



QUALIFICATION FILE

Team Travel Incharge

☒ Short Term Training (STT) ☐ Long Term Training (LTT) ☐ Apprenticeship

☒ Upskilling ☐ Dual/Flexi Qualification ☐ For ToT ☐ For ToA

☒ General ☐ Multi-skill (MS) ☐ Cross Sectoral (CS) ☐ Future Skills ☐ OEM

NCrF/NSQF Level: 4.5

Submitted By:

Tourism and Hospitality Skill Council

#1216-1220, 12th Floor, Naurang House, Kasturba Gandhi Marg, Connaught Place

New Delhi – 110001, Landline # 011-41608056/8057 Ext.1102

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	8
Annexure: Evidence of Level	9
Annexure: Tools and Equipment (Lab Set-Up).....	13
Annexure: Industry Validations Summary	14
Annexure: Training & Employment Details.....	16
Annexure: Blended Learning	18
Annexure: Detailed Assessment Criteria.....	19
Annexure: Assessment Strategy	24
Annexure: Acronym and Glossary.....	25

Section 1: Basic Details

1.	Qualification Name	Team Travel Incharge													
2.	Sector/s	Tourism & Hospitality													
3.	Type of Qualification: <input type="checkbox"/> New <input checked="" type="checkbox"/> Revised <input type="checkbox"/> Has Electives/Options <input type="checkbox"/> OEM	NQR Code & version of existing/previous qualification: <i>(change to previous, once approved)</i> 2021/TH/THSSC/04486 and v3.0	Qualification Name of existing/previous version: Team Deputy Leader - Travel												
4.	a. OEM Name b. Qualification Name <i>(Wherever applicable)</i>														
5.	National Qualification Register (NQR) Code & Version <i>(Will be issued after NSQC approval)</i>	QG-4.5-TH-02456-2024-V2-THSC	6. NCrf/NSQF Level: 4.5												
7.	Award (Certificate/Diploma/Advance Diploma/ Any Other) <i>(Wherever applicable specify multiple entry/exits also & provide details in annexure)</i>	Certificate													
8.	Brief Description of the Qualification	The individual at work leads and motivates a team of travel consultants/counsellors, maintains and oversees the application of quality control across all aspects of business delivery in the department and provides a high level of customer service.													
9.	Eligibility Criteria for Entry for Student/Trainee/Learner/Employee	a. Entry Qualification & Relevant Experience: <table border="1"> <thead> <tr> <th>S. No.</th> <th>Academic/Skill Qualification (with Specialization - if applicable)</th> <th>Required Experience (with Specialization - if applicable)</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>UG Certificate</td> <td>with 1 year of experience including apprenticeship</td> </tr> <tr> <td>2.</td> <td>12th grade pass</td> <td>2- years (relevant experience)</td> </tr> <tr> <td>3.</td> <td>Previous relevant Qualification of NSQF Level 4</td> <td>1.5 -year (relevant experience)</td> </tr> </tbody> </table> b. Age- 20 years		S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)	1.	UG Certificate	with 1 year of experience including apprenticeship	2.	12th grade pass	2- years (relevant experience)	3.	Previous relevant Qualification of NSQF Level 4	1.5 -year (relevant experience)
S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)													
1.	UG Certificate	with 1 year of experience including apprenticeship													
2.	12th grade pass	2- years (relevant experience)													
3.	Previous relevant Qualification of NSQF Level 4	1.5 -year (relevant experience)													

10.	Credits Assigned to this Qualification, Subject to Assessment (as per National Credit Framework (NCrF))	17	11. Common Cost Norm Category (I/II/III) (wherever applicable): III																				
12.	Any Licensing requirements for Undertaking Training on This Qualification (wherever applicable)	NA																					
13.	Training Duration by Modes of Training Delivery (Specify Total Duration as per selected training delivery modes and as per requirement of the qualification)	<input type="checkbox"/> Offline <input type="checkbox"/> Online <input checked="" type="checkbox"/> Blended <table border="1"> <thead> <tr> <th>Training Delivery Modes</th><th>Theory (Hours)</th><th>Practical (Hours)</th><th>OJT Mandatory (Hours)</th><th>Total (Hours)</th></tr> </thead> <tbody> <tr> <td>Classroom (offline)</td><td></td><td>276:00</td><td>60:00</td><td>336:00</td></tr> <tr> <td>Online</td><td>174:00</td><td></td><td></td><td>174:00</td></tr> </tbody> </table> (Refer Blended Learning Annexure for details)							Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	Total (Hours)	Classroom (offline)		276:00	60:00	336:00	Online	174:00			174:00
Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	Total (Hours)																			
Classroom (offline)		276:00	60:00	336:00																			
Online	174:00			174:00																			
14.	Aligned to NCO/ISCO Code/s (if no code is available mention the same)	NCO-2015/4221.0100																					
15.	Progression path after attaining the qualification (Please show Professional and Academic progression)	Travel Manager																					
16.	Other Indian languages in which the Qualification & Model Curriculum are being submitted	Hindi																					
17.	Is similar Qualification(s) available on NQR-if yes, justification for this qualification	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No URLs of similar Qualifications:																					
18.	Is the Job Role Amenable to Persons with Disability	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No 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)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No THC/N9907.Monitor and maintain health, hygiene and safety at workplace																					
21.	Is Qualification Suitable to be Offered in Schools/Colleges	Schools <input type="checkbox"/> Yes <input type="checkbox"/> No Colleges <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No																					

