



Model Curriculum

QP Name: Meeting, Conference and Event Manager

QP Code: THC/Q4401

QP Version: 3.0

NSQF Level: 5.5

Model Curriculum Version: 3.0

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Table of Contents

Training Parameters.....	2
Program Overview	4
Training Outcomes.....	4
Compulsory Modules.....	4
Module 1: Introduction to Meeting Conference and Event Manager.....	7
Module 2: Perform the Planning Activities for the Event, Meeting or Conference	8
Module 3: Estimate the cost and Receive Client Approval.....	10
Module 4: Organize the Event, Meeting or Conference.....	11
Module 5: Supervise the Event, Meeting or Conference	13
Module 6: Post-Event Activities and Feedback.....	14
Module 7: Promote Effective Communication and Service Standard	15
Module 8: Organizational Confidentiality and Guest’s Privacy	16
Module 9: Monitor Health and Safety Standard	17
Module 10: Introduction to Employability Skills.....	18
Module 11: Constitutional values - Citizenship	19
Module 12: Becoming a Professional in the 21st Century.....	20
Module 13: Basic English Skills.....	21
Module 14: Career Development & Goal Setting	22
Module 15: Communication Skills	23
Module 16: Diversity & Inclusion.....	24
Module 17: Financial and Legal Literacy.....	25
Module 18: Essential Digital Skills.....	26
Module 19: Entrepreneurship.....	27
Module 20: Customer Service.....	28
Module 21: Getting ready for Apprenticeship & jobs.....	29
Module 22: On-the-Job Training.....	30
Trainer Requirements	32
Assessor Requirements.....	33
Assessment Strategy.....	34
References	36
Glossary.....	36
Acronyms and Abbreviations.....	37

Training Parameters

Sector	Tourism and Hospitality
Sub-Sector	Tours and Travels
Occupation	Tour Packaging
Country	India
NSQF Level	5.5
Aligned to NCO/ISCO/ISIC Code	NCO-2015/3332
Minimum Educational Qualification and Experience	<p>Completed UG degree(3 years) in relevant field with 4 years of experience including apprenticeship OR Completed UG diploma in relevant field with 5 years of relevant experience including apprenticeship OR 12th Grade pass with 7 years of relevant experience including apprenticeship OR Previous relevant Qualification of NSQF Level 5 with 1.5 years of relevant experience including apprenticeship OR Previous relevant Qualification of NSQF Level 4.5 with 3 years of relevant experience including apprenticeship</p>
Pre-Requisite License or Training	NA
Minimum Job Entry Age	26 years
Last Reviewed On	30/04/2024
Next Review Date	30/04/2027
NSQC Approval Date	30/04/2024
QP Version	3.0
Model Curriculum Creation Date	30/04/2024
Model Curriculum Valid Up to Date	30/04/2027
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Minimum Duration of the Course	690 Hours, 0 Minutes (Including ES and OJT)
Maximum Duration of the Course	690 Hours, 0 Minutes (Including ES and OJT)

Program Overview

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

Training Outcomes

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

- Apply appropriate practices to plan for meetings, events and conferences
- Describe the procedure of organizing the events, meeting and conferences
- Perform steps to obtain feedback from clients on event, meeting and conference
- Apply appropriate practices to promote effective communication with guests, colleagues, and superiors to achieve a smooth workflow
- Employ appropriate practices to ensure gender, PwD, and age-sensitivity
- Describe the protocols to protect the 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
THC/N4401: Plan for Meetings, Events, And Conferences NOS Version No. 3.0 NSQF Level 5.5	130:00	60:00	50:00	00:00	240:00
Module 1: Introduction to Meeting, Conference and Event Planner	05:00	00:00	00:00	00:00	05:00
Module 2: Perform the Planning and Venue Suggesting Activities for the Event, Meeting or Conference	63:00	30:00	25:00	00:00	118:00
Module 3: Suggest Venue and Estimate the cost	62:00	30:00	25:00	00:00	117:00
THC/N4402: Organize Meetings, Conference, and Events NOS Version No. 3.0 NSQF Level 5.5	125:00	75:00	70:00	00:00	270:00

