





QUALIFICATION FILE

Nature Guide

$oximes$ Short Term Training (STT) \Box Long Term Training (LTT) \Box Apprenticeship
☑ Upskilling ☐ Dual/Flexi Qualification ☐ For ToT ☐ For ToA
⊠General □ Multi-skill (MS) □ Cross Sectoral (CS) □ Future Skills □ OEM
NCrF/NSQF Level: 4

Submitted By:

Tourism and Hospitality Skill Council
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Table of Contents

Section 1: Basic Details	3
Section 2: Module Summary	6
NOS/s of Qualifications	6
Mandatory NOS/s:	6
Assessment - Minimum Qualifying Percentage	7
Section 3: Training Related	7
Section 4: Assessment Related	7
Section 5: Evidence of the need for the Qualification	8
Section 6: Annexure & Supporting Documents Check List	
Annexure: Evidence of Level	9
Annexure: Tools and Equipment (Lab Set-Up)	11
Annexure: Industry Validations Summary	12
Annexure: Training & Employment Details	
Annexure: Blended Learning	16
Annexure: Detailed Assessment Criteria	17
Annexure: Assessment Strategy	22
Annexure: Acronym and Glossary	23

Section 1: Basic Details

1.	Qualification Name	Nature Guide					
2.	Sector/s	Tourism & Hospitality					
3.	Type of Qualification: ☐ New ☐ Revised ☐ Has Electives/Options ☐ OEM				Qualification Name of existing/previous version: Nature Guide		
4.	a. OEM Name b. Qualification Name (Wherever applicable)						
5.	National Qualification Register (NQR) Code &Version (Will be issued after NSQC approval)	QG-	04-TH-02442-2024 [.]	2442-2024-V2-THSC 6. NCrF/NSQF Level: 4			
7.	Award (Certificate/Diploma/Advance Diploma/ Any Other (Wherever applicable specify multiple entry/exits also & provide details in annexure)	Certificate					
8.	Brief Description of the Qualification	The Nature Guide accompanies all the groups on every wildlife safari and nature activity and when required also assists the naturalist to add value to the guest experience.					
9.	Eligibility Criteria for Entry for Student/Trainee/Learner/Employee	a.	Entry Qualification S. No.	Academic/Skill Qua		Required Experience (with Specialization - if applicable)	
			1.	12th grade pass or equivale	ent	1- year(relevant experience)	
			2.	11th Grade Pass		1.5-years (relevant experience)	
			3.	10th Grade Pass		3- years (relevant experience)	
			4.	Previous relevant Qualificat 3.0	tion of NSQF Level	3- years (relevant experience)	
10.	Credits Assigned to this Qualification, Subject to	b. 13	Age - 18 years		11. Common Cost	: Norm Category (I/II/III) (wherever	
	Assessment (as per National Credit Framework (NCrF))				applicable): III	The sales of the s	

12.	Any Licensing requirements for Undertaking Training on This Qualification (wherever applicable)	NA							
13.	Training Duration by Modes of Training Delivery	□Offline □Online ⊠	Blended						
	(Specify Total Duration as per selected training delivery modes and as per requirement of the qualification)	Training Delivery Theory Practical OJT Total (Hours) Mandatory (Hours) (Hours)							
	quamodion	Classroom (offline)		144:00	114:00	258:00			
		Online	132:00			132:00			
		(Refer Blended Learning Annexure for details)							
14.	Aligned to NCO/ISCO Code/s (if no code is available mention the same)	NCO-2015/5113.9900							
15.	Progression path after attaining the qualification (Please show Professional and Academic progression)	Naturalist							
16.	Other Indian languages in which the Qualification	Hindi							
	& Model Curriculum are being submitted								
17.	Is similar Qualification(s) available on NQR-if yes, justification for this qualification	☐ Yes ☑ No URLs of similar Qualifications:							
18.	Is the Job Role Amenable to Persons with	□ Yes ⊠ No							
	Disability	If "Yes", specify applicable type of Disability:							
19.	How Participation of Women will be Encouraged	The inclusion of women in the workplace is important as there is an increase in the number of educated women. Despite progress in some areas, women still face significant challenges and barriers to their full participation in the workforce. This can be addressed by formulating policy measures on skilling, job creation and support services. To increase the proportion of women in the workforce, various support measures like childcare facilities, close proximity to the workplace, safe transportation, gender acceleration plans and return to work (allowing women to re-join the workforce after motherhood) should be provided. Organisations should provide flexible work arrangements like part-time or remote work options. This not only helps the organisation to retain talented women employees, but it also helps women to balance work and family responsibilities.							
20.	Are Greening/ Environment Sustainability Aspects Covered (Specify the NOS/Module which covers it)		-						
21.	Is Qualification Suitable to be Offered in Schools/Colleges	Schools ⊠ Yes □ N	o College	s □ Yes □	No				