22.	Name and Contact Details of Submitting / Awarding Body SPOC <i>(In case of CS or MS, provide details of both Lead AB & Supporting ABs)</i>	Name: Dr. Sunita Badhwar Email: sunita.badhwar@thsc.in Contact No.: 011-41608056/8057 Ext.1102 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/Module Code & Version (if applicable)	Core/Non-Core	NCrF/NS QF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%) (if applicable)
1.	Manage Team and Guests	THC/N4310 &v4.0	Core	4.5	5	45	80	25	0	150	40	40	0	20	100	30
2.	Manage Operational and Sales Activities	THC/N4311 &v4.0	Core	4.5	7	60	115	35	0	210	40	40	0	20	100	30
3.	Ensure Effective Communication and Service Standard at Work Place	THC/N9902 &v2.0	Non-Core	4.5	1	15	15	0	0	30	40	40	0	20	100	15
4.	Ensure to Maintain Organizational Confidentiality and Guest's Privacy	THC/N9910 &v4.0	Non-Core	4.5	1	15	15	0	0	30	10	5	0	5	20	10
5.	Monitor and Maintain Health, Hygiene and Safety at Workplace	THC/N9907 &v2.0	Non-Core	4.5	1	15	15	0	0	30	30	35	0	15	80	10
6.	Employability Skills (60 Hours)	DGT/VSQ/ N0102 &v1.0	Non-Core	4	2	24	36	0	0	60	20	30	0	0	50	5
Duration (in Hours) / Total Marks					17	174	276	60	0	510	180	190	0	80	450	100

Assessment - Minimum Qualifying PercentagePlease specify **any one** of the following:

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

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

Section 3: Training Related

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

Section 4: Assessment Related

1.	Assessor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)	Diploma / Degree / Post Graduate with 5 years of relevant industry experience (Front Office/ Tours & Travel)
2.	Proctor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)	NA
3.	Lead Assessor's/Proctor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)	NA
4.	Assessment Mode (Specify the assessment mode)	Blended
5.	Tools and Equipment Required for Assessment	<input checked="" type="checkbox"/> Same as for training <input type="checkbox"/> Yes <input type="checkbox"/> No (details to be provided in Annexure-if it is different for Assessment)

Section 5: Evidence of the need for the Qualification

Provide Annexure/Supporting documents name.

