstration and equipment check for the students/clients
- Employ appropriate methods for stowing personal belongings and electronics
- Apply appropriate techniques for assisting the students/clients on challenging sections of the river
- Apply suitable protocols for assisting persons with disability

Duration: 03:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • List company SOPs for safety and quality standards in rafting • List all requirements for preparations at the roadhead • Discuss the importance of stowing and securing all belongings and electronic devices in waterproof bags • Explain the importance of attending the Rafting Guide’s daily staff briefing and following all instructions • Explain the importance of conducting a briefing, demonstration and equipment check for the students/clients • Discuss the importance of making the students/clients practice all paddling strokes before each rapid • List all appropriate steps to be followed in a capsized or swimmer overboard situation • Explain the importance of maintaining a daily trip, personal, expense and injury log • Explain the importance of respecting and assisting persons with disabilities 	<ul style="list-style-type: none"> • Apply suitable techniques to conduct a final loading and inspection of all rafts and equipment • Demonstrate conducting a safety briefing and personal protective equipment check for the students/clients • Demonstrate all commands, paddling strokes, sitting positions and swimmer overboard protocols and the use of all safety equipment • Demonstrate swimmer rescue and releasing a pinned/wrapped raft • Demonstrate the use of waterproof cameras and all communication equipment • Apply suitable techniques for camp set up • Employ suitable practices how to maintain a daily activity log • Role play a situation to assist persons with disabilities in pursuing the rafting activity
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers and Whiteboard & Marker	
Tools, Equipment and Other Requirements	



Rafts, kayaks, oars, paddles, frames, flip lines, life lines, bow & stern lines, rescue bags, helmets, personal flotation device (PFD), water filters, wet suits, spray jackets, throw bags, raft repair kit and pump, pulleys, carabiners, ropes, tents, mats, sleeping bags, back country stove, fuel/LPG cylinder, utensils, first-aid kit, activity documents, student/client forms and documents medical forms, writing tools, outdoor environment.

Module 4: Following Environmental and Conservation Practices

Mapped to: THC/N8908 v 1.0

Terminal Outcomes:

- Employ appropriate practices to minimise environmental impact of rope activity as per camping policies
- Explain the importance of proper waste disposal in the wilderness

Duration: 03:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the importance of following environmental ethics and practises including Leave no Trace Principles and disposal of human and food waste produced during the ropes activities • Discuss the importance of sensitizing students/clients about disposal in the wilderness 	<ul style="list-style-type: none"> • Apply suitable techniques to dispose human waste and follow hygiene practices
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers and Whiteboard & marker	
Tools, Equipment and Other Requirements	
Shovel, Bio-degradable bags, dustbins, outdoor environment.	

Module 5: Assisting in Conducting Post White-Water Trip or Expedition Formalities

Mapped to: THC/N8909 v 1.0

Terminal Outcomes:

- Employ suitable methods to pack up the equipment
- Perform required steps to maintain log books

Duration: 12:00	Duration: 08:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • List all tasks to be completed post the rafting activity as per organisational protocols • Discuss the importance of following the company’s documentation procedures 	<ul style="list-style-type: none"> • Demonstrate how to count and pack up equipment post the rafting activity • Create sample of a trip logbook • Employ suitable practices to close accounts with all third party vendors • Role play a situation on how to conduct a feedback session with the clients/students and team
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers and Whiteboard & marker	
Tools, Equipment and Other Requirements	
Feedback forms, trip logbooks, writing tools.	

Module 6: Assessing and Mitigating Risks

Mapped to: THC/N8910 v 1.0

Terminal Outcomes:

- Explain the steps to take safety measures during rafting activities
- Apply suitable methods to respond to emergency situations
- Employ appropriate practises to manage natural disasters
- Apply suitable methods to communicate evacuation procedures

Duration: 09:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • List all river hazards and discuss the importance of identifying them before starting the rafting activity • List all safety protocols and techniques to be followed while conducting the rafting activity • Discuss the importance of maintaining appropriate raft to safety kayak ratio • Explain the importance of using only certified equipment • Discuss all steps to be taken to manage emergency situations • Explain the importance of initiating prompt swimmer rescue • Discuss SOPs for disaster management and evacuation during the rafting activity 	<ul style="list-style-type: none"> • Demonstrate using self-safety techniques and equipment • Employ practices to conduct rafting and personal protective equipment checks for self and students/clients • Employ methods to assist in performing risk assessment during the activity and at the camp site • Demonstrate the use of all items in the first aid kit, providing first aid and CPR • Demonstrate swift water swimmer rescue and all safety equipment used in rating • Apply suitable practices to demonstrate establishing communication and evacuating the students/clients during emergencies
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers and Whiteboard & marker	
Tools, Equipment and Other Requirements	
Rafts, kayaks, oars, paddles, frames, flip lines, life lines, bow & stern lines, rescue bags, helmets, personal flotation device (PFD), water filters, wet suits, spray jackets, throw bags, raft repair kit and pump, pulleys, carabiners, ropes, tents, mats, sleeping bags, two-way radio, SAT phone, first-aid kit, activity documents, student/client forms and documents medical forms, writing tools, outdoor environment.	

