



QUALIFICATION FILE

Facility Management Executive

- 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: 4.5

Submitted By:

Tourism and Hospitality Skill Council

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

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Section 1: Basic Details

1.	Qualification Name	Facility Management Executive													
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/04916 & v4.0	Qualification Name of existing/previous version: Facility Management Executive												
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-4.5-TH-02458-2024-V2-THSC	6. NCrF/NSQF Level: 4.5												
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 is responsible for managing and providing soft facility services, ensuring the availability of necessary resources at the client site, project planning, creating budgets, negotiating contracts for facility services, liaising with suppliers and vendors, and performing related administrative duties.													
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>UG Certificate in relevant field</td> <td>1-years (experience including apprenticeship)</td> </tr> <tr> <td>2.</td> <td>12th grade pass or equivalent</td> <td>2- years of (relevant experience)</td> </tr> <tr> <td>3.</td> <td>Previous relevant qualification of NSQF Level 4</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.	UG Certificate in relevant field	1-years (experience including apprenticeship)	2.	12th grade pass or equivalent	2- years of (relevant experience)	3.	Previous relevant qualification of NSQF Level 4	1.5-years (relevant experience)
S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)													
1.	UG Certificate in relevant field	1-years (experience including apprenticeship)													
2.	12th grade pass or equivalent	2- years of (relevant experience)													
3.	Previous relevant qualification of NSQF Level 4	1.5-years (relevant experience)													
10.	Credits Assigned to this Qualification, Subject to Assessment <i>(as per National Credit Framework (NCrF))</i>	18	11. Common Cost Norm Category (I/II/III) <i>(wherever applicable):</i> II												
12.	Any Licensing requirements for Undertaking Training on This Qualification <i>(wherever applicable)</i>	NA													

13.	Training Duration by Modes of Training Delivery (Specify Total Duration as per selected training delivery modes and as per requirement of the qualification)	<input type="checkbox"/> Offline <input type="checkbox"/> Online <input checked="" type="checkbox"/> Blended				
		Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	Total (Hours)
		Classroom (offline)		200:00	120:00	320:00
		Online	220:00			220:00
		(Refer Blended Learning Annexure for details)				
14.	Aligned to NCO/ISCO Code/s (if no code is available mention the same)	NCO-2015/5151				
15.	Progression path after attaining the qualification (Please show Professional and Academic progression)	Facility Manager				
16.	Other Indian languages in which the Qualification & Model Curriculum are being submitted	Hindi				
17.	Is similar Qualification(s) available on NQR-if yes, justification for this qualification	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No URLs of similar Qualifications:				
18.	Is the Job Role Amenable to Persons with Disability	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If "Yes", specify applicable type of Disability:				
19.	How Participation of Women will be Encouraged	The inclusion of women in the workplace is important as there is an increase in the number of educated women. Despite progress in some areas, women still face significant challenges and barriers to their full participation in the workforce. This can be addressed by formulating policy measures on skilling, job creation and support services. To increase the proportion of women in the workforce, various support measures like childcare facilities, close proximity to the workplace, safe transportation, gender acceleration plans and return to work (allowing women to re-join the workforce after motherhood) should be provided. Organisations should provide flexible work arrangements like part-time or remote work options. This not only helps the organisation to retain talented women employees, but it also helps women to balance work and family responsibilities.				
20.	Are Greening/ Environment Sustainability Aspects Covered (Specify the NOS/Module which covers it)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No THC/N9907.Monitor and maintain health, hygiene and safety at workplace				
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.	Manage facility operations	THC/N5820 & v3.0	Core	4.5	5	55	45	50	0	150	40	40	0	20	100	30
2.	Perform administrative duties	THC/N5821 & v3.0	Core	4.5	7	80	60	70	0	210	40	40	0	20	100	30
3.	Ensure effective communication and service standards at workplace	THC/N9902 & v2.0	Non-Core	4.5	1	15	15	0	0	30	40	40	0	20	100	10
4.	Ensure to maintain organisational confidentiality and guest's privacy	THC/N9910 & v4.0	Non-Core	4.5	1	15	15	0	0	30	10	5	0	5	20	10
5.	Monitor and maintain health, hygiene and safety at workplace	THC/N9907 & v2.0	Non-Core	4.5	1	15	15	0	0	30	30	35	0	15	80	10
6.	Employability Skills (90 Hours)	DGT/VSQ/N0103 & v1.0	Non-Core	5	3	40	50	0	0	90	20	30	0	0	50	10
Duration (in Hours) / Total Marks																
					18	220	200	120	0	540	180	190	0	80	450	100