1.	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: 69
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 level/NSQF descriptors <i>(Mandatory)</i>	<i>Attached</i>
2.	Annexure: List of tools and equipment relevant for qualification <i>(Mandatory, except in case of online course)</i>	<i>Attached</i>
3.	Annexure: Detailed Assessment Criteria <i>(Mandatory)</i>	<i>Attached</i>
4.	Annexure: Assessment Strategy <i>(Mandatory)</i>	<i>Attached</i>
5.	Annexure: Blended Learning <i>(Mandatory, in case selected Mode of delivery is "Blended Learning")</i>	<i>Attached</i>
6.	Annexure: Multiple Entry-Exit Details <i>(Mandatory, in case qualification has multiple Entry-Exit)</i>	<i>Attached</i>
7.	Annexure: Acronym and Glossary <i>(Optional)</i>	<i>Attached</i>
8.	Supporting Document: Model Curriculum <i>(Mandatory – Public view)</i>	<i>Attached</i>
9.	Supporting Document: Career Progression <i>(Mandatory - Public view)</i>	<i>Attached</i>
10.	Supporting Document: Occupational Map <i>(Mandatory)</i>	<i>Attached</i>
11.	Supporting Document: Assessment SOP <i>(Mandatory)</i>	<i>Attached</i>
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 qualification	How the job role/ outcomes relate to the NCrF/NSQF level descriptor	NCrF/NSQF Level
Professional Theoretical Knowledge/Process	Multidisciplinary and specialized knowledge <ul style="list-style-type: none"> • Procedure to prepare work plans • Ways to delegate tasks to the team members • Effective ways to debrief the team • Methods to monitor staffing levels • How to conduct team meetings, orientations, and training • Employee performance parameters • Team management techniques • Conflict management strategies • Ways to give constructive feedback • Procedure to address the client's issues • Organizational policies and SOP for travel bookings • Vendor management process • Procedures for travel bookings, visa, and insurance arrangements • Travel business management strategies • Latest booking and payment systems • Basics of global distribution systems (GDS) • Budget management and monitoring process • How to prepare various financial and sales reports • Cross-selling and up-selling techniques • Organizational policies on behavioural etiquette and professionalism • Organizational policies on gender sensitive service practices at workplace • Organizational reporting and hierarchy structure • Documentation policy and procedures of the organization • Service quality standards as per organizational policies • Complaint handling policy and procedures • SOP on personal hygiene 	<ul style="list-style-type: none"> • A Team Travel Incharge should know the factual and theoretical procedures of preparing work, able to handle team and clients, know basic GDS and budgeting. He should know and follow the SOPs of Health and hygiene, IPR and safety procedures. • Hence Level 4.5 	4.5

	<ul style="list-style-type: none"> • Procedure of giving and receiving feedback positively • Specific requirements of different age-groups of guests • Age and gender specific etiquette • organizational policy with regards to Persons with disability • Significance of professional etiquette and behaviour • Basics of IPR Laws, Trademark Laws, Patent Laws, etc. in the country, and penalties associated with them • Organisation's policies on intellectual property rights and confidential information • Organisation's product, service or design patents • How Intellectual property protection is important for competitiveness of an organisation • Guidelines for crafting effective SOPs regarding IPR • Procedure for disposal of confidential documents • Confidential data protection methods • Organizational policies on safety procedures at workplace • Procedure to maintain cleanliness standards at workplace • Compliance norms for established health and hygiene procedures at workplace • Importance of preventive health check-up and healthy living • Purpose and usage of PPE such as gloves, protective goggles, masks, etc. • Basic first aid procedures • Methods to minimize accidental risks • The significance of safe handling of chemicals, acids, etc. for cleaning • Instructions for operating and handling equipment as per standard • Emergency procedures to be followed in case of a mishappening such as fire accidents, etc. 		
--	---	--	--

Professional and Technical Skills/ Expertise/ Professional Knowledge	Range of skills along with specialized domain skills <ul style="list-style-type: none"> • Manage the team effectively for operational excellence • Analyze client requirement • Organize information relevant to work • Identify the problem and solve it • Write reports and business correspondence • Analyze the ways to cross-sell and up-sell • Fill up documentation pertaining to job requirement • Spot and report potential areas of disruption to work process proactively • Improve work processes by incorporating guest feedback • Read and follow IPR and related information documents • Identify measures that can prevent potential infringements within the team • Evaluate organisation policies and procedures and assess its robustness to prevent IPR infringements • Analyse the impact of IPR infringement on the guests and the organization • fill in relevant forms, formats and checklist accurately • Analyze the impact of not adhering to the health and safety procedures • Communicate effectively with the clients, vendors, guests, visitor, co-worker and team members • Read job sheets, organization policy documents, information displayed at the workplace and comments received from the supervisor or guest • Interact with team members to work efficiently • Motivate self and colleagues to work effectively • Take decisions in a time bound manner • Manage communication regarding IPR infringement, prevention, and management • Read organizational policy documents, manuals, instructions and information displayed at the workplace 	<ul style="list-style-type: none"> • A Team Travel Incharge should apply core skills such as understanding of social, political, communication, health, and hygiene and safety at workplace followed, etc. The person should also have good communication and organization skills to deal with the team and customers. • Hence Level 4.5 	4.5
---	--	--	-----

