



QUALIFICATION FILE

Billing Executive (Facility Management)

☒ Short Term Training (STT) ☐ Long Term Training (LTT) ☐ Apprenticeship

☒ Upskilling ☐ Dual/Flexi Qualification ☐ For ToT ☐ For ToA

☒ General ☐ Multi-skill (MS) ☐ Cross Sectoral (CS) ☐ Future Skills ☐ OEM

NCrF/NSQF Level: 4

Submitted By:

Tourism and Hospitality Skill Council

#301, 3rd Floor, 21 Naurang House, Kasturba Gandhi Marg, Connaught Place

New Delhi – 110001, Landline # 011-41608056/8057 Ext.1102

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Section 1: Basic Details

1.	Qualification Name	Billing Executive (Facility Management)																
2.	Sector/s	Tourism & Hospitality																
3.	Type of Qualification: <input type="checkbox"/> New <input checked="" type="checkbox"/> Revised <input type="checkbox"/> Has Electives/Options <input type="checkbox"/> OEM	NQR Code & version of existing/previous qualification: <i>(change to previous, once approved)</i> 2021/TH/THSC/04913 & v4.0	Qualification Name of existing/previous version: Billing Executive (Facility Management)															
4.	a. OEM Name b. Qualification Name <i>(Wherever applicable)</i>	Billing Executive (Facility Management)																
5.	National Qualification Register (NQR) Code & Version <i>(Will be issued after NSQC approval)</i>	QG-04-TH-02459-2024-V2-THSC	6. NCrf/NSQF Level: 4															
7.	Award (Certificate/Diploma/Advance Diploma/ Any Other) <i>(Wherever applicable specify multiple entry/exits also & provide details in annexure)</i>	Certificate																
8.	Brief Description of the Qualification	The individual at work manages and maintains accounts payable and receivables, calculates, prepares and processes bills and invoices, maintains budgets and other financial records and issues cheques, and receives payments.																
9.	Eligibility Criteria for Entry for Student/Trainee/Learner/Employee	a. Entry Qualification & Relevant Experience: <table border="1"> <thead> <tr> <th>S. No.</th> <th>Academic/Skill Qualification (with Specialization - if applicable)</th> <th>Required Experience (with Specialization - if applicable)</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>12th grade pass or equivalent</td> <td></td> </tr> <tr> <td>2.</td> <td>11th Grade Pass</td> <td>1.5 years (relevant experience)</td> </tr> <tr> <td>3.</td> <td>Previous relevant Qualification of NSQF Level 3.0</td> <td>3 years (relevant experience)</td> </tr> <tr> <td>4.</td> <td>Previous relevant Qualification of NSQF Level 3.5</td> <td>1.5 years (relevant experience)</td> </tr> </tbody> </table> <p>*Experience may be inclusive of apprenticeship*</p> b. Age -18 years		S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)	1.	12th grade pass or equivalent		2.	11th Grade Pass	1.5 years (relevant experience)	3.	Previous relevant Qualification of NSQF Level 3.0	3 years (relevant experience)	4.	Previous relevant Qualification of NSQF Level 3.5	1.5 years (relevant experience)
S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)																
1.	12th grade pass or equivalent																	
2.	11th Grade Pass	1.5 years (relevant experience)																
3.	Previous relevant Qualification of NSQF Level 3.0	3 years (relevant experience)																
4.	Previous relevant Qualification of NSQF Level 3.5	1.5 years (relevant experience)																

