



## QUALIFICATION FILE

### Meeting, Conference and Event Manager

- 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: 5.5

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.	<b>Qualification Name</b>	Meeting, Conference and Event Manager																			
2.	<b>Sector/s</b>	Tourism & Hospitality																			
3.	<b>Type of Qualification:</b> <input type="checkbox"/> New <input checked="" type="checkbox"/> Revised <input type="checkbox"/> Has Electives/Options <input type="checkbox"/> OEM	<b>NQR Code &amp; version of existing/previous qualification:</b> <i>(change to previous, once approved)</i> 2021/TH/THSSC/04488 and v3.0	<b>Qualification Name of existing/previous version:</b> Meeting, Conference and Event Manager																		
4.	<b>a. OEM Name</b> <b>b. Qualification Name</b> <i>(Wherever applicable)</i>																				
5.	<b>National Qualification Register (NQR) Code &amp;Version</b> <i>(Will be issued after NSQC approval)</i>	QG-5.5-TH-02452-2024-V2-THSC	<b>6. NCrF/NSQF Level:</b> 5.5																		
7.	<b>Award (Certificate/Diploma/Advance Diploma/ Any Other</b> <i>(Wherever applicable specify multiple entry/exits also &amp; provide details in annexure)</i>	Certificate																			
8.	<b>Brief Description of the Qualification</b>	The individual at work interacts with the clients to understand the purpose and type of event, meeting or conference to be arranged or conducted, defines the scope of work, plans the event, and coordinates with relevant third-party vendors to successfully organize events.																			
9.	<b>Eligibility Criteria for Entry for Student/Trainee/Learner/Employee</b>	<b>a. Entry Qualification &amp; Relevant Experience:</b> <table border="1"> <thead> <tr> <th>S. No.</th> <th>Academic/Skill Qualification (with Specialization - if applicable)</th> <th>Required Experience (with Specialization - if applicable)</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>Completed UG degree(3 years) in relevant field</td> <td>4 - years of experience including apprenticeship</td> </tr> <tr> <td>2.</td> <td>Completed UG diploma in relevant field</td> <td>5- years of relevant experience including apprenticeship</td> </tr> <tr> <td>3.</td> <td>12th Grade pass</td> <td>7 -years of relevant experience including apprenticeship</td> </tr> <tr> <td>4.</td> <td>Previous relevant Qualification of NSQF Level 5</td> <td>1.5 -years of relevant experience including apprenticeship</td> </tr> <tr> <td>5.</td> <td>Previous relevant Qualification of NSQF Level 4.5</td> <td>3- years of relevant experience including apprenticeship</td> </tr> </tbody> </table> <b>b. Age-</b> 26 years		S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)	1.	Completed UG degree(3 years) in relevant field	4 - years of experience including apprenticeship	2.	Completed UG diploma in relevant field	5- years of relevant experience including apprenticeship	3.	12th Grade pass	7 -years of relevant experience including apprenticeship	4.	Previous relevant Qualification of NSQF Level 5	1.5 -years of relevant experience including apprenticeship	5.	Previous relevant Qualification of NSQF Level 4.5	3- years of relevant experience including apprenticeship
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10.	<b>Credits Assigned to this Qualification, Subject to Assessment</b> (as per National Credit Framework (NCrF))	23	<b>11. Common Cost Norm Category (I/II/III)</b> (wherever applicable): II																
12.	<b>Any Licensing requirements for Undertaking Training on This Qualification</b> (wherever applicable)	NA																	
13.	<b>Training Duration by Modes of Training Delivery</b> (Specify <b>Total Duration</b> as per selected training delivery modes and as per requirement of the qualification)	<input type="checkbox"/> Offline <input type="checkbox"/> Online <input checked="" type="checkbox"/> Blended <table border="1"> <thead> <tr> <th>Training Delivery Modes</th> <th>Theory (Hours)</th> <th>Practical (Hours)</th> <th>OJT Mandatory (Hours)</th> <th>Total (Hours)</th> </tr> </thead> <tbody> <tr> <td>Classroom (offline)</td> <td></td> <td>230:00</td> <td>120:00</td> <td>350:00</td> </tr> <tr> <td>Online</td> <td>340:00</td> <td></td> <td></td> <td>340:00</td> </tr> </tbody> </table> (Refer Blended Learning Annexure for details)			Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	Total (Hours)	Classroom (offline)		230:00	120:00	350:00	Online	340:00			340:00
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Online	340:00			340:00															
14.	<b>Aligned to NCO/ISCO Code/s</b> (if no code is available mention the same)	NCO-2015/3332																	
15.	<b>Progression path after attaining the qualification</b> (Please show Professional and Academic progression)	--																	
16.	<b>Other Indian languages in which the Qualification &amp; Model Curriculum are being submitted</b>	Hindi																	
17.	<b>Is similar Qualification(s) available on NQR-if yes, justification for this qualification</b>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No URLs of similar Qualifications:																	
18.	<b>Is the Job Role Amenable to Persons with Disability</b>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If "Yes", specify applicable type of Disability:																	
19.	<b>How Participation of Women will be Encouraged</b>	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.	<b>Are Greening/ Environment Sustainability Aspects Covered</b> (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.	<b>Is Qualification Suitable to be Offered in Schools/Colleges</b>	Schools <input type="checkbox"/> Yes <input type="checkbox"/> No Colleges <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No																	

