Model Curriculum

QP Name: Team Travel Incharge

QP Code: THC/Q4304

QP Version: 3.0

NSQF Level: 4.5

Model Curriculum Version: 3.0

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Training Parameters

Sector	Tourism and Hospitality
Sub-Sector	Tours and Travel
Occupation	Travel Agency Operations
Country	India
NSQF Level	4.5
Aligned to NCO/ISCO/ISIC Code	NCO-2015/4221.0100
Minimum Educational Qualification and Experience	UG Certificate with 1 year of experience including apprenticeship OR 12th grade pass or equivalent with 2 years of relevant experience OR Previous relevant Qualification of NSQF Level 4 with 1.5 years of relevant experience
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 years
Last Reviewed On	30/04/2024
Next Review Date	30/04/2027
NSQC Approval Date	30/04/2024
QP Version	3.0
Model Curriculum Creation Date	30/04/2024
Model Curriculum Valid Up to Date	30/04/2027
Model Curriculum Version	3.0
Minimum Duration of the Course	510 Hours, 0 Minutes (Including ES and OJT)
Maximum Duration of the Course	510 Hours, 0 Minutes (Including ES and OJT)

Program Overview

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

Training Outcomes

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

- Explain the procedures of managing team members and guests
- Perform the tasks to manage operational and sales activities
- Prepare related sample reports, such as financial report
- Apply appropriate practices to promote effective communication with guests, colleagues, and superiors to achieve a smooth workflow
- Employ appropriate practices to ensure gender, PwD, and age-sensitivity
- Describe the protocols to protect the confidentiality of the organizational information and guests' privacy
- Apply appropriate practices to monitor health, hygiene, and safety standards at the workplace

Compulsory Modules

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

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
THC/N4310 – Manage Team and Guests **NOS Version No. 4.0** **NSQF Level 4.5**	**45:00**	**80:00**	**25:00**	**00:00**	**150:00**
Module 1: Introduction to Tours & Travels and Team Travel Incharge	06:00	00:00	00:00	00:00	06:00
Module 2: Perform Team Management Activities	20:00	40:00	13:00	00:00	73:00
Module 3: Perform Guest Management Activities	19:00	40:00	12:00	00:00	71:00
THC/N4311 – Manage Operational and Sales Activities **NOS Version No. 4.0** **NSQF Level 4.5**	**60:00**	**115:00**	**35:00**	**00:00**	**210:00**
Module 4: Monitor Operational Activities	30:00	58:00	18:00	00:00	106:00
Module 5: Manage Budgetary and Sales Operations	30:00	57:00	17:00	00:00	104:00
THC/N9902 – Ensure	**15.00**	**15.00**	**0.00**	**0.00**	**30.00**

Effective Communication and Service Standard at Work Place **NOS Version No. 2.0** **NSQF Level 4.5**					
Module 6: Promote Effective Communication and Service Standard	15.00	15.00	0.00	0.00	30.00
THC/N9910 – Ensure to Maintain Organizational Confidentiality and Guest's Privacy **NOS Version No. 4.0** **NSQF Level 4.5**	**15.00**	**15.00**	**0.00**	**0.00**	**30.00**
Module 7: Organizational Confidentiality and Guest's privacy	15.00	15.00	0.00	0.00	30.00
THC/N9907 – Monitor and Maintain Health, Hygiene, and Safety at Workplace **NOS Version No. 2.0** **NSQF Level 4.5**	**15.00**	**15.00**	**0.00**	**0.00**	**30.00**
Module 8: Monitor Health and Safety Standard	15.00	15.00	0.00	0.00	30.00
DGT/VSQ/N0102 & V1.0: Employability Skills (60 Hours)	**24:00**	**36:00**	**00:00**	**00:00**	**60:00**
Module 9. Introduction to Employability Skills	0:30	01:00	00:00	00:00	01.30
Module 10. Constitutional values - Citizenship	0:30	01:00	00:00	00:00	01.30
Module 11. Becoming a Professional in the 21st Century	01:00	01:30	00:00	00:00	02.30
Module 12. Basic English Skills	04:00	06:00	00:00	00:00	10:00
Module 13. Career Development & Goal Setting	01:00	01:00	00:00	00:00	02:00
Module 14. Communication Skills	02:00	03:00	00:00	00:00	05:00
Module 15. Diversity & Inclusion	01:00	01:30	00:00	00:00	02.30
Module 16. Financial and Legal Literacy	02:00	03:00	00:00	00:00	05:00