10.	Credits Assigned to this Qualification, Subject to Assessment (as per National Credit Framework (NCrF))	16	11. Common Cost Norm Category (I/II/III) (wherever applicable): II																					
12.	Any Licensing requirements for Undertaking Training on This Qualification (wherever applicable)	NA																						
13.	Training Duration by Modes of Training Delivery (Specify Total Duration as per selected training delivery modes and as per requirement of the qualification)	<input type="checkbox"/> Offline <input type="checkbox"/> Online <input checked="" type="checkbox"/> Blended <table border="1"> <thead> <tr> <th>Training Delivery Modes</th> <th>Theory (Hours)</th> <th>Practical (Hours)</th> <th>OJT Mandatory (Hours)</th> <th>OJT Recommended (Hours)</th> <th>Total (Hours)</th> </tr> </thead> <tbody> <tr> <td>Classroom (offline)</td> <td></td> <td>201:00</td> <td>150:00</td> <td>00:00</td> <td>480:00</td> </tr> <tr> <td>Online</td> <td>129:00</td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table> (Refer Blended Learning Annexure for details)					Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	OJT Recommended (Hours)	Total (Hours)	Classroom (offline)		201:00	150:00	00:00	480:00	Online	129:00				
Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	OJT Recommended (Hours)	Total (Hours)																			
Classroom (offline)		201:00	150:00	00:00	480:00																			
Online	129:00																							
14.	Aligned to NCO/ISCO Code/s (if no code is available mention the same)	NCO-2015/4132.1400																						
15.	Progression path after attaining the qualification (Please show Professional and Academic progression)	Facility Management Executive																						
16.	Other Indian languages in which the Qualification & Model Curriculum are being submitted	Hindi																						
17.	Is similar Qualification(s) available on NQR-if yes, justification for this qualification	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No URLs of similar Qualifications:																						
18.	Is the Job Role Amenable to Persons with Disability	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If "Yes", specify applicable type of Disability:																						
19.	How Participation of Women will be Encouraged	The inclusion of women in the workplace is important as there is an increase in the number of educated women. Despite progress in some areas, women still face significant challenges and barriers to their full participation in the workforce. This can be addressed by formulating policy measures on skilling, job creation and support services. To increase the proportion of women in the workforce, various support measures like childcare facilities, close proximity to the workplace, safe transportation, gender acceleration plans and return to work (allowing women to re-join the workforce after motherhood) should be provided. Organisations should provide flexible work arrangements like part-time or remote work options. This not only helps the organisation to retain talented women employees, but it also helps women to balance work and family responsibilities.																						
20.	Are Greening/ Environment Sustainability Aspects Covered (Specify the NOS/Module which covers it)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No THC/N9906.Follow Health, Hygiene and Safety practices																						
21.	Is Qualification Suitable to be Offered in Schools/Colleges	Schools <input type="checkbox"/> Yes <input type="checkbox"/> No Colleges <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No																						

22.	Name and Contact Details of Submitting / Awarding Body SPOC <i>(In case of CS or MS, provide details of both Lead AB & Supporting ABs)</i>	Name: Meenakshi Sharma Email: meenakshi.sharma@thsc.in Contact No.: 011-41608056/8057 Ext.1102 Website: www.thsc.in	
23.	Final Approval Date by NSQC: 30/04/2024	24. Validity Duration: 3 years	25. Next Review Date: 30/04/2027

Section 2: Module Summary

NOS/s of Qualifications

(In exceptional cases these could be described as components)

Mandatory NOS/s:

Specify the training duration and assessment criteria at NOS/ Module level. For further details refer curriculum document.

Th.-Theory **Pr.**-Practical **OJT**-On the Job **Man.**-Mandatory **Training Rec.**-Recommended **Proj.**-Project

S. No	NOS/Module Name	NOS/Module Code & Version (if applicable)	Core/Non-Core	NCrF/NS QF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%) (if applicable)
1.	Manage and maintain accounts	THC/N5802 & v4.0	Core	4	11	60	120	150	0	330	70	90	0	40	200	50
2.	Communicate effectively and maintain service standards	THC/N9901 & v2.0	Non-Core	4	1	15	15	0	0	30	40	40	0	20	100	15
3.	Maintain Organizational Confidentiality and Respect Customers' Privacy	THC/N9903 & v2.0	Non-Core	4	1	15	15	0	0	30	10	10	0	5	25	15
4.	Follow Health, Hygiene and Safety practices	THC/N9906 & v2.0	Non-Core	4	1	15	15	0	0	30	25	35	0	15	75	15
5.	Employability Skills (60 Hours)	DGT/VSQ/ N0102 & v1.0	Non-Core	4	2	24	36	0	0	60	20	30	0	0	50	5
Duration (in Hours) / Total Marks					16	129	201	150	0	480	165	205	0	80	450	100

Assessment - Minimum Qualifying PercentagePlease specify **any one** of the following:**Minimum Pass Percentage – Aggregate at qualification level: 70 %** (Every Trainee should score specified minimum aggregate passing percentage at qualification level to successfully clear the assessment.)**Minimum Pass Percentage – NOS/Module-wise: 70 %** (Every Trainee should score specified minimum passing percentage in each mandatory and selected elective NOS/Module to successfully clear the assessment.)**Section 3: Training Related**

1.	Trainer's Qualification and experience in the relevant sector (in years) (as per NCVET guidelines)	Certificate / Diploma / Degree / Postgraduate (specialization in Financial Management / Sales /Accountancy) with 5 years of relevant industry experience (Financial Management / Sales /Accountancy) and 1-year of training experience (Financial Management / Sales /Accountancy)
2.	Master Trainer's Qualification and experience in the relevant sector (in years) (as per NCVET guidelines)	NA
3.	Tools and Equipment Required for Training	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (If "Yes", details to be provided in Annexure)
4.	In Case of Revised Qualification, Details of Any Upskilling Required for Trainer	NA

Section 4: Assessment Related

1.	Assessor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)	Diploma / Degree / Postgraduate with 5 years of relevant industry experience (Housekeeping/Facility Management)
2.	Proctor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)	NA
3.	Lead Assessor's/Proctor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)	NA
4.	Assessment Mode (Specify the assessment mode)	Blended
5.	Tools and Equipment Required for Assessment	<input checked="" type="checkbox"/> Same as for training <input type="checkbox"/> Yes <input type="checkbox"/> No (details to be provided in Annexure-if it is different for Assessment)

Section 5: Evidence of the need for the Qualification

Provide Annexure/Supporting documents name.

