Model Curriculum

QP Name: Billing Executive (Facility Management)

QP Code: THC/Q5801

QP Version: 4.0

NSQF Level: 4

Model Curriculum Version: 4.0

Table of Contents

Training Parameters

Sector	Tourism and Hospitality
Sub-Sector	Facility Management
Occupation	Property and Facility Management Operations
Country	India
NSQF Level	4
Aligned to NCO/ISCO/ISIC Code	NCO-2015/4132.1400
Minimum Educational Qualification and Experience	12th grade pass or equivalent OR 11th Grade Pass with 1.5 years of relevant experience OR Previous relevant Qualification of NSQF Level 3.0 with 3 years of relevant experience OR Previous relevant Qualification of NSQF Level 3.5 with 1.5 years of relevant experience *Experience may be inclusive of apprenticeship*
Pre-Requisite License or Training	NA
Minimum Job Entry Age	years
Last Reviewed On	30/04/2024
Next Review Date	30/04/2027
NSQC Approval Date	30/04/2024
QP Version	4.0
Model Curriculum Creation Date	30/04/2024
Model Curriculum Valid Up to Date	30/04/2027
Model Curriculum Version	4.0

Minimum Duration of the Course	480 Hours, 0 Minutes (Including ES and OJT)
Maximum Duration of the Course	480 Hours, 0 Minutes (Including ES and OJT)

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:

- Apply appropriate practices to create and handle billing accounts for customers, service providers, contractual staff, vendors, etc.
- Employ proper techniques to manage finance related administrative works
- Prepare an invoice, inventory and account statement for customers
- Employ suitable practices to communicate effectively with guests, colleagues, and superiors to achieve a smooth workflow
- Apply gender and age-sensitive service practices
- Describe the protocols related to confidentiality of the organizational information and guests' privacy
- Apply health, hygiene, and safety practices at the workplace

Compulsory Modules

The table lists the modules, their duration and mode of delivery.

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
THC/N5802: Manage and Maintain Accounts **NOS Version No. 4.0** **NSQF Level 4**	**60:00**	**120:00**	**150:00**	**00:00**	**330:00**
Module 1: Introduction to Billing Executive (Facility Management)	06:00	00:00	00:00	00:00	06:00
Module 2: Create Billing Accounts	10:00	30:00	60:00	00:00	100:00
Module 3: Handle Billing and Payment	24:00	50:00	50:00	00:00	124:00
Module 4: Manage Finance Related Administrative Works	20:00	40:00	40:00	00:00	100:00
THC/N9901 – Communicate Effectively and Maintain Service Standards **NOS Version No. 2.0**	**15.00**	**15.00**	**00.00**	**0.00**	**30.00**

Module 5: Maintain Effective Communication and Service Standard	15.00	15.00	00.00	0.00	30.00
THC/N9903- Maintain Organizational Confidentiality and Respect Customers' Privacy **NOS Version No. 2.0** **NSQF Level 4**	**15.00**	**15.00**	**00.00**	**0.00**	**30.00**
Module 6: Organizational Confidentiality and Customer Privacy	15.00	15.00	00.00	0.00	30.00
THC/N9906 – Follow Health, Hygiene and Safety practices **NOS Version No. 2.0** **NSQF Level 4**	**15.00**	**15.00**	**00.00**	**0.00**	**30.00**
Module 7: Basic Health and Safety Standards	15.00	15.00	00.00	0.00	30.00
DGT/VSQ/N0102: Employability Skills (60 Hours)	**24:00**	**36:00**	**00:00**	**00:00**	**60:00**
Module 8. Introduction to Employability Skills	0:30	01:00	00:00	00:00	01.30
Module 9. Constitutional values – Citizenship	0:30	01:00	00:00	00:00	01.30
Module 10. Becoming a Professional in the 21st Century	01:00	01:30	00:00	00:00	02.30
Module 11. Basic English Skills	04:00	06:00	00:00	00:00	10:00
Module 12. Career Development & Goal Setting	01:00	01:00	00:00	00:00	02:00
Module 13. Communication Skills	02:00	03:00	00:00	00:00	05:00
Module 14. Diversity & Inclusion	01:00	01:30	00:00	00:00	02.30
Module 15. Financial and Legal Literacy	02:00	03:00	00:00	00:00	05:00