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

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

Section 4: Assessment Related

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

Section 5: Evidence of the need for the Qualification

Provide Annexure/Supporting documents name.

1.	Latest Skill Gap Study (not older than 2 years) (Yes/No): No
2.	Latest Market Research Reports or any other source (not older than 2 years) (Yes/No): No
3.	Government /Industry initiatives/ requirement (Yes/No): Yes
4.	Number of Industry validation provided: 21
5.	Estimated nos. of persons to be trained and employed: 200
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 (Mandatory)	Attached
2.	Annexure: List of tools and equipment relevant for qualification (Mandatory, except in case of online course)	Attached
3.	Annexure: Detailed Assessment Criteria (Mandatory)	Attached
4.	Annexure: Assessment Strategy (Mandatory)	Attached
5.	Annexure: Blended Learning (Mandatory, in case selected Mode of delivery is "Blended Learning")	Attached
6.	Annexure: Multiple Entry-Exit Details (Mandatory, in case qualification has multiple Entry-Exit)	Attached
7.	Annexure: Acronym and Glossary (Optional)	Attached
8.	Supporting Document: Model Curriculum (Mandatory – Public view)	Attached
9.	Supporting Document: Career Progression (Mandatory - Public view)	Attached
10.	Supporting Document: Occupational Map (Mandatory)	Attached
11.	Supporting Document: Assessment SOP (Mandatory)	Attached
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	Multidisciplinary and specialized knowledge <ul style="list-style-type: none"> • Relevant occupational health and safety requirements applicable in the workplace • Organizational SOPs for facility management services • Types of soft facility management services • Client requirements analysis techniques types of tools and equipment required for various services • Tools and techniques of process management • Process to define scope of work • Methods of cost estimation in projects • Budget planning and management process • Inspection procedures of the premises • Budget adherence and cost control methods • Statutory and regulatory requirements for facility management services • Vendor management process • Methods to collect and analyse client feedback • Project planning techniques • Site operations management process • Resource management tools and techniques • Administration and maintenance methods of facility • Tools and techniques of data collection and analysis • Operational excellence analysis methods • Budget adherence and cost control techniques • Asset tracking tools and methods • Productivity measurement tools and techniques • Vendor and client management process • Upselling and cross-selling techniques • Types of contracts, invoice and payment methods • Billing and payment procedures • Statutory and regulatory requirements at facility sites 	<ul style="list-style-type: none"> • A Facility Management Executive should be well acquainted with the facts, principles, processes and general concepts of the facility management trade like SOPs for facility management, tools and techniques of process management, client requirements analysis techniques etc. • Hence level 4.5 	<p style="text-align: center;">4.5</p>