	<ul style="list-style-type: none"> Analyze importance of personal hygiene 		
Employment Readiness & Entrepreneurship Skills & Mind-set/Professional Skill	Entrepreneurial mindset, self- management <ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> A Team Travel Incharge should have good oral and written communication skills, advanced literacy and numeracy skills, organisation and time management skills, good understanding of social, political and work environment, etc. 	4.5
Broad Learning Outcomes/Core Skill	Judgement / decision making – specialized <ul style="list-style-type: none"> Manage team and clients Manage operational sales activities Ensure effective communication and service standards at workplace Ensure to maintain organisational confidentiality and guest's privacy Monitor and maintain health, hygiene and safety at workplace 	<ul style="list-style-type: none"> A Team Travel Incharge is responsible for leading and motivating a team of travel consultants/counsellors, maintains and oversees the application of quality control across all aspects of business delivery in the department and provides a high level of customer service. To carry out these job responsibilities a wide range of specialized technical skills and knowledge is required. He has to deal with his team members and clients as well, so he has to practice a broad range of activity involving standard and non-standard practices. Hence Level 4.5 	4.5
Responsibility	Team leader – Junior technical supervisor, <ul style="list-style-type: none"> Manage the team Manage the clients Monitor operational activities Manage budget and sales Promote effective communication 	<ul style="list-style-type: none"> The Team Travel Incharge leads a team of travel consultants and counsellors and is completely responsible for their work and learning. Hence Level 4.5 	4.5

	<ul style="list-style-type: none"> • Maintain professional etiquette • Ensure rendering of specific services as per the guests' requirements • Ensure organisational confidentiality • Ensure guests' privacy • Ensure personal and workplace hygiene • Maintain safe and secure working environment • Follow effective waste management and recycling practices at workplace 		
--	--	--	--

Annexure: Tools and Equipment (Lab Set-Up)

List of Tools and Equipment

Batch Size: 30

S. No.	Tool / Equipment Name	Specification	Quantity for specified Batch size
1.	Sample duty roster	Standard	As per required
2.	Sample performance appraisal format	Standard	As per required
3.	Guest feedback form	Standard	As per required
4.	Sample booking record	Standard	As per required
5.	Sample travel itinerary	Standard	As per required
6.	Sample ticket	Standard	As per required
7.	Visa	Standard	As per required
8.	Sample financial report	Standard	As per required
9.	Sample sales report	Standard	As per required
10.	Sample expenditure record	Standard	As per required
11.	Sample of escalation matrix	Standard	As per required
12.	Organisation structure	Standard	As per required
13.	Handouts of IPR guidelines and regulations	Standard	As per required
14.	Safety glasses	Standard	1
15.	Head protection	Standard	1
16.	Rubber gloves	Standard	1
17.	Safety footwear	Standard	1
18.	Warning signs and tapes	Standard	1
19.	Fire extinguisher	Standard	1
20.	First aid kit	Standard	1
21.	Relevant Standard Operating Procedures	Standard	1
22.	Sample reports	Standard	As per required

Classroom Aids

The aids required to conduct sessions in the classroom are:

1. Whiteboard
2. Flip Chart
3. Duster
4. Projector
5. Projector screen
6. Computer/ Laptop with charger
7. Power Point Presentation
8. Laptop External Speakers
9. Training kit (Trainer guide, Presentations)
10. Participant Handbook and Related Standard Operating Procedures
11. Markers
12. Chalk

Annexure: Industry Validations Summary

Provide the summary information of all the industry validations in table. This is not required for OEM qualifications.

S. No	Organization Name	Representative Name	Designation	Contact Address	Contact Phone No	E-mail ID	LinkedIn Profile (if available)
1	Aditya Grand Vacation	Ram Kumar	Founder	428, 4th Floor, Rishabh Cloud 9 Towers, Sector 01 Vaishali, Ghaziabad-2010101(Uttar Pradesh)	9818004759	rm@agvacation.com	-
2.	ATOAI (Adventure Tour Operators Association of India)	Nirat Bhatt	Hon Treasurer-ATOAI	F-190,Ground Floor, Opp.hanuman Mandir, Lado Sarai, New Delhi-110030	9909904442	nirat@ClimbingWorld.com	-
3.	Bus & Car Operators Confederation of India (BOCI)	Shankar	Executive Director	110, 1 st Floor, New Delhi House, Barakhamba Road, New Delhi-110001	8700765912	ed@boci.org.in	-
4.	Holiday Hubz	Ankit Singh	Hr Manager	Kd-174, AP Block, Block RU, Kohat Enclave, Pitampura, Delhi, 110034	9811304560	ankit.singh@holidayhubz.in	-
5.	Offbeat travel and events Pvt.Ltd.	Mayank Ghildiyal	Director	A, 110 A Block, Block EA, Inder Puri, New Delhi, Delhi 110012-	9759111305	offbeattravelandevents@gmail.com	-
6.	S K Events	Ravi Prakash	Proprietor	55 Gf, High Street Commercial,Gaur	9958341503	skweddingplanner@gmail.com	-

