



# Model Curriculum

**QP Name: Facility Management Executive**

**QP Code: THC/Q5708**

**QP Version: 4.0**

**NSQF Level: 4.5**

**Model Curriculum Version: 4.0**

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# Training Parameters

<b>Sector</b>	Tourism and Hospitality
<b>Sub-Sector</b>	Facility Management
<b>Occupation</b>	Property and Facility Management Operations
<b>Country</b>	India
<b>NSQF Level</b>	4.5
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/NIL
<b>Minimum Educational Qualification and Experience</b>	UG Certificate in relevant field with 1 year of experience including apprenticeship OR 12th grade pass or equivalent with 2 years of relevant experience OR Previous relevant Qualification of NSQF Level 4 with 1.5 years of relevant experience
<b>Pre-Requisite License or Training</b>	NA
<b>Minimum Job Entry Age</b>	20 years
<b>Last Reviewed On</b>	30/04/2024
<b>Next Review Date</b>	30/04/2027
<b>NSQC Approval Date</b>	30/04/2024
<b>QP Version</b>	4.0
<b>Model Curriculum Creation Date</b>	30/04/2024
<b>Model Curriculum Valid Up to Date</b>	30/04/2027
<b>Model Curriculum Version</b>	4.0
<b>Minimum Duration of the Course</b>	540 Hours, 0 Minutes (Including ES and OJT)
<b>Maximum Duration of the Course</b>	540 Hours, 0 Minutes (Including ES and OJT)

# Program Overview

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

## Training Outcomes

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

- Employ appropriate practices to manage facility operations
- Apply proper procedures to perform administrative duties regarding facility services
- Prepare sample reports and documents, like facility management program, budget proposal, annual work plan, contracts etc.
- Apply appropriate practices to promote effective communication with guests, colleagues and superiors to achieve a smooth workflow
- Describe the protocols to protect confidentiality of the organizational information and guests' privacy
- Apply appropriate practices to monitor health, hygiene and safety standards at the workplace

## Compulsory Modules

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

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
<b>THC/N5820: Manage Facility Operations NOS Version No. 3.0 NSQF Level 4.5</b>	<b>55:00</b>	<b>45:00</b>	<b>50:00</b>	<b>00:00</b>	<b>150:00</b>
Module 1: Introduction to Facility Management and Facility Management Executive	06:00	00:00	00:00	00:00	06:00
Module 2: Arrange for Soft Services Operations	25:00	23:00	25:00	00:00	73:00
Module 3: Ensure Operational Excellence	24:00	22:00	25:00	00:00	71:00
<b>THC/N5821: Perform Administrative Duties NOS Version No. 3.0 NSQF Level 4.5</b>	<b>80:00</b>	<b>60:00</b>	<b>70:00</b>	<b>00:00</b>	<b>210:00</b>
Module 4: Maintain Facility Operations	26:00	20:00	23:00	00:00	69:00
Module 5: Manage Budget	27:00	20:00	23:00	00:00	70:00
Module 6: Liaise with Client and Vendors	27:00	20:00	24:00	00:00	71:00

<b>THC/N9902 – Ensure Effective Communication and Service Standard at Work Place NOS Version No. 2.0 NSQF Level 4.5</b>	<b>15.00</b>	<b>15.00</b>	<b>00.00</b>	<b>0.00</b>	<b>30.00</b>
Module 7: Promote Effective Communication and Service Standard	15.00	15.00	00.00	0.00	30.00
<b>THC/N9910 – Ensure to Maintain Organizational Confidentiality and Guest’s Privacy NOS Version No. 4.0 NSQF Level 4.5</b>	<b>15.00</b>	<b>15.00</b>	<b>00.00</b>	<b>0.00</b>	<b>30.00</b>
Module 8: Organizational Confidentiality and Guest’s privacy	15.00	15.00	00.00	0.00	30.00
<b>THC/N9907 – Monitor and Maintain Health, Hygiene and Safety at Workplace NOS Version No. 2.0 NSQF Level 4.5</b>	<b>15.00</b>	<b>15.00</b>	<b>00.00</b>	<b>0.00</b>	<b>30.00</b>
Module 9: Monitor Health and Safety Standard	15.00	15.00	00.00	0.00	30.00
<b>DGT/VSQ/N0103: Employability Skills (90 Hours)</b>	<b>40:00</b>	<b>50:00</b>	<b>00:00</b>	<b>00:00</b>	<b>90:00</b>
Module 10. Introduction to Employability Skills	01:30	01:30	00:00	00:00	03.00
Module 11. Constitutional values – Citizenship	0:30	01:00	00:00	00:00	01.30
Module 12. Becoming a Professional in the 21st Century	02:00	03:00	00:00	00:00	05.00
Module 13. Basic English Skills	04:00	06:00	00:00	00:00	10:00
Module 14. Career Development & Goal Setting	01:00	03:00	00:00	00:00	04:00
Module 15. Communication Skills	04:00	06:00	00:00	00:00	10:00
Module 16. Diversity & Inclusion	01:00	01:30	00:00	00:00	02.30
Module 17. Financial and Legal Literacy	05:00	05:00	00:00	00:00	10:00