1.	Latest Skill Gap Study (not older than 2 years) (Yes/No): No
2.	Latest Market Research Reports or any other source (not older than 2 years) (Yes/No): No
3.	Government /Industry initiatives/ requirement (Yes/No): Yes
4.	Number of Industry validation provided: 21
5.	Estimated nos. of persons to be trained and employed: 180
6.	Evidence of Concurrence/Consultation with Line Ministry/State Departments: No If "No", why:

Section 6: Annexure & Supporting Documents Check List

Specify Annexure Name / Supporting document file name

1.	Annexure: NCrf/NSQF level justification based on NCrf level/NSQF descriptors <i>(Mandatory)</i>	<i>Attached</i>
2.	Annexure: List of tools and equipment relevant for qualification <i>(Mandatory, except in case of online course)</i>	<i>Attached</i>
3.	Annexure: Detailed Assessment Criteria <i>(Mandatory)</i>	<i>Attached</i>
4.	Annexure: Assessment Strategy <i>(Mandatory)</i>	<i>Attached</i>
5.	Annexure: Blended Learning <i>(Mandatory, in case selected Mode of delivery is "Blended Learning")</i>	<i>Attached</i>
6.	Annexure: Multiple Entry-Exit Details <i>(Mandatory, in case qualification has multiple Entry-Exit)</i>	<i>Attached</i>
7.	Annexure: Acronym and Glossary <i>(Optional)</i>	<i>Attached</i>
8.	Supporting Document: Model Curriculum <i>(Mandatory – Public view)</i>	<i>Attached</i>
9.	Supporting Document: Career Progression <i>(Mandatory - Public view)</i>	<i>Attached</i>
10.	Supporting Document: Occupational Map <i>(Mandatory)</i>	<i>Attached</i>
11.	Supporting Document: Assessment SOP <i>(Mandatory)</i>	<i>Attached</i>
12.	Any other document you wish to submit:	-

Annexure: Evidence of Level

NCrF/NSQF Level Descriptors	Key requirements of the job role/ outcome of the qualification	How the job role/ outcomes relate to the NCrF/NSQF level descriptor	NCrF/NSQF Level
Professional Theoretical Knowledge/Process	Specialized knowledge <ul style="list-style-type: none"> Accounts management procedures Cost management tools and methods Procedures to issue invoices and cheques Stakeholder management techniques Vendor and contractor billing procedures Payment exception tracking techniques Types of payment methods-online, cash, etc. Techniques to spot discrepancies between logs and invoice registers Accounts and billing record-keeping procedures Legal, statutory and regulatory requirements for maintaining company accounts Account security and confidentiality procedures Book keeping techniques Applicable taxes like GST, TDS, etc. for all invoices, bills and payments Report creation and audit procedures Organizational policies on behavioural etiquette and professionalism Organizational policies on gender sensitive service practices at workplace Organizational hierarchy and reporting structure Documentation policy and procedures of the organization Service quality standards as per organizational policies Complaint handling policy and procedures SOP on personal hygiene Procedure of giving and receiving feedback positively Gender specific requirements of different types of guest Specific requirements of different age-groups of guests Age and gender specific etiquette Key helpline numbers 	<ul style="list-style-type: none"> A Billing Executive (Facility Management) should have a proper knowledge of accounts management related procedure and technique, occupational health and safety requirements, organization's policy, documentation procedure, SOP and standards of management. Hence Level 4 	4

	<ul style="list-style-type: none"> Organizational policy with regards to Persons with disability Organisation's policies on intellectual property rights and confidential information IPR infringement reporting procedure Storage and disposal procedures for confidential information Importance of maintaining confidentiality for competitiveness of an organisation Significance of damages resulting from confidentiality infringement Organisation's policy on reporting and managing safety issues Procedure to maintain cleanliness standards at workplace SOP on personal hygiene Importance of preventive health check-up and healthy living Procedure to report health issues Instructions for operating and handling equipment as per standard Purpose and usage of PPE Basic first-aid procedures Standard waste management policy 		
Professional and Technical Skills/ Expertise/ Professional Knowledge	Specialized skills <ul style="list-style-type: none"> Read and interpret organisational SOPs for account management Follow organisation's code of conduct and business etiquette Identify immediate or temporary solutions to resolve delays in completing work Fill-in checklists, log sheets etc for billing and accounting Plan, prioritize and sequence work operations to increase efficiency Improve work processes by incorporating guests' feedback Solve problem when required Resolve conflicts related to confidentiality and privacy by reporting the issue in time 	<ul style="list-style-type: none"> A Billing Executive (Facility Management) needs to have basic communication skills and follow established service standards, Communication etiquette, etc. of the organization. Hence Level 4 	4

