Model Curriculum

QP Name: Tour Guide

QP Code: THC/Q4407

QP Version: 3.0

NSQF Level: 5

Model Curriculum Version: 3.0

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Training Parameters

Sector	Tourism and Hospitality
Sub-Sector	Tours and Travel
Occupation	Tour Packaging
Country	India
NSQF Level	5
Aligned to NCO/ISCO/ISIC Code	NCO-2015/ 5113.0200
Minimum Educational Qualification and Experience	Completed UG diploma in relevant field with 3 years of relevant experience including apprenticeship OR 12th Grade pass with 5 years of relevant experience including apprenticeship OR Previous relevant Qualification of NSQF Level 4 with 3 years of relevant experience including apprenticeship
Pre-Requisite License or Training	Driving license of two-wheeler and four-wheeler
Minimum Job Entry Age	24 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	660 Hours, 0 Minutes (Including ES and OJT)
Maximum Duration of the Course	660 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 to prepare for the tour operations
- Describe the procedure of routine inspection of the vehicle prior to the trip
- Perform the activities of driving the customer safely to the destination following all traffic rules
- Prepare sample reports (such as, vehicle diagnostic report, road worthiness report, etc.) and logs (such as, mileage and kilometre log, vehicle log, etc.)
- Perform the tasks of guiding the tourists on various types of tours
- Prepare sample invoice and receive payment
- Communicate effectively with guests, colleagues, and superiors to achieve a smooth workflow
- Apply gender and age-sensitive service practices
- Describe the protocols related to confidentiality of the organizational information and guests' privacy
- Apply health, hygiene, and safety practices at the workplace

Compulsory Modules

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

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
THC/N4420 – Initiate Tour Guide Operations **NOS Version No. 2.0** **NSQF Level 5**	**30.00**	**60.00**	**60.00**	**0.00**	**150.00**
Module 1: Introduction to Tours & Travels and Tour Guide	06.00	0.00	0.00	0.00	6.00
Module 2: Prepare for the Tour Guide Operations	06.00	10.00	10.00	0.00	26.00
Module 3: Engage with the Tourists	06.00	10.00	10.00	0.00	26.00
Module 4: Ensure Tourists' Safety	06.00	20.00	20.00	0.00	46.00
Module 5: Prepare Invoice and Receive Payments	06.00	20.00	20.00	0.00	46:00
THC/N4204 – Drive the Customers to the Destination	**45.00**	**70.00**	**65.00**	**0.00**	**180.00**

NOS Version No. 3.0 **NSQF Level 5**					
Module 6: Examine the Vehicle before the Trip	12.00	18.00	17.00	0.00	47.00
Module 7: Perform the Driving Activities for the Customers	11.00	18.00	16.00	0.00	45.00
Module 8: Adhere to Standard Driving Rules and Regulations	11.00	17.00	16.00	0.00	44.00
Module 9: Perform Post-trip and Post-tour Activities	11.00	17.00	16.00	0.00	44.00
THC/N4421 – Perform Tour Guide Activities **NOS Version No. 2.0** **NSQF Level 5**	**45.00**	**50.00**	**55.00**	**00.00**	**150.00**
Module 10: Guide Tourists at Heritage, Religious, and Culture Tours	07.00	08.00	07.00	0.00	22.00
Module 11: Guide Tourists at Leisure and Recreation Tours	07.00	07.00	08.00	0.00	22.00
Module 12: Guide Tourists on Cruise	07.00	07.00	08.00	0.00	22.00
Module 13: Guide Tourists on Desert Tours	06.00	07.00	08.00	0.00	21.00
Module 14: Guide Tourists for the Sports Events	06.00	07.00	08.00	0.00	21.00
Module 15: Guide Tourists on Gastronomical Tours	06.00	07.00	08.00	0.00	21.00
Module 16: Guide Tourists on Wellness and Medical Tours	06.00	07.00	08.00	0.00	21.00
THC/N9902 – Ensure Effective Communication and Service Standard at Workplace **NOS Version No. 2.0** **NSQF Level 5**	**15:00**	**15:00**	**00:00**	**00:00**	**30:00**
Module 17: Promote Effective Communication and Service Standard	15:00	15:00	00:00	00:00	30:00
THC/N9910 – Ensure to Maintain Organizational Confidentiality and Guest's Privacy **NOS Version No. 4.0**	**15:00**	**15:00**	**00:00**	**00:00**	**30:00**

NSQF Level 5					
Module 18: Organizational Confidentiality and Guest's privacy	15:00	15:00	00:00	00:00	30:00
THC/N9907 – Monitor and Maintain Health, Hygiene and Safety at Workplace NOS Version No. 2.0 NSQF Level 5	**15:00**	**15:00**	**00:00**	**00:00**	**30:00**
Module 19: Monitor Health and Safety Standard	15:00	15:00	00:00	00:00	30:00
DGT/VSQ/N0103: Employability Skills (90 Hours)	**40:00**	**50:00**	**00:00**	**00:00**	**90:00**
Module 20: Introduction to Employability Skills	01:30	01:30	00:00	00:00	03.00
Module 21: Constitutional values – Citizenship	0:30	01:00	00:00	00:00	01.30
Module 22: Becoming a Professional in the 21st Century	02:00	03:00	00:00	00:00	05.00
Module 23: Basic English Skills	04:00	06:00	00:00	00:00	10:00
Module 24: Career Development & Goal Setting	01:00	03:00	00:00	00:00	04:00
Module 25: Communication Skills	04:00	06:00	00:00	00:00	10:00
Module 26: Diversity & Inclusion	01:00	01:30	00:00	00:00	02.30
Module 27: Financial and Legal Literacy	05:00	05:00	00:00	00:00	10:00
Module 28: Essential Digital Skills	10:00	10:00	00:00	00:00	20:00
Module 29: Entrepreneurship	03:00	04:00	00:00	00:00	07:00
Module 30: Customer Service	04:00	05:00	00:00	00:00	09:00