22.	Name and Contact Details of Submitting /	Name: Dr. Sunita Badhwar				
	Awarding Body SPOC	Email: sunita.badhwar@thsc.in				
	(In case of CS or MS, provide details of both Lead AB	Contact No.: 011-41608056/8057 Ext.1102				
	& Supporting ABs)	Website: www.thsc.in				
23.	Final Approval Date by NSQC: 30/04/2024	24. Validity Duration: 3 years	25. Next Review Date: 30/04/2027			

Section 2: Module Summary

NOS/s of Qualifications

(In exceptional cases these could be described as components)

Mandatory NOS/s:

Specify the training duration and assessment criteria at NOS/ Module level. For further details refer curriculum document.

Th.-Theory Pr.-Practical OJT-On the Job Man.-Mandatory Training Rec.-Recommended Proj.-Project

S. No	NOS/Module Name	NOS/Modu	Core/	NCrF/NS	Credits		Traini	ng Durati	on (Hour	s)			Asses	ssment M	arks	
		le Code & Version (if applicable)	Non- Core	QF Level	as per NCrF	Th.	Pr.	OJT- Man.	OJT- Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weighta ge (%) (if applicabl e)
1.	Prepare for Guiding Activity on Safaris and Nature Trails	THC/N8702 & v2.0	Core	4	1	10	10	10	0	30	16	17	0	0	33	20
2.	Conduct Guiding Activity During Safaris and Nature Trails	THC/N8708 & v3.0	Core	4	5	45	40	65	0	150	75	35	0	0	110	25
3.	Assess & Mitigate Risks	THC/N8709 & v2.0	Core	4	2	17	04	39	0	60	26	20	0	0	46	10
4.	Communicate with Customers and Colleagues	THC/N9913 & v2.0	Non- Core	4	1	12	18	0	0	30	34	39	0	0	73	10
5.	Follow Gender and Age Sensitive Practices	THC/N9914 & v2.0	Non- Core	4	1	12	18	0	0	30	7	3	0	0	10	10
6.	Maintain Safe, Healthy and Hygienic Practices	THC/N9915 & v2.0	Non- Core	4	1	12	18	0	0	30	32	16	0	0	48	10
7.	Follow and Maintain Green Practices	THC/N9916 & v2.0	Non- Core	4	1	12	18	0	0	30	28	11	0	0	39	10
8.	Employability Skills (30 Hours)	DGT/VSQ/ N0101 & v1.0	Non- Core	2	1	12	18	0	0	30	20	30	0	0	50	5
Duratio	n (in Hours) / Total Ma	rks			13	132	144	114	0	390	238	171	0	0	409	100

	Assessment -	Minimum	Qualifying	Percentage
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Please specify any one of the following:

Minimum Pass Percentage – Aggregate at qualification level: <u>70</u> % (Every Trainee should score specified minimum aggregate passing percentage at qualification level to successfully clear the assessment.)

Minimum Pass Percentage – NOS/Module-wise: ___ (Every Trainee should score specified minimum passing percentage in each mandatory and selected elective NOS/Module to successfully clear the assessment.)

