



# Model Curriculum

**QP Name: Multi task Attendant (Facility Management)**

**QP Code: THC/Q5808**

**QP Version: 3.0**

**NSQF Level: 2.5**

**Model Curriculum Version: 3.0**

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# Training Parameters

<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Facility Management
<b>Occupation</b>	Property Management Occupation
<b>Country</b>	India
<b>NSQF Level</b>	2.5
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/5151.0201
<b>Minimum Educational Qualification and Experience</b>	9th-grade pass OR 8th grade pass 1.5 years of relevant experience OR Previous relevant Qualification of NSQF Level 2 with 1.5 years of relevant experience
<b>Pre-Requisite License or Training</b>	NA
<b>Minimum Job Entry Age</b>	18 Years
<b>Last Reviewed On</b>	30/04/2024
<b>Next Review Date</b>	30/04/2027
<b>NSQC Approval Date</b>	30/04/2024
<b>QP Version</b>	3.0
<b>Model Curriculum Creation Date</b>	30/04/2024
<b>Model Curriculum Valid Up to Date</b>	30/04/2027
<b>Model Curriculum Version</b>	3.0
<b>Minimum Duration of the Course</b>	390 Hours, 0 Minutes
<b>Maximum Duration of the Course</b>	390 Hours, 0 Minutes

# 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:

- Perform office duties and cleaning operations in the office set up
- Describe the housekeeping activities in residential and commercial areas
- Employ appropriate practices to communicate effectively with guests, colleagues, and superiors to achieve a smooth workflow
- Apply gender and age sensitive service practices
- Describe the protocols related to confidentiality of the organizational information and guests' privacy
- Apply health, Hygiene, and safety practices at the workplace

## Compulsory Modules

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

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
<b>THC/N5818 – Carry Out Office Duties and Basic Cleaning Activities in the Set-up</b> <b>NOS Version No. 2.0</b> <b>NSQF Level 2.5</b>	<b>50:00</b>	<b>60:00</b>	<b>10:00</b>	<b>00:00</b>	<b>120:00</b>
Module 1: Introduction to the Facility Management and Housekeeping Activities	06:00	00:00	00:00	00:00	06:00
Module 2: Perform Cleaning Activities and Office Operations in the Office Set-up	44:00	60:00	10:00	00:00	114:00
<b>THC/N5819 – Perform Housekeeping Activities in Residential and Commercial Areas</b> <b>NOS Version No. 2.0</b> <b>NSQF Level 2.5</b>	<b>55:00</b>	<b>75:00</b>	<b>20:00</b>	<b>00:00</b>	<b>150:00</b>
Module 3: Maintain Cleanliness in the Residential and Commercial Areas	55:00	75:00	20:00	00:00	150:00
<b>THC/N9901 – Communicate</b>	<b>15:00</b>	<b>15:00</b>	<b>00:00</b>	<b>00:00</b>	<b>30:00</b>