Module 31: Getting Ready for Apprenticeship & Jobs	04:00	04:00	00:00	00:00	08:00
Total Duration	**205.00**	**275.00**	**180.00**	**0.00**	**660.00**

Module Details

Module 1: Introduction to Tours & Travels and Tour Guide

Bridge Module

Terminal Outcomes:

- Outline the overview of Skill India Mission
- Describe the scope of the Tourism and Hospitality Industry
- Define the roles and responsibilities of a Tour Guide
- Explain the scope of work for a Tour Guide

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 • Explain basic terminologies used in Tours and Travel • Elaborate the hierarchy of Tours and Travel • Elaborate the job role and job opportunities as a Tour Guide in the Tourism and Hospitality Industry	NA
Classroom Aids	
Whiteboard, Markers, Duster, Projector, Laptop, Presentation	
Tools, Equipment, and Other Requirements	
NA	

Module 2: Prepare for the Tour Guide Operations

Mapped to THC/N4420 v 2.0

Terminal Outcomes:

- Describe the procedure to coordinate with the tour operators and agents
- Employ appropriate procedure to prepare and present the commentary and narratives

Duration: *06:00*	**Duration**: *10:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Discuss tourism management standards in detail • Elucidate the policies of tour guide associations with respect to tour guiding like UNWTO, WTTC, WFTGA, UFTAA, FEG, etc. • Elaborate on the code of guiding practices for licensed tourist guides • Discuss standard tour guiding procedures • Describe various types of tours and tour itineraries like heritage, cultural, religious, wellness, etc. • State the importance of keeping abreast with the latest information on sites, hotels, cuisine, culture, etc. and determining the pace at which information should be provided to tourists to enhance the experience • Discuss tour operator and travel agents handling techniques • Discuss effective ways to plan the route for the tour • Elaborate the dynamics and elements of a commentary and the techniques of preparing and presenting the commentary	• Apply appropriate practices to collect tour information, like type of tour to be conducted (adventure, religious, heritage), tour plan with dates and duration, tourists' details, etc., and tour group's details like number of elderly and babies, interests, special needs etc. from the agents and operators • Apply appropriate practices to select items and information that are relevant to include in the tour • Dramatize a situation on how to coordinate with the tour operator for the meeting point, required time, scheduling visits and purchasing tickets to museums, galleries, protected parks, and other attractions, and other tour itinerary • Employ appropriate methods to select appropriate route and sequence of the tour to meet tour objectives • Draft sample narratives and commentary for various tour sites • Roleplay on how to present engaging and appropriate narratives
Classroom Aids	
Training kit (Trainer guide, Presentations), Whiteboard, Marker, Projector, Laptop, Presentation, Participant Handbook, and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Sample tour plan, Sample tour itinerary, Sample narratives and presentations, etc.	

Module 3: Engage with the Tourists

Mapped to THC/N4420 v 2.0

Terminal Outcomes:

- Apply appropriate practices to arrange the required equipment and gadgets for the tour
- Describe the procedure of pre-tour briefing
- Describe the procedure to guide and handle the tourists
- Perform the tasks to handle tourist complaints

Duration: *06:00*	**Duration**: *10:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Discuss various types and operating procedure of guiding gadgets and equipment • State the importance of assisting tourists with transfers, seating arrangements in bus, vans, etc. and informing them about the itinerary • Discuss the formalities to be fulfilled during arrival and departure of tourists • Explain the pre-tour briefing procedure and the types of required documents • Discuss effective methods to identify tourists' preferences or interests • State the importance of ensuring that the tourists carry water, medicine and other essentials required for a specific trip (e.g., sunscreen, mosquito repellent cream, covered shoes, hat, sunglasses, jackets, etc.) • Discuss various techniques to handle the tourist • State the importance of ensuring the tourists interact with the local people to experience the rich culture, religion, beliefs and customs of the destination, participate in celebrating festivals, and taste the local cuisine • Describe the significance of recognizing the difficulties experienced by the tourists in adjusting to a new environment and ways to provide help • State the significance of being aware of the updated information on sites, hotels, cuisine, culture and other details such as weather, language, etc. for a Tour Guide	• Employ appropriate practices to arrange the requisite equipment for the tour, like GPS units, variometer, radios, etc. • Roleplay on how to greet the tourists on arrival and build the rapport with them • Show how to issue identification badges and/or safety devices • Dramatize a situation on how to brief the tourists about the local rules and regulations, customs, etiquette, body language, appropriate dress code, weather conditions, etc. of the destination and provide them a schedule of events and calendars with the dates of various cultural shows, fairs, exhibitions and festivals, closing and opening hours of sites • Roleplay on how to guide the tourists through traditional cultures like dance, music, festivals, architecture, customs, food, language, religion, rituals, etc. at the site • Show how to accompany the tourists to buy local handicraft or textile as souvenirs from local workshops or shops and organize cultural shows such as local music and dance to entertain the tourists • Dramatize a situation on how to distribute brochures, show audio-visual presentations, and explain establishment processes and operations at tour sites • Roleplay on how to handle tourists' complaints • Show how to operate the camera to