Section 3: Training Related

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

Section 4: Assessment Related

relevant sector (in years) (as per NCVET	
guidelines)	
2. Proctor's Qualification and experience in NA	
relevant sector (in years) (as per NCVET	
guidelines)	
3. Lead Assessor's/Proctor's Qualification and NA	
experience in relevant sector (in years) (as per	
NCVET guidelines)	
4. Assessment Mode (Specify the assessment Blended	
mode)	
5. Tools and Equipment Required for Assessment 🛮 Same as for training 🗀 Yes 🗀 No (details to be provided in Annexure-if it is	is different for Assessment)

Section 5: Evidence of the need for the Qualification

Provide Annexure/Supporting documents name.

1.	Latest Skill Gap Study (not older than 2 years) (Yes/No): No
2.	Latest Market Research Reports or any other source (not older than 2 years) (Yes/No): No
3.	Government /Industry initiatives/ requirement (Yes/No): Yes
4.	Number of Industry validation provided: 21
5.	Estimated nos. of persons to be trained and employed: 600
6.	Evidence of Concurrence/Consultation with Line Ministry/State Departments: No
	If "No", why:

Section 6: Annexure & Supporting Documents Check List

Specify Annexure Name / Supporting document file name

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

Annexure: Evidence of Level

NCrF/NSQF Level Descriptors	Key requirements of the job role/ outcome of the	How the job role/ outcomes relate	NCrF/NSQF Level
	qualification	to the NCrF/NSQF level descriptor	
Professional Theoretical Knowledge/Process	 Plan logistics and selecting routes from a list of pre-determined areas. Go through basic health information of guests and determine if they are eligible/fit for the activity Brief guests Point out local flora and fauna Check on guest's comfort from time to time Offer help to differently abled people Handle emergencies as per pre- determined SOPs and trainings imparted Administer Wilderness First Aid (WFA) and Cardiopulmonary Resuscitation (CPR), when Required Maintain etiquette with colleagues and superiors 	 The Nature Guide has factual knowledge of the local areas, their routes, flora and fauna. Hence Level 4 	4
Professional and Technical Skills/ Expertise/ Professional Knowledge	 Specialized skills document task lists communicate information to guests in a brief, clear, and organized manner read SOPs, reference material and resources including field guides anticipate weather conditions analyse potential risks based on prior information and experience Respond safely and promptly to emergency situations communicate effectively with different age groups. analyse the needs of different genders and age groups respond to queries and information needs of all individuals Use basic reading and writing skills while filling up forms and post trip reports. 	 Most of the work involves recall of previous information. The demonstration of practical skill is routine and repetitive. A Nature Guide has basic language skills to be able to communicate with required clarity. Can write reports and fill feedback forms and has basic understanding of social political and natural environment. Hence Level 4 	4

	 Decide on most suitable methods of waste disposal and environment friendly practices Communicate effectively with all colleagues and guests Understands the requirements for interacting in natural surroundings and local people. 			
Employment Readiness & Entrepreneurship Skills & Mind-set/Professional Skill	Team readiness, self-entrepreneurship readiness Read and write different types of documents/instructions/correspondence Communicate effectively using appropriate language in formal and informal settings Behave politely and appropriately with all How to work in a virtual mode Perform calculations efficiently Solve problems effectively Pay attention to details Manage time efficiently Maintain hygiene and sanitization to avoid infection	•	A Nature Guide should have good oral and writtem communication skills, advanced literacy and numeracy skills, organisation and time management skills, good understanding of social, political and work environment, etc.	4
Broad Learning Outcomes/Core Skill	 Specialized/ complex jobs/tasks Work operations are around the same areas work operations as per laid down guidelines and do not have too much variation The work is routine in nature, taking the guests to same locations and imparting same information about ten flora and fauna. 	•	A Nature Guide is responsible for taking guests on wildlife safaris and nature activities using routine laid down by the organisation and in surroundings that s/he is familiar with. Hence Level 4	4
Responsibility	 Self and team responsibility – Sr. Technician or Master Technician Understands the job role and follows the organisational policies Records and reports the work status Follows heath hygiene and safety regulations at the workplace Takes responsibility of guests' Is environmentally conscious and take measures not to harm the environment. 	•	A Nature Guide is responsible his/her own work which is attending to guests as per their satisfaction and also keep oneself updated with knowledge required for his/her job. Hence Level 4	4