<b>Effectively and Maintain Service Standards</b> <b>NOS Version No. 2.0</b> <b>NSQF Level 2.5</b>					
Module 4: Maintain Effective Communication and Service Standard	15:00	15:00	00:00	00:00	30:00
<b>THC/N9903- Maintain Organizational Confidentiality and Respect Customers' Privacy</b> <b>NOS Version No. 2.0</b> <b>NSQF Level 2.5</b>	<b>15:00</b>	<b>15:00</b>	<b>00:00</b>	<b>00:00</b>	<b>30:00</b>
Module 5: Organizational Confidentiality and Customer Privacy	15:00	15:00	00:00	00:00	30:00
<b>THC/N9906 – Follow Health, Hygiene and Safety practices</b> <b>NOS Version No. 2.0</b> <b>NSQF Level 2.5</b>	<b>15:00</b>	<b>15:00</b>	<b>00:00</b>	<b>00:00</b>	<b>30:00</b>
Module 6: Basic Health and Safety Standards	15:00	15:00	00:00	00:00	30:00
<b>DGT/VSQ/N0101: Employability Skills (30 Hours)</b>	<b>12:00</b>	<b>18:00</b>	<b>00:00</b>	<b>00:00</b>	<b>30:00</b>
Module 7. Introduction to Employability Skills	0:30	01:00	00:00	00:00	01.30
Module 8. Constitutional values - Citizenship	0:30	01:00	00:00	00:00	01.30
Module 9. Becoming a Professional in the 21st Century	01:00	01:30	00:00	00:00	02.30
Module 10. Basic English Skills	04:00	06:00	00:00	00:00	10:00
Module 11. Career Development & Goal Setting	01:00	01:00	00:00	00:00	02:00
Module 12. Communication Skills	02:00	03:00	00:00	00:00	05:00
Module 13. Diversity & Inclusion	01:00	01:30	00:00	00:00	02.30
Module 14. Financial and Legal Literacy	02:00	03:00	00:00	00:00	05:00
Module 15. Essential Digital Skills	04:00	06:00	00:00	00:00	10:00

Module 16. Entrepreneurship	03:00	04:00	00:00	00:00	07:00
Module 17. Customer Service	02:00	03:00	00:00	00:00	05:00
Module 18. Getting Ready for Apprenticeship & Jobs	03:00	05:00	00:00	00:00	08:00
<b>Total Duration</b>	<b>162.00</b>	<b>198.00</b>	<b>30.00</b>	<b>00.00</b>	<b>390.00</b>

# Module Details

## Module 1: Introduction to the Facility Management and Housekeeping Activities

### Bridge Module

#### Terminal Outcomes:

- Outline the overview of Skill India Mission
- Describe the Hospitality Industry
- Define the roles and responsibilities of a Multi Task Attendant (Facility Management)
- Explain the scope of work for a Multi Task Attendant (Facility Management)

<b>Duration:</b> 06:00	<b>Duration:</b> 00:00
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Discuss the objectives and benefits of the Skill India Mission</li> <li>• Describe the Tourism and Hospitality Industry and its sub-sectors</li> <li>• Elaborate the hierarchy of Facility Management and Housekeeping in commercial and residential properties</li> <li>• Discuss the roles and responsibilities of a Multi Task Attendant (Facility Management)</li> <li>• Describe the attributes required for a Multi Task Attendant (Facility Management)</li> <li>• Elaborate various job opportunities for a Multi Task Attendant (Facility Management) in the Tourism and Hospitality Industry</li> </ul>	NA
<b>Classroom Aids</b>	
Whiteboard, Marker, Duster, Projector, Laptop, PowerPoint Presentation	
<b>Tools, Equipment and Other Requirements</b>	
NA	

## Module 2: Perform Cleaning Activities and Office Operations in the Office

### Set-up

Mapped to THC/N5818 v 2.0

#### Terminal Outcomes:

- Explain how to maintain cleanliness in the office set up
- Perform various office operations
- Explain how to greet and serve office staff and visitors
- Describe the ways to file papers and other documents