	<ul style="list-style-type: none"> • Fill in relevant forms, formats and checklist accurately • Read organisation policy, procedure manuals and instructions, documents and information displayed at the workplace • Read job sheets, company policy, notes and comments received from the supervisor or guest, documents and information displayed at the workplace • Communicate effectively with the guests regarding confidentiality • Communicate effectively with the guests • Improve and modify own work practices • Analyze the impact of not adhering to the health and safety procedures 		
Employment Readiness & Entrepreneurship Skills & Mind-set/Professional Skill	Team readiness, self-entrepreneurship readiness <ul style="list-style-type: none"> • Read and write different types of documents/instructions/correspondence • Communicate effectively using appropriate language in formal and informal settings • Behave politely and appropriately with all • How to work in a virtual mode • Perform calculations efficiently • Solve problems effectively • Pay attention to details • Manage time efficiently • Maintain hygiene and sanitization to avoid infection 	<ul style="list-style-type: none"> • A Billing Executive (Facility Management) should have good oral and written communication skills, advanced literacy and numeracy skills, organisation and time management skills, good understanding of social, political and work environment, etc. 	4
Broad Learning Outcomes/Core Skill	Specialized/ complex jobs/tasks <ul style="list-style-type: none"> • Manage and maintain accounts • Communicate effectively and maintain service standards • Maintain organisational confidentiality and respect guests' privacy • Follow health, hygiene and safety practices 	<ul style="list-style-type: none"> • A Billing Executive (Facility Management) is responsible for managing and maintaining accounts as per the organizational standards of service. This person works in familiar, predictable, routine, situation at workplace. • Hence Level 4 	4
Responsibility	Self and team responsibility – Sr. Technician or Master Technician	<ul style="list-style-type: none"> • A Billing Executive (Facility Management) is responsible for 	4

	<ul style="list-style-type: none"> • Create billing accounts • Handle billing and payment • Manage finance related administrative works • Communicate effectively with guests, colleagues and superiors • Maintain professional etiquette • Provide specific services as per the guests' requirements • Maintain organisational confidentiality • Respect guest's privacy • Maintain personal and workplace hygiene • Take precautionary health measures • Follow standard safety procedure • Follow effective waste management 	<p>finance related activities administrative work by following the standards of the organization. This person is responsible for their own work.</p> <ul style="list-style-type: none"> • Hence Level 4 	
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Annexure: Tools and Equipment (Lab Set-Up)

List of Tools and Equipment

Batch Size: 30

S. No.	Tool / Equipment Name	Specification	Quantity for specified Batch size
1.	Sample billing account	Standard	01
2.	Sample ledger	Standard	01
3.	Sample financial account spread sheet	Standard	01
4.	Sample invoice/bill	Standard	01
5.	Credit memo	Standard	01
6.	Cheque	Standard	01
7.	Sample bills	Standard	01
8.	Sample inventory report	Standard	01
9.	Sample invoice and account statement	Standard	01
10.	Sample of escalation matrix	Standard	01
11.	Organisation structure	Standard	01
12.	Handouts of IPR guidelines and regulations	Standard	01
13.	Personal Protection Equipment: Safety glasses, Head protection, Rubber gloves, Safety footwear, Warning signs and tapes, Fire extinguisher, First aid kit	Standard	01
14.	Relevant Standard Operating Procedures	Standard	01
15.	Sample reports	Standard	01

Classroom Aids

The aids required to conduct sessions in the classroom are:

1. Whiteboard
2. Flip Chart
3. Duster
4. Projector
5. Projector screen
6. Computer/ Laptop with charger
7. Power Point Presentation
8. Laptop External Speakers
9. Training kit (Trainer guide, Presentations)
10. Participant Handbook and Related Standard Operating Procedures
11. Markers
12. Chalk

Annexure: Industry Validations Summary

Provide the summary information of all the industry validations in table. This is not required for OEM qualifications.