	<ul style="list-style-type: none"> • Methods of maintaining and monitoring vendor performance • Organizational policies on behavioural etiquette and professionalism • Organizational policies on gender sensitive service practices at workplace • Organizational reporting and hierarchy structure • Documentation policy and procedures of the organization • Service quality standards as per organizational policies • Complaint handling policy and procedures • SOP on personal hygiene • Procedure of giving and receiving feedback positively • Specific requirements of different age-groups of guests • Age and gender specific etiquette • Organizational policy with regards to Persons with disability • Significance of professional etiquette and behaviour • Basics of IPR Laws, Trademark Laws, Patent Laws, etc. in the country, and penalties associated with them • Organisation's policies on intellectual property rights and confidential information • Organisation's product, service or design patents • How Intellectual property protection is important for competitiveness of an organisation • Guidelines for crafting effective SOPs regarding IPR • Procedure for disposal of confidential documents • Confidential data protection methods • Organizational policies on safety procedures at workplace • Procedure to maintain cleanliness standards at workplace • Compliance norms for established health and hygiene procedures at workplace • Importance of preventive health check-up and healthy living 		
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	<ul style="list-style-type: none"> • Purpose and usage of PPE such as gloves, protective goggles, masks, etc. • Basic first aid procedures • Methods to minimize accidental risks • The significance of safe handling of chemicals, acids, etc. for cleaning • Instructions for operating and handling equipment as per standard • Emergency procedures to be followed in case of a mishapening such as fire accidents, etc. 		
Professional and Technical Skills/ Expertise/ Professional Knowledge	Range of skills along with specialized domain skills <ul style="list-style-type: none"> • Read and interpret instructions, procedures and operational data • Fill-in checklists, log sheets etc. • Interpret operational instructions from supervisors • Fill-in checklists, log sheets etc. • Read job sheets, organization policy documents, information displayed at the workplace and comments received from the supervisor or guest • Fill up documentation pertaining to job requirement • Spot and report potential areas of disruption to work process proactively • Improve work processes by incorporating guest feedback • Motivate self and colleagues to work effectively • Identify measures that can prevent potential infringements within the team • Evaluate organisation policies and procedures and assess its robustness to prevent IPR infringements • Analyse the impact of IPR infringement on the guests and the organization • Read organizational policy documents, manuals, instructions and information displayed at the workplace • Fill in relevant forms, formats and checklist accurately • Improve and modify own work practices 	<ul style="list-style-type: none"> • A Facility Management Executive should have understanding of social, political; and some skill of collecting and organising information with some mathematical skill, communication. Person must follow safety standards and communicate effectively with clients and vendors. • Hence Level 4.5 	4.5

	<ul style="list-style-type: none"> Negotiate and communicate effectively with clients and vendors Plan work activities to create a comfortable working atmosphere Adhere to safety and security standards Prioritize work process in order to complete as per agreed schedule Improve and modify own work practices Communicate effectively with clients and vendors Interact with team members to work efficiently Communicate effectively with the guests Read and follow IPR and related information documents Manage communication regarding IPR infringement, prevention, and management 		
Employment Readiness & Entrepreneurship Skills & Mind-set/Professional Skill	<p>Entrepreneurial mindset, self- management</p> <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 Facility Management Executive 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. 	4.5
Broad Learning Outcomes/Core Skill	<p>Judgement / decision making – specialized</p> <ul style="list-style-type: none"> Manage facility operations Perform administrative duties Ensure effective communication and service standards at workplace Ensure to maintain organisational confidentiality and guest's privacy Monitor and maintain health, hygiene and safety at workplace 	<ul style="list-style-type: none"> A Facility Management Executive should be able to manage facility and administrative operations. This person should have well developed skill with the clear choice of procedure. Hence Level 4.5 	4.5