Module 18. Essential Digital Skills	10:00	10:00	00:00	00:00	20:00
Module 19. Entrepreneurship	03:00	04:00	00:00	00:00	07:00
Module 20. Customer Service	04:00	05:00	00:00	00:00	09:00
Module 21. Getting Ready for Apprenticeship & Jobs	04:00	04:00	00:00	00:00	08:00
<b>Total Duration</b>	<b>220.00</b>	<b>200.00</b>	<b>120.00</b>	<b>0.00</b>	<b>540.00</b>

# Module Details

## Module 1: Introduction to Facility Management and Facility Management Executive

### Bridge Module

#### Terminal Outcomes:

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

<b>Duration:</b> 06:00	<b>Duration:</b> 00:00
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Discuss the objectives and benefits of the Skill India Mission</li> <li>• Describe the Tourism and Hospitality Industry and its sub-sectors</li> <li>• Discuss the job role and job opportunity for a Facility Management Executive in the Tourism and Hospitality Industry</li> <li>• Elaborate the basic terminology used in the Facility Management parlance</li> <li>• Explain the grooming standards for a Facility Management Executive</li> </ul>	NA
<b>Classroom Aids</b>	
Whiteboard, Markers, Duster, Projector, Laptop, Presentation	
<b>Tools, Equipment and Other Requirements</b>	
NA	



## Module 2: Arrange for Soft Services Operations

### Mapped to THC/N5820 v 3.0

#### Terminal Outcomes:

- Apply appropriate procedures to assess client requirements for soft facility management services
- Describe the different types of soft facility management services, and tools and equipment required for various services
- Employ proper procedure to estimate resource requirements and choose required equipment and materials to complete the services
- Draft a sample budget proposal for facility management service

<b>Duration: 25:00</b>	<b>Duration: 23:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Elaborate on effective techniques to assess client requirements for soft facility management services</li> <li>• Discuss standard operating procedures for facility management services</li> <li>• List the different types of soft facility management services, and tools and equipment required for various services</li> <li>• Explain vendor management process, and procedure to conduct vendor background check and obtaining quotes and tenders from them</li> <li>• Elaborate the method to estimate and compare tender costs and select vendors for different services</li> <li>• Describe the ways to estimate resource requirement and choose required equipment and materials to complete the services</li> <li>• Explain the method to review the demand invoice against the service contract with the client for resources</li> <li>• Discuss effective ways to arrange for distribution of equipment and materials for each service e.g., vacuum cleaner/personal protective equipment, etc. as per service requirements</li> <li>• Explain the methods of cost estimation in projects and process of budget planning and management</li> </ul>	<ul style="list-style-type: none"> <li>• Show how to survey client location for facility management services' operational requirements and identify gaps in the existing services at client premises</li> <li>• Role play on how to liaise with vendors for contracts of different service requirements like housekeeping, security, helpdesk, pantry, etc.</li> <li>• Dramatize a situation on how to negotiate contracts to optimize delivery and cost saving</li> <li>• Apply proper procedure to estimate for resource requirements</li> <li>• Draft a sample budget proposal for facility management service</li> <li>• Role play on how to assist the assistant facility manager to finalize the budget and costing and drafting of the payment schedule for the service contract</li> <li>• Dramatize a situation to coordinate with supervisors for the allocation of workers for services like housekeeping, pantry, helpdesk, etc.</li> </ul>
<b>Classroom Aids</b>	



Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook

**Tools, Equipment and Other Requirements**

Sample quotes and tenders for facility services, budget proposal, payment schedule, demand invoice etc.





