



QUALIFICATION FILE

Customer Service Representative (Meet and Greet)

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

#1216-1220, 12th Floor, Naurang House, Kasturba Gandhi Marg, Connaught Place

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

Table of Contents

Section 1: Basic Details.....	3
Section 2: Module Summary.....	5
NOS/s of Qualifications	5
Mandatory NOS/s:	5
Assessment - Minimum Qualifying Percentage.....	6
Section 3: Training Related.....	7
Section 4: Assessment Related.....	7
Section 5: Evidence of the need for the Qualification	8
Section 6: Annexure & Supporting Documents Check List	8
Annexure: Evidence of Level	9
Annexure: Tools and Equipment (Lab Set-Up)	15
Annexure: Industry Validations Summary	17
Annexure: Training & Employment Details.....	19
Annexure: Blended Learning.....	20
Annexure: Detailed Assessment Criteria	21
Annexure: Assessment Strategy	30
Annexure: Acronym and Glossary.....	31

Section 1: Basic Details

1.	Qualification Name	Customer Service Representative (Meet and Greet)											
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/04918 & v4.0	Qualification Name of existing/previous version: Customer Service Executive (Meet and Greet)										
4.	a. OEM Name b. Qualification Name <i>(Wherever applicable)</i>												
5.	National Qualification Register (NQR) Code &Version <i>(Will be issued after NSQC approval)</i>	QG-04-TH-02455-2024-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 provides either meet and greet services or escort the tourist to the pre decided destinations.											
9.	Eligibility Criteria for Entry for Student/Trainee/Learner/Employee	a. Entry Qualification & Relevant Experience: <table border="1" style="margin-left: 20px;"> <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>Previous relevant Qualification of NSQF Level 3.5</td> <td>1.5-years (relevant experience)</td> </tr> </tbody> </table> 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.	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.	Previous relevant Qualification of NSQF Level 3.5	1.5-years (relevant experience)											
10.	Credits Assigned to this Qualification, Subject to Assessment <i>(as per National Credit Framework (NCrF))</i>	17	11. Common Cost Norm Category (I/II/III) <i>(wherever applicable):</i> III										

12.	Any Licensing requirements for Undertaking Training on This Qualification <i>(wherever applicable)</i>	NA															
13.	Training Duration by Modes of Training Delivery <i>(Specify Total Duration as per selected training delivery modes and as per requirement of the qualification)</i>	<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>Total (Hours)</th> </tr> </thead> <tbody> <tr> <td>Classroom (offline)</td> <td></td> <td>276.00</td> <td>60.00</td> <td>336.00</td> </tr> <tr> <td>Online</td> <td>174.00</td> <td></td> <td></td> <td>174.00</td> </tr> </tbody> </table> <i>(Refer Blended Learning Annexure for details)</i>	Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	Total (Hours)	Classroom (offline)		276.00	60.00	336.00	Online	174.00			174.00
Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	Total (Hours)													
Classroom (offline)		276.00	60.00	336.00													
Online	174.00			174.00													
14.	Aligned to NCO/ISCO Code/s <i>(if no code is available mention the same)</i>	NCO-2015/5151.0701															
15.	Progression path after attaining the qualification <i>(Please show Professional and Academic progression)</i>	Travel Consultant															
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 <i>(Specify the NOS/Module which covers it)</i>	<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 (In case of CS or MS, provide details of both Lead AB & Supporting ABs)	Name: Dr. Sunita Badhwar Email: sunita.badhwar@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.	Perform Meet and Greet Operations	THC/N4215&v2.0	Core	4	5	45	80	25	0	150	80	80	0	40	200	30
2.	Escort Tourists on Organized Trips	THC/N4405&v3.0	Core	4	7	60	115	35	0	210	80	80	0	40	200	30
3.	Communicate Effectively and Maintain Service Standards	THC/N9901&v2.0	Non-Core	4	1	15	15	0	0	30	40	40	0	20	100	10
4.	Maintain Organizational	THC/N9903	Non-Core	4	1	15	15	0	0	30	10	10	0	5	25	10