<p>Responsibility</p>	<p>Team leader – Junior technical supervisor,</p> <ul style="list-style-type: none"> • Arrange for soft services operations • Ensure operational excellence • Maintain facility operations • Manage budget/cost • Liaise with client • Liaise with vendor/third-party contractor • Promote effective communication • Maintain professional etiquette • Ensure rendering of specific services as per the guests' requirements • Maintain organisational confidentiality • Maintain guests' privacy • Ensure personal and workplace hygiene • Maintain safe and secure working environment • Follow effective waste management and recycling practices at workplace 	<ul style="list-style-type: none"> • A Facility Management Executive is responsible for arranging soft service operations, ensure operational excellence, maintaining facility operations, managing budget, liaise with client and vendor as per organizational standard. This person takes the responsibility for his own work and some responsibility of others' work. • Hence level 4.5 	<p>4.5</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 quotes and tenders for facility services	Standard	01
2.	Budget proposal	Standard	01
3.	Payment schedule	Standard	01
4.	Demand invoice	Standard	01
5.	Sample facility management program	Standard	01
6.	Metrics for monitor quality and performance for the services	Standard	01
7.	Budget related resource and material of facility services	Standard	01
8.	Operational and performance data	Standard	01
9.	Sample annual work plan	Standard	01
10.	Required office equipment	Standard	01
11.	Appliances	Standard	01
12.	Furniture	Standard	01
13.	Furnishings	Standard	01
14.	Sample service contracts and invoices	Standard	01
15.	Sample performance report for vendors	Standard	01
16.	Sample status report	Standard	01
17.	Vehicles	Standard	01
18.	Sample facility related budget finances	Standard	01
19.	Finances	Standard	01
20.	Contracts	Standard	01
21.	Invoices	Standard	01
22.	Expenditures	Standard	01
23.	Cost reduction initiatives	Standard	01
24.	Purchases	Standard	01
25.	Sample of escalation matrix	Standard	01
26.	Organisation structure	Standard	01
27.	Handouts of IPR guidelines and regulations	Standard	01
28.	Personal Protection Equipment: Safety glasses, Head protection, Rubber gloves, Safety footwear, Warning signs and tapes, Fire extinguisher, First aid kit	Standard	01
29.	Standard Operating Procedures	Standard	01
30.	Sample reports	Standard	01

Classroom Aids

The aids required to conduct sessions in the classroom are:

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

[Annexure: Industry Validations Summary](#)

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

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

				Madanpur Khatar, New Delhi-76			
11.	Amars Skill Ventures Pvt. Ltd	Yogender Singh	Sr. Manager	Gurugram	7840010621	amassskillvpl@gmail.com	-
12.	Win Facilities	Vikas Kumar	Proprietor	Dwarka, New Delhi	9711898985	winfacilities@yahoo.com	-
13.	Ahuja Residency	Karan Kapoor	Ast.HR Manager	302, 302A, The Palm Spring Plaza Golf course road, sector-54	8500090227	Karan.kapoor@ahujaresidency.com	-
14.	Golden Security Guards	Yash Gupta	Proprietor	B156, New ashok Nagar, New Delhi, PIN 110096	8595782318	yash.gupta@gsgsecurenet.com	-
15.	Shine & Standard	Divya Bhatt	Manager	C-270, 2nd Floor, Sector-63, Noida Pin Code:- 201301	8448334194	divyabhatt007777@gmail.com shinestandardnaps@gmail.com	-
16.	Kaahlina Technology Pvt . Ltd	Rajani kant	Director	Boomerang Building, A 005, Lower Ground, Chandivali, Andheri East, Mumbai, Maharashtra 400072	9209052021	rajani.kant@rozgarkhoj.com	-
17.	Property Solutions (India) Pvt.Ltd	Dharmendar Patil	General Manager	Unit no 11, Ground floor, Kalpataru Square, Off. Andheri karla Road, Kondivita Lane, Andheri (E), Mumbai -400059	9898049090	dharmendra.patil@psipl.co.in	-
18.	Sodoexo India Services Private Limited	Vivek Adavatkar	AVP-IR and Compliance	1 st Floor, Gemstar Commercial complex, Near Ramchandra lane, Kanchpada- Malad West, Mumbai- 400064	9823321421	vivek.adavatkar@sodexo.com	-
19.	Akaya India Care Limited	Viraj Anil Bandekar	Head HR	5 th Floor Maitri Plot no 10, Road no 10, Vile Parle, West Mumbai City, MH 400049	8793403463	info@akayindiacare.com	-

20.	AGR Talent Consulting LLP	Prem	Manager-Operations	H.NO C-8 G/F GALI NO-1 AALI VIHAR NA SARITA VIHAR New Delhi Delhi 110076	9872427026	Operations.agr@gmail.com	-
21.	ATC Security and Intelligence Pvt.Ltd	Prem	Manager-Operations	Kailash Business Park Vikhroli - 400079 Mumbai, India	9872427026	info@atc.co.in	-