S. No	Organization Name	Representative Name	Designation	Contact Address	Contact Phone No	E-mail ID	LinkedIn Profile (if available)
1	BWHindi	Amit Sharma	Corporate Training Manager	-Gurgoan, haryana	837883382	amit.sharma@bwhinda.in	-
2.	BVG India Limited	Ravi Ghatе	Head of Department	Midas Tower, Rajiv Gandhi Infotech Park, Hinjawadi, Pune	9822522333	ravighate@bvgindia.com	-
3.	Checkmate Services Private Limited (Branch NCR)	Col Deepak Kumar	General Manager Operations	Plot No 138, Udyog Vihar Phase IV, Gurugram 122016	9687530491	Deepak.kumar@checkmateservices.com	-
4.	Kapston Services limited	Haraprasad Panda	Executive President	Plot 75, Kavuri Hills, Madhapur, Hyderabad, Telangana-500034	9949062250	haraprasad@kapstonservices.com	-
5.	Orion Secure	Ashwani Kumar	General Manager	Sector 44 plot no.136, rider house, Gurugram	9716055556	Ashwani.kumar@orionsecure.co.in	-
6.	Lucky Restaurant	Lucky Singh	Owner	513, Civil Line, Court Road, Near Deep Plaza, 18, Old railway Road, Jacobpura, Gurugram, Haryana, 122007	9675994353	Lkysingh059@gmail.com	-
7.	Sangam Restaurant	Mukesh Bisht	Owner	Bageshwar, Uttarakhand	8869014393	BishtMukesh55@gmail.com	-
8.	The Modern Café & Eatery	Reha S. Bisht	Owner	T-540, Panchsheela Rendezvous Complex, Panchshila Park, Malviya Nagar, 110017	9953235352	IVORYTHEMODERNEATERY@gmail.com	-
9.	Grover Foods	Amandeep	MD	Uttarakhand	9808979795	amangrover2011@gmail.com	-
10.	Optima Group,	Mr.Raju	Proprietor	Office No:622, Block B, Phase-2 Near police Station, Madanpur Khatar, New Delhi-76	7011141426	optimagroup@gmail.com	-
11.	Amars Skill Ventures Pvt. Ltd	Yogender Singh	Sr. Manager	Gurugram	7840010621	amassskillvpl@gmail.com	-
12.	Win Facilities	Vikas Kumar	Proprietor	Dwarka, New Delhi	9711898985	winfacilities@yahoo.com	-

13.	Ahuja Residency	Karan Kapoor	Ast.HR Manager	302, 302A, The Palm Spring Plaza Golf course road, sector-54	8500090227	Karan.kapoor@ahujaresidency.com	-
14.	Golden Security Guards	Yash Gupta	Proprietor	B156, New ashok Nagar, New Delhi, PIN 110096	8595782318	yash.gupta@gsgsecurenet.com	-
15.	Shine & Standard	Divya Bhatt	Manager	C-270, 2nd Floor, Sector-63, Noida Pin Code:- 201301	8448334194	divyabhattach007777@gmail.com/shinestandardnaps@gmail.com	-
16.	Kaahlina Technology Pvt . Ltd	Rajani kant	Director	Boomerang Building, A 005, Lower Ground, Chandivali, Andheri East, Mumbai, Maharashtra 400072	9209052021	rajani.kant@rozgarkhoj.com	-
17.	Property Solutions (India) Pvt.Ltd	Dharmendar Patil	General Manager	Unit no 11, Ground floor, Kalpataru Square, Off. Andheri karla Road, Kondivita Lane, Andheri (E), Mumbai -400059	9898049090	dharmendra.patil@psipl.co.in	-
18.	Sodoexo India Services Private Limited	Vivek Adavatkar	AVP-IR and Compliance	1 st Floor, Gemstar Commercial complex, Near Ramchandra lane, Kanchpada-Malad West, Mumbai-400064	9823321421	vivek.adavatkar@sodexo.com	-
19.	Akaya India Care Limited	Viraj Anil Bandekar	Head HR	5 th Floor Maitri Plot no 10, Road no 10, Vile Parle, West Mumbai City, MH 400049	8793403463	info@akayindiacare.com	-
20.	AGR Talent Consulting LLP	Prem	Manager-Operations	H.NO C-8 G/F GALI NO-1 AALI VIHAR NA SARITA VIHAR New Delhi Delhi 110076	9872427026	Operations.agr@gmail.com	-
21.	ATC Security and Intelligence Pvt.Ltd	Prem	Manager-Operations	Kailash Business Park Vikhroli - 400079 Mumbai, India	9872427026	info@atc.co.in	-

Annexure: Training & Employment Details

Training and Employment Projections:

Year	Total Candidates		Women		People with Disability	
	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities
2023-2024	110	165	11	33	NA	NA
2024-2025	120	180	13	40	NA	NA
2025-2026	130	200	15	47	NA	NA

Data to be provided year-wise for next 3 years

Training, Assessment, Certification, and Placement Data for previous versions of qualifications:

Qualification Version	Year	Total Candidates				Women				People with Disability			
		Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed
v2.0		91	81	73	58	NA	NA	NA	NA	NA	NA	NA	NA

Applicable for revised qualifications only, data to be provided year-wise for past 3 years.