Duration: 44:00	Duration: 60:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> <li>• Elaborate various types of surfaces and fixtures in an office set-up, and appropriate cleaning equipment and agents required to clean them</li> <li>• Explain the importance of organizing and maintaining the office equipment and furniture</li> <li>• Describe different types of inspection methods to identify damage to the property</li> <li>• Explain the importance of maintaining guest service etiquette in the office setup</li> <li>• Elaborate the filing, labelling and storage method of office documents and files</li> <li>• Discuss various official errands like buying office supplies/medicines/lunch for the staffs, deposit checks/drafts in the bank, etc.</li> </ul>	<ul style="list-style-type: none"> <li>• Apply appropriate practices to identify appropriate cleaning agent for various areas or types of surfaces</li> <li>• Demonstrate the procedures for cleaning office floors, carpet, walls, ceiling, windows, fixtures, and other interior areas/surfaces</li> <li>• Perform cleaning and sanitisation procedures at all workstations</li> <li>• Demonstrate the general maintenance and operating procedures of various office equipment like photocopier, fax machine, scanner, etc.</li> <li>• Prepare sample report to update the Supervisor regarding the cleaning status and damaged items of the assigned area</li> <li>• Role play how to greet guests and visitors</li> <li>• Role play to serve water, tea/coffee to guests, visitors, and office staffs</li> <li>• Demonstrate the preparation procedures of tea/coffee both manually and using vending machine</li> <li>• Demonstrate how to file papers and label the documents</li> <li>• Demonstrate how to handle office packages, internal/external mails, etc.</li> <li>• Show how to manage different official errands efficiently, like buying office supplies/medicines/lunch for the staffs, deposit checks/drafts in the bank, etc.</li> </ul>



### Classroom Aids

Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures

### Tools, Equipment and Other Requirements

Various cleaning chemicals and mixing agent, Cleaning equipment. Electronic and Electrical equipment like vending machines, Photocopier, scanner, printer, etc. File, Cleaning status and damage report

## Module 3: Maintain Cleanliness in the Residential and Commercial Areas

### Mapped to THC/N5819 v 2.0

#### Terminal Outcomes:

- Explain the use of appropriate cleaning agents and equipment for cleaning activities
- Perform cleaning activities in the correct sequence

<b>Duration: 55:00</b>	<b>Duration: 75:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Explain various tools and equipment for housekeeping</li> <li>• List different housekeeping signages</li> <li>• Describe various cleaning methods for different areas/surfaces</li> <li>• Discuss the correct sequence of cleaning and sanitising activities</li> <li>• Explain specific methods of cleaning spillage</li> <li>• Discuss the importance of rearranging the furniture after cleaning</li> <li>• Elaborate various types of insecticides/fumigants for internal as well as external infrastructure</li> <li>• Describe the types and operations of landscaping tools</li> <li>• Explain the procedure to maintain the garden area</li> </ul>	<ul style="list-style-type: none"> <li>• Employ appropriate practices to identify appropriate cleaning agent and equipment for the surface to be cleaned</li> <li>• Demonstrate the operating, sanitising, general maintenance, and storage procedures of various cleaning equipment</li> <li>• Show the ways to clean and sanitise different areas/surfaces</li> <li>• Demonstrate furniture and fixture cleaning procedures in the correct sequence</li> <li>• Employ appropriate techniques to clean the spillage according to the size and type of spillage</li> <li>• Employ appropriate practices to maintain garden area</li> <li>• Perform the cleaning of different areas in correct sequence</li> </ul>
<b>Classroom Aids</b>	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
<b>Tools, Equipment and Other Requirements</b>	
Various cleaning chemicals, equipment, and accessories, Signages, Waste bins	

## Module 4: Maintain Effective Communication and Service Standard

### Mapped to THC/N9901 v 2.0

#### Terminal Outcomes:

- Explain professional protocols and etiquette of effective communication with customers, colleagues, and superiors
- Describe the ways to show sensitization towards different age groups, gender and persons with disabilities

<b>Duration: 15:00</b>	<b>Duration: 15:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Discuss the importance of professionalism, etiquette and ethical behaviour at the workplace</li> <li>• Discuss the importance of effective communication</li> <li>• Explain the importance of customer satisfaction and customer feedback</li> <li>• Outline the procedure of receiving feedback and complaints constructively</li> <li>• Describe various ways to handle customer complaints</li> <li>• Discuss different ways to improve the customer experience</li> <li>• Explain the importance of gender and age sensitivity</li> <li>• Discuss gender and age-specific requirements of the customers</li> <li>• Discuss the specific needs of People with Disabilities</li> <li>• Discuss the importance of reporting Sexual harassment at workplace</li> <li>• Discuss ways of escalating problems, reporting workplace issues, and receiving feedback from the superiors</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate the standard procedure to welcome and greet the customers</li> <li>• Dramatize appropriate communication skills and etiquette while interacting with customers, colleagues, and superiors</li> <li>• Role play a situation on how to handle customer complaints effectively</li> <li>• Role play appropriate behavioural etiquette towards all ages, genders and differently abled people as per specification</li> </ul>
<b>Classroom Aids</b>	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
<b>Tools, Equipment and Other Requirements</b>	
Sample of escalation matrix, Organisation structure	