S. No	NOS/Module Name	NOS/Module Code & Version <i>(if applicable)</i>	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 (%) <i>(if applicable)</i>	
	Confidentiality and Respect Guests' Privacy	&v2.0															
5.	Follow Health, Hygiene and Safety practices	THC/N9906 &v2.0	Non-Core	4	1	15	15	0	0	30	25	35	0	15	75	10	
6.	Employability Skills (60 Hours)	DGT/VSQ/N0102 &v1.0	Non-Core	4	2	24	36	0	0	60	20	30	0	0	50	10	
Duration (in Hours) / Total Marks						17	174	276	60	0	510	255	275	0	120	650	100

Assessment - Minimum Qualifying Percentage

Please 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: ___ (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) <i>(as per NCVET guidelines)</i>	Certificate / Diploma / Degree / Post Graduate (specialization in Hospitality, Tour & Travel) with 5 years of relevant industry experience (Hospitality & Tourism) and 1-year of training experience (Hospitality & Tourism)
2.	Master Trainer's Qualification and experience in the relevant sector (in years) <i>(as per NCVET guidelines)</i>	NA
3.	Tools and Equipment Required for Training	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <i>(If "Yes", details to be provided in Annexure)</i>
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) <i>(as per NCVET guidelines)</i>	Diploma / Degree / Post Graduate with 5 years of relevant industry experience (Front Office/Tours & Travel)
2.	Proctor's Qualification and experience in relevant sector (in years) <i>(as per NCVET guidelines)</i>	NA
3.	Lead Assessor's/Proctor's Qualification and experience in relevant sector (in years) <i>(as per NCVET guidelines)</i>	NA
4.	Assessment Mode <i>(Specify the assessment mode)</i>	Blended
5.	Tools and Equipment Required for Assessment	<input checked="" type="checkbox"/> Same as for training <input type="checkbox"/> Yes <input type="checkbox"/> No <i>(details to be provided in Annexure-if it is different for Assessment)</i>

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: 9500
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"> • Legislation, standards, policies, and procedures, service standards to be followed in the organization • Environment, safety, and service quality standards norms followed in the organization • Method to prepare standard placards • Meeting & greeting Planning procedures • Transportation co-ordination planning process • Professional ways to meet and greet the guest • Various procedures involved in travel operations • Types of travel documents • Local maps and routes • Various modes of the travel and their characteristics • Departure and arrival procedure for various modes of travel viz. rail, bus, sea etc. • Documentation and Foreign Exchange Procedures • Check-in/checkout procedures • Costing and Pricing of meet and greet packages • Precautionary measures to be taken while handling travel operations • Organizational policies on behavioural etiquette and professionalism • Organizational policies on gender sensitive service practices at workplace • Organizational hierarchy and reporting structure 	<ul style="list-style-type: none"> • A Customer Service Executive (Meet and Greet) prepares meeting and planning procedures, travel documents, and should have an understanding of the factual knowledge and professional ways to meet and greet the guest. • Hence level 4 	4