List Schemes in which the previous version of Qualification was implemented:

1. Govt. funded STT
2. NAPS

Content availability for previous versions of qualifications:

☐ Participant Handbook ☐ Facilitator Guide ☐ Digital Content ☐ Qualification Handbook ☐ Any Other:

Languages in which Content is available:

Annexure: Blended Learning

Blended Learning Estimated Ratio & Recommended Tools:

Refer NCVET “Guidelines for Blended Learning for Vocational Education, Training & Skilling” available on:

<https://ncvet.gov.in/sites/default/files/Guidelines%20for%20Blended%20Learning%20for%20Vocational%20Education,%20Training%20&%20Skilling.pdf>

S. No.	Select the Components of the Qualification	List Recommended Tools – for all Selected Components	Offline : Online Ratio
1	<input type="checkbox"/> Theory/ Lectures - Imparting theoretical and conceptual knowledge	<ul style="list-style-type: none"> • Books/ e-books • Presentations • Reference Material • Audio / Video Modules 	
2	<input type="checkbox"/> Imparting Soft Skills, Life Skills, and Employability Skills /Mentorship to Learners	<ul style="list-style-type: none"> • Self-Learning Videos • Broadcasts • Mobile Learning • Curated Digital content 	
3	<input type="checkbox"/> Showing Practical Demonstrations to the learners	<ul style="list-style-type: none"> • Video Content • E-Resource library • AR/ VR/ XR 	
4	<input type="checkbox"/> Imparting Practical Hands-on Skills/ Lab Work/ workshop/ shop floor training	<ul style="list-style-type: none"> • Training tools (tools list attached) • Video Play • Presentations 	
5	<input type="checkbox"/> Tutorials/ Assignments/ Drill/ Practice	<ul style="list-style-type: none"> • Online Question Bank • Mobile Quick test app • MCQ based tests 	
6	<input type="checkbox"/> Proctored Monitoring/ Assessment/ Evaluation/ Examinations	<ul style="list-style-type: none"> • Assessment engine for Essays • Up-loadable file examinations • Mock test sessions 	
7	<input type="checkbox"/> On the Job Training (OJT)/ Project Work Internship/ Apprenticeship Training	<ul style="list-style-type: none"> • Online tests • Offline assessments 	

Annexure: Detailed Assessment Criteria

Detailed assessment criteria for each NOS/Module are as follows:

NOS/Module Name	Assessment Criteria for Performance Criteria/Learning Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
THC/N5802: Manage and maintain accounts	<i>Create billing accounts</i>	20	20	0	5
	PC1. create separate billing account for each customer, service provider, contractual staff, vendor, etc. in the organization's accounting system or ledger	-	-	-	-
	PC2. complete relevant information for payroll, purchase orders, cheques, invoices, bills, cheque requisitions, and bank statements in a ledger or computer system	-	-	-	-
	PC3. select payment term and payment options for all types of accounts	-	-	-	-
	PC4. use secure payment point procedures for all online transactions	-	-	-	-
	PC5. implement tracing procedures where necessary	-	-	-	-
	PC6. maintain spreadsheets and files for customer's account as per organizational SOP	-	-	-	-
	PC7. analyze history of orders, services, and transactions (including invoices, payments, and adjustments) for the billing accounts	-	-	-	-
	<i>Handle billing and payment</i>	25	35	0	15
	PC8. compile all information needed to calculate bills receivable (order amounts, discount rates etc.)	-	-	-	-
	PC9. tally the bill and calculate if any discounts or special rates apply	-	-	-	-
	PC10. check outstanding account balances and billing timeline for each service	-	-	-	-
	PC11. verify the data input in the accounting system to ensure the accuracy of the final bill	-	-	-	-
	PC12. prepare and issue invoices to customers and others (through the mail, e-mail, etc.)	-	-	-	-
	PC13. issue a demand notice for payment of taxes in conformance to relevant legislation	-	-	-	-
	PC14. issue account statements periodically or whenever necessary	-	-	-	-
	PC15. collect payments through various modes (cash, online payments, etc.)	-	-	-	-
	PC16. check for the credibility of payments received	-	-	-	-
	PC17. investigate payment discrepancies and take remedial action	-	-	-	-
	PC18. process and monitor bills related to credit memos	-	-	-	-
	PC19. update accounting records with new payments, balances, customer information, etc.	-	-	-	-
	PC20. track the status of invoices/bills	-	-	-	-
	PC21. handle billing inquiries from customers	-	-	-	-
	PC22. receive and check bills/invoices from vendors, service providers, contractual staff, etc. against the contract agreement and payment timelines	-	-	-	-