Module 4: Organize the Event, Meeting or Conference	41:00	25:00	24:00	00:00	90:00
Module 5: Supervise the Event	42:00	25:00	23:00	00:00	90:00
Module 6: Post-Event Activities and Feedback	42:00	25:00	23:00	00:00	90:00
THC/N9902 – Ensure Effective Communication and Service Standard at Work Place NOS Version No. 2.0 NSQF Level 5.5	15:00	15:00	00:00	00:00	30:00
Module 7: Promote Effective Communication and Service Standard	15:00	15:00	00:00	00:00	30:00
THC/N9910 – Ensure to Maintain Organizational Confidentiality and Guest’s Privacy NOS Version No. 4.0 NSQF Level 5.5	15:00	15:00	00:00	00:00	30:00
Module 8: Organizational Confidentiality and Guest’s privacy	15:00	15:00	00:00	00:00	30:00
THC/N9907 – Monitor and Maintain Health, Hygiene and Safety at Workplace NOS Version No. 2.0 NSQF Level 5.5	15:00	15:00	00:00	00:00	30:00
Module 9: Monitor Health and Safety Standard	15:00	15:00	00:00	00:00	30:00
DGT/VSQ/N0103& v1.0: Employability Skills (90 Hours)	40:00	50:00	00:00	00:00	90:00
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
Total Duration	340:00	230:00	120:00	00:00	690:00

Module Details

Module 1: Introduction to Meeting Conference and Event Planner Bridge Module

Terminal Outcomes:

- Outline the overview of Skill India Mission
- Describe the scope of Tourism and Hospitality Industry
- Define the roles and responsibilities of a Meeting, Conference and Event Planner
- Explain the scope of work for a Meeting, Conference and Event Planner

Duration: 05:00	Duration: 00:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the objectives and benefits of the Skill India Mission • Describe the Tourism and Hospitality Industry and its sub-sectors • Discuss the job role and job opportunity for a Meeting, Conference and Event Planner in the Tourism and Hospitality Industry • Elaborate the basic terminology used in the Tour Packaging 	NA
Classroom Aids	
Whiteboard, Markers, Duster, Projector, Laptop, Presentation	
Tools, Equipment, and Other Requirements	
NA	

Module 2: Perform the Planning Activities for the Event, Meeting or Conference

Mapped to THC/N4401 v 3.0

Terminal Outcomes:

- Describe the procedure of client analysis and scope of work related to the meeting, event or conference
- Apply appropriate practices to select the venue and the vendors
- Employ suitable practices to calculate the costs of the venue and related services

Duration: 63:00	Duration: 30:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Elaborate the standard procedures for organizing events, meetings and conference management • Elaborate the standard regulatory compliances at venues for events, meeting and conferences • Discuss the types of events, like theme based, traditional events etc. • Discuss the process of event management as well as its concept and designing procedure • Explain the process of client requirement analysis and defining the scope of work for the event, meeting or conference • Elaborate the procedure of preparing the event proposal • Discuss various types of venues depending on the events, meetings and conference and the procedure of selecting appropriate venue • Describe the inspection methods of facilities at the venue • State the importance of informing access and restriction applicable for selected venue • Elaborate the vendor selection and management procedures • Discuss various types of layout plan for the venue 	<ul style="list-style-type: none"> • Dramatize a situation on how to meet event, meeting and conference stakeholders to understand the event’s purpose and goals • Apply appropriate practices to identify client’s requirement, attendee profile, meal types and scope of event, meeting or conference proposal including time, date, location, and budget • Apply appropriate inspection methods to scout the suitability of the venue as per client preferences • Employ appropriate practices to identify the operational and resource requirements for the event, meeting or conference • Apply appropriate methods to get bids from the vendors and determine the best fits for the budget and goals • Dramatize a situation on how to provide the accurate information regarding capacity, availability, access restrictions, benefits and advantages of the venue to the client and suggest on its appropriateness and additional services to be availed out of the venue for the event, meeting or conference • Roleplay on how to discuss possible layout options that are achievable within venue constraints and suggest alternatives if the venue isn’t available as per client’s requirements • Demonstrate how to calculate the costs of the venue and the related services
Classroom Aids	



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

Tools, Equipment and Other Requirements

Sample bid, Sample cost estimation form and formats, etc.