Module 17. Essential Digital Skills	04:00	06:00	00:00	00:00	10:00
Module 18. Entrepreneurship	03:00	04:00	00:00	00:00	07:00
Module 19. Customer Service	02:00	03:00	00:00	00:00	05:00
Module 20. Getting Ready for Apprenticeship & Jobs	03:00	05:00	00:00	00:00	08:00
Total Duration	**174:00**	**276:00**	**60:00**	**00:00**	**510:00**

Module Details

Module 1: Introduction to Tours & Travels and Team Leader-Travel

Bridge Module

Terminal Outcomes:

- Outline the overview of Skill India Mission
- Describe the scope of the Tours and Travels
- Define the roles and responsibilities of a Team Travel Incharge
- Explain the scope of work for a Team Travel Incharge

Duration: *06:00*	**Duration**: *00:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Discuss the objectives and benefits of the Skill India Mission • Describe the Tourism and Hospitality Industry and its sub-sectors • Elaborate the job role and job opportunities as a Team Travel Incharge in the Tourism and Hospitality Industry • Explain basic terminologies used in Tours and Travel • Elaborate standard business etiquette in Tours and Travel	NA
Classroom Aids	
Whiteboard, Markers, Duster, Projector, Laptop, Presentation	
Tools, Equipment, and Other Requirements	
NA	

Module 2: Perform Team Management Activities

Mapped to THC/N4310 v 4.0

Terminal Outcomes:

- Employ appropriate procedure to prepare work schedules and duty roster for the team members
- Describe the staff performance monitoring procedures
- Perform the activities to conduct training sessions for the team members

Duration: *20:00*	**Duration**: *40:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Discuss the significance and procedure of preparing work schedules and duty roster for the team • Explain the effective ways to delegate and debrief the team on their assigned tasks • Discuss employees' performance parameters • State the significance of implementing new initiatives to improve the performance of the team • Describe various methods to monitor staffing levels • Elaborate the procedure to conduct team meetings, orientations, and trainings • Explain various team management and conflict management techniques • Describe effective ways to give constructive feedback	• Apply appropriate methods to assess the resource requirement for performing the assigned tasks • Prepare a sample work plan and work schedule with deadlines for the team • Employ appropriate method to set clear team goals and targets to be achieved • Role play on how to delegate tasks with clear deadlines to the team members and ensure that they follow the standard procedures to finish the assigned task • Apply appropriate practices to monitor staffing levels and workload of the travel counsellors or consultants • Dramatize a situation on how to arrange orientations for the new team members and train the staff in all technical and non-technical aspects of their role,including standards of quality and service • Role play a situation on how to analyse and resolve a conflict in the team • Dramatize a situation on how to organize a meeting with the team to get feedback, update, information and maintain a good relationship • Employ appropriate practices to complete and administer employee performance appraisals and provide feedback to the team members
Classroom Aids	
Training kit (Trainer guide, Presentations), Whiteboard, Marker, Projector, Laptop, Participant Handbook	
Tools, Equipment and Other Requirements	
Sample duty roster, Sample performance appraisal format, etc.	