Module 7: Effective Communication

Mapped to: THC/N9913 v 1.0

Terminal Outcomes:

- Apply appropriate practises to interact with superiors and colleagues
- Apply suitable methods to effectively communicate Employ with guests

Duration: 12:00	Duration: 18:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> ● Explain the importance of trust, support and respect to colleagues and superiors ● Describe how to identify and resolve potential and existing conflicts with colleagues ● Explain the methods for effective communication with various people ● Describe the importance of effective listening, use of appropriate voice tone and pitch for communication ● Explain the importance of guest satisfaction and guest feedback 	<ul style="list-style-type: none"> ● Demonstrate professional etiquette while greeting the office staff and guests ● Role Play on how to converse with office staff and guests ● Role play how to handle customer concerns effectively
Classroom Aids:	
LCD Projector for PPT and Video Presentation, Speakers, Whiteboard & Marker	
Tools, Equipment and Other Requirements	
NA	

Module 8: Gender and Age Sensitivity

Mapped to: THC/N9914 v 1.0

Terminal Outcomes:

- Employ suitable practices for age and gender specific customer service

Duration: 12:00	Duration: 18:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> ● Describe behavioral etiquette while dealing with women ● List the safety measures available for female colleagues and customers ● Explain the importance of being vigilant for any mishaps related to women, children or elderly people ● Explain women rights and how to respect women 	<ul style="list-style-type: none"> ● Role play appropriate behavioral etiquettes towards all ages, genders and differently abled people as per specification
Classroom Aids:	
LCD Projector for PPT and Video Presentation, Speakers, Whiteboard & Marker	
Tools, Equipment and Other Requirements	
NA	

Module 9: Health and Hygiene

Mapped to: THC/N9915 v 1.0

Terminal Outcomes:

- Perform steps to follow standard safety procedures
- Employ practises to maintain a clean workplace
- Employ suitable practises for personal hygiene and precautionary health measures

Duration: 12:00	Duration: 18:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> ● List possible hazards in the work areas and take necessary steps to eliminate or minimize them ● Explain the need for personal and workplace hygiene and methods to maintain the same ● Explain the importance of preventive health check-ups and vaccinations 	<ul style="list-style-type: none"> ● Demonstrate the procedure for routine cleaning, sanitization and storing of tools, equipment, and other articles ● Show how to keep work area clean, hygienic and hazard free ● Demonstrate ergonomic lifting, bending or moving equipment and supplies ● Demonstrate use of personal protective equipment ● Perform emergency procedures using fire safety equipment, first aid equipment ● Show hazard symbols related to general warning, health hazard, biohazard, harmful irritant, poison/toxic material, carcinogen hazard, explosive hazard, electrical hazard, hot surface, low temperature warning symbol ● Demonstrate the use of safety equipment for fire safety, physical safety, first aid equipment such as Automated External Defibrillator (AED)
Classroom Aids:	
LCD Projector for PPT and Video Presentation, Speakers, Whiteboard & Marker	
Tools, Equipment and Other Requirements	
Physical Safety Equipment, Personal Protective Equipment, Fire Safety Equipment, First Aid Equipment	

Module 10: Green Practices

Mapped to: THC/N9916 v 1.0

Terminal Outcomes:

- Employ appropriate methods for material conservation and eco-friendly practices
- Apply methods for effective waste management/recycling practices

Duration: 12:00	Duration: 18:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> ● Explain different types of wastewater ● Describe methods to manage non-recyclable waste ● Explain the need for following eco-friendly practices ● Explain common sources of pollution and ways to minimize them 	<ul style="list-style-type: none"> ● Demonstrate material conservation practices like using dead, dry fallen sticks instead of big logs for bonfire etc. ● Demonstrate methods to dispose-off non-recyclable waste appropriately ● Employ appropriate methods to reuse and recycle waste
Classroom Aids:	
LCD Projector for PPT and Video Presentation, Speakers, Whiteboard & Marker	
Tools, Equipment and Other Requirements	
Waste bins	

Module 11: Introduction to Employability Skills

Mapped to: DGT/VSQ/N0101

Terminal Outcomes:

- Discuss about Employability Skills in meeting the job requirements

Duration: 00:30	Duration: 00:30
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the importance of Employability Skills in meeting the job requirements 	<ul style="list-style-type: none"> • Demonstrate Employability Skills
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 12: Constitutional values - Citizenship