## Module 5: Organizational Confidentiality and Customer's Privacy

Mapped to THC/N9903 v 2.0

### Terminal Outcomes:

- Explain how to maintain the confidentiality of the organization
- Describe the protocols related to the privacy of customer information

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

## Module 6: Basic Health and Safety Standard

Mapped to THC/N9906 v 2.0

### Terminal Outcomes:

- Employ appropriate health, hygiene, and safety practices at workplace
- Apply precautionary health measures
- Employ effective waste management practices

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

## Module 7: Introduction to Employability Skills

*Mapped to: DGT/VSQ/N0101*

### Terminal Outcomes:

- Discuss about Employability Skills in meeting the job requirements

<b>Duration:</b> 00:30	<b>Duration:</b> 00:30
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Discuss the importance of Employability Skills in meeting the job requirements</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate Employability Skills</li> </ul>
<b>Classroom Aids</b>	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
<b>Tools, Equipment and Other Requirements</b>	

## Module 8: Constitutional values - Citizenship

*Mapped to: DGT/VSQ/N0101*

### Terminal Outcomes:

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

<b>Duration:</b> 00:30	<b>Duration:</b> 00:30
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Explain constitutional values, civic rights, duties, citizenship, responsibility towards society etc. that are required to be followed to become a responsible citizen</li> </ul>	<ul style="list-style-type: none"> <li>• Show how to practice different environmentally sustainable practices.</li> </ul>
<b>Classroom Aids</b>	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
<b>Tools, Equipment and Other Requirements</b>	

## Module 9: Becoming a Professional in the 21st Century

*Mapped to: DGT/VSQ/N0101*

### Terminal Outcomes:

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

<b>Duration:</b> 00:30	<b>Duration:</b> 00:30
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Discuss 21st century skills</li> </ul>	<ul style="list-style-type: none"> <li>• Display positive attitude, self -motivation, problem solving, time management skills and continuous learning mindset in different situations</li> </ul>
<b>Classroom Aids</b>	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
<b>Tools, Equipment and Other Requirements</b>	



## Module 10: Basic English Skills

*Mapped to: DGT/VSQ/N0101*

### Terminal Outcomes:

- Practice basic English speaking.

<b>Duration:</b> 01:00	<b>Duration:</b> 01:00
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Discuss need of basic English skills</li> </ul>	<ul style="list-style-type: none"> <li>• Use appropriate basic English sentences/phrases while speaking</li> </ul>
<b>Classroom Aids</b>	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
<b>Tools, Equipment and Other Requirements</b>	

## Module 11: Communication Skills

*Mapped to: DGT/VSQ/N0101*

### Terminal Outcomes:

- Practice basic communication skills

<b>Duration: 01:30</b>	<b>Duration: 02:30</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Discuss need of communication skills</li> <li>• Describe importance of team work</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate how to communicate in a well -mannered way with others.</li> <li>• Demonstrate working with others in a team</li> </ul>
<b>Classroom Aids</b>	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
<b>Tools, Equipment and Other Requirements</b>	