	take photographs of the tourists during the tour
Classroom Aids	
Training kit (Trainer guide, Presentations), Whiteboard, Marker, Projector, Laptop, Presentation, Participant Handbook, and Related Standard Operating Procedures	
Tools, Equipment, and Other Requirements	
Required gadgets, Sample identification badges, etc.	

Module 4: Ensure Tourists' Safety

Mapped to THC/N4420 v 2.0

Terminal Outcomes:

- Apply appropriate practices to ensure safety of the tourists
- Describe the safety measures to be followed during a tour
- Perform the tasks to arrange the required safety equipment for the tour

Duration: *06:00*	**Duration**: *20:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Discuss various risks associated with travelling and the importance of informing the tourists about the same • Explain various travel advisories and safety norms associated with tours for different destinations • Discuss various types and use of different safety equipment • Elaborate standard emergency, safety and first-aid procedures • State the significance of warning the tourists about pick-pockets, snatching, theft, or any other criminal activities at a tour spot e. g. in crowded historical sites, religious places, local markets, etc.	• Dramatize a situation on how to inform the tourists regarding emergency procedures, local facilities available to deal with risks, process to access them and different safety measures to be taken for the potential risks • Apply appropriate practices to arrange for safety equipment that the tourists may require, like harness, life jacket, etc. for a trip • Employ appropriate inspection methods to check the safety equipment for proper functioning • Demonstrate how to use safety equipment to the tourists • Apply appropriate practices to provide first aid instructions and handle health emergencies • Roleplay on how to monitor tourists' activities to ensure compliance with establishment or tour regulations and safety practices
Classroom Aids	
Training kit (Trainer guide, Presentations), Whiteboard, Marker, Projector, Laptop, Presentation, Participant Handbook, and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Sample safety equipment, like fire extinguisher, etc. and First aid box	

Module 5: Prepare Invoice and Receive Payments

Mapped to THC/N4420 v 2.0

Terminal Outcomes:

- Apply appropriate practices to prepare the invoice
- Describe the procedure to receive the payment

Duration: *06:00*	**Duration**: *20:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Discuss the logistic management involved in the tour package • Explain the relationship between culture, society and tour guiding • Discuss various components of tour costs and the procedure of invoice preparation • Elaborate cash management process and digital payment methods • Discuss various feedback capturing mechanism	• Roleplay on how to coordinate with the tour operator on the cost if the tour is booked in advance • Calculate the charges for various expenses for the tour e. g. museum tickets, entry fee for sports, cultural, and other events, etc. • Prepare a sample invoice for the trip • Apply appropriate practices to collect payment from travel agent/tour operator in cash or card, as applicable and hand over the receipt on payment • Demonstrate how to complete all required tour records, fill the customer information and keep them safe and secure • Dramatize a situation on obtaining and incorporating feedback from the tourists to rate the services offered
Classroom Aids	
Training kit (Trainer guide, Presentations), Whiteboard, Marker, Projector, Laptop, Presentation, Participant Handbook, and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Sample feedback form, Sample invoice, Sample records, etc..	

Module 6: Examine the Vehicle before the Trip

Mapped to THC/N4204 v 3.0

Terminal Outcomes:

- Perform the tasks to inspect the vehicle for cleanliness, technical compliance and proper operations prior to the trip
- Describe reporting procedure to the superiors regarding any discrepancy
- Prepare sample vehicle road worthiness and diagnostic reports

Duration: *12:00*	**Duration**: *18:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Describe the vehicle safety norms and maintenance standards as per traffic regulations • Elaborate the steps to perform routine inspection of the vehicle prior to the trip • Discuss the process of cleaning and sanitizing the vehicle as per standards • State the significance of checking the vehicle service record for any history of technical defects as well as for immediate servicing need, like oil/filter change, etc. • Discuss format and items of a vehicle document checklist, fuel consumption details and other requirements of the vehicle • Elaborate the procedure of carrying out preventive maintenance and conducting minor repairs of the vehicle • Explain various types of records to be maintained by a Tour Guide as per standards	• Apply appropriate inspection method to examine the vehicle for proper operations, test its equipment (such as lights, brakes, horns, wind shield wipers, etc.) for proper functioning and check fuel, oil, and water levels before leaving for the tour • Demonstrate how to clean and sanitize the vehicle as per the standards • Employ suitable practices to check the availability and validity of all the vehicle documents • Prepare a sample vehicle diagnostic report that includes vehicle anomalies or technical/compliance issues observed during vehicle examination, cleaning or during previous trip • Demonstrate how to perform minor vehicle repairing activities such as cleaning spark plugs, etc. • Draft a sample vehicle road worthiness report • Dramatize a situation on how to inform the superior about any requirements such as fuel refill or repair
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Sample diagnostic report, Sample checklists, Sample road worthiness report, Vehicle and related parts, etc.	