<b>22.</b>	<b>Name and Contact Details of Submitting / Awarding Body SPOC</b> <i>(In case of CS or MS, provide details of both Lead AB &amp; Supporting ABs)</i>	<b>Name:</b> Dr. Sunita Badhwar <b>Email:</b> sunita.badhwar@thsc.in <b>Contact No.:</b> 011-41608056/8057 Ext.1102 <b>Website:</b> <a href="http://www.thsc.in">www.thsc.in</a>	
<b>23.</b>	<b>Final Approval Date by NSQC: 30/04/2024</b>	<b>24. Validity Duration:</b> 3 years	<b>25. Next Review Date:</b> 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.	Plan for Meetings, Events, And Conferences	THC/N4401 & v3.0	Core	5.5	8	130	60	50	0	240	80	80	0	40	200	30
2.	Organize Meetings, Conference, and Events	THC/N4402 & v3.0	Core	5.5	9	125	75	70	0	270	80	80	0	40	200	30
3.	Communicate Effectively and Maintain Service Standards	THC/N9902 & v2.0	Non-Core	5.5	1	15	15	0	0	30	40	40	0	20	100	15
4.	Maintain Organizational Confidentiality and Respect Customers' Privacy	THC/N9910 & v4.0	Non-Core	5.5	1	15	15	0	0	30	10	5	0	5	20	10
5.	Follow Health, Hygiene and Safety practices	THC/N9907 & v2.0	Non-Core	5.5	1	15	15	0	0	30	30	35	0	15	18	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	5
<b>Duration (in Hours) / Total Marks</b>					<b>23</b>	<b>340</b>	<b>230</b>	<b>120</b>	<b>0</b>	<b>690</b>	<b>260</b>	<b>270</b>	<b>0</b>	<b>120</b>	<b>588</b>	<b>100</b>

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

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

**Section 4: Assessment Related**

1.	<b>Assessor's Qualification and experience in relevant sector (in years)</b> (as per NCVET guidelines)	Diploma / Degree / Post Graduate with 5 years of relevant industry experience (F&B Service)
2.	<b>Proctor's Qualification and experience in relevant sector (in years)</b> (as per NCVET guidelines)	NA
3.	<b>Lead Assessor's/Proctor's Qualification and experience in relevant sector (in years)</b> (as per NCVET guidelines)	NA
4.	<b>Assessment Mode</b> (Specify the assessment mode)	Blended
5.	<b>Tools and Equipment Required for Assessment</b>	<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.	<b>Latest Skill Gap Study (not older than 2 years) (Yes/No):</b> No
2.	<b>Latest Market Research Reports or any other source (not older than 2 years) (Yes/No):</b> No
3.	<b>Government /Industry initiatives/ requirement (Yes/No):</b> Yes
4.	<b>Number of Industry validation provided:</b> 21
5.	<b>Estimated nos. of persons to be trained and employed:</b> 0
6.	<b>Evidence of Concurrence/Consultation with Line Ministry/State Departments:</b> No If "No", why:

## Section 6: Annexure &amp; Supporting Documents Check List

Specify Annexure Name / Supporting document file name

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



## 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
<b>Professional Theoretical Knowledge/Process</b>	<b>Advanced multidisciplinary and specialized knowledge</b> <ul style="list-style-type: none"> <li>• Organizational SOPs for organizing events, meetings and conference management</li> <li>• Process of event management, concept &amp; designing</li> <li>• Procedure to prepare event proposal</li> <li>• Types of venues suitable for various events, meetings, conferences</li> <li>• Venue selection procedure</li> <li>• Regulatory compliances at venues for events, meeting and conferences</li> <li>• Types of layout plans for venue</li> <li>• Inspection methods of facilities at the venue</li> <li>• Access and restriction applicable for selected venue</li> <li>• Client requirements analysis techniques</li> <li>• Process to define scope of work</li> <li>• Methods of cost estimation in projects</li> <li>• Event accounting and costing procedures</li> <li>• Vendor selection process</li> <li>• Event production and logistics requirements</li> <li>• Negotiation techniques for cost effective services</li> <li>• Vendor and client management methods and tools</li> <li>• Contract management procedures</li> <li>• Organizational SOPs for events</li> <li>• Types of events e.g. weddings, birthday parties, fashion shows etc.</li> <li>• Types of vendors required for various events, meeting or conferences</li> </ul>	<ul style="list-style-type: none"> <li>• A Meeting, Conference and Event Manager should know the about relevant facts and principles like procedure to manage event proposals, process of event management and understanding of what venue is suitable for a client.</li> <li>• Hence Level 5.5</li> </ul>	<p style="text-align: center;">5.5</p>