Module					
Module 16. Essential Digital Skills	04:00	06:00	00:00	00:00	10:00
Module 17. Entrepreneurship	03:00	04:00	00:00	00:00	07:00
Module 18. Customer Service	02:00	03:00	00:00	00:00	05:00
Module 19. Getting Ready for Apprenticeship & Jobs	03:00	05:00	00:00	00:00	08:00
Total Duration	**129.00**	**201.00**	**150.00**	**00.00**	**480.00**

Module Details

Module 1: Introduction to Billing Executive (Facility Management)
Bridge Module

Terminal Outcomes:

- Outline the overview of Skill India Mission
- Describe the scope of Facility Management
- Define the roles and responsibilities of a Billing Executive (Facility Management)
- Explain the scope of work for a Billing Executive (Facility Management)

Duration: *06:00*	Duration: *00:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Discuss the objectives and benefits of the Skill India Mission - Describe the Tourism and Hospitality industry and its sub-sectors - Discuss the basic terminology used in the Facility Management parlance - Elaborate on the job role and job opportunity for Billing Executive (Facility Management) in the Tourism and Hospitality Industry - Explain the grooming standards for a Billing Executive (Facility Management)	NA
Classroom Aids	
Whiteboard, Markers, Duster, Projector, Laptop, Presentation	
Tools, Equipment and Other Requirements	
NA	

Module 2: Create Billing Accounts
Mapped to THC/N5802 v 4.0

Terminal Outcomes:

- Describe account management procedures
- Prepare billing accounts for customer, service provider, vendor etc.
- Create a sample spread sheet to maintain financial account of customers

Duration: *10:00*	**Duration**: *30:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Discuss accounts management procedures - Elaborate on the method to select payment term and options for various types of accounts - Explain the process of implementing tracing procedures - Elaborate on the effective ways of analysing history of orders, services, and transactions like invoices, payments, and adjustments for the billing accounts	- Create a sample billing account for customer, service provider, contractual staff, vendor, etc. in accounting system or ledger - Apply appropriate methods to complete relevant information for payroll, purchase orders, cheques, invoices, bills, cheque requisitions, and bank statements in a ledger or computer system - Demonstrate on how to use secure payment point procedures for online transactions - Prepare a sample spread sheet for maintaining customer's account
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Sample billing account, Sample ledger, Sample financial account spread sheet	

Module 3: Handle Billing and Payment
Mapped to THC/N5802 v 4.0

Terminal Outcomes:

- Discuss cost management tools and methods for handling bill and payment
- Explain applicable taxes for all invoices, bills and payments
- Discuss type of payment methods and tracking techniques for payment
- Create an invoice for customers and demand notice for payment of taxes
- Prepare credit memos and cheque for the person/company

Duration: *24:00*	Duration: *50:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Discuss applicable taxes like GST, TDS, etc. for all invoices, bills and payments - State the significance of verifying the data input in the accounting system to ensure the accuracy of the final bill - Explain techniques to spot discrepancies between logs and invoice registers - State the significance of issuing invoices to customers, cheques, demand notice for payment of taxes and account statements in a timely manner - Discuss the types of payment methods- online, cash, etc. and payment exception tracking techniques - Explain accounts and billing record-keeping procedures including methods to process and monitor bills related to credit memos and updating accounting records with new payments, balances, customer information, etc - Describe vendor and contractor billing procedures - Discuss the procedures to issue invoices and signed cheques to the person/company	- Show how to compile all information needed to calculate bills receivable (order amounts, discount rates etc.) - Apply applicable approaches to tally the bill and calculate if any discounts or any special rates apply - Employ appropriate procedures to check outstanding account balances and billing timeline for each service and - Prepare sample invoices demand notice and account statements - Demonstrate how to collect payment through various mode - Apply appropriate techniques to check the credibility of payments received, investigate payment discrepancies and take remedial actions - Employ proper procedures to track status of bill/invoice and handle billing inquiries from the customers - Show how to check bills/invoices received from vendors, service providers, contractual staff, etc. against the contract agreement and payment timelines for any errors or discrepancies - Apply proper procedure to write and issue a cheque with name of payee and account to the respective person/company after getting it signed by the authorized personnel

Classroom Aids

Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook and Related Standard Operating Procedures

Tools, Equipment and Other Requirements

Sample invoice/bill, credit memo, cheque etc.