Module 7: Perform the Driving Activities for the Customers

Mapped to THC/N4204 v 3.0

Terminal Outcomes:

- Perform the activities of obtaining the booking details
- Perform the tasks of driving the customers to the destination
- Describe the procedure of handling customer complaints

Duration: *11:00*	**Duration**: *18:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• State the importance of understanding the city maps, routes, traffic condition, etc. and planning the best travel route based on location, distance and estimated travel time • Discuss the procedure of handling GPS application while driving the vehicle and its importance • State the importance of wearing proper uniform and PPE like mask, gloves etc. and reaching the pre-arranged location for picking up the customers on time • Explain the standard procedures to greet the customers • Elaborate the procedure to operate specialized equipment like wheelchair lifts etc. for customers with special needs • State the importance of ensuring that the customers are seated in an orderly manner in the vehicle • State the significance of being updated about the famous tourist spots and places of interest • Discuss various techniques for handling customer complaints related to the trip	• Show how to obtain the assigned booking details in advance from the authorized personnel • Dramatize a situation on how to greet, welcome, offer refreshments, provide assistance while entering or exiting the vehicle, and help the customers with the luggage as per the standards • Demonstrate how to operate the GPS application while driving the vehicle • Roleplay on how to brief the customers about the history, significance and other information regarding various points of interests and the place itself • Show how to guide the customers to the famous shopping spots of the place to be visited • Apply appropriate practices to handle customer's complaints and queries related to the trip
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Sample booking details, Sample brief about the destination, PPE, Vehicle with GPS system, etc.	

Module 8: Adhere to Standard Driving Rules and Regulations

Mapped to THC/N4204 v 3.0

Terminal Outcomes:

- Perform the driving activities in conformance to the standard traffic rules and regulations

Duration: *11:00*	**Duration**: *17:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Explain the local and state traffic rules and regulations regarding safe driving practices and significance of adhering to the same • State the importance of safe driving and significance of following safety regulations, like wearing seat belt, etc. for the customers • Discuss the standard procedure of lane driving, overtaking other road users, controlling speed limit, etc. • Explain various traffic signals and their meanings	• Apply appropriate practices to ensure that the customers follow safety regulations like wearing seat belt, etc. • Show how to follow lane discipline and change lanes safely at appropriate speed as per traffic conditions • Demonstrate how to overtake other road users legally, safely, and by using correct signalling (e. g. use of indicators while turning left/right) • Apply appropriate practices to control the speed limit and distance in relation to other vehicles ahead, behind, and on the sides and maintain a safe distance as per standards • Show how to brake the vehicle as per the standards • Roleplay on how to report the road accidents and traffic violations to the superior as per standards
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Sample traffic signal, Vehicle, etc**.**	

Module 9: Perform Post-trip and Post-tour Activities

Mapped to THC/N4204 v 3.0

Terminal Outcomes:

- Describe the procedure to take customer feedback
- Perform the tasks to maintain various logs and records, like trip sheet, accident report, mileage record, etc.

Duration: *11:00*	**Duration**: *17:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Discuss the procedure and significance of determining the fare based on trip distances and time • Explain the procedure of obtaining customer feedback after the trip • Discuss the procedure to fill and maintain various logs and records, such as trip sheet, mileage record, accident report, etc. related to the trip and the significance of maintaining these records • Describe the procedure of parking the vehicle and importance of covering the vehicle after the trip	• Calculate the fare based on trip distance and time • Roleplay on how to collect the fares or vouchers and obtain the feedback regarding the trip from the customers • Apply appropriate practices to issue receipt to the customers for the trip • Dramatize a situation on how to inform the superior about customer's feedback • Prepare sample mileage and kilometer log, trip sheet and accident report • Show how to record and submit the vehicle logs, billing statements, trip sheet, etc. as per standards • Apply appropriate practice to record the time of pick up and drop, fare, the destination to which the customers travelled, the kilometers travelled overall, etc. as per standards • Show how to park and cover the vehicle at the designated place as per standards
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Vehicle and vehicle cover, Sample logs and records, like trip sheet, accident report, mileage record, etc.	

Module 10: Guide Tourists at Heritage, Religious, and Culture Tours

Mapped to THC/N4421 v 2.0

Terminal Outcomes:

- Describe the standard steps and procedure of tour guiding
- Describe the relationship between culture, society and tour guiding
- Apply appropriate practices to guide the tourists through heritage, religious and cultural sites