	<ul style="list-style-type: none"> <li>• Different equipment and facilities required for events, meeting or conferences</li> <li>• Methods to find and evaluate venue for events, meeting or conferences</li> <li>• Procedure to inspect the venue for readiness</li> <li>• Event layout design and planning process</li> <li>• Marketing strategies implementation procedures</li> <li>• Effective resource management techniques</li> <li>• Safety measures for different types of functions, arrangements and environments</li> <li>• Effective management of staff for the event including allocation of responsibilities, briefing and supervision</li> <li>• Types of problems, that may occur during an event and procedure to identify and solve them</li> <li>• Logistical arrangement methods</li> <li>• Types of tools and equipment required for various services</li> <li>• Vendor and client management methods and tools</li> <li>• Types of entertainment programs</li> <li>• Types of electrical equipment</li> <li>• Event monitoring methods</li> <li>• Types of records that should be maintained for events</li> <li>• Statutory and regulatory requirements at venue</li> <li>• Effective team management techniques</li> <li>• Methods to collect and analyse client feedback</li> <li>• Organizational policies on behavioural etiquette and professionalism</li> <li>• Organizational policies on gender sensitive service practices at workplace</li> </ul>		
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	<ul style="list-style-type: none"> <li>• Organizational reporting and hierarchy structure</li> <li>• Documentation policy and procedures of the organization</li> <li>• Service quality standards as per organizational policies</li> <li>• Complaint handling policy and procedures</li> <li>• SOP on personal hygiene</li> <li>• Procedure of giving and receiving feedback positively</li> <li>• Specific requirements of different age-groups of guests</li> <li>• Age and gender specific etiquette</li> <li>• Organizational policy with regards to Persons with disability</li> <li>• Significance of professional etiquette and behaviour</li> <li>• Basics of IPR Laws, Trademark Laws, Patent Laws, etc. in the country, and penalties associated with them</li> <li>• Organisation's policies on intellectual property rights and confidential information</li> <li>• Organisation's product, service or design patents</li> <li>• How Intellectual property protection is important for competitiveness of an organisation</li> <li>• Guidelines for crafting effective SOPs regarding IPR</li> <li>• Procedure for disposal of confidential documents</li> <li>• Confidential data protection methods</li> <li>• Organizational policies on safety procedures at workplace</li> <li>• Procedure to maintain cleanliness standards at workplace</li> <li>• Compliance norms for established health and hygiene procedures at workplace</li> </ul>		
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	<ul style="list-style-type: none"> <li>• Importance of preventive health check-up and healthy living</li> <li>• Purpose and usage of PPE such as gloves, protective goggles, masks, etc.</li> <li>• Basic first aid procedures</li> <li>• Methods to minimize accidental risks</li> <li>• The significance of safe handling of chemicals, acids, etc. for cleaning</li> <li>• Instructions for operating and handling equipment as per standard</li> <li>• Emergency procedures to be followed in case of a mishappening such as fire accidents, etc.</li> </ul>		
<b>Professional and Technical Skills/ Expertise/ Professional Knowledge</b>	<b>Advanced Technical and Managerial Skills</b> <ul style="list-style-type: none"> <li>• Read and interpret instructions, procedures, information</li> <li>• Read job sheets, organization policy documents, information displayed at the workplace and comments received from the supervisor or guest</li> <li>• Fill up documentation pertaining to job requirement</li> <li>• Spot and report potential areas of disruption to work process proactively</li> <li>• Improve work processes by incorporating guest feedback</li> <li>• Motivate self and colleagues to work effectively</li> <li>• Identify measures that can prevent potential infringements within the team</li> <li>• Evaluate organisation policies and procedures and assess its robustness to prevent IPR infringements</li> <li>• Analyse the impact of IPR infringement on the guests and the organization</li> <li>• Read organizational policy documents, manuals, instructions and information displayed at the workplace</li> <li>• Fill in relevant forms, formats and checklist accurately</li> </ul>	<ul style="list-style-type: none"> <li>• A Meeting, Conference and Event Manager plans and manages events and should have cognitive and practical skills to accomplish the relevant tasks., The person should also be able to communicate effectively with the client and obtain feedback from them.</li> <li>• A Meeting Conference Event Planner should apply core skills such as understanding of social, political, communication, health, and hygiene and safety at workplace followed, etc. The person should also have good communication and managing skills to deal with clients.</li> <li>• Hence Level 5.5</li> </ul>	5.5