	<ul style="list-style-type: none"> • 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 • 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 checkup 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 		
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	<ul style="list-style-type: none"> • Standard waste management policy • Government rules for travel to the target destinations • Environment, safety, and service quality standards norms followed in the organization for conducting a tour • Different tourist categories and relevant tour packages/travel plans • Latest information related to the place, tour site, and city • Travel partner details, e.g., hotels, travel agents, transport providers, etc. • Tourism related products and services • Pre-tour briefing and documents requirement • Tour route planning techniques • Dynamics and elements of a commentary • Methods to identify tourists' preference or interests • first-aid procedures • Tourist handling techniques • Feedback capturing mechanism • How to organize activities, events, and shows • Techniques to handle tourists' queries and complaints • Time management techniques • Conflict handling techniques • Itinerary alteration and tour planning procedures • Types of travel and accommodation arrangements • Organisational systems for keeping records of travel and accommodation arrangements • Types of problems that may occur with travel and accommodation arrangements and how to deal with them • Invoice preparation methods 		
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Professional and Technical Skills/ Expertise/ Professional Knowledge	Specialized skills <ul style="list-style-type: none"> • Maintain records of the guest • Fill up forms, logs or check sheets related to tour • Assess the resource requirement for smooth operations • Discuss task lists, schedules, and work-loads with co-workers. • Plan, prioritize and sequence work operations as per job requirements • Organize information relevant to work • Solve problem when required • Improve work processes by incorporating guests' feedback • Resolve conflicts related to confidentiality and privacy by reporting the issue in time • Fill in relevant forms, formats and checklist accurately • Read and interpret instructions, procedures, information and signs relevant to travel and tourism • Communicate effectively with colleagues, guests, travel agents, and tour operators • Read job sheets, company policy, notes and comments received from the supervisor or guest, documents and information displayed at the workplace • Interact with coworkers to work efficiently • Communicate effectively with the guests • Read organisational policy documents, information displayed at the workplace, and comments received from guest and supervisor • Communicate effectively with the guests regarding confidentiality 	<ul style="list-style-type: none"> • A Customer Service Executive (Meet and Greet) must should apply core skills such good oral and written communication and basic understanding of social political and natural environment to deal with the guests. • Hence level 4 	<p style="text-align: center;">4</p>
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	<ul style="list-style-type: none"> • Read organisation policy, procedure manuals and instructions, documents and information displayed at the workplace • Communicate effectively with guests and co-workers • 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 Customer Service Executive/Representative Meet and Greet 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"> • Perform meet and greet operations • Communicate effectively and maintain service standards • Maintain organisational confidentiality and respect guests' privacy • Follow health, hygiene and safety practices • Escort tourists on organized trips 	<ul style="list-style-type: none"> • A Customer Service Executive (Meet and Greet) is responsible for meeting and greeting the guests, and arranging for their transportation. This person works in familiar, predictable, routine, situation like receiving guest from the airport, etc. • Hence Level 4 	4

<p>Responsibility</p>	<p>Self and team responsibility – Sr. Technician or Master Technician</p> <ul style="list-style-type: none"> • Handle guest bookings • Prepare for meeting guests • Meet and greet the guests • Arrange guest transfers • 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 • Prepare for tour operations • Accompany the tourist • Ensure safety during the tour • Describe a spot to the tourist • Complete the tour and obtain feedback 	<ul style="list-style-type: none"> • A Customer Service Executive (Meet and Greet) is responsible for meeting and arranging for the transfer of guest. So this person takes responsibility for his own work and learning only. • Hence level 4 	<p>4</p>
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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 of escalation matrix,	Standard	As per required
2.	Organisation structure	Standard	As per required
3.	Handouts of IPR guidelines and regulations	Standard	As per required
4.	Safety glasses	Standard	As per required
5.	Head protection	Standard	As per required
6.	Rubber gloves	Standard	As per required
7.	Safety footwear	Standard	As per required
8.	Warning signs and tapes	Standard	As per required
9.	Fire extinguisher	Standard	As per required
10.	First aid kit	Standard	As per required
11.	Standard Operating Procedures	Standard	As per required
12.	Sample reports	Standard	As per required
13.	Sample of escalation matrix,	Standard	As per required
14.	Organisation structure	Standard	As per required
15.	Phone/Mobile	Standard	1
16.	Sample Tour Package Brochure	Standard	1
17.	Sample Duty Roaster	Standard	1
18.	Sample Tickets and Sample Itinerary	Standard	1
19.	Sample placards and Sample List of Guest Queries	Standard	1
20.	Luggage bags	Standard	1
21.	Sample Invoice of Transportation	Standard	1
22.	Sample Feedback Form	Standard	1
23.	Sample itinerary plan and voucher	Standard	1
24.	First-aid	Standard	1
25.	Safety Equipment's	Standard	1
26.	Sample tickets of specific spots	Standard	1
27.	Camera	Standard	1
28.	Feedback Form	Standard	1
29.	Sample invoice	Standard	1