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.	Binoculars	Standard	01
2.	Camera	Standard	01
3.	Hand lens	Standard	01
4.	Logobook	Standard	01
5.	Compass	Standard	01
6.	Field Guides	Standard	01
7.	Forms and formats	Standard	01
8.	First aid kits	Standard	01
9.	Emergency Equipment eg. Spinal Board	Standard	01
10.	Safety Equipment	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	Representativ e Name	Designation	Contact Address	Contact Phone No	E-mail ID	LinkedIn Profile (if available)
1	Multichannel Educational Institute Private Limited	Zubair Ahmad Gadda	Director	Khaliqa town Square Mall, Hospital Road, Ganderbal,Ja mmu & Kashmir, India 191201	9419257715/8713000 062	director@meinstitute.org/directoradm@meinstitue.org/chairman@meinstitute.or	-
2.	Parveen Travels Private Limited	A.Afzal	Managing Director	148 Perambur Barracks Road Purusawalkam Chennai 600007	9840041999	Afzal@parveentravels.com	-
3.	Tajra Ventures Private Limited	Shehreyar Majeed	Director	Block-Z-23, Dayal Sir Colony, Uttam Nagar, New Delhi- 110059,delhi	7006306075	info@tarjirventures.com	-
4.	Adventures	Sudesh Negi	Owner	Champavat	9012443372	sudeshnegi732@gmail.com	-
5.	The Glide Inn	Arun Rawat	CEO	Vill Seri, Junga Road, Shimla 173216 India	9779885135	info@theglideinn.com	-
6.	Wildlife Adventure	Vikram Singh Negi	Mountain Guide	8/222, Resettlement Colony, Block 8, Kalyan Puri, Delhi, 110091	8433105830	vikramnegi97@gmail.com	-
7.	Dev Bhoomi Hospitality	Devender	Proprietor	Mahananda Complex, Tapovan, Rishikesh	9811117198	DEVBHOOMI HOSPITALITY@gmail.com	-
8.	Voyage En Himalaya		Proprietor	Dadgalya, Kalika,Ranikh et, Uttarakhand	98971717142	Service@Voyageen Himalaya.com	-

	1	Γ	T	,			
9.	Acorn International	Mr. Anup	Owner	Badrinath Road, opposite Balaknath Temple, Tapovan, Rishikesh, Uttarakhand 249192	9999877312	anup@acorninternational.in	-
10.	Green Escape safaris & Tours,	Mohan Chandar Joshi	Founder	1st Floor, Siddheshwar market, Ramnagar,Nai nital,Uttarakha nd-244715	6260384796	greenescapeuttarakhand@gmail.com	-
11.	Real Adventure	Meenakshi Rawat	Owner	Uttarakhand	992784985	Rawatmeenakshi756@gmail.com	-
12.	Red Chilli adventure	Vipin Sharma	Managing Director	Red Chilli Adventure Sports Lakshman Jhula Road, Tapovan, Rishikesh, Uttarakhand, Pin: 249192, India.	9412058021	info@redchilliadventure.com	-
13.	Gaurav Travel Solutions	Himanshu Tiruh	Founder Director	Corbett National Park	7906232011	Gauravtravelsolutions@gmail.com	-
14.	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	nirat@ClimbingWorld.com	-
15.	Bayberry Adventures LLP	Wg Cdr Sudhir Kutty	Co-Founder & Director	2/25.Kalkaji Extension, New Delhi- 110019	9818233988	bayberryadventure@gmail.com	-
16.	Offbeat travel and events Pvt.Ltd.	Mayank Ghildiyal	Director	Flat 8 D, Victoria Tower, Raisina	9759111305	offbeattravelandevents@gmail.com	-