	<ul style="list-style-type: none"> <li>• Prioritize work process in order to complete as per agreed schedule</li> <li>• Negotiate and communicate effectively with clients and vendors</li> <li>• Communicate effectively with clients and vendors</li> <li>• Adhere to safety and security standards</li> <li>• Prioritize work process in order to complete as per agreed schedule</li> <li>• Improve and modify own work practices based on feedback</li> <li>• Interact with team members to work efficiently</li> <li>• Communicate effectively with the guests</li> <li>• Read and follow IPR and related information documents</li> <li>• Manage communication regarding IPR infringement, prevention, and management</li> <li>• Communicate effectively with visitors, co-workers and supervisors</li> <li>• Analyze importance of personal hygiene</li> <li>• Analyze the impact of not adhering to the health and safety procedures</li> </ul>		
<b>Employment Readiness &amp; Entrepreneurship Skills &amp; Mind-set/Professional Skill</b>	<p><b>Leadership, effective resource management</b></p> <ul style="list-style-type: none"> <li>• Perform cleaning activities</li> <li>• Communicate effectively and maintain inclusive service standards</li> <li>• Maintain organisational confidentiality and respect guests' privacy</li> <li>• Follow Health, Hygiene and Safety practices</li> </ul>	<ul style="list-style-type: none"> <li>• A Meeting, Conference and Event Manager is responsible for performing cleaning activities, dispose of the waste and maintain cleaning supplies as per the organizational service standards. This requires limited range of routine and predictable activities.</li> <li>• Hence Level 5.5</li> </ul>	5.5
<b>Broad Learning Outcomes/Core Skill</b>	<p><b>Judgement in complex problems</b></p> <ul style="list-style-type: none"> <li>• Plan for meetings, events, and conferences</li> <li>• Organize meetings, conference, and events</li> </ul>	<ul style="list-style-type: none"> <li>• A Meeting, Conference and Event Manager is responsible for planning, coordinating conferences, meetings, and events and effectively coordinating with third parties for successful events. This person</li> </ul>	5.5

	<ul style="list-style-type: none"> <li>• Ensure effective communication and service standards at workplace</li> <li>• Ensure to maintain organisational confidentiality and guest's privacy</li> <li>• Monitor and maintain health, hygiene and safety at workplace</li> </ul>	<p>will require well developed skill, with clear choice of procedures in familiar situation.</p> <ul style="list-style-type: none"> <li>• Hence Level 5.5</li> </ul>	
<b>Responsibility</b>	<p><b>Vertical/ Business unit management –Manager or Senior Manager</b></p> <ul style="list-style-type: none"> <li>• Plan for event, meeting or conference Suggest venue to client</li> <li>• Estimate the cost</li> <li>• Receive client approval</li> <li>• Organize the event, meeting or conference</li> <li>• Supervise the event, meeting or conference</li> <li>• Perform post-event activities</li> <li>• Obtain feedback from client</li> <li>• Promote effective communication</li> <li>• Maintain professional etiquette</li> <li>• Ensure rendering of specific services as per the guests' requirements</li> <li>• Ensure organisational confidentiality</li> <li>• Ensure guests' privacy</li> <li>• Ensure personal and workplace hygiene</li> <li>• Maintain safe and secure working environment</li> <li>• Follow effective waste management and recycling practices at work place</li> </ul>	<ul style="list-style-type: none"> <li>• A Meeting Conference Event Planner is responsible for organising events, estimating the cost required for the process, supervising the event and the most crucial is to obtain feedback from the client. He manages the team and is responsible for the work and learning of the team members along with his own work and learning.</li> <li>• Hence Level 5.5</li> </ul>	5.5

## 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 bid	Standard	01
2.	Sample cost estimation form and formats	Standard	01
3.	Sample event plan	Standard	01
4.	Sample budget proposal	Standard	01
5.	Sample contract	Standard	01
6.	Sample agreements	Standard	01
7.	Sample duty roster	Standard	01
8.	Sample advertisement	Standard	01
9.	Sponsorship	Standard	01
10.	Sample signages	Standard	01
11.	Badges	Standard	01
12.	First aid kits	Standard	01
13.	Sample feedback form	Standard	01
14.	Sample of escalation matrix	Standard	01
15.	Organisation structure	Standard	01
16.	Handouts of IPR guidelines and regulations	Standard	01
17.	Safety glasses	Standard	01
18.	Head protection	Standard	01
19.	Rubber gloves	Standard	01
20.	Safety footwear	Standard	01
21.	Warning signs and tapes	Standard	01
22.	Fire extinguisher	Standard	01
23.	First aid kit	Standard	01
24.	Relevant Standard Operating Procedures	Standard	01
25.	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	Aditya Grand Vacation	Ram Kumar	Founder	428, 4th Floor, Rishabh Cloud 9 Towers, Sector 01 Vaishali, Ghaziabad-2010101(Uttar Pradesh)	9818004759	<a href="mailto:rm@agvacation.com">rm@agvacation.com</a>	-
2.	ATOAI (Adventure Tour Operators Association of India)	Nirat Bhatt	Hon Treasurer-ATOAI	F-190,Ground Floor, Opp.hanuman Mandir, Lado Sarai, New Delhi-110030	9909904442	<a href="mailto:nirat@ClimbingWorld.com">nirat@ClimbingWorld.com</a>	-
3.	Bus & Car Operators Confederation of India (BOCI)	Shankar	Executive Director	110, 1 <sup>st</sup> Floor, New Delhi House, Barakhamba Road, New Delhi-110001	8700765912	<a href="mailto:ed@boci.org.in">ed@boci.org.in</a>	-
4.	Holiday Hubz	Ankit Singh	Hr Manager	Kd-174, AP Block, Block RU, Kohat Enclave, Pitampura, Delhi, 110034	9811304560	<a href="mailto:ankit.singh@holidayhubz.in">ankit.singh@holidayhubz.in</a>	-
5.	Offbeat travel and events Pvt.Ltd.	Mayank Ghildiyal	Director	A, 110 A Block, Block EA, Inder	9759111305	<a href="mailto:offbeattravelandevents@gmail.com">offbeattravelandevents@gmail.com</a>	-