Mapped to: DGT/VSQ/N0101

Terminal Outcomes:

- Discuss about constitutional values to be followed to become a responsible citizen

Duration: 00:30	Duration: 00:30
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain constitutional values, civic rights, duties, citizenship, responsibility towards society etc. that are required to be followed to become a responsible citizen 	<ul style="list-style-type: none"> • Show how to practice different environmentally sustainable practices.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 13: Becoming a Professional in the 21st Century

Mapped to: DGT/VSQ/N0101

Terminal Outcomes:

- Demonstrate professional skills required in 21st century

Duration: 00:30	Duration: 00:30
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss 21st century skills 	<ul style="list-style-type: none"> • Display positive attitude, self -motivation, problem solving, time management skills and continuous learning mindset in different situations
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 14: Basic English Skills

Mapped to: DGT/VSQ/N0101

Terminal Outcomes:

- Practice basic English speaking.

Duration: 01:00	Duration: 01:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss need of basic English skills 	<ul style="list-style-type: none"> • Use appropriate basic English sentences/phrases while speaking
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 15: Communication Skills

Mapped to: DGT/VSQ/N0101

Terminal Outcomes:

- Practice basic communication skills

Duration: 01:30	Duration: 02:30
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss need of communication skills • Describe importance of team work 	<ul style="list-style-type: none"> • Demonstrate how to communicate in a well -mannered way with others. • Demonstrate working with others in a team
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 16: Diversity & Inclusion

Mapped to: DGT/VSQ/N0101

Terminal Outcomes:

- Describe PwD and gender sensitization

Duration: 00:30	Duration: 00:30
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the significance of reporting sexual harassment issues in time 	<ul style="list-style-type: none"> • Show how to conduct oneself appropriately with all genders and PwD
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 17: Financial and Legal Literacy

Mapped to: DGT/VSQ/N0101

Terminal Outcomes:

- Describe ways of managing expenses, income, and savings

Duration: 01:30	Duration: 02:30
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the significance of using financial products and services safely and securely • Explain the importance of managing expenses, income, and savings • Explain the significance of approaching the concerned authorities in time for any exploitation as per legal rights and laws 	<ul style="list-style-type: none"> • Demonstrate ways of managing expenses, income, and savings
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 18: Essential Digital Skills

Mapped to: DGT/VSQ/N0101

Terminal Outcomes:

- Demonstrate procedure of operating digital devices and associated applications safely

Duration: 01:00	Duration: 02:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the significance of using internet for browsing, accessing social media platforms, safely and securely 	<ul style="list-style-type: none"> • Show how to operate digital devices and use the associated applications and features, safely and securely
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 19: Entrepreneurship

Mapped to: DGT/VSQ/N0101

Terminal Outcomes:

- Describe opportunities as an entrepreneur

Duration: 02:30	Duration: 04:30
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the need for identifying opportunities for potential business, sources for arranging money and potential legal and financial challenges 	<ul style="list-style-type: none"> • Demonstrate ways for identifying opportunities for potential business, sources for arranging money and potential legal and financial challenges
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 20: Customer Service

Mapped to: DGT/VSQ/N0101

Terminal Outcomes:

- Describe ways of maintaining customer

Duration: 01:30	Duration: 02:30
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Differentiate between types of customers • Explain the significance of identifying customer needs and addressing them • Discuss the significance of maintaining hygiene and dressing appropriately 	<ul style="list-style-type: none"> • Show how to maintain hygiene and dressing appropriately
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 21: Getting ready for Apprenticeship & jobs

Mapped to: DGT/VSQ/N0101

Terminal Outcomes:

- Describe ways of preparing for apprenticeship & Jobs appropriately.

Duration: 01:00	Duration: 01:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the significance of dressing up neatly and maintaining hygiene for an interview • Discuss how to search and register for apprenticeship opportunities 	<ul style="list-style-type: none"> • Create a biodata • Use various sources to search and apply for jobs
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 22: On-the-Job Training

Mapped to Assistant Rafting Guide

Mandatory Duration: 90:00	Recommended Duration: 00:00
Module Name: On-the-Job Training	
Location: On Site	
Terminal Outcomes <ul style="list-style-type: none"> • Perform steps to collate pre-activity information, equipment check and student/client formalities • Employ suitable practices to conduct a rafting activity • Perform appropriate steps for post rafting activity closure • Perform assessment and mitigation of risks for a rafting activity using appropriate methods and techniques • Apply suitable techniques to communicate effectively with guests and colleagues • Employ suitable practices to provide customized age and gender specific customer service • Employ suitable practices to ensure workplace safety procedures and cleanliness • Employ suitable practices for effective and eco-friendly waste management and recycling 	

Annexure

Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
Certificate / Diploma / Degree / Post Graduate	Tour & Travel	5 years	Tourism	1 year	Tourism	

Trainer Certification	
Domain Certification	Platform Certification
“Assistant Rafting Guide”, “THC/Q8901, v1.0”, Minimum accepted score is 80%	Recommended that the trainer is certified for the job role “Trainer (VET and skills)”, mapped to the qualification pack “MEP/Q2601, V2.0”. The minimum accepted score is 80%.