				Resdency, Sector- 59, Gurgaon, Haryana, (National Capital Region of Delhi) India, 120011,			
17.	Bohemian Adventures LLP	Guneet puri	Designated partner	50/1, Vasant Vihar, Dehradun- 248001, Uttarakhand	9412088336	guneet@bohemianadventures.com	-
18.	Orient Express Pvt.Ltd	Mr Nitin Verma	Assistant Manager	70, Janpath, New Delhi	+91 9654 172900	travel@orientexpressltd.com	-
19.	Route on Wheels	Vivek Rauthan	Managing Director	B-69, Kumhar Gali, Mayapuri, Ajabpur Kalan, Dehradun, Uttarakhand	9899175374	routeonwheels@gmail.com	-
20.	Nature Connect	AJAY KANDARI	Director	369, Indira Nagar Dehradun - 248001 Uttarakhand	7055800041	ajay@natureconnect.in	-
21	Three-point adventure Agency	Yashwant Singh Panwar	Owner	Ward No. 3 Gyansu Uttarkashi, Uttarakhand, India, PIN 249193	9456325820	3pointadventure.uki@gmail.com	-

Annexure: Training & Employment Details

Qualification File- STT

Training and Employment Projections:

Year	То	tal Candidates		Women	People with Disability		
	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities	
2023-2024	1100	220	110	22	NA	NA	
2024-2025	1200	240	120	25	NA	NA	
2025-2026	1500	260	130	27	NA	NA	

Data to be provided year-wise for next 3 years

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

Qualification	Year		Total Candidates			Women				People with Disability			
Version		Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed
v1.0		65	60	54	NA	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 RPL
- 2. Industry funded RPL
- 3. 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	☐Theory/ Lectures - Imparting theoretical and conceptual knowledge	Books/ e-booksPresentations	
		Reference MaterialAudio / Video Modules	
2	☐Imparting Soft Skills, Life Skills, and Employability Skills /Mentorship to Learners	Self-Learning VideosBroadcasts	
	·	Mobile LearningCurated Digital content	
3	□Showing Practical Demonstrations to the learners	 Video Content E-Resource library AR/ VR/ XR 	
4	□Imparting Practical Hands-on Skills/ Lab Work/ workshop/ shop floor training	 Training tools (tools list attached) Video Play Presentations 	
5	□Tutorials/ Assignments/ Drill/ Practice	 Online Question Bank Mobile Quick test app MCQ based tests 	
6	□Proctored Monitoring/ Assessment/ Evaluation/ Examinations	 Assessment engine for Essays Up-loadable file examinations Mock test sessions 	
7	□On the Job Training (OJT)/ Project Work Internship/ Apprenticeship Training	Online testsOffline assessments	

Annexure: Detailed Assessment Criteria

Detailed assessment criteria for each NOS/Module are as follows:

NOS/Module Name	Assessment Criteria for Performance Criteria/Learning Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
	Preparing for a relevant guiding activity (Safari, Nature Trail)	7	11	0	0
	PC1. plan logistics for the activity - vehicle, food/water, two-way radio	-	-	-	-
	PC2. plan the activity/route to meet desired timelines	-	-	-	-
THC/N8702: Prepare for	PC3. inform colleagues and superiors about planned routes and preparations	-	-	-	-
Guiding Activity on Safaris	Providing and collecting pre-trip information from guests and colleagues	9	6	0	0
and Nature Trails	PC4. provide pre-activity details to guests (difficulty level, restrictions, set expectations about duration of activity and gear required)	-	-	-	-
	PC5. collect basic health information depending upon the activity	-	-	_	-
	PC6. check records to decide if guest is fit for the activity	-	-	-	-
	Total Marks	16	17	0	0
	Conducting the activity	44	20	Marks 0 0	0
	PC1. brief guests about the location and landscape	-	-	-	-
	PC2. pass on details about expected spotting, daily animal movement news and planned duration for the activity	-	-	-	-
	PC3. communicate the do's and don'ts, clearly, during the activity	-	-	-	-
	PC4. share relevant and accurate information during the activity	-	-	-	-
	PC5. debrief each sub activity/forest section upon completion	-	-	-	-
	PC6. inform about the next item/forest section or route on the schedule	-	-	-	-
	PC7. ensure safety of self and guests	-	-	-	-
	PC8. follow company and wildlife park's SOPs	-	-	-	-
THC/N8708: Conduct	PC9. maintain proper documentation of sightings	-	-	-	-
Guiding Activity During	Sharing various aspects of nature, flora and fauna	14	10	0	0
Safaris and Nature Trails	PC10. point out and describe common flora and fauna	-	-	-	-
Salaris and Nature Trails	PC11. inform guests about the important local, prominent and unique species	-	-	-	-
	PC12. assist guests in use of reference material and resources including field guides	-	-	-	-
	Achieving customer satisfaction	9	3	0	0
	PC13. ensure clarity, honesty and transparency with the guests	-	-	-	-
	PC14. treat the customers fairly and with due respect	-	-	-	-
	PC15. check on guest's comfort from time to time	-	-		-
	Managing people with disabilities	8	2	0	0
	PC16. offer help to differently-abled people when asked for	-	-	- - - - - 0 - - - 0	-
	PC17. empathise with and respect people with disabilities	-	-		-
	Total Marks	75	35	0	0
	Assessing risk and handling emergencies	26	20	0	0