Sample facility management program, metrics for monitor quality and performance for the services, demand invoice, budget related resource and material of facility services, operational and performance data etc.

## Module 4: Maintain Facility Operations

Mapped to THC/N5821 v 3.0

### Terminal Outcomes:

- Prepare a sample annual work plan for the client facility
- Apply appropriate procedures to plan and monitor staffing level for facility management
- Employ proper practices to provide assistance to facility manager in all administrative functions, security issues and facility services
- Describe the administration and maintenance methods for facility services

Duration: 26:00	Duration: 20:00
<p><b>Theory – Key Learning Outcomes</b></p> <ul style="list-style-type: none"> <li>• Discuss the process of project planning and site operations management</li> <li>• Describe the facility operational excellence analysis methods</li> <li>• Explain various statutory and regulatory requirements at facility sites</li> <li>• Describe the resource management tools and techniques</li> <li>• Elaborate the procedure to plan and monitor staffing level for facility management and importance of ensuring effective utilization of the staff</li> <li>• Discuss the best practices to increase efficiency for facility services</li> <li>• Elaborate the administration and maintenance methods of facility</li> <li>• Discuss the procedure to monitor acquisition, installation, and commissioning of equipment</li> <li>• State the significance of ensuring timely repair, maintenance, and replacement of office equipment, appliances, furniture, furnishings, vehicles, etc.</li> <li>• Describe the asset tracking tools and methods as well as productivity measurement tools and techniques</li> <li>• State the significance of ensuring that all structures, renovation projects or additions comply with safety, health, and environmental regulations</li> </ul>	<p><b>Practical – Key Learning Outcomes</b></p> <ul style="list-style-type: none"> <li>• Draft a sample annual work plan for the client facility as per standard</li> <li>• Role play a situation to provide assistance to facility manager in administrative functions, security issues and facility services deemed by the client</li> <li>• Apply proper inspection techniques for turn out and attendance of the staff, and sign the shift register</li> <li>• Apply proper procedure to maintain soft services stores and stocks and indent monthly requirements for soft services as per the monthly budget</li> <li>• Employ proper practices to verify maintenance of office and building facilities at client site as well as handle their back-office operations, inter-office correspondence, etc.</li> <li>• Apply proper practices to monitor energy efficiency, safety and security of the facility</li> <li>• Dramatize how to submit reports to superiors and client as per standard</li> </ul>
<p><b>Classroom Aids</b></p>	
<p>Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook and Related Standard Operating Procedures</p>	
<p><b>Tools, Equipment and Other Requirements</b></p>	



Sample annual work plan, Required office equipment, appliances, furniture, furnishings, vehicles, etc.

## Module 5: Manage Budget

### Mapped to THC/N5821 v 3.0

#### Terminal Outcomes:

- Draft sample reports on facility related budget , finances, contracts, expenditures, and purchases
- Apply proper methods to verify payments and invoice with contract pricing
- Discuss the budget adherence and cost control techniques for facility services

<b>Duration:</b> 27:00	<b>Duration:</b> 20:00
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Describe budget adherence and cost control techniques for facility services</li> <li>• Discuss ways to develop and implement cost reduction initiatives</li> <li>• State the significance of ensuring the delivery of projects against set financial targets and timeline</li> <li>• Describe the procedure to verify that payment and invoices match the contract pricing</li> <li>• Explain how to monitor budget against effort variance</li> </ul>	<ul style="list-style-type: none"> <li>• Create a sample report to track facility budget</li> <li>• Show how to analyse financial and productivity reports obtained from facility supervisors</li> <li>• Create sample reports on finances, contracts, expenditures, and purchases for facility services</li> <li>• Role play a situation to present reports and reviews to the senior</li> </ul>
<b>Classroom Aids</b>	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
<b>Tools, Equipment and Other Requirements</b>	
Sample facility related budget , finances, contracts, expenditures, and purchases, cost reduction initiatives, invoices etc.	

