



QUALIFICATION FILE

Tour Guide

☒ 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: 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

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Section 1: Basic Details

1.	Qualification Name	Tour Guide													
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/THSC/04919 and v3.0	Qualification Name of existing/previous version: Tour Guide												
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-05-TH-02453-2024-V2-THSC	6. NCrf/NSQF Level: 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 coordinates with the travel partners, identify the tour requirements for tourists, drive the customers to the destination, guides them at the tourist spot, ensures safety of the tourists, collects payment, and records feedback from tourists.													
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>Completed UG diploma in relevant field</td> <td>3 - years relevant experience including apprenticeship</td> </tr> <tr> <td>2.</td> <td>12th Grade pass</td> <td>5 - years relevant experience including apprenticeship</td> </tr> <tr> <td>3.</td> <td>Previous relevant Qualification of NSQF Level 4</td> <td>3- years relevant experience including apprenticeship</td> </tr> </tbody> </table> b. Age-18 years		S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)	1.	Completed UG diploma in relevant field	3 - years relevant experience including apprenticeship	2.	12th Grade pass	5 - years relevant experience including apprenticeship	3.	Previous relevant Qualification of NSQF Level 4	3- years relevant experience including apprenticeship
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2.	12th Grade pass	5 - years relevant experience including apprenticeship													
3.	Previous relevant Qualification of NSQF Level 4	3- years relevant experience including apprenticeship													
10.	Credits Assigned to this Qualification, Subject to Assessment <i>(as per National Credit Framework (NCrF))</i>	22	11. Common Cost Norm Category (I/II/III) <i>(wherever applicable):</i> III												

12.	Any Licensing requirements for Undertaking Training on This Qualification <i>(wherever applicable)</i>	Driving license of two-wheeler and four-wheeler																			
13.	Training Duration by Modes of Training Delivery <i>(Specify Total Duration as per selected training delivery modes and as per requirement of the qualification)</i>	<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>275:00</td> <td>180:00</td> <td>455:00</td> </tr> <tr> <td>Online</td> <td>205:00</td> <td></td> <td></td> <td>205:00</td> </tr> </tbody> </table> <i>(Refer Blended Learning Annexure for details)</i>					Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	Total (Hours)	Classroom (offline)		275:00	180:00	455:00	Online	205:00			205:00
Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	Total (Hours)																	
Classroom (offline)		275:00	180:00	455:00																	
Online	205:00			205:00																	
14.	Aligned to NCO/ISCO Code/s <i>(if no code is available mention the same)</i>	NCO-2015/ 5113.0200																			
15.	Progression path after attaining the qualification <i>(Please show Professional and Academic progression)</i>	Tour Manager Operations																			
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 <i>(Specify the NOS/Module which covers it)</i>	<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	Name: Dr. Sunita Badhwar Email: sunita.badhwar@thsc.in Contact No.: 011-41608056/8057 Ext.1102																			

	<i>(In case of CS or MS, provide details of both Lead AB & Supporting ABs)</i>	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.	Initiate Tour Guide Operations	THC/N4420 & v2.0	Core	5	5	30	60	60	0	150	100	100	0	50	250	20
2.	Drive the Customers to the Destination	THC/N4204 & v3.0	Core	5	6	45	70	65	0	180	70	95	0	35	200	20
3.	Perform Tour Guide Activities	THC/N4421 & v2.0	Core	5	5	45	50	55	0	150	144	161	0	45	350	25
4.	Ensure Effective Communication and Service Standard at Workplace	THC/N9902 & v2.0	Non-Core	5	1	15	15	0	0	30	40	40	0	20	100	10
5.	Ensure to Maintain Organizational Confidentiality and Guest's Privacy	THC/N9910 & v4.0	Non-Core	5	1	15	15	0	0	30	10	5	0	5	20	10
6.	Monitor and Maintain Health, Hygiene and Safety at Workplace	THC/N9907 & v2.0	Non-Core	5	1	15	15	0	0	30	30	35	0	15	80	10
7.	Employability Skills (90 Hours)	DGT/VSQ/ N0103 & v1.0	Non-Core	5	3	40	50	0	0	90	20	30	0	0	50	5
Duration (in Hours) / Total Marks					22	205	275	180	0	660	414	466	0	170	1050	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: 70 %** (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: 2186
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"> • Tourism management standards • Tour guide association's policies with respect to tour guiding like UNWTO, WTTC, WFTGA, UFTAA, FEG, etc. • Code of guiding practice for licensed tourist guides • Standard tour guiding procedures • Types and operating procedure of guiding gadgets and equipment • Tour operator and travel agents handling techniques • Formalities during arrival and departure of tourists • Various risks associated with travelling like pick-pockets, weather condition, etc. • Travel advisories for different destinations • Types of tour itineraries like heritage, cultural, religious, wellness, etc. • Logistic management involved in the tour package • Pre-tour briefing procedure and documents requirement • Updated information on sites, hotels, cuisine, culture, etc. at the destination • Tour route planning techniques • Information details such as weather, language, culture, etc. • Safety norms for tours at different destinations • Types and use of different safety equipment • Emergency and safety procedures 	<ul style="list-style-type: none"> • A Tour Guide should know about the management standards and policies like WTTC, UFTAA etc, and tour operator travel agent handling techniques. The person should have all the updated information about the sites, hotels, cuisine, culture, etc. at the destination. • Hence Level 5 	5