				Saundaryam Teczone 4, Greater Noida West			
7.	Route on Wheels	Vivek Rauthan	Manging Director	B-69, Kumhar Gali, Mayapuri, Ajabpur Kalan, Dehradun-248001	9899175374	routeonwheels@gmail.com	-
8.	Nature Connect Outdoors Private Limited	Ajay Kandari	Director	Dehradun (Uttarakhand)	7055800041	ajay@natureconnect.in	-
9.	Orien express Pvt.Ltd	Mr Nitin Verma	Assistant Manager	70, Janpath, New Delhi	+91 9654 172900	tour@orientexpress.com	-
10.	Project India Mice Private Limited	Gaurav Chibber	Director	1 st Floor, T807, Flat No.6, Raghu Complex, Sukhdev Nagar, Kotla Mubarkpur, central Delhi, Delhi, 110003	9810557524	gaurav@projectindia.biz	-
11.	Sky ways International	-Niranjan Singh	-Proprietor	MB -02 Naurang House,K. G Marg Connaught Place New Delhi 110001-	-9871582770	skywaysinternational@gmail.com	-
12.	The Lalit	Rajesh Sharma	Assistant Manager	New Delhi	9818898896	rsharma@thelalit.com	-
13.	Multichannel Educational Institute Private Limited	Zubair Ahmad Gadda	Director	Post Office Road, Lal Bazar, Srinagar, Jammu & Kashmir, India- 190023	9419257715/8713000062	director@meinstitute.org / directoradm@meinstitute.org / chairman@meinstitute.org	-
14.	City Link Travels	Anuj Kumar	HR Manager	Shop No-64, Amrit Kaur Market, pharganj Rd, Aram Bagh, Paharganj, New Delhi-55	9899111890	anuj.kumar@city.in	-
15.	Parveen Travels Private Limited	A.Afzal	Managing Director	148 Perambur Barracks Road Purusawalkam Chennai 600007	9840041999	afzal@parveentravels.com	-
16.	Tajra Ventures Private Limited	Shehreyar Majeed	Director	Block-Z-23, Dayal Sir Colony, Uttam Nagar, New Delhi-110059,delhi	7006306075	info@tarjirventures.com	-
17.	Wildling Travels	Mr Kartik Khara	Founder & Partner	Ground Floor, 33/1 Corner shop Gali No. 10 , Bikram	-9625355303	Wildlingtravels@gmail.com	-

				Singh Colony, Vishwas Nagar			
18.	Travocations	-Rishi Rajput	-Proprietor	Triveni Commercial Complex, G-40, Sheikh Sarai Phase 1, Delhi-110017	07043119479	rishi.rajput@travocations.com	
19.	Travel Global Attestation Services	- Mohit Kakkar	-Proprietor	MB-03, A-Block Naurang House K.G. Marg Connaught Place New Delhi -110001 -	9643960586	Mohitkakar94@gmail.com	
20.	L.F Tours & Travels	Haneef	Director	Near Imli Vali Masjid, Kazipara, Bijnor	7906004403	Haneef.Lf@gmail.com	
21.	City Links	Anuj Kumar	HR Manager	Shop No.-64, Amrit Kaur Market, Paharganj Rd, Aram Bagh, Paharganj, New Delhi-55	9899111890	anuj.kumar@city.in	

Annexure: Training & Employment Details

Training and Employment Projections:

Year	Total Candidates		Women		People with Disability	
	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities
2023-2024	110	110	11	11	NA	NA
2024-2025	121	121	12	12	NA	NA
2025-2026	131	131	13	13	NA	NA

Data to be provided year-wise for next 3 years

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

Qualification Version	Year	Total Candidates				Women				People with Disability			
		Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed
v2.0		69	67	60	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 STT

Content availability for previous versions of qualifications:

☐ Participant Handbook ☐ Facilitator Guide ☐ Digital Content ☐ Qualification Handbook ☐ Any Other:

Languages in which Content is available:

Annexure: Blended Learning

Blended Learning Estimated Ratio & Recommended Tools:

Refer NCVET “Guidelines for Blended Learning for Vocational Education, Training & Skilling” available on:

<https://ncvet.gov.in/sites/default/files/Guidelines%20for%20Blended%20Learning%20for%20Vocational%20Education,%20Training%20&%20Skilling.pdf>