## Module 6: Liaise with Client and Vendors

Mapped to THC/N5821 v 3.0

### Terminal Outcomes:

- Apply proper procedure to meet with clients and provide them required information along with status report as per service contract
- Employ proper process to create and maintain a network of local vendors for various soft services
- Prepare a contracts for third-party service providers
- Discuss various types of contract, invoice and payment method

Duration: 27:00	Duration: 20:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> <li>• List various types of contract, invoice and payment methods</li> <li>• Describe the billing and payment procedures</li> <li>• Discuss the ways and importance of creating and maintaining a network of local vendors for various soft services e.g. housekeeping service providers, pest controllers, etc.</li> <li>• Discuss the tools and techniques of data collection and analysis for facility services</li> <li>• State the significance of ensuring that vendors provide operational data as per the service contract and follow standard procedure at client facilities</li> <li>• Describe the vendor and client management process</li> <li>• Explain various methods of maintaining and monitoring vendor performance for facility services</li> <li>• Explain how to monitor delays and effort variations in the service delivery of vendors</li> <li>• Discuss how to perform real-time monitoring of services and periodic reviews to adhere with SLA</li> <li>• State the significance of ensuring the payment of all vendors/suppliers on time</li> </ul>	<ul style="list-style-type: none"> <li>• Role play a situation to meet the clients, present the status report and ensure that all other required information is provided to them</li> <li>• Dramatize a situation to resolve client complaints and issues regarding facility services and upsell and cross-sell other services to the client for financial profits</li> <li>• Role play a situation to negotiate with clients on terms of leases, submit invoice and receive payment from the client</li> <li>• Prepare a sample contract for third-party service providers</li> <li>• Apply proper process to receive and check all invoices received from vendors along with all documents for a compliance audit</li> <li>• Dramatize a situation to manage vendor staff training and their development</li> <li>• Create a sample performance report based on operational data analysis for vendors</li> <li>• Role play on how to coordinate and monitor activities of contract suppliers and manage effective relationship with them</li> </ul>
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	





Sample status report, Sample performance report for vendors, Sample service contracts and invoices

## Module 7: Promote Effective Communication and Service Standard

### Mapped to THC/N9902 v 2.0

#### Terminal Outcomes:

- Apply appropriate practices while communicating effectively with guests, team members, and superiors
- Employ appropriate expertise to promote professional etiquette
- Perform the steps of ensuring sensitization towards different age groups, gender and persons with disabilities

<b>Duration:</b> 15:00	<b>Duration:</b> 15:00
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Discuss the importance of professionalism, etiquette and ethical behaviour at the workplace</li> <li>• Explain the importance of maintaining hygiene and wearing designated uniform</li> <li>• Discuss the importance of effective communication</li> <li>• Explain the importance of guest satisfaction and guest feedback</li> <li>• Outline the procedure and policy of handling complaints and feedback constructively</li> <li>• Discuss different ways to enhance guest experience</li> <li>• Describe various ways to handle team members</li> <li>• Discuss different ways to provide feedback to the team members</li> <li>• Explain the importance of gender and age sensitivity</li> <li>• Discuss gender and age-specific requirements of the guests</li> <li>• Discuss the specific needs of People with Disabilities</li> <li>• Discuss the standard policy to prevent Sexual harassment at workplace</li> <li>• Discuss the importance of timely submission of guests' feedback</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate the standard procedure to welcome and greet the guests</li> <li>• Dramatize personal integrity and communication etiquette while interacting with guests, colleagues, and superiors</li> <li>• Role play a situation on how to handle guests' dissatisfaction and complaints effectively</li> <li>• Employ appropriate practices to motivate the team members to maintain communication etiquette, provide peer feedback, and adhere to the dress code</li> <li>• Role play how to ensure behavioural etiquette towards all ages, genders and differently abled people as per specification</li> <li>• Prepare a sample report regarding guests' feedback</li> </ul>
<b>Classroom Aids</b>	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
<b>Tools, Equipment and Other Requirements</b>	
Sample of escalation matrix, Organisation structure	