Module 3: Perform Guest Management Activities

Mapped to THC/N4310 v 4.0

Terminal Outcomes:

- Describe the procedure to handle guest issues and complaints

Duration: *19:00*	**Duration**: *40:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Elaborate the guest management process • State the significance of ensuring that the guest is well supported during the trip • Describe the procedure to address the guest's issues • State the importance of maintaining a consistently high-quality level of guest service delivery • Explain effective ways to collect feedback from the guest • State the significance of dealing with guests' queries and complaints timely, and taking appropriate remedial actions	• Roleplay on how to meet the existing guests as per schedule • Apply appropriate expertise to collect, analyse and incorporate feedback from the guests • Employ appropriate practices to address the problems raised by the Guest • Show how to convey the resolution to the guest regarding their complaint
Classroom Aids	
Training kit (Trainer guide, Presentations), Whiteboard, Marker, Projector, Laptop, Participant Handbook	
Tools, Equipment, and Other Requirements	
Guest feedback form	

Module 4: Monitor Operational Activities

Mapped to THC/N4311 v 4.0

Terminal Outcomes:

- Describe the business management activities in travel
- Apply appropriate practices to supervise the travel operations

Duration: *30:00*	**Duration**: *58:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Discuss the policies and SOP for travel bookings • State the significance of following the latest process of ticketing, visa, and insurance to finish the tasks • Describe the vendor management process • State the importance of keeping the track of any updates or offers from various airlines, railways, or bus transport regarding the travel • Discuss the procedure for travel bookings, visa, and insurance arrangements • Explain effective travel business management strategies • Describe application and operating procedure of latest booking, payment, and global distribution systems • State the importance of ensuring that bookings are processed in line with Standard Operating Procedures	• Apply appropriate practices to plan and implement travel policies in accordance with the standards • Apply appropriate practices to verify all the travel arrangements with the specified plan • Dramatize a situation on how to maintain strong relationships with the consulate members and vendors • Apply appropriate method to monitor the volume of the bookings • Employ appropriate practices to keep abreast of the latest booking and payment technologies • Show how to streamline processes and procedures preferably within a structure of a GDS • Apply appropriate practices to develop strategies to promote team members' adherence to company regulations and performance goals • Role play a situation on how to liaise with travel partners, including airlines and hotels, to manage bookings and schedules of the travel • Employ appropriate techniques to ensure smooth, and efficient running of the business
Classroom Aids	
Training kit (Trainer guide, Presentations), Whiteboard, Marker, Projector, Laptop, Participant Handbook	
Tools, Equipment and Other Requirements	
Sample booking record, Sample travel itinerary, Sample ticket, Visa, etc.	

Module 5: Manage Budgetary and Sales Operations

Mapped to THC/N4311 v 4.0

Terminal Outcomes:

- Apply appropriate practices to manage budget and sales for travel business
- Prepare the financial and sales report for travel

Duration: *30:00*	**Duration**: *57:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Discuss the importance and methods of maintaining financial records for the travel department • Elaborate the budget management and monitoring process • State the importance of implementing alternatives and innovative ideas for achieving new business • Discuss the procedure to prepare various financial and sales reports • Describe the effective techniques of cross-selling and upselling the items or production in the tour package	• Apply appropriate practices to manage budgets for travel department • Show how to monitor the budget for each activity performed by the team • Dramatize a situation on how to analyse and discuss with the manager on various operational and resource usage expenses incurred • Prepare sample financial and sales reports • Create a sample cost-benefit analysis on the expenditure • Role play on how to brief the team members on their expenses, allowances, and budgets • Employ appropriate practices to promote and market the business in both existing and new markets • Demonstrate how to cross-sell or upsell the items or products in the tour package
Classroom Aids	
Training kit (Trainer guide, Presentations), Whiteboard, Marker, Projector, Laptop, Participant Handbook	
Tools, Equipment and Other Requirements	
Sample financial report, Sample sales report, Sample expenditure record, etc.	