Module 4: Manage Finance Related Administrative Works
Mapped to THC/N5802 v 4.0

Terminal Outcomes:

- Apply appropriate practice to to implement quality billing practices and procedures
- Discuss report creation and audit procedures for bills and billing data
- Prepare a daily/weekly/monthly billing, invoicing, inventory reports, account statements for the company

Duration: *20:00*	Duration: *40:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Describe cost management tools and methods - Discuss legal, statutory and regulatory requirements for maintaining company accounts - Explain stakeholder management techniques for payments and deadlines - State the significance of informing stakeholders on their outstanding debts and deadlines - Describe report creation and audit procedures - State the significance of updating all files with current invoices, bills, contact information and service, and payment terms - Discuss significance and procedure of maintaining account security and confidentiality - Describe book keeping techniques for maintain account - Elaborate on the procedure to perform duties of a Billing Executive (Facility Management) like word processing, maintaining filing and record systems, faxing and photocopying	- Apply proper procedures to check billing account status (pending, active suspended, deactivated, etc.) and monitor payments (mode-credit card or bank transfer etc.) - Show how to calculate costs of materials, overhead and other expenses based on estimates, quotations, and price lists - Dramatize a situation on how to contact parties involved for payment due and for the status of their accounts - Apply proper techniques to investigate security breaches in system or payment modes and take appropriate action - Role play on how to assist and support audit teams in verifying bills and billing data - Demonstrate how to perform daily and monthly closing and balancing at the end of day's work and month respectively - Prepare a sample daily/weekly/monthly billing, invoicing, inventory reports, account statements - Dramatize a situation on how to assist the manager in preparing account statements and financial reports
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	

Module 5: Maintain Effective Communication and Service Standard
Mapped to THC/N9901 v 2.0

Terminal Outcomes:

- Explain professional protocols and etiquette of effective communication with customers, colleagues, and superiors
- Describe the ways to show sensitization towards different age groups, gender and persons with disabilities

Duration: *15:00*	**Duration**: *15:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Discuss the importance of professionalism, etiquette and ethical behaviour at the workplace - Discuss the importance of effective communication - Explain the importance of customer satisfaction and customer feedback - Outline the procedure of receiving feedback and complaints constructively - Describe various ways to handle customer complaints - Discuss different ways to improve the customer experience - Explain the importance of gender and age sensitivity - Discuss gender and age-specific requirements of the customers - Discuss the specific needs of People with Disabilities - Discuss the importance of reporting Sexual harassment at workplace - Discuss ways of escalating problems, reporting workplace issues, and receiving feedback from the superiors	- Demonstrate the standard procedure to welcome and greet the customers - Dramatize appropriate communication skills and etiquette while interacting with customers, colleagues, and superiors - Role play a situation on how to handle customer complaints effectively - Role play appropriate behavioural etiquette towards all ages, genders and differently abled people as per specification
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Sample of escalation matrix, Organisation structure	

Module 6: Organizational Confidentiality and Customer's Privacy
Mapped to THC/N9903 v 2.0

Terminal Outcomes:

- Explain how to maintain the confidentiality of the organization
- Describe the protocols related to the privacy of customer information

Duration: *15:00*	Duration: *15:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Explain the significance of maintaining organizational confidentiality and customer privacy in the hospitality industry - Discuss the Intellectual Property issues and policies affecting the organization and customer privacy - Explain the procedures to report the infringement of IPR to the concerned person - Discuss the usage, storage and disposal procedures of confidential information as per specification	Employ appropriate ways to use, store and dispose of the organizational and customer information
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Handouts of IPR guidelines and regulations	