Module 3: Estimate the cost and Receive Client Approval

Mapped to THC/N4401 v 3.0

Terminal Outcomes:

- Perform the tasks of cost estimation for the event, meeting or conference
- Apply appropriate procedures to handle client queries and negotiate on the terms and services
- Describe the procedure of receiving client approval

Duration: 62 :00	Duration: 30:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the requirements for the event production and related logistics • Elaborate the methods of cost estimation, event accounting and costing procedures for the event, meetings or conference • Discuss various negotiation techniques for cost effective services • Elaborate the client management tools and procedure for client management • Explain contract management procedures 	<ul style="list-style-type: none"> • Show how to calculate and compare costs of services from different vendors to maximize cost effectiveness • Role play on how to negotiate with the service providers or vendors to optimize delivery and cost-saving • Prepare a sample budget for the event, meeting or conference • Roleplay a situation to present the plan and budget proposal to the client, handle client queries, negotiate on the services, terms, and conditions, and communicate the necessary legal and other information related to the event, meeting and conference • Apply appropriate practices to provide the customer with full schedules and costs of the event, meeting and conference • Demonstrate how to update the changes in the schedules and costs throughout the procedure • Apply appropriate practices to get the client approval for processing of the contract and client signature for the approved contract
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook	
Tools, Equipment and Other Requirements	
Sample event plan, Sample budget proposal, Sample contract, etc.	

Module 4: Organize the Event, Meeting or Conference

Mapped to THC/N4402 v 3.0

Terminal Outcomes:

- Prepare the duty roster and work schedule for the staff
- Apply appropriate procedure to organise the event, meetings or conference

Duration: 41:00	Duration: 25:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Elaborate the standard operating procedures and types of events (e.g. weddings, birthday parties, fashion shows etc.) • Discuss various types of tools and equipment, facilities required for various services for the event, meetings and conferences • Discuss the resource management procedure and the importance of availability of required equipment and materials for the event are on site well in time • Describe marketing strategies and their implementation procedures for an event, meeting or conference • Explain the procedure to establish procedures to ensure the requirements are met and contingencies are developed as per standards for the event, meeting or conference • Discuss various types of vendors required for various events, meeting and conference and the procedure to manage the vendors • Describe standard procedure to find and evaluate venue for events, meetings or conferences and inspect the venue for readiness • Discuss the event layout design and planning process • Explain various types of entertainment programs • State the importance of informing the participants and vendors if the event, meeting or conference is cancelled or postponed 	<ul style="list-style-type: none"> • Dramatize a situation on how to gather the necessary information about the event, meeting or conference and customer requirements • Apply appropriate practices to maintain the records of agreements and requirements of suppliers both within and outside the organization • Prepare a duty roster and schedule to allocate the job responsibilities to the staff • Role play on how to brief the staff regarding their duties and relevant procedures and information about the event • Apply appropriate inspection method to check the availability of required material and tools and preparedness of the venue for event, meeting or conference as per the standards • Role play on how to coordinate event logistics, services, technology and equipment needed to run the event, food, drinks, transportation, etc. • Show how to organize sponsorships and advertisements, and marketing collaterals required for the event, conference or meeting • Demonstrate how to set the décor and seating arrangements as per requirements and make special arrangements for the VIPs or invitees with special needs • Apply appropriate procedure to arrange signage, badges, registration materials, presentation support, plaque cards, attendee tracking, etc. as per requirements

- Elaborate the effective staff and logistical arrangement management procedure for the event
- Explain various types of recreational and entertainment programs suitable for events, meetings or conferences
- Discuss various safety measures for different types of functions, arrangements and environments

- Dramatize a situation on how to arrange for recreational or entertainment programs , food, snacks and catering services as well as organize media coverage for the meeting or conference
- Employ appropriate practices to arrange for the security and first aid kits at the event
- Apply appropriate practices to arrange for traffic control, car parking facility or valet parking as required

Classroom Aids

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

Tools, Equipment and Other Requirements

Sample agreements, Sample duty roster, sample advertisement, sponsorship, etc, sample signages, badges, etc. and First aid kits

Module 5: Supervise the Event, Meeting or Conference

Mapped to THC/N4402 v 3.0

Terminal Outcomes:

- Describe client management procedure
- Apply appropriate practices to supervise the event, meetings and conference
- Discuss the procedure to deal with the potential problems at an event, meeting or conference

Duration: 42:00	Duration: 25:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss various types of problems, that may occur during an event and procedure to identify and solve them • Explain various client management methods and tools • Discuss monitoring methods for events, meetings, and conferences • State the importance of ensuring proper food preparation and undertaking any special requirements regarding the food preparation and service (e.g. vegetarian food, allergy problems) • State the importance of complying with relevant legislation and organizational standards while organizing the event, conference or meeting and all associated activities 	<ul style="list-style-type: none"> • Dramatize a situation on how to coordinate different departments contributing to the running of the event • Role play on how to liaise with the client throughout the event, conference or meeting to make sure that the arrangements meet their requirements • Apply appropriate practices to monitor the event, conference or meeting to make sure it is running as per plan and progressing as per timeline and deal with any problem, if any • Apply appropriate inspection methods to ensure hygiene standards in the catering services and cleanliness at the venue is are maintained at all times • Employ appropriate practices to accommodate any last-minute request/alteration from the client • Roleplay on how to handle client complaints •
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook	
Tools, Equipment and Other Requirements	
NA	

Module 6: Post-Event Activities and Feedback

Mapped to THC/N4402 v 3.0

Terminal Outcomes:

- Describe the post-event activities to be performed by a Meeting, Event, and Conference Planner
- Apply appropriate practices to collect and analyse the feedback from the client
- Prepare sample notes and feedback form

Duration: 42:00	Duration: 25:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the statutory and regulatory requirements at venue • List various types of electrical equipment to be used in the event • State the importance of following all the timelines and vacating the venue before the deadline • Describe various effective team management techniques • State the significance of cleaning and clearing all the debris, spills, leftover food, etc. at the venue after the event • Explain the procedure to collect and analyse client feedback • Discuss various types of records that should be maintained for events 	<ul style="list-style-type: none"> • Apply appropriate inspection method to check all decorations and audio-visual, lighting arrangements, etc. are dismantled properly and all debris, spills, leftover food etc. is cleaned properly at the end of the event • Demonstrate how to record information on the event to help in future event planning • Dramatize a situation on how to provide feedback to staff to improve their performance, as required • Draft a sample summary report for the arranged event, conference or meeting for management records • Roleplay on how to report the findings to the senior management of the organization • Prepare a sample feedback form to be shared with the client • Show how to collect the feedback from clients to assess the event success • Employ appropriate procedure to probe into areas of improvements • Draft sample notes on unavoidable problems that were caused due to systemic or individual faults • Demonstrate how to record the evaluation of the event according to the client feedback
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook	
Tools, Equipment and Other Requirements	

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

Duration: 15:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the importance of professionalism, etiquette and ethical behaviour at the workplace • Explain the importance of maintaining hygiene and wearing designated uniform • Discuss the importance of effective communication • Explain the importance of guest satisfaction and guest feedback • Outline the procedure and policy of handling complaints and feedback constructively • Discuss different ways to enhance guest experience • Describe various ways to handle team members • Discuss different ways to provide feedback to the team members • Explain the importance of gender and age sensitivity • Discuss gender and age-specific requirements of the guests • Discuss the specific needs of People with Disabilities • Discuss the standard policy to prevent Sexual harassment at workplace • Discuss the importance of timely submission of guests' feedback 	<ul style="list-style-type: none"> • Demonstrate the standard procedure to welcome and greet the guests • Dramatize personal integrity and communication etiquette while interacting with guests, colleagues, and superiors • Role play a situation on how to handle guests' dissatisfaction and complaints effectively • Employ appropriate practices to motivate the team members to maintain communication etiquette, provide peer feedback, and adhere to the dress code • Role play how to ensure behavioural etiquette towards all ages, genders and differently abled people as per specification • Prepare a sample report regarding guests' feedback
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 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"> • Explain the significance of ensuring organizational confidentiality and guest privacy in the hospitality industry • Discuss the Intellectual Property issues and policies affecting the organization and guest privacy • Explain the procedures to protect the infringement of IPR to the concerned person • Discuss the usage, storage and disposal procedures of confidential information as per specification 	<ul style="list-style-type: none"> • Employ appropriate ways to ensure usage, storage and disposal of the organisational and guest information
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	
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