Module 6: Promote Effective Communication and Service Standard

Mapped to THC /N9902 v 2.0

Terminal Outcomes:

- Apply appropriate practices while communicating effectively with guests, team members, and superiors
- Employ appropriate expertise to promote professional etiquette
- Perform the steps of ensuring sensitization towards different age groups, gender and persons with disabilities

Duration: *15:00*	**Duration**: *15:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Discuss the importance of professionalism, etiquette and ethical behaviour at the workplace • Explain the importance of maintaining hygiene and wearing designated uniform • Discuss the importance of effective communication • Explain the importance of guest satisfaction and guest feedback • Outline the procedure and policy of handling complaints and feedback constructively • Discuss different ways to enhance guest experience • Describe various ways to handle team members • Discuss different ways to provide feedback to the team members • Explain the importance of gender and age sensitivity • Discuss gender and age-specific requirements of the guests • Discuss the specific needs of People with Disabilities • Discuss the standard policy to prevent Sexual harassment at workplace • Discuss the importance of timely submission of guests' feedback	• Demonstrate the standard procedure to welcome and greet the guests • Dramatize personal integrity and communication etiquette while interacting with guests, colleagues, and superiors • Role play a situation on how to handle guests' dissatisfaction and complaints effectively • Employ appropriate practices to motivate the team members to maintain communication etiquette, provide peer feedback, and adhere to the dress code • Role play how to ensure behavioural etiquette towards all ages, genders and differently abled people as per specification • Prepare a sample report regarding guests' feedback
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook	
Tools, Equipment and Other Requirements	
Sample of escalation matrix, Organisation structure	

Module 7: Organizational Confidentiality and Guest's Privacy

Mapped to THC /N9910 v 4.0

Terminal Outcomes:

- Explain how to protect the confidentiality of the organization
- Perform the activities to protect the privacy of guest information

Duration: *15:00*	**Duration**: *15:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Explain the significance of ensuring organizational confidentiality and guest privacy in the hospitality industry • Discuss the Intellectual Property issues and policies affecting the organization and guest privacy • Explain the procedures to protect the infringement of IPR to the concerned person • Discuss the usage, storage and disposal procedures of confidential information as per specification	• Employ appropriate ways to ensure usage, storage and disposal of the organisational and guest information
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook	
Tools, Equipment and Other Requirements	
Handouts of IPR guidelines and regulations	

Module 8: Monitor Health and Safety Standard

Mapped to THC/N9907 v 2.0

Terminal Outcomes:

- Perform the activities of ensuring health, hygiene, and safety practices at workplace
- Explain standard ways to prevent health issues
- Describe how to minimize potential risks and hazards
- Employ effective waste management techniques

Duration: *15:00*	**Duration**: *15:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Discuss the concept and importance of personal and workplace hygiene • Discuss procedure to maintain personal hygiene • Explain the compliance norms to ensure cleanliness and sanitization of the workplace and related equipment • Describe standard safety procedures to be followed while handling tools, material, and equipment • Outline the purpose and usage of various Personal Protective Equipment (PPE)required at the workplace • Explain the importance of preventive health check-up organized by the company • List the components of the first-aid kit • Describe the methods to minimize accidental risks and potential hazards in the workplace • Explain different safety warning signs and labels at workplace • Discuss ways to segregate different types of waste at the workplace • Explain the procedure to report accident and other health related issues as per SOP	• Employ appropriate inspection method to ensure routine cleaning and sanitization of tools, equipment, crockery and other articles • Dramatize a situation to ensure work area is clean, hygienic and hazard free • Demonstrate how to use and dispose of relevant protective equipment as per tasks and work conditions • Apply appropriate practices to follow basic first-aid procedures by self and team members • Apply effective waste management procedures at the workplace depending on the types of waste • Role play a situation on reporting safety and security issues to the concerned authority • Prepare a sample incident report
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook	
Tools, Equipment and Other Requirements	
Personal Protection Equipment: Safety glasses, Head protection, Rubber gloves, Safety footwear, Warning signs and tapes, Fire extinguisher, First aid kit, Relevant Standard Operating Procedures and Sample reports	

Module 9: Introduction to Employability Skills

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Discuss about Employability Skills in meeting the job requirements