Duration: *07:00*	**Duration**: *08:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Discuss heritage, religious and culture tourism • Elaborate Standard steps in heritage, religious and cultural tour guiding • Describe the standard Rules and regulations followed at various heritage, religious and cultural sites • Discuss various type of heritage sites namely fort, museum, monuments, palace, etc. • State the significance of being aware of the information regarding travel destinations such as weather, language, culture, etc. for a Tour guide • State the importance of offering the available video/ audio presentation to the tourists to explain the significance of the place	• Apply appropriate practices to check for entry restrictions, dress code, prohibitions (e. g. photography, video shoot, mobile, etc.) closure at tour sites • Roleplay on how to guide the tourists through the important areas at site, explain the site's history and rich heritage, ancient culture, festivals and fairs and stories/anecdotes for each building, paintings, artifact, etc., and read and explain any inscription if written in local language • Employ appropriate practices to arrange for cultural programs or events organized at the site like light and sound shows, etc. • Dramatize a situation on how to brief the tourists about the heritage sites, religious festivals, faith-based activities, etc. in and around the destination and city and their links with current site • Show how to assist the tourists in buying souvenirs or special mementos from site museum shop or shopping areas • Roleplay on how to inform the tourists on the offerings and vows that can be made at the holy sites, brief them about the prayer timings, assist them with the purchase of requirements for performing religious rituals and other faith-based activities, and also coordinate with priests or religious leaders to interact with tourists for the rituals • Apply appropriate practices to brief tourists on pilgrim requirements, duties, and other nearby pilgrim spots

Classroom Aids
Training kit (Trainer guide, Presentations), Whiteboard, Marker, Projector, Laptop, Presentation, Participant Handbook, and Related Standard Operating Procedures
Tools, Equipment and Other Requirements
NA

Module 11: Guide Tourists at Leisure and Recreation Tours

Mapped to THC/N4421 v 2.0

Terminal Outcomes:

- Apply appropriate practices to guide the tourists at leisure and recreation tour

Duration: *07:00*	**Duration**: *07:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Discuss leisure and recreation tourism • Elaborate Standard steps in leisure and recreation tour guiding • Describe the standard Rules and regulations followed at various leisure and recreation sites • Describe the safety norms related to leisure and recreational destinations • Discuss about the behavioural etiquette at different leisure and recreational destinations • State the significance of making the tourists aware of the environmental and social aspects of the region • Discuss various types of eco-friendly activities a • Explain the environmental and social aspects of various destinations • Describe various types of natural products	• Dramatize a situation on how to explain the day-to-day lifestyle, occupation, local art and culture, religion of the inhabitants and the heritage and history of the location to the tourists • Roleplay on how to introduce the tourists to the villagers or localities, and assist them with translation or interpretation of the local language • Show how to organize or arrange for local cultural events and shows, rural activities like agriculture e. g., paddy cultivation, sowing or harvesting, other attractions like horticulture, fisheries for the tourists • Apply appropriate practices to guide the tourists through various attractions in and around the location • Dramatize a situation on how to brief the tourists on the various eco-tour activities (such as bird watching, photography, camping, star gazing, recycling, water reuse, energy efficiency, etc.), attractions (like beaches, waterfalls, resorts, famous local cuisines, nightlife, health clubs, shopping, amusement and theme parks, boating, etc.) and various species and their habitat at the tourist spot • Apply appropriate practices to arrange for various activities like, games, entertainment and sporting activities like tennis, swimming, candle light or theme dinner, etc. at the resort or hotel • Employ appropriate practices to conduct walking tours through various scenic locations and assisting the tourists to leisure places such as theatres, pubs, discotheques, galleries, museums, parks, etc
Classroom Aids	
Training kit (Trainer guide, Presentations), Whiteboard, Marker, Projector, Laptop, Presentation,	

Participant Handbook, and Related Standard Operating Procedures
Tools, Equipment and Other Requirements

Module 12: Guide Tourists on Cruise

Mapped to THC/N4421 v 2.0

Terminal Outcomes:

- Apply appropriate practices to guide the tourists on the cruise

Duration: *07:00*	**Duration**: *07:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Discuss cruise tourism • Elaborate Standard steps in cruise tour guiding • Describe the standard Rules and regulations followed cruise tours • State the importance of providing a map of the cruise ship to tourists for easy access to various areas in the ship • Elaborate on various facilities available on the cruise ship such as cabins, restaurant and various cuisines, casino, events and entertainment areas, gaming zone, etc. • State the importance of ensuring the comfort of the tourists in their allotted cabin • State the importance of providing the rates of the various facilities, if not included in the trip cost • Elucidate potential risks and emergency situations involved with travelling in a cruise and various safety measures and use of safety equipment on board • Describe various types as well and use of required safety gear	• Dramatize a situation on how to brief the tourists on the cruise destination, tour highlights, and duration of travel, etc. • Apply appropriate practices to escort the tourists through the cruise ship • Role play on how to introduce the ship's captain and various facilitators on the ship • Dramatize on how to explain the various facilities available on the cruise ship such as cabins, restaurant and various cuisines, casino, events and entertainment areas, gaming zone, etc. • Roleplay a situation to provide a list and timing of the events on the ship for tourists to participate in, like music and dance performances, plays, competition etc.
Classroom Aids	
Training kit (Trainer guide, Presentations), Whiteboard, Marker, Projector, Laptop, Presentation, Participant Handbook, and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
NA	

Module 13: Guide Tourists on Desert Tours

Mapped to THC/N4421 v 2.0

Terminal Outcomes:

- Apply appropriate practices to guide the tourists during the desert tour

Duration: *06:00*	**Duration:** *07:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Discuss desert tourism • Elaborate Standard steps in desert tour guiding • Describe the standard Rules and regulations followed at various desert sites • State the importance of ensuring that the tourists get a taste of local culture through interaction with the inhabitants and learn about their lifestyle	• Dramatize a situation on how to explain the significance, associated history, festivals and the area coverage of the desert and the bordering locations • Role play on how to explain the major occupation such as agriculture, animal husbandry, etc. of the desert inhabitants to the tourists • Apply appropriate practices to check the arrangement for accommodation in tents or mud huts, if the tourist wishes to experience night life in the desert
Classroom Aids	
Training kit (Trainer guide, Presentations), Whiteboard, Marker, Projector, Laptop, Presentation, Participant Handbook, and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
NA	