	PC23. ensure the bills/invoices have no errors or discrepancies	-	-	-	-
	PC24. write cheques with name of the payee and amount	-	-	-	-
	PC25. get the signed by the authorized personnel cheques to the authorized personnel and issue the signed cheques to the person/company	-	-	-	-
	<i>Manage finance related administrative works</i>	25	35	0	20
	PC26. check billing account status - pending, active suspended, deactivated, etc.	-	-	-	-
	PC27. monitor all payments - credit card or bank transfer etc.	-	-	-	-
	PC28. calculate costs of materials, overhead and other expenses based on estimates, quotations, and price lists	-	-	-	-
	PC29. contact responsible parties involved for payments due and for the status of their accounts	-	-	-	-
	PC30. ensure all stakeholders remain informed on their outstanding debts and deadlines	-	-	-	-
	PC31. keep all files updated with current invoices, bills, contact information and service, and payment terms	-	-	-	-
	PC32. investigate security breaches in system or payment modes and take required action	-	-	-	-
	PC33. assist and support audit teams in verifying bills and billing data	-	-	-	-
	PC34. perform daily closing and balancing at the end of work	-	-	-	-
	PC35. carry out monthly closing and balancing	-	-	-	-
	PC36. prepare all daily/weekly/monthly billing, invoicing, inventory reports, account statements and send them to the authorized person for review	-	-	-	-
	PC37. assist the accounts manager in preparing account statements and financial reports	-	-	-	-
	PC38. perform related duties, such as word processing, maintaining filing and record systems, faxing and photocopying	-	-	-	-
	Total Marks	70	90	0	40
THC/N9901: Communicate effectively and maintain service standards	<i>Communicate effectively with guests, colleagues and superiors</i>	20	20	0	10
	PC1. greet the guests promptly and appropriately as per organization's procedure	-	-	-	-
	PC2. communicate with the guests in a polite and professional manner	-	-	-	-
	PC3. clarify guest's requirements by asking appropriate questions	-	-	-	-
	PC4. address guest's dissatisfactions and complaints effectively	-	-	-	-
	PC5. build effective yet impersonal relationship with guests	-	-	-	-
	PC6. inform guests on any issue/problem beforehand including any developments involving them	-	-	-	-
	PC7. seek feedback from the guests and incorporate that to improve the guest experience	-	-	-	-
	PC8. escalate any negative feedback from the guests to immediate reporting authority on high priority	-	-	-	-
	PC9. pass on essential information to your colleagues timely	-	-	-	-
	PC10. report any workplace issues to the superior immediately	-	-	-	-

	<i>Maintain professional etiquette</i>	10	10	0	5
	PC11. report to work on time	-	-	-	-
	PC12. follow proper etiquette while interacting with colleagues and superiors	-	-	-	-
	PC13. follow the dress code as per organizational policy	-	-	-	-
	PC14. maintain good personal hygiene	-	-	-	-
	PC15. respect privacy of others at the workplace	-	-	-	-
	<i>Provide specific services as per the guests' requirements</i>	10	10	0	5
	PC16. offer services and maintain the quality of facilities to cater to specific needs of every individual, across all gender and age group as per organisation standards	-	-	-	-
	PC17. provide assistance to Persons with Disability, if required	-	-	-	-
	PC18. follow gender and age sensitive service practices at all times	-	-	-	-
	PC19. follow the organisational policies specified for Persons with Disability	-	-	-	-
	PC20. adhere to the company policies related to prevention of sexual harassment, both physical and verbal	-	-	-	-
	Total Marks	40	40	0	20
THC/N9903: Maintain organisational confidentiality and respect guests' privacy	<i>Maintain organisational confidentiality</i>	6	6	0	3
	PC1. ensure not leaving any confidential information visible and unattended on the workstation	-	-	-	-
	PC2. comply to organizational IPR policy at all times	-	-	-	-
	PC3. report any infringement of IPR observed by anyone in the company to the concerned person	-	-	-	-
	PC4. maintain the confidentiality of the organisational information through appropriate use, storage and disposal	-	-	-	-
	<i>Respect guest's privacy</i>	4	4	0	2
	PC5. protect personal and financial information of the guest	-	-	-	-
	PC6. refrain self from infringing upon guest's professional deals and plans	-	-	-	-
	Total Marks	10	10	0	5
THC/N9906: Follow Health, Hygiene and Safety practices	<i>Maintain personal and workplace hygiene</i>	10	10	0	5
	PC1. wash and sanitize hands at regular intervals using hand wash & alcohol-based sanitizers	-	-	-	-
	PC2. clean the workplace with appropriate cleaning solution and disinfectants as recommended	-	-	-	-
	PC3.	-	-	-	-
	PC4. sanitize all tools and equipment requiring touch points at regular intervals	-	-	-	-
	PC5. ensure that the trashcans are cleared regularly following the cleanliness and maintenance schedule	-	-	-	-
	PC6. use appropriate PPE (headwear, glasses, goggles, footwear etc.) considering the task to be performed and the working environment	-	-	-	-
	PC7. dispose of the waste as per the prescribed standards	-	-	-	-
	PC8. maintain good personal hygiene by brushing teeth regularly, washing and sanitizing hands, wearing clean clothes, following a healthy diet etc.	-	-	-	-