				Puri, New Delhi, Delhi 110012-			
6.	S K Events	Ravi Prakash	Proprietor	55 Gf, High Street Commercial, Gur Saundaryam Teczone 4, Greater Noida West	9958341503	<a href="mailto:skweddingplanner@gmail.com">skweddingplanner@gmail.com</a>	-
7.	Route on Wheels	Vivek Rauthan	Manging Director	B-69, Kumhar Gali, Mayapuri, Ajabpur Kalan, Dehradun-248001	9899175374	<a href="mailto:routeonwheels@gmail.com">routeonwheels@gmail.com</a>	-
8.	Nature Connect Outdoors Private Limited	Ajay Kandari	Director	Dehradun (Uttarakhand)	7055800041	<a href="mailto:ajay@natureconnect.in">ajay@natureconnect.in</a>	-
9.	Orien express Pvt.Ltd	Mr Nitin Verma	Assistant Manager	70, Janpath, New Delhi	+91 9654 172900	<a href="mailto:tour@orientexpress.com">tour@orientexpress.com</a>	-
10.	Project India Mice Private Limited	Gaurav Chibber	Director	1 <sup>st</sup> Floor, T807, Flat No.6, Raghu Complex, Sukhdev Nagar, Kotla Mubarkpur, central Delhi, Delhi,110003	9810557524	<a href="mailto:gaurav@projectindia.biz">gaurav@projectindia.biz</a>	-
11.	Sky ways International	-Niranjan Singh	-Proprietor	MB -02 Naurang House,K. G Marg Connaught Place New Delhi 110001-	-9871582770	<a href="mailto:skywaysinternational@gmail.com">skywaysinternational@gmail.com</a>	-
12.	The Lalit	Rajesh Sharma	Assistant Manager	New Delhi	9818898896	<a href="mailto:rsharma@thelalit.com">rsharma@thelalit.com</a>	-
13.	Multichannel Educational Institute Private Limited	Zubair Ahmad Gadda	Director	Post Office Road, Lal Bazar, Srinagar, Jammu &	9419257715/8713000062	<a href="mailto:director@meinstitute.org">director@meinstitute.org/</a> <a href="mailto:directoradm@meinstitue.org">directoradm@meinstitue.org</a> / <a href="mailto:chairman@meinstitute.org">chairman@meinstitute.org</a>	-

				Kashmir, India-190023			
14.	City Link Travels	Anuj Kumar	HR Manager	Shop No-64, Amrit Kaur Market, pharganj Rd, Aram Bagh, Paharganj, New Delhi-55	9899111890	<a href="mailto:anuj.kumar@city.in">anuj.kumar@city.in</a>	-
15.	Parveen Travels Private Limited	A.Afzal	Managing Director	148 Perambur Barracks Road Purusawalkam Chennai 600007	9840041999	<a href="mailto:afzal@parveentravels.com">afzal@parveentravels.com</a>	-
16.	Tajra Ventures Private Limited	Shehreyar Majeed	Director	Block-Z-23, Dayal Sir Colony, Uttam Nagar, New Delhi-110059,delhi	7006306075	<a href="mailto:info@tarjirventures.com">info@tarjirventures.com</a>	-
17.	Wildling Travels	Mr Kartik Khera	Founder & Partner	Ground Floor, 33/1 Corner shop Gali No. 10 , Bikram Singh Colony, Vishwas Nagar	-9625355303	<a href="mailto:Wildlingtravels@gmail.com">Wildlingtravels@gmail.com</a>	-
18.	Travocations	-Rishi Rajput	-Proprietor	Triveni Commercial Complex, G-40, Sheikh Sarai Phase 1, Delhi-110017	-07043119479	<a href="mailto:rishi.rajput@travocations.com">rishi.rajput@travocations.com</a>	-
19.	Travel Global Attestation Services	- Mohit Kakkar	-Proprietor	MB-03, A-Block Naurang House K.G. Marg Connaught Place New Delhi - 110001 -	9643960586	<a href="mailto:Mohitkakar_94@gmail.com">Mohitkakar_94@gmail.com</a>	-
20.	L.F Tours & Travels	Haneef	Director	Near Imli Vali Masjid, Kazipara, Bijnor	7906004403	<a href="mailto:Haneef.Lf@gmail.com">Haneef.Lf@gmail.com</a>	-

21.	City Links	Anuj Kumar	HR Manager	Shop No.-64, Amrit Kaur Market, Paharganj Rd, Aram Bagh, Paharganj, New Delhi-55	9899111890	<a href="mailto:anuj.kumar@city.in">anuj.kumar@city.in</a>	-
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## Annexure: Training &amp; Employment Details

**Training and Employment Projections: NA**

Year	Total Candidates		Women		People with Disability	
	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities
2023-2024	1100	0	110	0	NA	NA
2024-2025	1210	0	121	0	NA	NA
2025-2026	1331	0	133	0	NA	NA

*Data to be provided year-wise for next 3 years*

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

Qualification Version	Year	Total Candidates				Women				People with Disability			
		Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed
v2.0		739	678	610	446	NA	NA	NA	NA	NA	NA	NA	NA