Module 14: Guide Tourists for the Sports Events

Mapped to THC/N4421 v 2.0

Terminal Outcomes:

- Apply appropriate practices to guide the tourists for the sports events

Duration: *06:00*	**Duration:** *07:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Elaborate on the rules, regulations, history and the significance of major sports and sports events such as Olympics, FIFA World cup, ICC World Cup, etc. • Discuss sports event tourism • Elaborate Standard steps in sports events tour guiding • Describe the standard Rules and regulations followed at sports tourism • Discuss the names and details of the prominent players in various sports	• Apply appropriate practices to check the type of sport the tourists are interested in, such as cricket, football, tennis, chess, golf, hockey, etc. and brief the tourists on the schedule and timings of each sporting event • Apply appropriate practice to provide entry ticket and passes for a preferred sports event to the tourists • Dramatize a situation on how to brief the tourists on the current status, score, competitors, rank and position and other details about the sports event that the tourist is visiting • Apply appropriate practices to arrange for transportation of the tourists from the place of stay to the sporting venue
Classroom Aids	
Training kit (Trainer guide, Presentations), Whiteboard, Marker, Projector, Laptop, Presentation, Participant Handbook, and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
NA	

Module 15: Guide Tourists on Gastronomical Tours

Mapped to THC/N4421 v 2.0

Terminal Outcomes:

- Apply appropriate practices to guide the tourists on gastronomical tours

Duration: *06:00*	**Duration:** *07:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Discuss gastronomical tourism • Elaborate Standard steps in gastronomical tour guiding • Describe the standard Rules and regulations followed at gastronomical tours • Discuss various types of cuisine such as Thai, Indian, Italian, etc. and health benefits of the same • State the significance and effective ways to remain updated about latest food festivals and events • Explain health benefits of different dishes	• Dramatize a situation on how to brief the tourist on the various cuisines available at the tourist spot such as Indian, Italian, Mexican, Thai, Continental, etc. and encourage tourists to explore the same • Show how to arrange for a sample food tasting for tourists to determine their preference • Roleplay on how to provide food festival schedules and inform the tourists about the popular food items, their ingredients, health benefits as well as the heritage and history of different cuisine • Employ best practices to ensure the best dining experience for the tourists regarding their food, drinks, and ambience; such as beachside, riverside, candlelight, etc.
Classroom Aids	
Training kit (Trainer guide, Presentations), Whiteboard, Marker, Projector, Laptop, Presentation, Participant Handbook, and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
NA	

Module 16: Guide Tourists on Wellness and Medical Tours

Mapped to THC/N4421 v 2.0

Terminal Outcomes:

- Apply appropriate practices to guide the tourists on wellness and medical tours

Duration: *06:00*	**Duration:** *07:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Discuss various types of wellness activities and therapies such as yoga, Ayurveda, naturopathy, spa, etc. along with their origin, significance and benefits • Discuss wellness and medical tourism • Elaborate Standard steps in wellness and medical recreation tour guiding • Describe the standard Rules and regulations followed at wellness and medical tourism • Describe various types of wellness activities to be offered to the tourists • Discuss effective health awareness tips • Discuss various types of medical treatments related to the wellness and medical tour package	• Show how to obtain the medical records and the kind of wellness or medical treatment required by the tourists • Apply appropriate practices to ensure appropriate accommodation for tourists as part of the wellness package • Roleplay on how to explain various types of wellness activities and therapies such as yoga, Ayurveda, naturopathy, spa, siddha, etc. and brief on the origin, significance and the benefits of each wellness activity to the tourists • Show how to escort the tourists to the appropriate activity centres as per their needs such as weight loss, pain and stress relief, beauty treatment, ageing and introduce them to the wellness facilitators • Employ appropriate inspection method to check whether the accommodation and food arrangements are as per standards
Classroom Aids	
Training kit (Trainer guide, Presentations), Whiteboard, Marker, Projector, Laptop, Presentation, Participant Handbook, and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Required safety gears	

Module 17: 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 and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Sample of escalation matrix, Organisation structure, etc.	

Module 18: 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 and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Handouts of IPR guidelines and regulations	

Module 19: 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 identify and 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 and Related Standard Operating Procedures	
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 20: Introduction to Employability Skills

Mapped to: DGT/VSQ/N0103 &v1.0

Terminal Outcomes:

- Discuss about Employability Skills in meeting the job requirements

Duration: *01:00*	**Duration:** *01:30*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Outline the importance of Employability Skills for the current job market and future of work • List different learning and employability related GOI and private portals and their usage	• Research and prepare a note on different industries, trends, required skills and the available.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 21: Constitutional values - Citizenship

Mapped to: DGT/VSQ/N0103

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	• Demonstrate 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 22: Becoming a Professional in the 21st Century

Mapped to: DGT/VSQ/N0103

Terminal Outcomes:

- Demonstrate professional skills required in 21st century

Duration: *02:00*	**Duration**: *03:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Discuss relevant 21st century skills required for employment	• Highlight the importance of practicing 21st century skills like Self-Awareness, Behavior Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn etc. in personal or professional life • Create a pathway for adopting a continuous learning mindset for personal and professional development
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 23: Basic English Skills

Mapped to: DGT/VSQ/N0103

Terminal Outcomes:

- Practice basic English speaking.