Annexure: Training & Employment Details

Training and Employment Projections:

Year	Total Candidates		Women		People with Disability	
	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities
2023-2024	110	154	11	17	NA	NA
2024-2025	121	170	15	20	NA	NA
2025-2026	134	187	19	23	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		69	66	59	47	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. NAPS
2. Govt. 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:

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/N5820: Manage facility operations	<i>Arrange for soft services operations</i>	20	20	0	10
	PC1. assess client requirements for soft facility management services	-	-	-	-
	PC2. survey client location for facility management services operational requirements	-	-	-	-
	PC3. identify gaps in the existing services at client premises	-	-	-	-
	PC4. liaise with vendors for contracts of different service requirements like housekeeping, security, helpdesk, pantry, etc.	-	-	-	-
	PC5. carry out vendor background checks	-	-	-	-
	PC6. obtain quotes and tenders from vendors	-	-	-	-
	PC7. estimate and compare costs for goods and services to maximize cost-effectiveness	-	-	-	-
	PC8. negotiate contracts to optimize delivery and cost saving	-	-	-	-
	PC9. select vendors for different services	-	-	-	-
	PC10. choose the equipment and materials required to complete the services on time	-	-	-	-
	PC11. estimate resource requirements to provide the service	-	-	-	-
	PC12. prepare and present budget proposals	-	-	-	-
	PC13. assist the Facility Manager to finalize the budget	-	-	-	-
	PC14. review the demand invoice against the service contract with the client for resources	-	-	-	-
	PC15. assist the Facility Manager with costing and drafting of the payment schedule for the service contract	-	-	-	-
	PC16. coordinate with supervisors for the allocation of workers for services like housekeeping, pantry, helpdesk, etc.	-	-	-	-
	PC17. arrange for distribution of equipment and materials for each service e.g. vacuum cleaner/personal protective equipment, etc. as per requirements through supervisors	-	-	-	-
	<i>Ensure operational excellence</i>	20	20	0	10
	PC18. develop and implement a facility management program including preventive maintenance and project lifecycle requirements	-	-	-	-
	PC19. create metrics to monitor quality and performance for the services	-	-	-	-
	PC20. conduct and document regular facilities inspections	-	-	-	-
	PC21. ensure compliance with health and safety standards and industry codes	-	-	-	-
	PC22. supervise maintenance and repair of facilities and equipment	-	-	-	-
	PC23. coordinate and monitor activities of contract suppliers	-	-	-	-
PC24. ensure all delivery schedules, quantity and quality criteria are met	-	-	-	-	
PC25. respond to facility and equipment alarms and system failures	-	-	-	-	