S. No.	Select the Components of the Qualification	List Recommended Tools – for all Selected Components	Offline : Online Ratio
1	<input type="checkbox"/> Theory/ Lectures - Imparting theoretical and conceptual knowledge	<ul style="list-style-type: none"> • Books/ e-books • Presentations • Reference Material • Audio / Video Modules 	
2	<input type="checkbox"/> Imparting Soft Skills, Life Skills, and Employability Skills /Mentorship to Learners	<ul style="list-style-type: none"> • Self-Learning Videos • Broadcasts • Mobile Learning • Curated Digital content 	
3	<input type="checkbox"/> Showing Practical Demonstrations to the learners	<ul style="list-style-type: none"> • Video Content • E-Resource library • AR/ VR/ XR 	
4	<input type="checkbox"/> Imparting Practical Hands-on Skills/ Lab Work/ workshop/ shop floor training	<ul style="list-style-type: none"> • Training tools (tools list attached) • Video Play • Presentations 	
5	<input type="checkbox"/> Tutorials/ Assignments/ Drill/ Practice	<ul style="list-style-type: none"> • Online Question Bank • Mobile Quick test app • MCQ based tests 	
6	<input type="checkbox"/> Proctored Monitoring/ Assessment/ Evaluation/ Examinations	<ul style="list-style-type: none"> • Assessment engine for Essays • Up-loadable file examinations • Mock test sessions 	
7	<input type="checkbox"/> On the Job Training (OJT)/ Project Work Internship/ Apprenticeship Training	<ul style="list-style-type: none"> • Online tests • Offline 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
THC/N4310: Manage Team and Clients	<i>Manage the team</i>	20	20	0	10
	PC1. prepare a work plan for the team	-	-	-	-
	PC2. assess the resource requirement for performing the assigned tasks	-	-	-	-
	PC3. set clear team goals and targets	-	-	-	-
	PC4. delegate tasks to the team members and set deadlines	-	-	-	-
	PC5. ensure that team members follow standard procedures at all times	-	-	-	-
	PC6. monitor staffing levels and workload of the travel counselors/consultants	-	-	-	-
	PC7. arrange orientations for the new team members	-	-	-	-
	PC8. manage and train staff regularly in all technical and non-technical aspects of their role including standards of quality and service	-	-	-	-
	PC9. suggest and organize team-building activities	-	-	-	-
	PC10. organize a regular meeting with the team to get feedback, update, information and maintain a good relationship	-	-	-	-
	PC11. analyze and resolve conflicts in the team, in a timely and accurate manner	-	-	-	-
	PC12. implement new initiatives to improve the performance of the team	-	-	-	-
	PC13. provide feedback to team members to help them improve their performance	-	-	-	-
	PC14. complete and administer employee performance appraisals	-	-	-	-
	<i>Manage the clients</i>	20	20	0	10
	PC15. meet the existing clients as per schedule	-	-	-	-
	PC16. ensure the client is well supported during the trip	-	-	-	-
	PC17. collect, analyze and incorporate feedback from the clients	-	-	-	-
	PC18. maintain a consistently high-quality level of client service delivery	-	-	-	-
	PC19. make sure client queries and complaints are dealt with speedily with the appropriate remedial action is taken	-	-	-	-
	Total Marks	40	40	0	20
THC/N4311: Manage operational and sales activities	<i>Monitor operational activities</i>	20	20	0	10
	PC1. plan and implement travel policies in accordance with organizational standards	-	-	-	-
	PC2. verify all the travel arrangements with the specified plan	-	-	-	-
	PC3. maintain strong relationships with the consulate members and vendors	-	-	-	-
	PC4. make sure the latest process of ticketing, visa, and insurance are followed at all times in the organization	-	-	-	-
	PC5. ensure bookings are processed in line with Standard Operating Procedures	-	-	-	-
	PC6. monitor the volume of the bookings	-	-	-	-
	PC7. keep track of any updates or offers from various airlines, railways or bus transport	-	-	-	-