## Module 12: Diversity & Inclusion

*Mapped to: DGT/VSQ/N0101*

### Terminal Outcomes:

- Describe PwD and gender sensitization

<b>Duration:</b> 00:30	<b>Duration:</b> 00:30
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>Discuss the significance of reporting sexual harassment issues in time</li> </ul>	<ul style="list-style-type: none"> <li>Show how to conduct oneself appropriately with all genders and PwD</li> </ul>
<b>Classroom Aids</b>	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
<b>Tools, Equipment and Other Requirements</b>	

## Module 13: Financial and Legal Literacy

*Mapped to: DGT/VSQ/N0101*

### Terminal Outcomes:

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

<b>Duration:</b> 01:30	<b>Duration:</b> 02:30
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>Discuss the significance of using financial products and services safely and securely</li> <li>Explain the importance of managing expenses, income, and savings</li> <li>Explain the significance of approaching the concerned authorities in time for any exploitation as per legal rights and laws</li> </ul>	<ul style="list-style-type: none"> <li>Demonstrate ways of managing expenses, income, and savings</li> </ul>
<b>Classroom Aids</b>	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
<b>Tools, Equipment and Other Requirements</b>	

## Module 14: Essential Digital Skills

*Mapped to: DGT/VSQ/N0101*

### Terminal Outcomes:

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

<b>Duration: 01:00</b>	<b>Duration: 02:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Discuss the significance of using internet for browsing, accessing social media platforms, safely and securely</li> </ul>	<ul style="list-style-type: none"> <li>• Show how to operate digital devices and use the associated applications and features, safely and securely</li> </ul>
<b>Classroom Aids</b>	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
<b>Tools, Equipment and Other Requirements</b>	

## Module 15: Entrepreneurship

*Mapped to: DGT/VSQ/N0101*

### Terminal Outcomes:

- Describe opportunities as an entrepreneur

<b>Duration:</b> 02:30	<b>Duration:</b> 04:30
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>Discuss the need for identifying opportunities for potential business, sources for arranging money and potential legal and financial challenges</li> </ul>	<ul style="list-style-type: none"> <li>Demonstrate ways for identifying opportunities for potential business, sources for arranging money and potential legal and financial challenges</li> </ul>
<b>Classroom Aids</b>	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
<b>Tools, Equipment and Other Requirements</b>	

## Module 16: Customer Service

*Mapped to: DGT/VSQ/N0101*

### Terminal Outcomes:

- Describe ways of maintaining customer

<b>Duration: 01:30</b>	<b>Duration: 02:30</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>Differentiate between types of customers</li> <li>Explain the significance of identifying customer needs and addressing them</li> <li>Discuss the significance of maintaining hygiene and dressing appropriately</li> </ul>	<ul style="list-style-type: none"> <li>Show how to maintain hygiene and dressing appropriately</li> </ul>
<b>Classroom Aids</b>	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
<b>Tools, Equipment and Other Requirements</b>	

## Module 17: Getting ready for Apprenticeship & jobs

**Mapped to: DGT/VSQ/N0101**

### Terminal Outcomes:

- Describe ways of preparing for apprenticeship & Jobs appropriately.

<b>Duration: 01:00</b>	<b>Duration: 01:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>Discuss the significance of dressing up neatly and maintaining hygiene for an interview</li> <li>Discuss how to search and register for apprenticeship opportunities</li> </ul>	<ul style="list-style-type: none"> <li>Create a biodata</li> <li>Use various sources to search and apply for jobs</li> </ul>
<b>Classroom Aids</b>	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
<b>Tools, Equipment and Other Requirements</b>	