	PC26. provide prompt response to requests and issues from clients	-	-	-	-
	PC27. ensure supervisors provide adequate resources at facility site all the time for uninterrupted service	-	-	-	-
	PC28. review the demand invoice provided by the supervisors against the service contract with the client and make corrections if needed	-	-	-	-
	PC29. approve the demand invoice for release of resources to the supervisor	-	-	-	-
	PC30. check for any budget overrun in terms of resources and materials	-	-	-	-
	PC31. analyze the operational and performance data provided by the supervisor to assess the performance and quality of service provision at the client's site as per company's standards	-	-	-	-
	PC32. monitor supervisors' performance and provide feedback for improving the performance and quality of services e.g. higher than normal consumption of material or an inadequate number of workers etc.	-	-	-	-
	PC33. receive and incorporate client feedback to enhance the service experience	-	-	-	-
	Total Marks	40	40	0	20
THC/N5821: Perform administrative duties	<i>Maintain facility operations</i>	10	10	0	5
	PC1. create an annual work plan for the client facility as per company's SOP	-	-	-	-
	PC2. implement best practices to increase efficiency	-	-	-	-
	PC3. plan and monitor appropriate facility management staffing levels	-	-	-	-
	PC4. ensure efficient utilization of facility maintenance staff	-	-	-	-
	PC5. provide assistance to facility manager in all administrative functions, security issues and facility services deemed by the client	-	-	-	-
	PC6. inspect the turn out and attendance of the staff and sign the shift register	-	-	-	-
	PC7. oversee acquisition, installation, and commissioning of equipment	-	-	-	-
	PC8. ensure timely repair, maintenance, and replacement of office equipment, appliances, furniture, furnishings, vehicles, etc.	-	-	-	-
	PC9. maintain soft services stores and stocks	-	-	-	-
	PC10. indent monthly requirements for soft services as per the month's budget	-	-	-	-
	PC11. verify upkeep of office and building facilities at client site	-	-	-	-
	PC12. handle back-office operations, inter-office correspondence, etc. for clients' offices	-	-	-	-
	PC13. ensure that all structures, renovation projects or additions comply with safety, health, and environmental regulations	-	-	-	-
	PC14. monitor energy efficiency, safety and security of the facility	-	-	-	-
	PC15. submit reports to superiors and client as per company's SOP	-	-	-	-
	<i>Manage budget/cost</i>	10	10	0	5
	PC16. prepare and track facility budget	-	-	-	-
	PC17. develop and implement cost reduction initiatives	-	-	-	-
	PC18. ensure delivery of projects against set financial targets and timeline	-	-	-	-
	PC19. verify payment and invoicing match the contract pricing	-	-	-	-
PC20. monitor budget against effort variance	-	-	-	-	
PC21. analyse financial and productivity reports obtained from facility supervisors	-	-	-	-	

	PC22. generate and present regular reports and reviews of facility-related budgets, finances, contracts, expenditures, and purchases	-	-	-	-
	<i>Liaise with client</i>	10	10	0	5
	PC23. ensure that all required information is provided to the client as per service contract	-	-	-	-
	PC24. present status report to the client regularly as per contract	-	-	-	-
	PC25. resolve client complaints and issues	-	-	-	-
	PC26. upsell other services to the client for financial profits to the organization	-	-	-	-
	PC27. negotiate terms of leases, where applicable	-	-	-	-
	PC28. submit an invoice to client as per agreement and receive payment from the client as per standards	-	-	-	-
	PC29. ensure that all required information is provided to the client as per service contract	-	-	-	-
	<i>Liaise with vendor/third-party contractor</i>	10	10	0	5
	PC30. create and maintain a network of local vendors for various soft services e.g., housekeeping service providers, pest controllers, etc.	-	-	-	-
	PC31. draft contracts for third-party service providers	-	-	-	-
	PC32. ensure that vendors provide operational data as per the service contract	-	-	-	-
	PC33. check that vendors follow organizational SOPs at client facilities	-	-	-	-
	PC34. monitor delays and effort variations in the service delivery of vendors	-	-	-	-
	PC35. receive and check all invoices received from vendors for any discrepancy	-	-	-	-
	PC36. collect all documents from the vendor for a compliance audit	-	-	-	-
	PC37. manage vendor staff training and development	-	-	-	-
	PC38. perform real-time monitoring of services and periodic reviews to adhere to SLA	-	-	-	-
	PC39. generate a performance report based on operational data analysis and provide feedback	-	-	-	-
	PC40. coordinate and monitor activities of contract suppliers	-	-	-	-
	PC41. manage contractor and vendor relationships	-	-	-	-
	PC42. ensure payment of all vendors/suppliers on time	-	-	-	-
	Total Marks	40	40	0	20
THC/N9902: Ensure effective communication and service standards at workplace	<i>Promote effective communication</i>	20	20	0	10
	PC1. greet the guests promptly and appropriately as per organization's procedure	-	-	-	-
	PC2. communicate with the guests in a polite and professional manner	-	-	-	-
	PC3. build effective yet impersonal relationship with guests	-	-	-	-
	PC4. identify guests' dissatisfactions and address complaints effectively	-	-	-	-
	PC5. inform guests of any issue/problem well in advance	-	-	-	-
	PC6. seek feedback from the guests and incorporate them to improve the guest experience	-	-	-	-
	PC7. ensure essential information is passed on in a timely manner	-	-	-	-