	PC8. keep abreast of the latest booking and payment technologies like conferma, sabre, etc.	-	-	-	-
	PC9. streamline processes and procedures preferably within a structure of a GDS like Amadeus and Galileo	-	-	-	-
	PC10. develop strategies to promote team member adherence to company regulations and performance goals	-	-	-	-
	PC11. liaise with travel partners, including airlines and hotels, to manage bookings and schedules	-	-	-	-
	PC12. ensure smooth, and efficient running of the business	-	-	-	-
	<i>Manage budget and sales</i>	20	20	0	10
	PC13. manage budgets and maintain financial records	-	-	-	-
	PC14. monitor the budget for each activity performed by the team	-	-	-	-
	PC15. analyze and discuss with the manager on various operational and resource usage expenses incurred	-	-	-	-
	PC16. prepare the cost-benefit analysis on any expenditure	-	-	-	-
	PC17. brief the team members on their expenses, allowances, and budgets	-	-	-	-
	PC18. promote and market the business in, existing as well as new markets	-	-	-	-
	PC19. implement alternative and innovative ideas for achieving new business	-	-	-	-
	PC20. Cross-sell or upsell the items or products in the tour package	-	-	-	-
	Total Marks	40	40	0	20
THC/N9902: Ensure effective communication and service standards at workplace	<i>Promote effective communication</i>	20	20	-	10
	PC1. greet the guests promptly and appropriately as per organization's procedure	-	-	-	-
	PC2. communicate with the guests in a polite and professional manner	-	-	-	-
	PC3. build effective yet impersonal relationship with guests	-	-	-	-
	PC4. identify guests' dissatisfactions and address complaints effectively	-	-	-	-
	PC5. inform guests of any issue/problem well in advance	-	-	-	-
	PC6. seek feedback from the guests and incorporate them to improve the guest experience	-	-	-	-
	PC7. ensure essential information is passed on in a timely manner	-	-	-	-
	PC8. ensure team members to maintain etiquette while interacting with each other	-	-	-	-
	PC9. ensure the team members provide feedback to their peers	-	-	-	-
	<i>Maintain professional etiquette</i>	10	10	-	5
	PC10. ensure self and team members report to work on time	-	-	-	-
	PC11. use the guests' names as many times as possible during the conversation with proper salutation	-	-	-	-
	PC12. maintain personal integrity & ethical behaviour	-	-	-	-
	PC13. make sure personal hygiene is maintained by self and others at all times	-	-	-	-
	PC14. ensure self and team members adhere to the dress code as per organizational policy	-	-	-	-

	PC15. respect privacy of others at the workplace	-	-	-	-
	<i>Ensure rendering of specific services as per the guests' requirements</i>	10	10	-	5
	PC16. provide assistance to Persons with Disability, if asked	-	-	-	-
	PC17. ensure self and team members comply to the organizational policies towards Persons with Disability	-	-	-	-
	PC18. make sure gender and age sensitive service practices are followed at all times	-	-	-	-
	PC19. ensure compliance to the organizational policies related to prevention of sexual harassment, both physical and verbal by self and team members	-	-	-	-
	PC20. support PwD team members in overcoming any challenges faced at work	-	-	-	-
	PC21. make sure the workplace is accessible for the Persons with Disability	-	-	-	-
	Total Marks	40	40	-	20
THC/N9910: Ensure to maintain organisational confidentiality and guest's privacy	<i>Maintain organisational confidentiality</i>	6	3	-	3
	PC1. prevent leak of new plans and designs to competitors	-	-	-	-
	PC2. ensure protection of employee information	-	-	-	-
	PC3. prevent leak of organisation's policies like pricing strategies, revenue management policies, marketing plans etc.	-	-	-	-
	PC4. take immediate and appropriate action in case of any IPR violation	-	-	-	-
	PC5. make sure that the subordinates report any infringement observed by anyone in the organisation to the immediate supervisor	-	-	-	-
	PC6. protect sensitive data with strong passwords and change passwords on a regular basis	-	-	-	-
	PC7. ensure policies around confidential information are followed by all staff members	-	-	-	-
	<i>Maintain guests' privacy</i>	4	2	-	2
	PC8. ensure the team refrains from infringing upon guest's professional deals and plans	-	-	-	-
	PC9. make sure guest's personal information and financial data is protected all times	-	-	-	-
	PC10. ensure proper disposal of guest's information like booking details, credit card slip etc.	-	-	-	-
	Total Marks	10	5	-	5
THC/N9907: Monitor and maintain health, hygiene and safety at workplace	<i>Ensure personal and workplace hygiene</i>	15	15	-	5
	PC1. ensure that self and team's work area is clean and tidy	-	-	-	-
	PC2. ensure washing and sanitizing hands at regular intervals using hand wash & alcohol-based sanitizers by self as well as team members	-	-	-	-
	PC3. make sure workplace is cleaned with appropriate cleaning solution and disinfectants as recommended	-	-	-	-
		-	-	-	-
		-	-	-	-
	PC6. ensure that the trash cans are cleared regularly following the cleanliness and maintenance schedule	-	-	-	-
	PC7. maintain personal hygiene and ensure the team members do the same	-	-	-	-