Duration: *00:30*	**Duration:** *01:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Discuss the Employability Skills required for jobs in various industries.	• List different learning and employability related GOI and private portals and their usage.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 10: Constitutional values - Citizenship

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

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

Duration: *00:30*	**Duration**: *01:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Explain the constitutional values, including civic rights and duties, citizenship, responsibility towards society and personal values and ethics such as honesty, integrity, caring and respecting others that are required to become a responsible citizen	• Show how to practice different environmentally sustainable practices.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 11: Becoming a Professional in the 21st Century

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Demonstrate professional skills required in 21st century

Duration: *01:00*	**Duration**: *01:30*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Discuss importance of relevant 21st century skills	• Display positive attitude, self -motivation, problem solving, time management skills and continuous learning mindset in different situations
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 12: Basic English Skills

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Practice basic English speaking.

Duration: *04:00*	**Duration**: *06:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Discuss need of basic English skills	• Show how to use appropriate basic English sentences/phrases while speaking
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 13: Career Development & Goal Setting

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Demonstrate Career Development & Goal Setting skills

Duration: *01:00*	**Duration:** *01:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Discuss need of career development plan	• Create a career development plan with well-defined short- and long-term goals
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 14: Communication Skills

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Practice basic communication skills

Duration: *02:00*	**Duration:** *03:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Explain the importance of active listening for effective communication	• Demonstrate how to communicate in a well -mannered way with others. • Demonstrate working with others in a team
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 15: Diversity & Inclusion

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Describe PwD and gender sensitization

Duration: *01:00*	**Duration**: *01:30*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Discuss the significance of reporting sexual harassment issues in time	• Show how to conduct oneself appropriately with all genders and PwD
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 16: Financial and Legal Literacy

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

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

Duration: *02:00*	**Duration**: *03:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Discuss the significance of using financial products and services safely and securely. • Explain the importance of managing expenses, income, and savings. • Explain the significance of approaching the concerned authorities in time for any exploitation as per legal rights and laws	• Demonstrate how to carry out offline and online financial transactions, safely and securely.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 17: Essential Digital Skills

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

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

Duration: *04:00*	**Duration**: *06:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Discuss the significance of using internet for browsing, accessing social media platforms, safely and securely	• Show how to operate digital devices and use the associated applications and features, safely and securely
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 18: Entrepreneurship

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Describe opportunities as an entrepreneur

Duration: *03:00*	**Duration**: *04:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Discuss the need for identifying opportunities for potential business, sources for arranging money and potential legal and financial challenges	• Create a sample business plan, for the selected business opportunity.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 19: Customer Service

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Describe ways of maintaining customer

Duration: *02:00*	**Duration**: *03:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Differentiate between types of customers • Explain the significance of identifying customer needs and addressing them • Discuss the significance of maintaining hygiene and dressing appropriately	• Demonstrate how to deal with different customers and their needs
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 20: Getting ready for Apprenticeship & jobs

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Describe ways of preparing for apprenticeship & Jobs appropriately.

Duration: *03:00*	**Duration**: *05:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Discuss the significance of dressing up neatly and maintaining hygiene for an interview • Discuss how to search and register for apprenticeship opportunities	• Create a biodata • Use various sources to search and apply for jobs
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 21: On-the-Job Training