	PC8. ensure team members to maintain etiquette while interacting with each other	-	-	-	-
	PC9. ensure the team members provide feedback to their peers	-	-	-	-
	<i>Maintain professional etiquette</i>	10	10	0	5
	PC10. ensure self and team members report to work on time	-	-	-	-
	PC11. use the guests' names as many times as possible during the conversation with proper salutation	-	-	-	-
	PC12. maintain personal integrity & ethical behaviour	-	-	-	-
	PC13. make sure personal hygiene is maintained by self and others at all times	-	-	-	-
	PC14. ensure self and team members adhere to the dress code as per organizational policy	-	-	-	-
	PC15. respect privacy of others at the workplace	-	-	-	-
	<i>Ensure rendering of specific services as per the guests' requirements</i>	10	10	0	5
	PC16. provide assistance to Persons with Disability, if asked	-	-	-	-
	PC17. ensure self and team members comply to the organizational policies towards Persons with Disability	-	-	-	-
	PC18. make sure gender and age sensitive service practices are followed at all times	-	-	-	-
	PC19. ensure compliance to the organizational policies related to prevention of sexual harassment, both physical and verbal by self and team members	-	-	-	-
	PC20. support PwD team members in overcoming any challenges faced at work	-	-	-	-
	PC21. make sure the workplace is accessible for the Persons with Disability	-	-	-	-
	Total Marks	40	40	0	20
THC/N9910: Ensure to maintain organisational confidentiality and guest's privacy	<i>Maintain organisational confidentiality</i>	6	3	0	3
	PC1. prevent leak of new plans and designs to competitors	-	-	-	-
	PC2. ensure protection of employee information	-	-	-	-
	PC3. prevent leak of organisation's policies like pricing strategies, revenue management policies, marketing plans etc.	-	-	-	-
	PC4. take immediate and appropriate action in case of any IPR violation	-	-	-	-
	PC5. make sure that the subordinates report any infringement observed by anyone in the organisation to the immediate supervisor	-	-	-	-
	PC6. protect sensitive data with strong passwords and change passwords on a regular basis	-	-	-	-
	PC7. ensure policies around confidential information are followed by all staff members	-	-	-	-
	<i>Maintain guests' privacy</i>	4	2	0	2
	PC8. ensure the team refrains from infringing upon guest's professional deals and plans	-	-	-	-
PC9. make sure guest's personal information and financial data is protected all times	-	-	-	-	
PC10. ensure proper disposal of guest's information like booking details, credit card slips etc.	-	-	-	-	

	Total Marks	10	5	0	5
THC/N9907: Monitor and maintain health, hygiene and safety at workplace	<i>Ensure personal and workplace hygiene</i>	15	15	0	5
	PC1. ensure that self and team's work area is clean and tidy	-	-	-	-
	PC2. ensure washing and sanitizing hands at regular intervals using hand wash & alcohol-based sanitizers by self as well as team members	-	-	-	-
	PC3. make sure workplace is cleaned with appropriate cleaning solution and disinfectants as recommended	-	-	-	-
	PC4.	-	-	-	-
	PC5. monitor sanitization of all tools, equipment and machine touch-points at regular intervals	-	-	-	-
	PC6. ensure that the trashcans are cleared regularly following the cleanliness and maintenance schedule	-	-	-	-
	PC7. maintain personal hygiene and ensure the team members do the same	-	-	-	-
	PC8. report to the concerned authority in case any co-worker is unwell	-	-	-	-
	PC9. report personal health issues related to injury, food, air and infectious disease and avoid going to work if unwell	-	-	-	-
	<i>Maintain safe and secure working environment</i>	10	10	0	5
	PC10. ensure safety procedures are followed while handling materials, tools, acids etc. and lifting or moving equipment and supplies	-	-	-	-
	PC11. ensure use of appropriate PPE (gloves, three layered masks, long gown, headwear, glasses, goggles, footwear, etc.) by self and others at all times	-	-	-	-
	PC12. make sure first aid procedures are followed appropriately	-	-	-	-
	PC13. identify hazards at the workplace and report to the concerned person in time	-	-	-	-
	<i>Follow effective waste management and recycling practices at workplace</i>	5	10	0	5
	PC14. identify and segregate recyclable, non-recyclable and hazardous waste at workplace	-	-	-	-
	PC15. segregate waste into different coloured dustbins	-	-	-	-
	PC16. handle waste as per SOP	-	-	-	-
PC17. recycle waste wherever applicable	-	-	-	-	
PC18. dispose of PPEs in a plastic bag, sealed and labelled as infectious waste	-	-	-	-	
	Total Marks	30	35	0	15
DGT/VSQ/N0102 - Employability Skills (60 hours)	<i>Introduction to Employability Skills</i>	1	1	-	-
	PC1. identify employability skills required for jobs in various industries	-	-	-	-
	PC2. identify and explore learning and employability portals	-	-	-	-
	<i>Constitutional values – Citizenship</i>	1	1	-	-
	PC3. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.	-	-	-	-
	PC4. follow environmentally sustainable practices	-	-	-	-
	<i>Becoming a Professional in the 21st Century</i>	2	4	-	-