## Module 18: On-the-Job Training

### Mapped to Multi Task Attendant (Facility Management)

Mandatory Duration: 30:00	Recommended Duration: 00:00
<b>Location: On Site</b>	
<b>Terminal Outcomes</b> <ul style="list-style-type: none"> <li>• Perform cleanliness in the office as per organizations standard operating procedures</li> <li>• Apply professional practices to maintain all the office equipment</li> <li>• Demonstrate the procedure to report any issues to the supervisor</li> <li>• Apply standard operating procedures to attend guests and visitors</li> <li>• Demonstrate the professional ways to serve water, tea/coffee to the staff and guests/visitors</li> <li>• Perform appropriate operation of vending machines</li> <li>• Demonstrate the procedure to run official errands</li> <li>• Demonstrate the procedure of filing, storage, and retrieval of documents/ register</li> <li>• Perform cleaning activities in residential and commercial areas</li> <li>• Dramatize how to collect waste from all areas and dispose of in appropriate containers</li> <li>• Employ appropriate ways to identify and segregate recyclable, non-recyclable and hazardous waste at workplace</li> <li>• Demonstrate how to maintain landscapes and garden area</li> <li>• Demonstrate the operating, sanitising, maintenance, and storage of equipment's</li> <li>• Perform the inventory management of the cleaning agents and equipment's</li> <li>• Apply standard operating procedure to store chemicals and equipment as per the organization</li> <li>• Demonstrate strong Communication skills and workplace etiquette to achieve a smooth workflow</li> <li>• Demonstrate sensitization towards different age groups, gender and persons with disabilities</li> <li>• Demonstrate the process of maintaining confidentiality of the organizational information and guests' privacy</li> <li>• Demonstrate how to maintain personal hygiene at workplace</li> <li>• Role play on identifying hazards at workplace and reporting to the supervisor</li> </ul>	

# Annexure

## Trainer Requirements

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

Trainer Certification	
Domain Certification	Platform Certification
"Multi Task Attendant (Facility Management)", "THC/Q5808, 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

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

Trainer Certification	
Domain Certification	Platform Certification
“Multi Task Attendant (Facility Management)”, “THC/Q5808, V3.0”, Minimum accepted score is 80%	Recommended that the assessor is certified for the job role “Assessor (VET and skills)”, mapped to the qualification pack “MEP/Q2701, V2.0”. The minimum accepted score is 80%.

## Assessment Strategy

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

### 1. Assessment System Overview:

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

### 2. Testing Environment: Assessor must:

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

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

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

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

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

### 5. Method of verification or validation:

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

- Random audit of any candidate
6. Method for assessment documentation, archiving, and access
- Hard copies of the documents are stored
  - Soft copies of the documents & photographs of the assessment are uploaded / accessed from Cloud Storage and are stored in the Hard Drives

## References

## Glossary

Term	Description
<b>Declarative Knowledge</b>	Declarative knowledge refers to facts, concepts and principles that need to be known and/or understood in order to accomplish a task or to solve a problem.
<b>Key Learning Outcome</b>	Key learning outcome is the statement of what a learner needs to know, understand and be able to do in order to achieve the terminal outcomes. A set of key learning outcomes will make up the training outcomes. Training outcome is specified in terms of knowledge, understanding (theory) and skills (practical application).
<b>OJT (M)</b>	On-the-job training (Mandatory); trainees are mandated to complete specified hours of training on site
<b>OJT (R)</b>	On-the-job training (Recommended); trainees are recommended the specified hours of training on site
<b>Procedural Knowledge</b>	Procedural knowledge addresses how to do something, or how to perform a task. It is the ability to work, or produce a tangible work output by applying cognitive, affective or psychomotor skills.
<b>Training Outcome</b>	Training outcome is a statement of what a learner will know, understand and be able to do <b>upon the completion of the training</b> .
<b>Terminal Outcome</b>	Terminal outcome is a statement of what a learner will know, understand and be able to do <b>upon the completion of a module</b> . 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
OH&S	Occupational Health and Safety
PPE	Personal Protective Equipment
HACCP	Hazard Analysis and Critical Control Points
FSSAI	Food Safety and Standards Authority of India
ISO	International Standards Organization
IPR	Intellectual Property Rights
IATA	International Air Transport Association
WHO	World Health Organization
ICAO	International Civil Aviation Organization
IRDA	Insurance Regulatory and Development Authority of India