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	Aditya Grand Vacation	Ram Kumar	Founder	428, 4th Floor, Rishabh Cloud 9 Towers, Sector 01 Vaishali, Ghaziabad-2010101(Uttar Pradesh)	9818004759	rm@agvacation.com	-
2.	ATOAI (Adventure Tour Operators Association of India)	Nirat Bhatt	Hon Treasurer-ATOAI	F-190,Ground Floor, Opp.hanuman Mandir, Lado Sarai, New Delhi-110030	9909904442	nirat@ClimbingWorld.com	-
3.	Bus & Car Operators Confederation of India (BOCI)	Shankar	Executive Director	110, 1 st Floor, New Delhi House, Barakhamba Road, New Delhi-110001	8700765912	ed@boci.org.in	-
4.	Holiday Hubz	Ankit Singh	Hr Manager	Kd-174, AP Block, Block RU, Kohat Enclave, Pitampura, Delhi, 110034	9811304560	ankit.singh@holidayhubz.in	-
5.	Offbeat travel and events Pvt.Ltd.	Mayank Ghildiyal	Director	A, 110 A Block, Block EA, Inder Puri, New Delhi, Delhi 110012-	9759111305	offbeattravelandevents@gmail.com	-
6.	S K Events	Ravi Prakash	Proprietor	55 Gf, High Street Commercial,Gaur Saundaryam Teczone 4, Greater Noida West	9958341503	skweddingplanner@gmail.com	-
7.	Route on Wheels	Vivek Rauthan	Manging Director	B-69, Kumhar Gali, Mayapuri, Ajabpur Kalan, Dehradun-248001	9899175374	routeonwheels@gmail.com	-
8.	Nature Connect Outdoors Private Limited	Ajay Kandari	Director	Dehradun (Uttarakhand)	7055800041	ajay@natureconnect.in	-
9.	Orien express Pvt.Ltd	Mr Nitin Verma	Assistant Manager	70, Janpath, New Delhi	+91 9654 172900	tour@orientexpress.com	-
10.	Project India Mice Private Limited	Gaurav Chibber	Director	1 st Floor, T807, Flat No.6, Raghu Complex, Sukhdev	9810557524	gaurav@projectindia.biz	-

				Nagar, Kotla Mubarkpur, central Delhi, Delhi, 110003			
11.	Sky ways International	-Niranjan Singh	-Proprietor	MB -02 Naurang House,K. G Marg Connaught Place New Delhi 110001-	-9871582770	skywaysinternational@gmail.com	-
12.	The Lalit	Rajesh Sharma	Assistant Manager	New Delhi	9818898896	rsharma@thelalit.com	-
13.	Multichannel Educational Institute Private Limited	Zubair Ahmad Gadda	Director	Post Office Road, Lal Bazar, Srinagar, Jammu & Kashmir, India- 190023	9419257715/8713000062	director@meinstitut.e.org/ directoradm@meinsitute.org/chairman@meinstitute.org	-
14.	City Link Travels	Anuj Kumar	HR Manager	Shop No-64, Amrit Kaur Market, pharganj Rd, Aram Bagh, Paharganj, New Delhi-55	9899111890	anuj.kumar@city.in	-
15.	Parveen Travels Private Limited	A.Afzal	Managing Director	148 Perambur Barracks Road Purusawalkam Chennai 600007	9840041999	afzal@parveentravels.com	-
16.	Tajra Ventures Private Limited	Shehreyar Majeed	Director	Block-Z-23, Dayal Sir Colony, Uttam Nagar, New Delhi-110059,delhi	7006306075	info@tarjirventures.com	-
17.	Wildling Travels	Mr Kartik Kherra	Founder & Partner	Ground Floor, 33/1 Corner shop Gali No. 10 , Bikram Singh Colony, Vishwas Nagar	-9625355303	Wildingtravels@gmail.com	-
18.	Travocations	-Rishi Rajput	-Proprietor	Triveni Commercial Complex, G-40, Sheikh Sarai Phase 1, Delhi- 110017	- 07043119479	rishi.rajput@travocations.com	-
19.	Travel Global Attestation Services	- Mohit Kakkar	-Proprietor	MB-03, A-Block Naurang House K.G. Marg Connaught Place New Delhi -110001 -	9643960586	Mohitkakar94@gmail.com	-