Duration: 15:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the concept and importance of personal and workplace hygiene • Discuss procedure to maintain personal hygiene • Explain the compliance norms to ensure cleanliness and sanitization of the workplace and related equipment • Describe standard safety procedures to be followed while handling tools, material, and equipment • Outline the purpose and usage of various Personal Protective Equipment (PPE) required at the workplace • Explain the importance of preventive health check-up organized by the company • List the components of the first-aid kit • Describe the methods to minimize accidental risks and potential hazards in the workplace • Explain different safety warning signs and labels at workplace • Discuss ways to identify and segregate different types of waste at the workplace • Explain the procedure to report accident and other health related issues as per SOP 	<ul style="list-style-type: none"> • Employ appropriate inspection method to ensure routine cleaning and sanitization of tools, equipment, crockery and other articles • Dramatize a situation to ensure work area is clean, hygienic and hazard free • Demonstrate how to use and dispose of relevant protective equipment as per tasks and work conditions • Apply appropriate practices to follow basic first-aid procedures by self and team members • Apply effective waste management procedures at the workplace depending on the types of waste • Role play a situation on reporting safety and security issues to the concerned authority • Prepare a sample incident report
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	
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: 01:00	Duration: 01:30
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Outline the importance of Employability Skills for the current job market and future of work • List different learning and employability related GOI and private portals and their usage 	<ul style="list-style-type: none"> • Research and prepare a note on different industries, trends, required skills and the available.
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

Duration: 00:30	Duration: 01:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • Demonstrate how to practice different environmentally sustainable practices
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 12: Becoming a Professional in the 21st Century

Mapped to: DGT/VSQ/N0103

Terminal Outcomes:

- Demonstrate professional skills required in 21st century

Duration: 02:00	Duration: 03:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss relevant 21st century skills required for employment 	<ul style="list-style-type: none"> • 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 • Create a pathway for adopting a continuous learning mindset for personal and professional development
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 13: Basic English Skills

Mapped to: DGT/VSQ/N0103

Terminal Outcomes:

- Practice basic English speaking.

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

Module 14: Career Development & Goal Setting

Mapped to: DGT/VSQ/N0103

Terminal Outcomes:

- Demonstrate Career Development & Goal Setting skills

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

Module 15: Communication Skills

Mapped to: DGT/VSQ/N0103

Terminal Outcomes:

- Practice basic communication skills

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

Module 16: Diversity & Inclusion

Mapped to: DGT/VSQ/N0103

Terminal Outcomes:

- Describe PwD and gender sensitization

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

Module 17: Financial and Legal Literacy

Mapped to: DGT/VSQ/N0103

Terminal Outcomes:

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

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

Module 18: Essential Digital Skills

Mapped to: DGT/VSQ/N0103

Terminal Outcomes:

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

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

Module 19: Entrepreneurship

Mapped to: DGT/VSQ/N0103

Terminal Outcomes:

- Describe opportunities as an entrepreneur

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

Module 20: Customer Service

Mapped to: DGT/VSQ/N0103

Terminal Outcomes:

- Describe ways of maintaining customer

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

Module 21: Getting ready for Apprenticeship & jobs

Mapped to: DGT/VSQ/N0103

Terminal Outcomes:

- Describe ways of preparing for apprenticeship & Jobs appropriately.