Mapped to Team Travel Incharge

Mandatory Duration: 60:00	**Recommended Duration: 00:00**
Location: On Site	

Terminal Outcomes

- Role play on how to obtain targets and work requirements from the management
- Apply appropriate practices to assess the resource requirement for performing the assigned tasks
- Prepare a sample work plan and work schedule with deadlines for the team
- Apply appropriate practices to monitor staffing levels and workload of the travel counsellors or consultants
- Dramatize a situation on how to arrange orientations for the new team members
- Dramatize a situation on how to manage and train the staff, suggest and organize team-building activities, and also, analyse and resolve the conflict in the team
- Apply appropriate practices to organize a meeting with the team to get feedback, update, information and maintaina good relationship
- Roleplay on how to meet the existing guests as per schedule
- Apply appropriate expertise to collect, analyse and incorporate feedback from the guests
- Employ appropriate practices to address the problems raised by the guest
- Apply appropriate practices to ensure that the guest calls are handled efficiently by the team members
- Apply appropriate practices to plan and implement travel policies in accordance with the standards
- Apply appropriate practices to verify all the travel arrangements with the specified plan
- Dramatize a situation on how to ensure bookings are processed in line with Standard Operating Procedures
- Apply appropriate method to monitor the volume of the bookings
- Employ appropriate practices to keep abreast of the latest booking and payment technologies like conferma, sabre, etc.
- Show how to streamline processes and procedures preferably within a structure of a GDS like Amadeusand Galileo
- Employ appropriate techniques to ensure smooth, and efficient running of the business
- Prepare cost benefit analysis and sales report
- Demonstrate strong communication skills and workplace etiquette to achieve a smooth workflow
- Perform the steps to ensure sensitization towards different age groups, gender, and persons with disabilities
- Demonstrate the process of monitoring confidentiality of the organizational information and guests' privacy
- Employ appropriate practices to maintain personal and team hygiene and grooming at workplace
- Dramatize a situation on how to identify hazards at workplace and report to the higher authority
- Perform basic activities to ensure gender and age-sensitive service practices
- Perform all the activities to ensure health, hygiene, and safety standards at the workplace

Annexure

Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	**Specialization**	**Relevant Industry Experience**		**Training Experience**		**Remarks**
		Years	***Specialization***	***Years***	***Specialization***	
12th / Diploma / Degree / Post Graduate	Tour & Travel	5 years	Tourism	1 year	Tourism	

Trainer Certification	
Domain Certification	**Platform Certification**
"Team Travel Incharge", "THC/Q4304, v3.0", Minimum accepted score is 80%	Recommended that the trainer is certified for the job role "Trainer (VET and skills)", mapped to the qualification pack "MEP/Q2601, V2.0". The minimum accepted score is 80%.

Assessor Requirements

Assessor Prerequisites						
Minimum Educational Qualification	**Specialization**	**Relevant Industry Experience**		**Training Experience**		**Remarks**
		Years	***Specialization***	***Years***	***Specialization***	
12th / Diploma / Degree / Post Graduate		5 years	Front Office/ Tours & Travel	0		

Assessor Certification	
Domain Certification	**Platform Certification**
"Team Travel Incharge", "THC/Q4304, 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
Declarative Knowledge	Declarative knowledge refers to facts, concepts and principles that need to be known and/or understood in order to accomplish a task or to solve a problem.
Key Learning Outcome	Key learning outcome is the statement of what a learner needs to know, understand and be able to do in order to achieve the terminal outcomes. A set of key learning outcomes will make up the training outcomes. Training outcome is specified in terms of knowledge, understanding (theory) and skills (practical application).
OJT (M)	On-the-job training (Mandatory); trainees are mandated to complete specified hours of training on site
OJT (R)	On-the-job training (Recommended); trainees are recommended the specified hours of training on site
Procedural Knowledge	Procedural knowledge addresses how to do something, or how to perform a task. It is the ability to work, or produce a tangible work output by applying cognitive, affective or psychomotor skills.
Training Outcome	Training outcome is a statement of what a learner will know, understand and be able to do **upon the completion of the training**.
Terminal Outcome	Terminal outcome is a statement of what a learner will know, understand and be able to do **upon the completion of a module.** A set of terminal outcomes help to achieve the training outcome.

Acronyms and Abbreviations

Term	Description
QP	Qualification Pack
NSQF	National Skills Qualification Framework
NSQC	National Skills Qualification Committee
NOS	National Occupational Standards
TVET	Technical and Vocational Education and Training
SOP	Standard Operating Procedure
OH&S	Occupational Health and Safety
PPE	Personal Protective Equipment
HACCP	Hazard Analysis and Critical Control Points
ISO	International Standards Organization
IPR	Intellectual Property Rights