Duration: *04:00*	**Duration**: *06:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Read and understand text written in basic English •	• Show how to use basic English sentences for everyday conversation in different contexts, in person and over the telephone • Write a short note/paragraph / letter/e -mail using correct basic English
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 24: Career Development & Goal Setting

Mapped to: DGT/VSQ/N0103

Terminal Outcomes:

- Demonstrate Career Development & Goal Setting skills

Duration: *01:00*	**Duration:** *03:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Discuss need of career development plan	• Create a career development plan • Identify 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 25: Communication Skills

Mapped to: DGT/VSQ/N0103

Terminal Outcomes:

- Practice basic communication skills

Duration: *04:00*	**Duration:** *06:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Explain the importance of communication etiquette including active listening for effective communication	• Demonstrate how to communicate effectively using verbal and nonverbal communication etiquette • Write a brief note/paragraph on a familiar topic • Role play a situation on how to work collaboratively with others in a team
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 26: Diversity & Inclusion

Mapped to: DGT/VSQ/N0103

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 escalating sexual harassment issues as per POSH act	• Demonstrate how to behave, communicate, and conduct 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 27: Financial and Legal Literacy

Mapped to: DGT/VSQ/N0103

Terminal Outcomes:

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

Duration: *05:00*	**Duration**: *05:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Discuss various financial institutions, products, and services • Explain the common components of salary such as Basic, PF, Allowances (HRA, TA, DA, etc.), tax deductions • Discuss the legal rights, laws, and aids	• Demonstrate how to conduct offline and online financial transactions, safely and securely and check passbook/statement • Calculate income and expenditure for budgeting
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 28: Essential Digital Skills

Mapped to: DGT/VSQ/N0103

Terminal Outcomes:

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

Duration: *10:00*	**Duration**: *10:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Describe the role of digital technology in day-to-day life and the workplace • Discuss the significance of displaying responsible online behavior while using various social media platforms	• Demonstrate how to operate digital devices and use the associated applications and features, safely and securely • Demonstrate how to connect devices securely to internet using different means • Follow the dos and don'ts of cyber security to protect against cyber crimes • Create an e-mail id and follow e- mail etiquette to exchange e -mails • Show how to create documents, spreadsheets and presentations using appropriate applications • utilize virtual collaboration tools to work effectively
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 29: Entrepreneurship

Mapped to: DGT/VSQ/N0103

Terminal Outcomes:

- Describe opportunities as an entrepreneur

Duration: *03:00*	**Duration**: *04:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Explain the types of entrepreneurship and enterprises • Discuss how to identify opportunities for potential business, sources of funding and associated financial and legal risks with its mitigation plan • Describe the 4Ps of Marketing-Product, Price, Place and Promotion and apply them as per requirement	• 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 30: Customer Service

Mapped to: DGT/VSQ/N0103

Terminal Outcomes:

- Describe ways of maintaining customer

Duration: *04:00*	**Duration**: *05:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Classify different types of customers • Discuss various tools used to collect customer feedback • Discuss the significance of maintaining hygiene and dressing appropriately	• Demonstrate how to identify customer needs and respond to them in a professional manner
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 31: Getting ready for Apprenticeship & jobs

Mapped to: DGT/VSQ/N0103

Terminal Outcomes:

- Describe ways of preparing for apprenticeship & Jobs appropriately.

Duration: *04:00*	**Duration**: *04:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Discuss the significance of maintaining hygiene and dressing appropriately for an interview • List the steps for searching and registering for apprenticeship opportunities	• Draft a professional Curriculum Vitae (CV) • Use various offline and online job search sources to find and apply for jobs • Role play a mock interview
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 32: On-the-Job Training

Mapped to Tour Guide

Mandatory Duration: 180:00	**Recommended Duration: 00:00**
Location: On Site	

Terminal Outcomes

- Apply appropriate practices to collect tour information, like type of tour to be conducted (adventure, religious, heritage), tour plan with dates and duration, tourists' details, etc., and tour group's details like number of elderly and babies, interests, special needs etc. from the agents and operators
- Apply appropriate practices to select items and information that are relevant to include in the tour
- Dramatize a situation on how to coordinate with the tour operator for the meeting point, required time, scheduling visits and purchasing tickets to museums, galleries, protected parks, and other attractions, and other tour itinerary
- Employ appropriate methods to select appropriate route and sequence of the tour to meet tour objectives
- Draft sample narratives and commentary for various tour sites
- Roleplay on how to present engaging and appropriate narratives
- Employ appropriate practices to arrange the requisite equipment for the tour, like GPS units, variometer, radios, etc.
- Roleplay on how to greet the tourists on arrival and build the rapport with them
- Show how to issue identification badges and/or safety devices
- Dramatize a situation on how to brief the tourists about the local rules and regulations, customs, etiquette, body language, appropriate dress code, weather conditions, etc. of the destination and provide them a schedule of events and calendars with the dates of various cultural shows, fairs, exhibitions and festivals, closing and opening hours of sites
- Roleplay on how to guide the tourists through traditional cultures like dance, music, festivals, architecture, customs, food, language, religion, rituals, etc. at the site
- Show how to accompany the tourists to buy local handicraft or textile as souvenirs from local workshops or shops and organize cultural shows such as local music and dance to entertain the tourists
- Dramatize a situation on how to distribute brochures, show audio-visual presentations, and explain establishment processes and operations at tour sites
- Roleplay on how to handle tourists' complaints
- Dramatize a situation on how to inform the tourists regarding emergency procedures, local facilities available to deal with risks, process to access them and different safety measures to be taken for the potential risks
- Apply appropriate practices to arrange for safety equipment that the tourists may require, like harness, life jacket, etc. for a trip
- Employ appropriate inspection methods to check the safety equipment for proper functioning
- Demonstrate how to use safety equipment to the tourists
- Apply appropriate practices to provide first aid instructions and handle health emergencies