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

Module 22: On-the-Job Training

Mapped to Meeting Conference and Event Planner

Mandatory Duration: 120:00

Recommended Duration: 00:00

Location: On Site

Terminal Outcomes

- Dramatize a situation on how to meet event, meeting and conference stakeholders to understand the event's purpose and goals
- Roleplay on how to obtain information about the attendee profile to choose the types meals and snacks etc.
- Apply appropriate inspection methods to scout the suitability of the venue as per client preferences
- Employ appropriate practices to identify the operational and resource requirements for the event, meeting or conference
- Roleplay on how to liaise with the vendors to get bids and determine the best fits for the budget and goals
- Dramatize a situation on how to provide the accurate information regarding capacity, availability, access restrictions, benefits and advantages of the venue
- Roleplay on how to discuss possible layout options that are achievable within venue constraints
- Roleplay on how to suggest appropriateness of the venue and suitable additional services to be offered for the venue
- Demonstrate how to calculate the costs of the venue and the services
- Show how to calculate and compare costs of services from different vendors to maximize cost effectiveness
- Role play on how to negotiate with the service providers or vendors to optimize delivery and cost-saving
- Prepare a sample budget for the event, meeting or conference
- Apply appropriate practices to present the plan and budget proposal to the client
- Dramatize a situation on how to handle client queries, negotiate on the services, terms, and conditions, and communicate the necessary legal and other information related to the event, meeting and conference
- Roleplay on how to provide the customer with full schedules and costs of the event, meeting and conference
- Demonstrate how to update the changes in the schedules and costs throughout the procedure
- Apply appropriate practices to get the client approval for processing of the contract and client signature for the approved contract
- Dramatize a situation on how to gather the necessary information about the event, meeting or conference and customer requirements
- Apply appropriate practices to maintain the records of agreements and requirements of suppliers both within and outside the organization
- Prepare a duty roster and schedule to allocate the job responsibilities to the staff
- Role play on how to brief the staff regarding their duties and relevant procedures and information about the event
- Apply appropriate inspection method to check the venue whether it has been prepared as per the standards
- Role play on how to coordinate event logistics, services, technology and equipment needed to run the event, food, drinks, transportation, etc.

- Show how to organize sponsorships and advertisements, and marketing collaterals required for the event, conference or meeting
- Demonstrate how to set the décor and seating arrangements as per requirements
- Apply appropriate procedure to arrange signage, badges, registration materials, presentation support, plaque cards, attendee tracking, etc. as per requirements
- Dramatize a situation on how to arrange for recreational or entertainment programs, food, snacks and catering services as well as organize media coverage for the meeting or conference
- Employ appropriate practices to arrange for the security and first aid kits at the event
- Apply appropriate practices to arrange for traffic control, car parking facility or valet parking as required
- Dramatize a situation on how to coordinate different departments contributing to the running of the event
- Role play on how to liaise with the client throughout the event, conference or meeting to make sure that the arrangements meet their requirements
- Apply appropriate practices to monitor the event, conference or meeting to make sure it is running as per plan and progressing as per timeline
- Dramatize a situation on how to deal with any problems that may disrupt operations
- Employ appropriate practices to accommodate any last-minute request/alteration from the client
- Roleplay on how to handle client complaints
- Apply appropriate practices to ensure that cleanliness of the venue is maintained throughout the program
- Apply appropriate inspection method to check all decorations and audio-visual, lighting arrangements, etc. are dismantled properly at the end of the event
- Demonstrate how to record information on the event to help in future event planning
- Dramatize a situation on how to provide feedback to staff to improve their performance, as required
- Draft a sample summary report for the arranged event, conference or meeting for management records
- Roleplay on how to report the findings to the senior management of the organization
- Prepare a sample feedback form to be shared with the client
- Show how to collect the feedback from clients to assess the event success
- Employ appropriate procedure to probe into areas of improvements
- Draft sample notes on unavoidable problems that were caused due to systemic or individual faults
- Demonstrate how to record the evaluation of the event according to the client feedback
- 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	Hospitality, Tour & Travel	5 years	Hospitality & Tourism	1 year	Hospitality & Tourism	

Trainer Certification	
Domain Certification	Platform Certification
“Meeting, Conference, and Event Manager”, “THC/Q4401, v3.0”, 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	F&B Service	0		

Assessor Certification	
Domain Certification	Platform Certification
<p>“Meeting, Conference, and Event Manager”, “THC/Q4401, v3.0”, Minimum accepted score is 80%</p>	<p>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%.</p>

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

Acronyms and Abbreviations

Term	Description
QP	Qualification Pack
NSQF	National Skills Qualification Framework
NSQC	National Skills Qualification Committee
NOS	National Occupational Standards
TVET	Technical and Vocational Education and Training
SOP	Technical and Vocational Education and Training
PPE	Personal Protective Equipment
ISO	International Standards Organization
IPR	Intellectual Property Rights