PC5. recognize the significance of 21st Century Skills for employment	-	-	-	-
PC6. practice the 21st Century Skills such as Self- Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life	-	-	-	-
<i>Basic English Skills</i>	2	3	-	-
PC7. use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-
PC8. read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
PC9. write short messages, notes, letters, e-mails etc. in English	-	-	-	-
<i>Career Development & Goal Setting</i>	1	2	-	-
PC10. understand the difference between job and career	-	-	-	-
PC11. prepare a career development plan with short- and long-term goals, based on aptitude	-	-	-	-
<i>Communication Skills</i>	1	1	-	-
PC12. follow verbal and non-verbal communication etiquette and active listening techniques in various settings	-	-	-	-
PC13. work collaboratively with others in a team	-	-	-	-
<i>Diversity & Inclusion</i>	1	2	-	-
PC14. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC15. escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
<i>Financial and Legal Literacy</i>	2	3	-	-
PC16. select financial institutions, products and services as per requirement	-	-	-	-
PC17. carry out offline and online financial transactions, safely and securely	-	-	-	-
PC18. identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
PC19. identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
<i>Essential Digital Skills</i>	3	4	-	-
PC20. operate digital devices and carry out basic internet operations securely and safely	-	-	-	-
PC21. use e- mail and social media platforms and virtual collaboration tools to work effectively	-	-	-	-
PC22. use basic features of word processor, spreadsheets, and presentations	-	-	-	-
<i>Entrepreneurship</i>	2	3	-	-
PC23. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
PC24. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-

	PC25. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
	<i>Customer Service</i>	1	2	-	-
	PC26. identify different types of customers	-	-	-	-
	PC27. identify and respond to customer requests and needs in a professional manner.	-	-	-	-
	PC28. follow appropriate hygiene and grooming standards	-	-	-	-
	<i>Getting ready for apprenticeship & Jobs</i>	2	3	-	-
	PC29. create a professional Curriculum vitae (Résumé)	-	-	-	-
	PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
	PC31. apply to identified job openings using offline/online methods as per requirement	-	-	-	-
	PC32. answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
	PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
	Total Marks	20	30	-	-
	Grand Total	180	190	0	80

Annexure: Assessment Strategy

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

<1. Assessment System Overview:

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

2. Testing Environment:

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

3. Assessment Quality Assurance levels/Framework:

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

4. Types of evidence or evidence-gathering protocol:

- Time-stamped & geotagged reporting of the assessor from assessment location
- Centre photographs with signboards and scheme specific branding

5. Method of verification or validation:

- Surprise visit to the assessment location

6. Method for assessment documentation, archiving, and access

- Hard copies of the documents are stored

On the Job:

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

Acronym

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

Glossary

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