TUC/NOZOO, Access and	DC4 handle emergencies such as animal ottacks and analysis animal sites				
THC/N8709: Assess and Mitigate Risks	PC1. handle emergencies such as animal attacks and snake/scorpion bites, natural calamities such as landslides etc., health related emergencies and	-	-	-	-
Willigate Kisks	vehicle breakdowns				
	PC2. coordinate with vehicle driver to ensure that the vehicle for the wildlife	_	_	-	_
	safari is in good condition with good tyres and equipped with spare tyre,				
	a toolbox and a tow rope				
	PC3. perform a basic risk assessment of the activity area before starting the		_		
	activity and ensure that it is safe for tourists	-	-	-	-
	PC4. check weather forecast before the activity	_	_	_	_
	PC5. administer Wilderness First Aid (WFA) and Cardiopulmonary Resuscitation		_	_	
	(CPR), when required				
	Total Marks	26	20	0	0
THC/N9913: Communicate	Interacting with superiors and colleagues	13	8	0	0
with Customers and	PC1. exhibit trust, support and respect toallcolleagues and superiors	-	-	-	-
Colleagues	PC2. escalate unresolved problems orcomplaintsto the relevant senior	-	-	-	-
_	PC3. respond positively to the feedback andseekassistance from	-	-	-	-
	colleagues/superiors when required				
	PC4. maintain etiquette with colleagues and superiors	-	-	-	-
	PC5. identify potential and existing conflicts with the colleagues and resolve them	-	-	-	-
	Communicating effectively with guests	21	31	0	0
	PC6. brief guests clearly and in apolite, professional and friendly manner	-	-	-	-
	PC7. build effective and impersonalrelationshipwith the guests	-	-	-	-
	PC8. use appropriate language and tone withguests	-	-	-	-
	PC9. listen actively in a two-waycommunication	-	-	-	-
	PC10. identify guest's expectations correctlyandprovide appropriate solutions	-	-	-	-
	PC11. Identify reasons for guest's dissatisfactionand address their complaints effectively	-	-	-	-
	PC12. maintain proper body language, dress code, gestures and etiquette while interactingwith guests	-	-	-	-
	PC13. ensure guests are not subjected to anynegative questions and statements	-	-	-	-
	PC14. inform the guests on any issues orproblems before hand and also on the developments involving Them	2	1	-	-
	PC15. ensure minimum response time to guestsfor any messages/feedback	-	-	-	-
	PC16. seek regular feedback from guests on current service, complaints, and	-	-	-	-
	improvements tobe made, etc.				
	PC17. engage with guests without intruding ontheir privacy				
	Total Marks	34	39	0	0
THC/N9914: Follow Gender	Providing different age and gender specificcustomer service	7	3	0	0
and Age Sensitive	PC1. provide appropriate service keeping inmind their unique needs and	-	-	-	-
Practices	diverse cultural backgrounds				
	PC2. make arrangement to cater for variedage group	-	-	-	-