## Module 8: Organizational Confidentiality and Guest's Privacy

Mapped to THC/N9910 v 4.0

### Terminal Outcomes:

- Explain how to protect the confidentiality of the organization
- Perform the activities to protect the privacy of guest information

Duration: 15:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> <li>• Explain the significance of ensuring organizational confidentiality and guest privacy in the hospitality industry</li> <li>• Discuss the Intellectual Property issues and policies affecting the organization and guest privacy</li> <li>• Explain the procedures to protect the infringement of IPR to the concerned person</li> <li>• Discuss the usage, storage and disposal procedures of confidential information as per specification</li> </ul>	<ul style="list-style-type: none"> <li>• Employ appropriate ways to ensure usage, storage and disposal of the organisational and guest information</li> </ul>
<b>Classroom Aids</b>	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
<b>Tools, Equipment and Other Requirements</b>	
Handouts of IPR guidelines and regulations	

## Module 9: Monitor Health and Safety Standard

### Mapped to THC/N9907 v 2.0

#### Terminal Outcomes:

- Perform the activities of ensuring health, hygiene, and safety practices at workplace
- Explain standard ways to prevent health issues
- Describe how to minimize potential risks and hazards
- Employ effective waste management techniques

<b>Duration: 15:00</b>	<b>Duration: 15:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Discuss the concept and importance of personal and workplace hygiene</li> <li>• Discuss procedure to maintain personal hygiene</li> <li>• Explain the compliance norms to ensure cleanliness and sanitization of the workplace and related equipment</li> <li>• Describe standard safety procedures to be followed while handling tools, material, and equipment</li> <li>• Outline the purpose and usage of various Personal Protective Equipment (PPE) required at the workplace</li> <li>• Explain the importance of preventive health check-up organized by the company</li> <li>• List the components of the first-aid kit</li> <li>• Describe the methods to minimize accidental risks and potential hazards in the workplace</li> <li>• Explain different safety warning signs and labels at workplace</li> <li>• Discuss ways to identify and segregate different types of waste at the workplace</li> <li>• Explain the procedure to report accident and other health related issues as per SOP</li> </ul>	<ul style="list-style-type: none"> <li>• Employ appropriate inspection method to ensure routine cleaning and sanitization of tools, equipment, crockery and other articles</li> <li>• Dramatize a situation to ensure work area is clean, hygienic and hazard free</li> <li>• Demonstrate how to use and dispose of relevant protective equipment as per tasks and work conditions</li> <li>• Apply appropriate practices to follow basic first-aid procedures by self and team members</li> <li>• Apply effective waste management procedures at the workplace depending on the types of waste</li> <li>• Role play a situation on reporting safety and security issues to the concerned authority</li> <li>• Prepare a sample incident report</li> </ul>
<b>Classroom Aids</b>	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
<b>Tools, Equipment and Other Requirements</b>	
Personal Protection Equipment: Safety glasses, Head protection, Rubber gloves, Safety footwear, Warning signs and tapes, Fire extinguisher, First aid kit, Relevant Standard Operating Procedures and Sample reports	

## Module 10: Introduction to Employability Skills

Mapped to: DGT/VSQ/N0103

### Terminal Outcomes:

- Discuss about Employability Skills in meeting the job requirements

Duration: 01:30	Duration: 01:30
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> <li>• Outline the importance of Employability Skills for the current job market and future of work</li> <li>• List different learning and employability related GOI and private portals and their usage</li> </ul>	<ul style="list-style-type: none"> <li>• Research and prepare a note on different industries, trends, required skills and the available.</li> </ul>
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

## Module 11: Constitutional values - Citizenship

*Mapped to: DGT/VSQ/N0103*

### Terminal Outcomes:

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

<b>Duration: 00:30</b>	<b>Duration: 01:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Explain the constitutional values, including civic rights and duties, citizenship, responsibility towards society and personal values and ethics such as honesty, integrity, caring and respecting others that are required to become a responsible citizen</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate how to practice different environmentally sustainable practices</li> </ul>
<b>Classroom Aids</b>	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
<b>Tools, Equipment and Other Requirements</b>	