- Roleplay on how to monitor tourists' activities to ensure compliance with establishment or tour regulations and safety practices
- Roleplay on how to coordinate with the tour operator on the cost if the tour is booked in advance
- Calculate the charges for various expenses for the tour e. g. museum tickets, entry fee for sports, cultural, and other events, etc.
- Prepare a sample invoice for the trip
- Apply appropriate practices to collect payment from travel agent/tour operator in cash or card, as applicable and hand over the receipt on payment
- Demonstrate how to complete all required tour records, fill the customer information and keep them safe and secure
- Apply appropriate inspection method to examine the vehicle for proper operations, test its equipment (such as lights, brakes, horns, wind shield wipers, etc.) for proper functioning and check fuel, oil, and water levels before leaving for the tour
- Demonstrate how to clean and sanitize the vehicle as per the standards
- Employ suitable practices to check the availability and validity of all the vehicle documents
- Prepare a sample vehicle diagnostic report that includes vehicle anomalies or technical/compliance issues observed during vehicle examination, cleaning or during previous trip
- Demonstrate how to perform minor vehicle repairing activities such as cleaning spark plugs, etc.
- Draft a sample vehicle road worthiness report
- Dramatize a situation on how to inform the superior about any requirements such as fuel refill or repair
- Show how to obtain the assigned booking details in advance from the authorized personnel
- Dramatize a situation on how to greet, welcome, offer refreshments, provide assistance while entering or exiting the vehicle, and help the customers with the luggage as per the standards
- Demonstrate how to operate the GPS application while driving the vehicle
- Roleplay on how to brief the customers about the history, significance and other information regarding various points of interests and the place itself
- Show how to guide the customers to the famous shopping spots of the place to be visited
- Apply appropriate practices to handle customer’s complaints and queries related to the trip
- Apply appropriate practices to ensure that the customers follow safety regulations like wearing seat belt, etc.
- Show how to follow lane discipline and change lanes safely at appropriate speed as per traffic conditions
- Demonstrate how to overtake other road users legally, safely, and by using correct signalling (e. g. use of indicators while turning left/right)
- Apply appropriate practices to control the speed limit and distance in relation to other vehicles ahead, behind, and on the sides and maintain a safe distance as per standards
- Show how to brake the vehicle as per the standards
- Roleplay on how to report the road accidents and traffic violations to the superior as per standards
- Calculate the fare based on trip distance and time
- Roleplay on how to collect the fares or vouchers and obtain the feedback regarding the trip from the customers

- Apply appropriate practices to issue receipt to the customers for the trip
- Dramatize a situation on how to inform the superior about customer's feedback
- Prepare sample mileage and kilometer log, trip sheet and accident report
- Show how to record and submit the vehicle logs, billing statements, trip sheet, etc. as per standards
- Apply appropriate practice to record the time of pick up and drop, fare, the destination to which the customers travelled, the kilometers travelled overall, etc. as per standards
- Show how to park and cover the vehicle at the designated place as per standards
- Dramatize a situation on obtaining and incorporating feedback from the tourists to rate the services offered
- Apply appropriate practices to check for entry restrictions, dress code, prohibitions (e. g. photography, video shoot, mobile, etc.) closure at tour sites
- Roleplay on how to guide the tourists through the important areas at site, explain the site's history and rich heritage, ancient culture, festivals and fairs and stories/anecdotes for each building, paintings, artifact, etc., and read and explain any inscription if written in local language
- Perform various tour guiding activities
- Apply appropriate techniques to promote effective communication standard and etiquette while interacting with guests, colleagues, and superiors
- Role play on how to segregate and dispose of the waste as per the standards
- 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 / Postgraduate	Tour & Travel	5 years	Tourism	1 year	Tourism	

Trainer Certification	
Domain Certification	**Platform Certification**
"Tour Guide", "THC/Q4407, 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**
"Tour Guide", "THC/Q4407, 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
NOS	National Occupational Standards
TVET	Technical and Vocational Education and Training
PPE	Personal Protective Equipment
IPR	Intellectual Property Rights
UNWTO	United Nations World Tourism Organization
WTTC	World Travel and Tourism Council
WFTGA	World federation of tourist guide associations
UFTAA	United Federation of Travel Agents' Association
FEG	The Framework for Economic Growth