Assessor Requirements

Assessor Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training/Assessment Experience		Remarks
		Years	Specialization	Years	Specialization	
Diploma / Degree / Post Graduate		5 years	Rafting/ Adventure Tourism	0		

Assessor Certification	
Domain Certification	Platform Certification
“Assistant Rafting Guide”, “THC/Q8901, v1.0”, Minimum accepted score is 80%	Recommended that the assessor is certified for the job role “Assessor (VET and skills)”, mapped to the qualification pack “MEP/Q2701, V2.0”. The minimum accepted score is 80%.

Assessment Strategy

This section includes the processes involved in identifying, gathering, and interpreting information to evaluate the learner on the required competencies of the program.

1. Assessment System Overview:

- Batches assigned to the assessment agencies for conducting the assessment on SDSM/SIP or email
- Assessment agencies send the assessment confirmation to VTP/TC looping SSC
- Assessment agency deploys the certified Assessor for executing the assessment
- SSC monitors the assessment process & records
- If the batch size is more than 30, then there should be 2 Assessors.

2. Testing Environment: Assessor must:

- Confirm that the centre is available at the same address as mentioned on SDMS or SIP
- Check the duration of the training.
- Check the Assessment Start and End time to be as 10 a.m. and 5 p.m.
- Check that the allotted time to the candidates to complete Theory & Practical Assessment is correct.
- Check the mode of assessment—Online (TAB/Computer) or Offline (OMR/PP).
- Confirm the number of TABs on the ground are correct to execute the Assessment smoothly.
- Check the availability of the Lab Equipment for the particular Job Role.

3. Assessment Quality Assurance levels / Framework:

- Question papers created by the Subject Matter Experts (SME)
- Question papers created by the SME should be verified by the other subject Matter Experts along with the approval required from THSC
- Questions are mapped with NOS and PC
- Question papers are prepared considering that level 1 to 3 is for the unskilled & semi-skilled individuals, and level 4 and above are for the skilled, supervisor & higher management
- Assessor must be TOA certified
- Assessment agency must follow the assessment guidelines to conduct the assessment

4. Types of evidence or evidence-gathering protocol:

- Time-stamped & geotagged reporting of the assessor from assessment location
- Centre photographs with signboards and scheme specific branding
- Biometric or manual attendance sheet (stamped by TP) of the trainees during the training period
- Time-stamped & geotagged assessment (Theory + Viva + Practical) photographs & videos

5. Method of verification or validation:

- Surprise visit to the assessment location



- Random audit of the batch
 - Random audit of any candidate
6. Method for assessment documentation, archiving, and access
- Hard copies of the documents are stored
 - Soft copies of the documents & photographs of the assessment are uploaded / accessed from Cloud Storage and in the Hard Drives

References

Glossary

Term	Description
Declarative Knowledge	Declarative knowledge refers to facts, concepts and principles that need to be known and/or understood in order to accomplish a task or to solve a problem.
Key Learning Outcome	Key learning outcome is the statement of what a learner needs to know, understand and be able to do in order to achieve the terminal outcomes. A set of key learning outcomes will make up the training outcomes. Training outcome is specified in terms of knowledge, understanding (theory) and skills (practical application).
OJT (M)	On-the-job training (Mandatory); trainees are mandated to complete specified hours of training on site
OJT (R)	On-the-job training (Recommended); trainees are recommended the specified hours of training on site
Procedural Knowledge	Procedural knowledge addresses how to do something, or how to perform a task. It is the ability to work, or produce a tangible work output by applying cognitive, affective or psychomotor skills.
Training Outcome	Training outcome is a statement of what a learner will know, understand and be able to do upon the completion of the training .
Terminal Outcome	Terminal outcome is a statement of what a learner will know, understand and be able to do upon the completion of a module . A set of terminal outcomes help to achieve the training outcome.

Acronyms and Abbreviations

Term	Description
QP	Qualification Pack
NSQF	National Skills Qualification Framework
NSQC	National Skills Qualification Committee
NOS	National Occupational Standards
SOP	Standard Operating Procedure
AED	Automated External Defibrillator
AMS	Acute Mountain Sickness
HACE	High Altitude Cerebral Edema
HAPE	High Altitude Pulmonary Edema