## Module 12: Becoming a Professional in the 21st Century

*Mapped to: DGT/VSQ/N0103*

### Terminal Outcomes:

- Demonstrate professional skills required in 21<sup>st</sup> century

<b>Duration: 02:00</b>	<b>Duration: 03:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Discuss relevant 21st century skills required for employment</li> </ul>	<ul style="list-style-type: none"> <li>• Highlight the importance of practicing 21st century skills like Self-Awareness, Behavior Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn etc. in personal or professional life</li> <li>• Create a pathway for adopting a continuous learning mindset for personal and professional development</li> </ul>
<b>Classroom Aids</b>	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
<b>Tools, Equipment and Other Requirements</b>	

## Module 13: Basic English Skills

*Mapped to: DGT/VSQ/N0103*

### Terminal Outcomes:

- Practice basic English speaking.

<b>Duration: 04:00</b>	<b>Duration: 06:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Read and understand text written in basic English</li> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• Show how to use basic English sentences for everyday conversation in different contexts, in person and over the telephone</li> <li>• Write a short note/paragraph / letter/e - mail using correct basic English</li> </ul>
<b>Classroom Aids</b>	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
<b>Tools, Equipment and Other Requirements</b>	



## Module 14: Career Development & Goal Setting

Mapped to: DGT/VSQ/N0103

### Terminal Outcomes:

- Demonstrate Career Development & Goal Setting skills

<b>Duration: 01:00</b>	<b>Duration: 03:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Discuss need of career development plan</li> </ul>	<ul style="list-style-type: none"> <li>• Create a career development plan</li> <li>• Identify well-defined short- and long-term goals</li> </ul>
<b>Classroom Aids</b>	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
<b>Tools, Equipment and Other Requirements</b>	

## Module 15: Communication Skills

Mapped to: DGT/VSQ/N0103

### Terminal Outcomes:

- Practice basic communication skills

<b>Duration: 04:00</b>	<b>Duration: 06:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Explain the importance of communication etiquette including active listening for effective communication</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate how to communicate effectively using verbal and nonverbal communication etiquette</li> <li>• Write a brief note/paragraph on a familiar topic</li> <li>• Role play a situation on how to work collaboratively with others in a team</li> </ul>
<b>Classroom Aids</b>	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
<b>Tools, Equipment and Other Requirements</b>	

## Module 16: Diversity & Inclusion

*Mapped to: DGT/VSQ/N0103*

### Terminal Outcomes:

- Describe PwD and gender sensitization

<b>Duration: 01:00</b>	<b>Duration: 01:30</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Discuss the significance of escalating sexual harassment issues as per POSH act</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate how to behave, communicate, and conduct appropriately with all genders and PwD</li> </ul>
<b>Classroom Aids</b>	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
<b>Tools, Equipment and Other Requirements</b>	

## Module 17: Financial and Legal Literacy

*Mapped to: DGT/VSQ/N0103*

### Terminal Outcomes:

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

<b>Duration: 05:00</b>	<b>Duration: 05:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Discuss various financial institutions, products, and services</li> <li>• Explain the common components of salary such as Basic, PF, Allowances (HRA, TA, DA, etc.), tax deductions</li> <li>• Discuss the legal rights, laws, and aids</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate how to conduct offline and online financial transactions, safely and securely and check passbook/statement</li> <li>• Calculate income and expenditure for budgeting</li> </ul>
<b>Classroom Aids</b>	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
<b>Tools, Equipment and Other Requirements</b>	

## Module 18: Essential Digital Skills

Mapped to: DGT/VSQ/N0103

### Terminal Outcomes:

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

<b>Duration: 10:00</b>	<b>Duration: 10:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Describe the role of digital technology in day-to-day life and the workplace</li> <li>• Discuss the significance of displaying responsible online behavior while using various social media platforms</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate how to operate digital devices and use the associated applications and features, safely and securely</li> <li>• Demonstrate how to connect devices securely to internet using different means</li> <li>• Follow the dos and don'ts of cyber security to protect against cyber crimes</li> <li>• Create an e-mail id and follow e-mail etiquette to exchange e-mails</li> <li>• Show how to create documents, spreadsheets and presentations using appropriate applications</li> <li>• utilize virtual collaboration tools to work effectively</li> </ul>
<b>Classroom Aids</b>	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
<b>Tools, Equipment and Other Requirements</b>	