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

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

1. Govt. funded STT
2. Industry funded STT

**Content availability for previous versions of qualifications:**

Participant Handbook  Facilitator Guide  Digital Content  Qualification Handbook  Any Other:

**Languages in which Content is available:**

## 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"> <li>• Books/ e-books</li> <li>• Presentations</li> <li>• Reference Material</li> <li>• Audio / Video Modules</li> </ul>	
2	<input type="checkbox"/> Imparting Soft Skills, Life Skills, and Employability Skills /Mentorship to Learners	<ul style="list-style-type: none"> <li>• Self-Learning Videos</li> <li>• Broadcasts</li> <li>• Mobile Learning</li> <li>• Curated Digital content</li> </ul>	
3	<input type="checkbox"/> Showing Practical Demonstrations to the learners	<ul style="list-style-type: none"> <li>• Video Content</li> <li>• E-Resource library</li> <li>• AR/ VR/ XR</li> </ul>	
4	<input type="checkbox"/> Imparting Practical Hands-on Skills/ Lab Work/ workshop/ shop floor training	<ul style="list-style-type: none"> <li>• Training tools (tools list attached)</li> <li>• Video Play</li> <li>• Presentations</li> </ul>	
5	<input type="checkbox"/> Tutorials/ Assignments/ Drill/ Practice	<ul style="list-style-type: none"> <li>• Online Question Bank</li> <li>• Mobile Quick test app</li> <li>• MCQ based tests</li> </ul>	
6	<input type="checkbox"/> Proctored Monitoring/ Assessment/ Evaluation/ Examinations	<ul style="list-style-type: none"> <li>• Assessment engine for Essays</li> <li>• Up-loadable file examinations</li> <li>• Mock test sessions</li> </ul>	
7	<input type="checkbox"/> On the Job Training (OJT)/ Project Work Internship/ Apprenticeship Training	<ul style="list-style-type: none"> <li>• Online tests</li> <li>• Offline assessments</li> </ul>	

## 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
<b>THC/N4401: Plan for meetings, events, and conferences</b>	<i>Plan for event, meeting or conference</i>	<b>20</b>	<b>20</b>	<b>0</b>	<b>10</b>
	PC1. identify client preference for the type of events like theme-based events or traditional, etc.	-	-	-	-
	PC2. prepare the scope of the event, meeting or conference including time, date, location, and budget	-	-	-	-
	PC3. obtain information on the attendee profile to choose the type of meal and snacks etc.	-	-	-	-
	PC4. scout and inspect venues to suit the client preference	-	-	-	-
	PC5. identify the operational and resource requirements	-	-	-	-
	PC6. liaise with vendors to get bids and determine best fits for the budget and goals	-	-	-	-
	<i>Suggest venue to clients</i>	<b>20</b>	<b>20</b>	<b>0</b>	<b>10</b>
	PC7. provide accurate details about the capacity and availability of the venue	-	-	-	-
	PC8. suggest on the appropriateness of the venue for the type of event, meeting or conference to be held	-	-	-	-
	PC9. analyze possible layout options that are achievable within venue constraints	-	-	-	-
	PC10. suggest alternative arrangements in case of unavailability on the required date or layout of the facility	-	-	-	-
	PC11. provide accurate information related to access restriction of the facilities	-	-	-	-
	PC12. outline the benefits and advantages of the venue	-	-	-	-
	PC13. suggest suitable services that can be offered for out of venue hiring	-	-	-	-
	<i>Estimate the cost</i>	<b>20</b>	<b>20</b>	<b>0</b>	<b>10</b>
	PC14. calculate accurate cost information for the venue and services	-	-	-	-
PC15. calculate and compare costs of services from different vendors to maximize cost-effectiveness	-	-	-	-	
PC16. negotiate with the service providers or vendors to optimize delivery and cost-saving	-	-	-	-	
PC17. prepare the budget including service charges, mark-ups, and miscellaneous expenses	-	-	-	-	

	<i>Receive client approval</i>	<b>20</b>	<b>20</b>	<b>0</b>	<b>10</b>
	PC18. present the plan and budget proposal to the client	-	-	-	-
	PC19. handle client queries, if any	-	-	-	-
	PC20. negotiate on the services, terms, and conditions	-	-	-	-
	PC21. provide the customer with full schedules and costs and update them of any changes throughout	-	-	-	-
	PC22. Communicate the necessary legal and other information clearly to the client	-	-	-	-
	PC23. get client approval for processing of the contract	-	-	-	-
	<b>Total Marks</b>	<b>80</b>	<b>80</b>	<b>0</b>	<b>40</b>
<b>THC/N4402: Organize meetings, conference, and events</b>	<i>Organize the event, meeting or conference</i>	<b>20</b>	<b>20</b>	<b>0</b>	<b>10</b>
	PC1. gather all the necessary information about the event, meeting or conference and customer requirements, as agreed	-	-	-	-
	PC2. establish procedures to ensure that requirements are met and contingencies are developed	-	-	-	-
	PC3. keep accurate records of agreements made and requirements of suppliers both within and outside the organization	-	-	-	-
	PC4. allocate staff responsibilities and brief them on duties, relevant procedures and any information they need to deliver the event	-	-	-	-
	PC5. make sure that the equipment and materials needed for the event are on site in well in time	-	-	-	-
	PC6. inspect the venue to make sure that it has been prepared in line with requirements and to the standard agreed	-	-	-	-
	PC7. coordinate logistics and services, including technology and equipment needed to run the event, food, drinks, transportation, etc.	-	-	-	-
	PC8. organize sponsorships and advertisements, and marketing collaterals, if required	-	-	-	-
	PC9. set the décor and seating arrangement as per client requirement	-	-	-	-
	PC10. ensure to make special arrangements for VIPs, or invitees with special needs, if required	-	-	-	-
	PC11. arrange for the signages, badges, registration materials, presentation support, plaque cards, attendee tracking, etc. as required	-	-	-	-
	PC12. arrange for recreational or entertainment programs and shows as per client requirement	-	-	-	-
	PC13. organize media coverage, if required	-	-	-	-
	PC14. arrange for food, snacks and catering services at different time slots during the event, meeting or conference	-	-	-	-