	PC3. conduct activities so as to involve guests across all age groups and genders	-	-	-	-
	Total Marks	7	3	0	0
THC/N9915: Maintain Safe,	Following standard safety procedures to avoid workhazards	10	2	0	0
Healthy and Hygienic	PC1. assess the various hazards in the work areasand take necessary steps to	-	-	-	-
Practices	eliminate or minimizethem			2 0	
	PC2. follow organisational safety procedures	-	-		-
	C	Total Marks 7 3 0 0 0 d safety procedures to avoid workhazards 10 2 0 0 0 various hazards in the work areasand take necessary steps to minimizethem stational safety procedures 5	-		
			-		
	Safe, Following standard safety procedures to avoid workhazards PC1. assess the various hazards in the work areasand take necessary steps to eliminate or minimizethem PC2. tollow organisational safety procedures PC3. ensure guests have access to first aid kit when needed PC4. implement correct emergency procedures PC5. read the manufacturer's manual carefully before using any equipment PC6. use health and safety practices for storing, cleaning, and maintaining tools, equipment, and supplies PC7. practice ergonomic lifting, bending, ormoving equipment and supplies PC7. practice ergonomic lifting, bending, ormoving equipment and supplies PC8. display safety signs at places where necessary PC9. comply with the established safetyprocedures of the workplace PC10. report to the supervisor on any problemsand hazards identified PC11. use physical safety equipment/personal protective equipment and clothing, wash hands etc. PC12. use fire safety equipment such as fire extinguisher, fire blanket, fire hose, etc. PC13. use first aid equipment such as a AutomatedExternal Defibrillator (AED) at emergency meetingpoints PC14. follow hazard symbols such as general warning, health hazard, biohazard, harmful irriant, poison/toxic material, carcinogen hazard, explosive hazard, electrical hazard, hot surface, low temperature warning symbol etc. Ensuring cleanliness around workplace PC16. ensure that waste is disposed-off as per prescribed standards for waste disposal PC17. maintain cleanliness records PC18. esee the surroundings clean and clear offood waste or other litter PC18. esep the surroundings clean and clear offood waste or other litter PC19. clean hands on a regular basis using soap, sanitisers and other accepted industry and government norms to run adventure operations PC20. clean cups, glasses or other cutlery beforeand after using them PC21. maintain personal hygiene by taking daily bath, using clean clothing, footwear, head gear, trimming nails, etc.	-			
		-			
		-	-	-	-
		-	-	-	-
		-	-	-	-
		-	-		
		-	-	-	-
	PC12. use fire safety equipment such as fire extinguisher, fire blanket, fire hose,	-	-	-	-
	PC13. use first aid equipment such as AutomatedExternal Defibrillator (AED) at	-	-	-	-
		-	-	-	-
	Ensuring cleanliness around workplace	7	4	0	0
		-	-	-	-
		-	-	-	-
		-	-	-	-
	PC18. ensure safe and clean handling of accommodation, public areas etc.	-	-	-	-
		7	4	0	0
	PC19. clean hands on a regular basis using soap,sanitisers and other accepted	-	-	-	-
			-	-	-
			-	-	
		-	-	-	-
	Taking precautionary health measures	8	6	0	0
	PC23. report personal health issues related to injury and infectious diseases	-	-	-	-