## Module 19: Entrepreneurship

Mapped to: DGT/VSQ/N0103

### Terminal Outcomes:

- Describe opportunities as an entrepreneur

<b>Duration: 03:00</b>	<b>Duration: 04:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Explain the types of entrepreneurship and enterprises</li> <li>• Discuss how to identify opportunities for potential business, sources of funding and associated financial and legal risks with its mitigation plan</li> <li>• Describe the 4Ps of Marketing-Product, Price, Place and Promotion and apply them as per requirement</li> </ul>	<ul style="list-style-type: none"> <li>• Create a sample business plan, for the selected business opportunity</li> </ul>
<b>Classroom Aids</b>	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
<b>Tools, Equipment and Other Requirements</b>	

## Module 20: Customer Service

*Mapped to: DGT/VSQ/N0103*

### Terminal Outcomes:

- Describe ways of maintaining customer

<b>Duration: 04:00</b>	<b>Duration: 05:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Classify different types of customers</li> <li>• Discuss various tools used to collect customer feedback</li> <li>• Discuss the significance of maintaining hygiene and dressing appropriately</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate how to identify customer needs and respond to them in a professional manner</li> </ul>
<b>Classroom Aids</b>	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
<b>Tools, Equipment and Other Requirements</b>	

## Module 21: Getting ready for Apprenticeship & jobs

*Mapped to: DGT/VSQ/N0103*

### Terminal Outcomes:

- Describe ways of preparing for apprenticeship & Jobs appropriately.

<b>Duration: 04:00</b>	<b>Duration: 04:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>Discuss the significance of maintaining hygiene and dressing appropriately for an interview</li> <li>List the steps for searching and registering for apprenticeship opportunities</li> </ul>	<ul style="list-style-type: none"> <li>Draft a professional Curriculum Vitae (CV)</li> <li>Use various offline and online job search sources to find and apply for jobs</li> <li>Role play a mock interview</li> </ul>
<b>Classroom Aids</b>	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
<b>Tools, Equipment and Other Requirements</b>	



## Module 22: On-the-Job Training

### Mapped to Facility Management Executive

<b>Mandatory Duration:</b> 120:00	<b>Recommended Duration:</b> 00:00
<b>Location:</b> On Site	
<b>Terminal Outcomes</b>	
<ul style="list-style-type: none"> <li>• Show how to survey client location for facility management services' operational requirements and identify gaps in the existing services at client premises</li> <li>• Role play on how to liaise with vendors for contracts of different service requirements like housekeeping, security, helpdesk, pantry, etc.</li> <li>• Dramatize a situation on how to negotiate contracts to optimize delivery and cost saving</li> <li>• Apply proper procedure to estimate for resource requirements</li> <li>• Draft a sample budget proposal for facility management service</li> <li>• Role play on how to assist the assistant facility manager to finalize the budget and costing and drafting of the payment schedule for the service contract</li> <li>• Dramatize a situation to coordinate with supervisors for the allocation of workers for services like housekeeping, pantry, helpdesk, etc.</li> <li>• Create a sample facility management program including preventive maintenance and project lifecycle requirements</li> <li>• Prepare a sample metrics to monitor quality and performance for the services</li> <li>• Show how to conduct and document regular facilities inspections as well as supervise maintenance and repair of facilities and equipment</li> <li>• Role play on how to coordinate and monitor activities of contract suppliers</li> <li>• Show how to respond for facility, and equipment alarms and system failures</li> <li>• Dramatize a situation to provide prompt response to client's requests and issues</li> <li>• Demonstrate how to review the demand invoice, make corrections and approve it for release of resources</li> <li>• Apply proper procedure to analyse operational and performance data to assess the performance and quality of service provision at the client's site as per standards</li> <li>• Draft a sample annual work plan for the client facility as per standard</li> <li>• Role play a situation to provide assistance to facility manager in administrative functions, security issues and facility services deemed by the client</li> <li>• Apply proper inspection techniques for turn out and attendance of the staff, and sign the shift register</li> <li>• Apply proper procedure to maintain soft services stores and stocks and indent monthly requirements for soft services as per the monthly budget</li> <li>• Employ proper practices to verify maintenance of office and building facilities at client site as well as handle their back-office operations, inter-office correspondence, etc.</li> <li>• Apply proper practices to monitor energy efficiency, safety and security of the facility</li> <li>• Dramatize how to submit reports to superiors and client as per standard</li> <li>• Create a sample report to track facility budget</li> <li>• Show how to analyse financial and productivity reports obtained from facility supervisors</li> <li>• Create sample reports on finances, contracts, expenditures, and purchases for facility services</li> <li>• Role play a situation to present reports and reviews to the senior</li> <li>• Role play a situation to meet the clients, present the status report and ensure that all other required information is provided to them</li> <li>• Dramatize a situation to resolve client complaints and issues regarding facility services and upsell and cross-sell other services to the client for financial profits</li> </ul>	