	PC8. report to the concerned authority in case any co-worker is unwell	-	-	-	-
	PC9. report personal health issues related to injury, food, air and infectious disease and avoid going to work if unwell	-	-	-	-
	<i>Maintain safe and secure working environment</i>	10	10	-	5
	PC10. ensure safety procedures are followed while handling materials, tools, acids etc. and lifting or moving equipment and supplies	-	-	-	-
	PC11. ensure use of appropriate PPE (gloves, three layered masks, long gown, headwear, glasses, goggles, footwear, etc.) by self and others at all times	-	-	-	-
	PC12. make sure first aid procedures are followed appropriately	-	-	-	-
	PC13. identify hazards at the workplace and report to the concerned person in time	-	-	-	-
	<i>Follow effective waste management and recycling practices at workplace</i>	5	10	-	5
	PC14. identify and segregate recyclable, non-recyclable and hazardous waste at workplace	-	-	-	-
	PC15. segregate waste into different coloured dustbins	-	-	-	-
	PC16. handle waste as per SOP	-	-	-	-
	PC17. recycle waste wherever applicable	-	-	-	-
	PC18. dispose of PPEs in a plastic bag, sealed and labelled as infectious waste	-	-	-	-
	Total Marks	30	35	-	15
DGT/VSQ/N0102: Employability Skills (60 Hours)	<i>Introduction to Employability Skills</i>	1	1	-	-
	PC1. identify employability skills required for jobs in various industries	-	-	-	-
	PC2. identify and explore learning and employability portals	-	-	-	-
	<i>Constitutional values – Citizenship</i>	1	1	-	-
	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	-	-	-	-
	<i>Becoming a Professional in the 21st Century</i>	2	4	-	-
	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	-	-	-	-
	<i>Basic English Skills</i>	2	3	-	-
	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				

	<i>Career Development & Goal Setting</i>	1	2	-	-
	PC10. understand the difference between job and career	-	-	-	-
	PC11. prepare a career development plan with short- and long-term goals, based on aptitude	-	-	-	-
	<i>Communication Skills</i>	2	2	-	-
	PC12. follow verbal and non-verbal communication etiquette and active listening techniques in various settings	-	-	-	-
	PC13. work collaboratively with others in a team	-	-	-	-
	<i>Diversity & Inclusion</i>	1	2	-	-
	PC14. communicate and behave appropriately with all genders and PwD	-	-	-	-
	PC15. escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
	<i>Financial and Legal Literacy</i>	2	3	-	-
	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	-	-	-	-
	<i>Essential Digital Skills</i>	3	4	-	-
	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	-	-	-	-
	<i>Entrepreneurship</i>	2	3	-	-
	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	-	-	-	-
	<i>Customer Service</i>	1	2	-	-

	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	-	-	-	-
	<i>Getting ready for apprenticeship & Jobs</i>	2	3	-	-
	PC29. create a professional Curriculum vitae (Résumé)	-	-	-	-
	PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
	PC31. apply to identified job openings using offline /online methods as per requirement	-	-	-	-
	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	-	-	-	-
	Total Marks	20	30	-	-
	Grand Total	180	190	0	80

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 Team Travel Incharge) will be assessed separately.
2. The candidate must score 70% in each module to successfully complete the OJT.
3. Tools of Assessment that will be used for assessing whether the candidate is having desired skills and etiquette of dealing with customers, understanding needs & requirements, assessing the customer and perform Soft Skills effectively:
 - Videos of Trainees during OJT
 -
4. Assessment of each Module will ensure that the candidate is able to:
 - Effective engagement with the customers
 - Understand the working of various tools and equipment
 ->

Annexure: Acronym and Glossary

Acronym

Acronym	Description
AA	Assessment Agency
AB	Awarding Body
ISCO	International Standard Classification of Occupations
NCO	National Classification of Occupations
NCrF	National Credit Framework
NOS	National Occupational Standard(s)
NQR	National Qualification Register
NSQF	National Skills Qualifications Framework
OJT	On the Job Training
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

Glossary

Term	Description
National Occupational Standards (NOS)	NOS define the measurable performance outcomes required from an individual engaged in a particular task. They list down what an individual performing that task should know and also do.
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. https://ncvet.gov.in/sites/default/files/NCVET.pdf