			1	1	
	PC24. ensure not to go to work if unwell, to avoid the risk of spreading infection to other people	-	-	-	-
	PC25. cover the mouth with elbow/handkerchief and/or turn away from people while sneezing orcoughing	-	-	-	-
	PC26. coordinate for the provision of adequate clean drinking water	_	_	_	_
	PC27. ensure regular vaccinations to avoid transmission of diseases	-	_	_	_
	PC28. undergo preventive health check-ups at regular intervals and take prompt	_	_	_	_
	treatment from the doctor in case of illness				
	Total Marks	32	16	0	0
THC/N9916: Follow and	Following material conservation practices	7	4	0	0
Maintain Green Practices	PC1. identify ways to optimize usage of materialincluding water in various		-	-	-
Maintain Green Fractices	tasks/activities	_	_	_	_
	PC2. check for spills/leakages, plug them and escalate to appropriate authority if unable torectify	-	-	-	-
	PC3. ensure electrical equipment and appliancesare switched off when not in use	-	-	-	-
	Ensuring effective waste management/recyclingpractices	13	5	0	0
	PC4. identify recyclable and non-recyclable, andhazardous waste generated	-	_	_	-
	PC5. dispose non-recyclable waste appropriately	-	_	_	_
	PC6. follow processes specified for disposal ofhazardous waste	-	_	_	_
	PC7. ensure reuse and recycling of waste wherever applicable	-	_	_	_
	Ensuring use of eco-friendly practices	8	2	0	0
	PC8. identify materials which can be replaced byenvironment friendly	-	-	-	-
	substitutes				
	PC9. follow SOPs to conserve and re-use water	-	-	-	-
	Total Marks	28	11	0	0
DGT/VSQ/N0101 -	Introduction to Employability Skills	1	1	0	0
Employability Skills (30	PC1. identify employability skills required for jobs in various industries	-	-	-	-
hours)	PC2. identify and explore learning and employability portals	-	-	-	-
	Constitutional values – Citizenship	1	1	0	0
	PC3. recognize the significance of constitutional values, including civic rights	-	-	-	-
	and duties, citizenship, responsibility towards society etc. and personal				
	values and ethics such as honesty, integrity, caring and respecting others,				
	etc.				
	PC4. follow environmentally sustainable practices	-	-	-	-
	Becoming a Professional in the 21st Century	2	4	0	0
	PC5. recognize the significance of 21st Century Skills for employment		-	-	-
	PC6. practice the 21st Century Skills such as Self- Awareness, Behaviour	-	-	-	-
	Skills, time management, critical and adaptive thinking, problem-solving,				
	creative thinking, social and cultural awareness, emotional awareness,				
	learning to learn for continuous learning etc. in personal and professional				
	life				

Basic English Skills	2	3	0	0
PC7. use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-
PC8. read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
PC9. write short messages, notes, letters, e-mails etc. in English	-	_	-	_
Career Development & Goal Setting	1	2	0	0
PC10. understand the difference between job and career	-	-	-	-
PC11. prepare a career development plan with short- and long-term goals, based on aptitude	-	-	-	-
Communication Skills	1	1	0	0
PC12. follow verbal and non-verbal communication etiquette and active listening techniques in various settings	-	-	-	-
PC13. work collaboratively with others in a team	-	-	-	-
Diversity & Inclusion	1	2	0	0
PC14. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC15. escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
Financial and Legal Literacy	2	3	0	0
PC16. select financial institutions, products and services as per requirement	-	-	-	-
PC17. carry out offline and online financial transactions, safely and securely	-	-	-	-
PC18. identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
PC19. identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
Essential Digital Skills	3	4	0	0
PC20. operate digital devices and carry out basic internet operations securely and safely	-	-	-	-
PC21. use e- mail and social media platforms and virtual collaboration tools to work effectively	-	-	-	-
PC22. use basic features of word processor, spreadsheets, and presentations	-	-	-	-
Entrepreneurship	2	3	0	0
PC23. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
PC24. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
PC25. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
Customer Service	1	2	0	0
PC26. identify different types of customers	-	-	-	-
PC27. identify and respond to customer requests and needs in a professional manner.	=	-	-	-

PC28. follow appropriate hygiene and grooming standards	-	-	-	-
Getting ready for apprenticeship & Jobs	2	3	0	0
PC29. create a professional Curriculum vitae (Résumé)	-	ı	-	-
PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	ı	-	-
PC31. apply to identified job openings using offline/online methods as per requirement	-	1	-	-
PC32. answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements	-	1	-	-
Total Marks	20	30	-	-
Grand Total	238	171	0	0

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 Nature Guide) 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

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- 4. Assessment of each Module will ensure that the candidate is able to:
- Effective engagement with the customers
- Understand the working of various tools and equipment
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Annexure: Acronym and Glossary

Acronym

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

Glossary

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