	<i>Take precautionary health measures</i>	5	5	0	0
	PC9. attend regular health check-ups organized by the management	-	-	-	-
	PC10. report personal health issues related to injury, food, air and infectious disease	-	-	-	-
	PC11. report to the concerned authority in case any coworker is unwell	-	-	-	-
	<i>Follow standard safety procedure</i>	5	10	0	5
	PC12. follow safety procedures while handling materials, tools, equipment etc.	-	-	-	-
	PC13. follow first aid procedures appropriately	-	-	-	-
	PC14. identify hazards at the workplace and report to the concerned person in time	-	-	-	-
	<i>Follow effective waste management</i>	5	10	0	5
	PC15. identify and segregate recyclable, non-recyclable and hazardous waste at workplace	-	-	-	-
	PC16. segregate waste into different coloured dustbins	-	-	-	-
	PC17. handle the waste as per SOP	-	-	-	-
	PC18. recycle waste wherever applicable	-	-	-	-
	PC19. dispose of PPEs in a plastic bag, sealed and labelled as infectious waste	-	-	-	-
	Total Marks	25	35	-	15
DGT/VSQ/N0102 - Employability Skills (60 hours)	<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	-	-
	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>	1	1	-	-
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	-	-	-	-
<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	-	-	-	-
	Total Marks	20	30	-	-
Grand Total		165	205	-	80

Annexure: Assessment Strategy

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

<1. Assessment System Overview:

- Batches assigned to the assessment agencies for conducting the assessment on SIP or email
- Assessment agencies send the assessment confirmation to VTP/TC looping SSC
- Assessment agency deploys the ToA certified Assessor for executing the assessment
- SSC monitors the assessment process & records

2. Testing Environment:

- Check the Assessment location, date and time
- If the batch size is more than 30, then there should be 2 Assessors.
- Check that the allotted time to the candidates to complete Theory & Practical Assessment is correct.

3. Assessment Quality Assurance levels/Framework:

- Question bank is created by the Subject Matter Experts (SME) are verified by the other SME
- Questions are mapped to the specified assessment criteria
- Assessor must be ToA certified & trainer must be ToT Certified

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

5. Method of verification or validation:

- Surprise visit to the assessment location

6. Method for assessment documentation, archiving, and access

- Hard copies of the documents are stored

On the Job:

1. Each module (which covers the job profile of Billing Executive (Facility Management)) will be assessed separately.
2. The candidate must score 70% in each module to successfully complete the OJT.
3. Tools of Assessment that will be used for assessing whether the candidate is having desired skills and etiquette of dealing with customers, understanding needs & requirements, assessing the customer and perform Soft Skills effectively:
 - Videos of Trainees during OJT
4. Assessment of each Module will ensure that the candidate is able to:
 - Effective engagement with the customers
 - Understand the working of various tools and equipment
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Annexure: Acronym and Glossary

Acronym

Acronym	Description
AA	Assessment Agency
AB	Awarding Body
ISCO	International Standard Classification of Occupations
NCO	National Classification of Occupations
NCrF	National Credit Framework
NOS	National Occupational Standard(s)
NQR	National Qualification Register
NSQF	National Skills Qualifications Framework
OJT	On the Job Training
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training
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

Glossary

Term	Description
National Occupational Standards (NOS)	NOS define the measurable performance outcomes required from an individual engaged in a particular task. They list down what an individual performing that task should know and also do.
Qualification	A formal outcome of an assessment and validation process which is obtained when a competent body determines that an individual has achieved learning outcomes to given standards
Qualification File	A Qualification File is a template designed to capture necessary information of a Qualification from the perspective of NSQF compliance. The Qualification File will be normally submitted by the awarding body for the qualification.
Sector	A grouping of professional activities on the basis of their main economic function, product, service or technology.
Long Term Training	Long-term skilling means any vocational training program undertaken for a year and above.