20.	L.F Tours & Travels	Haneef	Director	Near Imli Vali Masjid, Kazipara, Bijnor	7906004403	Haneef.Lf@gmail.com	-
21.	City Links	Anuj Kumar	HR Manager	Shop No.-64, Amrit Kaur Market, Paharganj Rd, Aram Bagh, Paharganj, New Delhi-55	9899111890	anuj.kumar@city.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	7150	8580	715	858	NA	NA
2024-2025	7865	9440	786	943	NA	NA
2025-2026	8650	10380	864	1037	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		6022	5592	5033	4129	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 RPL
2. Govt funded STT
3. NAPS
4. Industry funded STT

Content availability for previous versions of qualifications:

Participant Handbook Facilitator Guide Digital Content Qualification Handbook Any Other:

Languages in which Content is available: English and Hindi

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/N4215: Perform meet and greet operations	<i>Handle guest bookings</i>	20	20	0	10
	PC1. receive all guests' calls promptly	-	-	-	-
	PC2. get necessary details from the guest like name, contact details, pick-up/drop location etc.	-	-	-	-
	PC3. Identify guest's requirements	-	-	-	-
	PC4. provide details of the available packages to the guest	-	-	-	-
	PC5. provide the best quote to the guest's requirements	-	-	-	-
	PC6. share details as per transport and fare as per the package selected by the guest	-	-	-	-
	PC7. coordinate with the travel agent or driver	-	-	-	-
	PC8. assign vehicle and driver as per the availability and requirement of the guest	-	-	-	-
	PC9. share planned schedule with the guest and transport service provider	-	-	-	-
	<i>Prepare for meeting guests</i>	20	20	0	10
	PC10. check duty roster for the assigned duties	-	-	-	-
	PC11. collect travel and bookings details of the guest and relevant documents like tickets, itinerary, etc., if required	-	-	-	-
	PC12. check for any special request made by the guest	-	-	-	-
	PC13. inform the in-house driver or the travel agency about the meeting place and time, as applicable	-	-	-	-
	PC14. reconfirm the guest booking with the hotel or the place of accommodation	-	-	-	-
	PC15. check arrival or departure schedule	-	-	-	-
	PC16. inspect the vehicle for cleanliness and sanitization	-	-	-	-
	PC17. ensure the vehicle is fit and presentable for the guest's pickup	-	-	-	-
	PC18. perform equipment safety checks prior to departure	-	-	-	-
	PC19. leave for the designated location on time	-	-	-	-
	PC20. fill-up the checklist of the preparation for performing meet and greet services as per organizational standards	-	-	-	-
	<i>Meet and greet the guests</i>	20	20	0	10
	PC21. reach the designated location well in time	-	-	-	-
PC22. carry a placard with the guest's name	-	-	-	-	
PC23. acknowledge and greet the guest as per organizational standards	-	-	-	-	
PC24. cater to the special requests of the guests, if any	-	-	-	-	