THSC
TOURISM & HOSPITALITY
SKILL COUNCIL

सत्यमेव जयते
GOVERNMENT OF INDIA
MINISTRY OF SKILL DEVELOPMENT
& ENTREPRENEURSHIP

N·S·D·C
National
Skill Development
Corporation
Transforming the skill landscape

Skill India
कौशल भारत - कुशल भारत

Module 7: Basic Health and Safety Standard
Mapped to THC/N9906 v 2.0

Terminal Outcomes:

- Employ appropriate health, hygiene, and safety practices at workplace
- Apply precautionary health measures
- Employ effective waste management practices

Duration: *15:00*	Duration: *15:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Discuss the concept and importance of personal and workplace hygiene - Discuss best practices to maintain personal hygiene - Explain the ways to clean and sanitize the workplace and related equipment - Describe standard safety procedures to be followed while handling tools, material, and equipment - Outline the purpose and usage of various Personal Protective Equipment (PPE)required at the workplace - Explain the importance of preventive health check-up organized by the company - Describe the causes of risks and potential hazards in the workplace and ways to prevent them - List different safety warning signs and labels at workplace - Discuss ways to identify hazards at the workplace - List the components of the first-aid kit Explain the procedure to report accident and other health related issues as per SOP	- Demonstrate the procedure of routine cleaning and sanitization of tools, equipment, and other articles - Employ different ways to keep work area clean, hygienic and hazard free - Demonstrate how to use and dispose of relevant protective equipment as per tasks and work conditions - Perform basic first-aid procedures - Dramatize a situation on mock safety drills for emergency situations - Dramatize a situation on mock safety drills for emergency situations - Perform waste disposal procedures at the workplace depending on the types of waste - Role play a situation on reporting safety and security breaches to the supervisor Prepare a sample incident report
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook and Related Standard Operating Procedures	

Tools, Equipment and Other Requirements
Personal Protection Equipment: Safety glasses, Head protection, Rubber gloves, Safety footwear, Warning signs and tapes, Fire extinguisher, First aid kit, Relevant Standard Operating Procedures and Sample reports

Module 8: Introduction to Employability Skills
Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Discuss about Employability Skills in meeting the job requirements

Duration: 00:30	Duration: 01:00
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Discuss the Employability Skills required for jobs in various industries.	• List different learning and employability related GOI and private portals and their usage.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 9: Constitutional values - Citizenship
Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

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

Duration: 00:30	Duration: 01:00
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Explain the constitutional values, including civic rights and duties, citizenship, responsibility towards society and personal values and ethics such as honesty, integrity, caring and respecting others that are required to become a responsible citizen	• 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 10: Becoming a Professional in the 21st Century
Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Demonstrate professional skills required in 21st century

Duration: 01:00	Duration: 01:30
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Discuss importance of relevant 21st century skills	- 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 11: Basic English Skills
Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Practice basic English speaking.

Duration: 04:00	Duration: 06:00
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Discuss need of basic English skills	• Show how to 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 12: Career Development & Goal Setting
Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Demonstrate Career Development & Goal Setting skills

Duration: 01:00	Duration: 01:00
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Discuss need of career development plan	• Create a career development plan with well-defined short- and long-term goals
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 13: Communication Skills
Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Practice basic communication skills

Duration: 02:00	Duration: 03:00
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Explain the importance of active listening for effective communication	• 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 14: Diversity & Inclusion
Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Describe PwD and gender sensitization

Duration: *01:00*	Duration: *01:30*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Discuss the significance of reporting sexual harassment issues in time	• 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 15: Financial and Legal Literacy
Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Describe ways of managing expenses, income, and savings.

Duration: 02:00	Duration: 03:00
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• 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	• Demonstrate how to carry out offline and online financial transactions, safely and securely.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 16: Essential Digital Skills
Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Demonstrate procedure of operating digital devices and associated applications safely.

Duration: 04:00	Duration: 06:00
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Discuss the significance of using internet for browsing, accessing social media platforms, safely and securely	• 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 17: Entrepreneurship
Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Describe opportunities as an entrepreneur

Duration: *03:00*	Duration*: 04:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Discuss the need for identifying opportunities for potential business, sources for arranging money and potential legal and financial challenges	• Create a sample business plan, for the selected business opportunity.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 18: Customer Service
Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Describe ways of maintaining customer

Duration: 02:00	Duration: 03:00
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Differentiate between types of customers - Explain the significance of identifying customer needs and addressing them - Discuss the significance of maintaining hygiene and dressing appropriately	Demonstrate how to deal with different customers and their needs
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 19: Getting ready for Apprenticeship & jobs

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Describe ways of preparing for apprenticeship & Jobs appropriately.