PC15. arrange for security and first aid kits at the event	-	-	-	-
PC16. arrange for traffic control, car parking facility or valet parking, if required in and around the venue	-	-	-	-
PC17. inform participants and vendors of any cancellations or postponement of the event or meeting				
<i>Supervise the event, conference or meeting</i>	<b>20</b>	<b>20</b>	<b>0</b>	<b>10</b>
PC18. coordinate different departments contributing to the running of the event	-	-	-	-
PC19. ensure food preparation and service is undertaken in a way that accounts for any specified requirements (e.g. vegetarian food, allergy problems)	-	-	-	-
PC20. liaise with the client throughout the event, conference or meeting to make sure that the arrangements meet their requirements	-	-	-	-
PC21. monitor the event, conference or meeting to make sure it is running as per plan and deal with any problems that may disrupt operations	-	-	-	-
PC22. make sure the event, conference or meeting and all associated activities comply with relevant legislation and organizational standards	-	-	-	-
PC23. monitor the progress of the event, conference or meeting and timeline of the programs on location	-	-	-	-
PC24. ensure hygiene standards are maintained in catering services	-	-	-	-
PC25. accommodate any last-minute request/alteration from the client	-	-	-	-
PC26. handle client complaints, if any	-	-	-	-
PC27. ensure cleanliness of the venue is maintained throughout the program	-	-	-	-
<i>Perform post-event activities</i>	<b>20</b>	<b>20</b>	<b>0</b>	<b>10</b>
PC28. ensure all timelines are followed and the venue is vacated before the deadline	-	-	-	-
PC29. check that all decorations and audio-visual, lighting arrangements, etc. are dismantled properly at the end of the event	-	-	-	-
PC30. ensure all debris, spills, leftover food, etc. are cleared and the venue is cleaned	-	-	-	-
PC31. record information on the event to help in future event planning	-	-	-	-
PC32. provide feedback to staff to improve their performance where appropriate	-	-	-	-
PC33. prepare a summary report on the arranged event, conference or meeting for management records	-	-	-	-
PC34. report the findings to the senior management of the organization	-	-	-	-
<i>Obtain feedback from client</i>	<b>20</b>	<b>20</b>	<b>0</b>	<b>10</b>



	PC35. share a feedback form with the client on the services rendered	-	-	-	-
	PC36. make note of unavoidable problems and those that were caused due to systemic or individual faults	-	-	-	-
	PC37. record the evaluation of the event in a manner appropriate to the client feedback	-	-	-	-
	<b>Total Marks</b>	<b>80</b>	<b>80</b>	<b>0</b>	<b>40</b>
	<i>Promote effective communication</i>	<b>20</b>	<b>20</b>	<b>0</b>	<b>10</b>
	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>	<b>10</b>	<b>10</b>	<b>0</b>	<b>5</b>
	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>	<b>10</b>	<b>10</b>	<b>0</b>	<b>5</b>
	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	-	-	-	-
	<b>Total Marks</b>	<b>40</b>	<b>40</b>	<b>0</b>	<b>20</b>
<b>THC/N9902: Ensure effective communication and service standards at workplace</b>					
	<i>Maintain organisational confidentiality</i>	<b>6</b>	<b>3</b>	<b>0</b>	<b>3</b>
	PC1. prevent leak of new plans and designs to competitors	-	-	-	-
	PC2. ensure protection of employee information	-	-	-	-
<b>THC/N9910: Ensure to maintain organisational</b>					

<b>confidentiality and guest's privacy</b>	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	4	4	0	2
	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.	-	-	-	-
	<b>Total Marks</b>	<b>10</b>	<b>5</b>	<b>0</b>	<b>5</b>
<b>THC/N9907: Monitor and maintain health, hygiene and safety at workplace</b>	<i>Ensure personal and workplace hygiene</i>	<b>15</b>	<b>15</b>	<b>0</b>	<b>5</b>
	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. ascertain cleaning of the crockery and other articles as per established standards	-	-	-	-
	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>	<b>10</b>	<b>10</b>	<b>0</b>	<b>5</b>
	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>	<b>5</b>	<b>10</b>	<b>0</b>	<b>5</b>	