- Role play a situation to negotiate with clients on terms of leases, submit invoice and receive payment from the client
- Prepare a sample contract for third-party service providers
- Apply proper process to receive and check all invoices received from vendors along with all documents for a compliance audit
- Dramatize a situation to manage vendor staff training and their development
- Create a sample performance report based on operational data analysis for vendors
- Role play on how to coordinate and monitor activities of contract suppliers and manage effective relationship with them
- Apply appropriate techniques to promote effective communication standard and etiquette while interacting with guests, colleagues, and superiors
- Role play on how to segregate and dispose of the waste as per the standards
- Demonstrate strong communication skills and workplace etiquette to achieve a smooth workflow
- Perform the steps to ensure sensitization towards different age groups, gender, and persons with disabilities
- Demonstrate the process of monitoring confidentiality of the organizational information and guests' privacy
- Employ appropriate practices to maintain personal and team hygiene and grooming at workplace
- Dramatize a situation on how to identify hazards at workplace and report to the higher authority
- Perform basic activities to ensure gender and age-sensitive service practices
- Perform all the activities to ensure health, hygiene, and safety standards at the workplace

# Annexure

## Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
Certificate / Diploma / Degree / Post Graduate	Facility Management/Hotel /QSR	5 years	Facility Management /Hotel/QSR	1 year	Facility Management/ Hotel/QSR	

Trainer Certification	
Domain Certification	Platform Certification
“Facility Management Executive”, “THC/Q5708, V4.0”, Minimum accepted score is 80%	Recommended that the trainer is certified for the job role “Trainer (VET and skills)”, mapped to the qualification pack “MEP/Q2601, V2.0”. The minimum accepted score is 80%.

## Assessor Requirements

Assessor Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
Diploma / Degree / Post Graduate		5 years	Housekeeping/ Facility Management	0		

Assessor Certification	
Domain Certification	Platform Certification
“Facility Management Executive”, “THC/Q5708, V4.0”, Minimum accepted score is 80%	Recommended that the assessor is certified for the job role “Assessor (VET and skills)”, mapped to the qualification pack “MEP/Q2701, V2.0”. The minimum accepted score is 80%.

## Assessment Strategy

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

### 1. Assessment System Overview:

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

### 2. Testing Environment: Assessor must:

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

### 3. Assessment Quality Assurance levels / Framework:

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

### 4. Types of evidence or evidence-gathering protocol:

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

### 5. Method of verification or validation:

- Surprise visit to the assessment location
- Random audit of the batch



- Random audit of any candidate

6. Method for assessment documentation, archiving, and access

- Hard copies of the documents are stored
- Soft copies of the documents & photographs of the assessment are uploaded / accessed from Cloud Storage and are stored in the Hard Drives

## References

## Glossary

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

## Acronyms and Abbreviations

Term	Description
QP	Qualification Pack
NSQF	National Skills Qualification Framework
NSQC	National Skills Qualification Committee
NOS	National Occupational Standards
TVET	Technical and Vocational Education and Training
SOP	Standard Operating Procedure
SLA	Service Level Agreement
OH&S	Occupational Health and Safety
PPE	Personal Protective Equipment
IPR	Intellectual Property Rights
FSSAI	Food Safety and Standards Authority of India
HACCP	Hazard analysis and critical control points
ISO	The International Organization for Standardization