Duration: *03:00*	Duration*: 05:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Discuss the significance of dressing up neatly and maintaining hygiene for an interview - Discuss how to search and register for apprenticeship opportunities	- 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 20: On-the-Job Training

Mapped to Billing Executive (Facility Management)

Mandatory Duration: *150:00*	Recommended Duration: *00:00*
Location: On Site	

Terminal Outcomes

- Create a sample billing account for customer, service provider, contractual staff, vendor, etc. in accounting system or ledger
- Apply appropriate methods to complete relevant information for payroll, purchase orders, cheques, invoices, bills, cheque requisitions, and bank statements in a ledger or computer system
- Demonstrate on how to use secure payment point procedures for online transactions
- Prepare a sample spread sheet for maintaining customer's account
- Show how to compile all information needed to calculate bills receivable (order amounts, discount rates etc.)
- Apply applicable approaches to tally the bill and calculate if any discounts or any special rates apply
- Employ appropriate procedures to check outstanding account balances and billing timeline for each service and
- Prepare sample invoices demand notice and account statements
- Demonstrate how to collect payment through various mode
- Apply appropriate techniques to and check the credibility of payments received, investigate payment discrepancies and take remedial actions
- Employ proper procedures to track status of bill/invoice and handle billing inquiries from the customers
- Show how to check bills/invoices received from vendors, service providers, contractual staff, etc. against the contract agreement and payment timelines for any errors or discrepancies
- Apply proper procedure to write and issue a cheque with name of payee and account to the respective person/company after getting it signed by the authorized personnel
- Apply proper procedures to check billing account status (pending, active suspended, deactivated, etc.) and monitor payments (mode-credit card or bank transfer etc.)
- Show how to calculate costs of materials, overhead and other expenses based on estimates, quotations, and price lists
- Dramatize a situation on how to contact parties involved for payment due and for the status of their accounts
- Apply proper techniques to investigate security breaches in system or payment modes and take appropriate action
- Role play on how to assist and support audit teams in verifying bills and billing data
- Demonstrate how to perform daily and monthly closing and balancing at the end of day's work and month respectively

- Prepare a sample daily/weekly/monthly billing, invoicing, inventory reports, account statements
- Dramatize a situation on how to assist the manager in preparing account statements and financial reports
- Perform the activities to maintain personal hygiene at workplace
- Role play on identifying hazards at workplace and reporting to the supervisor
- Demonstrate strong Communication skills and workplace etiquette to achieve a smooth workflow
- Perform basic activities to apply gender and age-sensitive service practices
- Demonstrate the process of maintaining confidentiality of the organizational information and guests' privacy

Annexure

Trainer Requirements

Trainer Prerequisites					
Minimum Educational Qualification	**Specialization**	**Relevant Industry Experience**		**Training Experience**		**Remarks**
		Years	*Specialization*	*Years*	*Specialization*	
Certificate / Diploma / Degree / Post Graduate	Financial Management/Sales /Accountancy	5 years	Financial Management/Sales/Accountancy	1 year	Financial Management/Sales/Accountancy	

Trainer Certification	
Domain Certification	**Platform Certification**
"Billing Executive (Facility Management)", "THC/Q5801, v4.0", 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 Experience**		**Remarks**
		Years	*Specialization*	*Years*	*Specialization*	
Diploma / Degree / Post Graduate		5 years	Housekeeping/Facility Management	0		

Assessor Certification	
Domain Certification	**Platform Certification**
"Billing Executive (Facility Management)", "THC/Q5801, v4.0", 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 To A 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 To A 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

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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 are stored in the Hard Drives

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
TVET	Technical and Vocational Education and Training
OH&S	Occupational Health and Safety
PPE	Personal Protective Equipment
HACCP	Hazard Analysis and Critical Control Points
FSSAI	Food Safety and Standards Authority of India
ISO	International Standards Organization
OH&S	Occupational Health and Safety