	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	-	-	-	-
	<b>Total Marks</b>	<b>30</b>	<b>35</b>	<b>0</b>	<b>15</b>
<b>DGT/VSQ/N0103: Employability Skills (90 Hours)</b>	<i>Introduction to Employability Skills</i>	<b>1</b>	<b>1</b>	-	-
	PC1. understand the significance of employability skills in meeting the current job market requirement and future of work	-	-	-	-
	PC2. identify and explore learning and employability relevant portals	-	-	-	-
	PC3. research about the different industries, job market trends, latest skills required and the available opportunities	-	-	-	-
	<i>Constitutional values – Citizenship</i>	<b>1</b>	<b>1</b>	-	-
	PC4. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. for personal growth and the nation's progress	-	-	-	-
	PC5. follow environmentally sustainable practices	-	-	-	-
	<i>Becoming a Professional in the 21st Century</i>	<b>1</b>	<b>3</b>	-	-
	PC6. recognize the significance of 21st Century Skills for employment	-	-	-	-
	PC7. 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	-	-	-	-
	PC8. adopt a continuous learning mindset for personal and professional development	-	-	-	-
	<i>Basic English Skills</i>	<b>3</b>	<b>4</b>	-	-
	PC9. use English as a medium of formal and informal communication while dealing with topics of everyday conversation in different contexts	-	-	-	-
	PC10. read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
	PC11. write short messages, notes, letters, e-mails etc., using accurate English	-	-	-	-
	<i>Career Development &amp; Goal Setting</i>	<b>1</b>	<b>2</b>	-	-
	PC12. identify career goals based on the skills, interests, knowledge, and personal attributes	-	-	-	-
	PC13. prepare a career development plan with short- and long-term goals	-	-	-	-
	<i>Communication Skills</i>	<b>2</b>	<b>2</b>	-	-
	PC14. follow verbal and non-verbal communication etiquette and active listening techniques in various settings	-	-	-	-
PC15. use active listening techniques for effective communication	-	-	-	-	
PC16. communicate in writing using appropriate style and format based on formal or informal requirements	-	-	-	-	

PC17. work collaboratively with others in a team	-	-	-	-
<i>Diversity &amp; Inclusion</i>	<b>1</b>	<b>1</b>	-	-
PC18. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC19. escalate any issues related to sexual harassment at the workplace in accordance with the POSH Act	-	-	-	-
<i>Financial and Legal Literacy</i>	<b>2</b>	<b>3</b>	-	-
PC20. identify and select reliable institutions for various financial products and services such as bank account, debit and credit cards, loans, insurance etc.	-	-	-	-
PC21. carry out offline and online financial transactions, safely and securely, using various methods and check the entries in the passbook	-	-	-	-
PC22. identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
PC23. identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
<i>Essential Digital Skills</i>	<b>3</b>	<b>5</b>	-	-
PC24. operate digital devices and use their features and applications securely and safely	-	-	-	-
PC25. carry out basic internet operations by connecting to the internet safely and securely, using the mobile data or other available networks through Bluetooth, Wi-Fi, etc.	-	-	-	-
PC26. display responsible online behaviour while using various social media platforms	-	-	-	-
PC27. create a personal email account, send and process received messages as per requirement	-	-	-	-
PC28. carry out basic procedures in documents, spreadsheets and presentations using respective and appropriate applications	-	-	-	-
PC29. utilize virtual collaboration tools to work effectively	-	-	-	-
<i>Entrepreneurship</i>	<b>2</b>	<b>3</b>	-	-
PC30. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
PC31. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
PC32. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
<i>Customer Service</i>	<b>1</b>	<b>2</b>	-	-
PC33. identify different types of customers	-	-	-	-
PC34. identify and respond to customer requests and needs in a professional manner	-	-	-	-
PC35. use appropriate tools to collect customer feedback	-	-	-	-
PC36. follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship &amp; Jobs</i>	<b>2</b>	<b>3</b>	-	-
PC37. create a professional Curriculum vitae(Résumé)	-	-	-	-

	PC38. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
	PC39. apply to identified job openings using offline/online methods as per requirement	-	-	-	-
	PC40. answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
	PC41. identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
	<b>Total Marks</b>	<b>20</b>	<b>30</b>	<b>-</b>	<b>-</b>
	<b>Grand Total</b>	<b>260</b>	<b>270</b>	<b>0</b>	<b>120</b>

### 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 Meeting, Conference and Event Manager) 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
  - .....>

## 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	Qualification Pack
TVET	Technical and Vocational Education and Training
SOP	Standard operating procedure
PPE	Personal Protective Equipment
IPR	Intellectual Property Rights
ISO	The International Organization for Standardization

## Glossary

Term	Description
<b>National Occupational Standards (NOS)</b>	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.
<b>Qualification</b>	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
<b>Qualification File</b>	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.
<b>Sector</b>	A grouping of professional activities on the basis of their main economic function, product, service or technology.
<b>Long Term Training</b>	Long-term skilling means any vocational training program undertaken for a year and above.