	PC25. offer refreshments to the guests on arrival as per organizational policy	-	-	-	-
	PC26. assist the guest with handling the luggage	-	-	-	-
	PC27. answer any guest queries regarding the local facilities, places of interest or activities	-	-	-	-
	PC28. assist guest with the currency exchange, if required	-	-	-	-
	PC29. handle emergency situations like missing luggage, theft, etc., if any	-	-	-	-
	<i>Arrange guest transfers</i>	20	20	0	10
	PC30. inform the guest about the travel arrangement, if applicable	-	-	-	-
	PC31. escort the guest to the arranged transport	-	-	-	-
	PC32. open and close doors for the guests	-	-	-	-
	PC33. ensure the guest is comfortably seated in the vehicle	-	-	-	-
	PC34. keep the guests engaged throughout the travel	-	-	-	-
	PC35. update the hotel or accommodation facility about guest arrival status to prepare for a smooth and quick check-in	-	-	-	-
	PC36. handover all required documents to the guest like tickets, travel permits, entry permissions, etc.	-	-	-	-
	PC37. assist with the guest's luggage unloading at the dropping point	-	-	-	-
	PC38. take guest's signature on the taxi receipt arranged for transportation	-	-	-	-
	PC39. escort the guest to the front office desk	-	-	-	-
	PC40. liaise with the hotel staff regarding guest booking	-	-	-	-
	PC41. assist guest during hotel check-in/check- out	-	-	-	-
	PC42. make sure guest get accommodation as per the pre-booking	-	-	-	-
	PC43. bid farewell to the guest after completing the trip as per organizational standards	-	-	-	-
	PC44. obtain feedback from the guest	-	-	-	-
	PC45. escalate the issue if there are any problems related to the transportation facility	-	-	-	-
	Total Marks	80	80	0	40
THC/N4405: Escort tourists on organized trips	<i>Prepare for tour operations</i>	20	20	0	10
	PC1. obtain tour itinerary along with vouchers, if any, and tourist details from tour agents/operator	-	-	-	-
	PC2. confirm travel, accommodation, budget, dietary and access requirements of the tourists	-	-	-	-
	PC3. collect pre-trip checklist to ensure smooth tour operations	-	-	-	-
	PC4. recognize the type of tour the tourist is interested in such as religious, cultural, heritage, leisure, etc. from the itinerary	-	-	-	-

PC5. gather information for the destination of the planned tour like environmental conditions, history, other details of the city and the site, etc.	-	-	-	-
PC6. identify places of tourists' interest and the spots to visit based on the knowledge about the place, if the itinerary is not available	-	-	-	-
PC7. select the route and sequence of the tour to meet tour objectives	-	-	-	-
PC8. confirm the accommodation, logistics, and other travel arrangements	-	-	-	-
PC9. arrange and check the required supplies and equipment prior to departure	-	-	-	-
PC10. arrange first-aid supplies	-	-	-	-
PC11. coordinate with tourists or tour operator for the meeting point and the time of the meeting the tourists	-	-	-	-
<i>Accompany the tourist</i>	10	10	0	5
PC12. smile and greet all tourists promptly as per standards	-	-	-	-
PC13. determine if any tourists have physical restrictions that should be considered	-	-	-	-
PC14. address the tourist by their names, if appropriate	-	-	-	-
PC15. inform the tourists about the itinerary	-	-	-	-
PC16. register the details of the tourists	-	-	-	-
PC17. assist the tourists through the travel procedures and documentation	-	-	-	-
PC18. help the tourists with check-in and baggage collection at the airport, railways stations or bus stands	-	-	-	-
PC19. assist the tourists in check-in and check out of the accommodation facility	-	-	-	-
PC20. escort the tourists from hotel to tourist place and back	-	-	-	-
PC21. organize the tour transport to the various locations	-	-	-	-
PC22. liaison with coach provider, coach driver, and their staff on the coach during the tour	-	-	-	-
<i>Ensure safety during the tour</i>	15	15	0	5
PC23. issue identification badges and safety equipment, if required	-	-	-	-
PC24. inspect the safety equipment for proper functioning before providing them to the tourists	-	-	-	-
PC25. inform the tourists about various risks involved in the tour and necessary safety measures to be taken for the associated risks	-	-	-	-
PC26. brief the tourists on the usage of safety equipment	-	-	-	-
PC27. inform the tourists about the theft, robberies or other activities at particular spots	-	-	-	-
PC28. handle emergency situations like loss of passport, theft, etc. during the tour, if any	-	-	-	-
PC29. provide first aid and or other medical assistance, if needed	-	-	-	-

	<i>Describe a spot to the tourists</i>	25	25	0	15
	PC30. provide various brochures, audio visual CDs, books, etc. regarding the tourist spot	-	-	-	-
	PC31. brief the tourists on the city highlights, the pass by locations and the history of the place	-	-	-	-
	PC32. check for entry restrictions, dress code, prohibitions (e.g. photography, video shoot, mobile, etc.) closure at tour sites	-	-	-	-
	PC33. arrange tickets for visiting specific spots like museums, art galleries, monuments, etc.	-	-	-	-
	PC34. guide the tourists through the famous shopping areas of the place	-	-	-	-
	PC35. assist the tourists with buying souvenirs from the place	-	-	-	-
	PC36. brief the tourists on the local culture and cuisines of the place	-	-	-	-
	PC37. suggest restaurants and places to the tourists for local cuisine or as per their preference in and around the spot	-	-	-	-
	PC38. conduct games, cultural activities leisure or entertainment activities at a particular spot for the tourists, as required	-	-	-	-
	PC39. arrange for various adventure activities available at the destination such as mountaineering, horse riding, safari touring, etc.	-	-	-	-
	PC40. take photographs of the tourists during the tour	-	-	-	-
	PC41. handle tourists' queries and complaints, if any, as per organizational SOP	-	-	-	-
	<i>Complete the tour and obtain feedback</i>	10	10	0	5
	PC42. ensure to complete the tour of destination in proper sequence and as per itinerary	-	-	-	-
	PC43. receive feedback from the tourist tourist regarding the offered services	-	-	-	-
	PC44. document the tour activities	-	-	-	-
	PC45. prepare invoice for the services provided for the trip, if applicable as per norms of the organization	-	-	-	-
	PC46. submit an invoice to tour agents/ operators	-	-	-	-
	PC47. claim the reimbursements, if any	-	-	-	-
	PC48. collect final payment from the tour agents/ operators for services provided	-	-	-	-
	Total Marks	80	80	0	40
THC/N9901:	<i>Communicate effectively with guests, colleagues and superiors</i>	20	20	0	10
Communicate effectively and maintain service standards	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. clean the crockery and other articles as per established standards	-	-	-	-
	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 co-worker 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	0	15	
	<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	-	-	-	-

DGT/VSQ/N0102: Employability Skills (60 Hours)	<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>	2	2	-	-
	PC12. follow verbal and non-verbal communication etiquette and active listening techniques in various settings	-	-	-	-
	PC13. work collaboratively with others in a team	-	-	-	-
	<i>Diversity & Inclusion</i>	1	2	-	-
PC14. communicate and behave appropriately with all genders and PwD	-	-	-	-	
PC15. escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-	
<i>Financial and Legal Literacy</i>	2	3	-	-	

PC16. select financial institutions, products and services as per requirement	-	-	-	-
PC17. carry out offline and online financial transactions, safely and securely	-	-	-	-
PC18. identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
PC19. identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
<i>Essential Digital Skills</i>	3	4	-	-
PC20. operate digital devices and carry out basic internet operations securely and safely	-	-	-	-
PC21. use e- mail and social media platforms and virtual collaboration tools to work effectively	-	-	-	-
PC22. use basic features of word processor, spreadsheets, and presentations	-	-	-	-
<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	255	275	-	120

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 Customer Service Representative (Meet and Greet) Meet and Greet) 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
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
IPR	Intellectual Property Rights

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 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.