	<ul style="list-style-type: none"> • First-aid procedures • Tourist handling techniques • Information presentation and commentary preparation techniques • Dynamics and elements of a commentary • Methods to identify tourists' preference or interests • Components of tour costs • Invoice preparation methods • Cash management process • Digital payment methods • Feedback capturing mechanism • Vehicle safety norms and maintenance standards as per organization's SOP and traffic regulations • Steps to perform routine inspection of the vehicle • Cleaning and sanitization process of the vehicle as per standards • Preventive maintenance techniques for the vehicle • Fuel consumption and other requirements of the vehicle • Procedures to carry out minor repairs of the vehicle • Vehicle documents checklist • City maps, routes, and traffic condition • Application of GPS • Importance of safe driving • Local and state traffic rules and regulations • Techniques for handling customer complaints • Customer feedback procedure • Type of records to be maintained on a day-to-day basis as per organizational SOP • Ways to make trip sheet • Procedures to greet the customers as per organizational standards 		
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	<ul style="list-style-type: none"> • Procedure to operate specialized equipment for customers with special needs • Famous tourist spots and places of interest • Different types of tourism • Standard steps in tour guiding • Structure of tour guiding • Information regarding travel destinations such as weather, language, culture, etc. • Rules and regulations to be followed at the destination • Safety norms for all destinations • Behavioural etiquette at destinations • Various type of heritage sites namely fort, museum, monuments, palace, etc. • Environmental and social aspects of a destination • Types of eco-friendly tour activities • Relationship between culture, society and tour guiding • Types and use of natural products • Different types of cuisine such as Thai, Indian, Italian, etc. • Health benefits of different dishes • Food festival and events updates • Types of wellness activities • Health awareness and tips • Types of medical treatments • Types and use of safety gear • 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 		
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	<ul style="list-style-type: none">• Service quality standards as per organizational policies• Complaint handling policy and procedures• SOP on personal hygiene• 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.		
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	<ul style="list-style-type: none"> • 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"> • Prepare a checklist of documents for tour operations • Record customer information for tour planning • Organize information relevant to the site • Spot and report potential areas of disruption to work process proactively • 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 • Coordinate with tour operators and travel agents • Communicate effectively and patiently with tourists • Read and interpret all instructions, reports, regulations • Communicate effectively with tourists to assist during tour • Read job sheets, organization policy documents, manuals, instructions, information displayed at the workplace and comments received from the supervisor or guest 	<ul style="list-style-type: none"> • A Tour Guide should apply core skills such good oral and written communication and basic understanding of social, political and some skill of collecting and organising information, communication. • Hence Level 5 	5

	<ul style="list-style-type: none"> • Fill up documentation pertaining to job requirement • Interact with team members to work efficiently • Communicate effectively with the guests, visitors, co-workers and supervisors • Improve work processes by incorporating guest feedback • Motivate self and colleagues to work effectively • Read and follow IPR and related information documents • Manage communication regarding IPR infringement, prevention, and management • Analyze importance of personal hygiene • Analyze the impact of not adhering to the health and safety procedures 		
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 Tour Guide 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. 	5
Broad Learning Outcomes/Core Skill	Judgement / decision making – specialized <ul style="list-style-type: none"> • Initiate tour guide operations 	<ul style="list-style-type: none"> • A Tour Guide perform tour guide activities which requires well developed skill, with clear choice of procedures like coordination with 	5

	<ul style="list-style-type: none"> • Drive the customers to the destination • Perform tour guide 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 	<p>travel partners, drive the customer to the destination guide tourists about the tour spot and ensures their safety.</p> <ul style="list-style-type: none"> • Hence level 5 	
Responsibility	<p>Team leader – Junior technical supervisor</p> <ul style="list-style-type: none"> • Responsibility for own work and learning and some responsibility for others' works and learning. • Prepare for tour guide operations Engage with tourists • Ensure guest safety • Prepare invoice and receive payment • Examine the vehicle before the trip • Obtain tour and customer details • Drive the customers to the destination • Conform to traffic rules and regulations • Complete the trip and take customer feedback • Perform post-tour activities • Guide tourists on heritage, religious, and culture tours • Guide tourists at leisure and recreation tours • Guide tourists on cruise • Guide tourists on desert tours • Guide tourists for sporting events Guide tourists on gastronomical tours • Guide tourists on wellness and medical tours • Promote effective communication • Maintain professional etiquette • Ensure rendering of specific services as per the guests' requirements 	<ul style="list-style-type: none"> • A Tour Guide is responsible for guiding tourists and ensuring tourist safety and privacy. This person is completely responsible for his own work and learning and takes some responsibility of others also. • Hence level 5 	5

	<ul style="list-style-type: none"> • Maintain organisational confidentiality • Maintain guests' privacy • Ensure personal and workplace hygiene • Maintain safe and secure working environment • Follow effective waste management and recycling practices at workplace 		
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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 tour plan	Standard	30
2.	Sample tour itinerary	Standard	30
3.	Sample narratives and presentations	Standard	30
4.	Required gadgets	Standard	As required
5.	Sample identification badges	Standard	1
6.	Fire extinguisher	Standard	1
7.	First-aid box	Standard	1
8.	Sample feedback form	Standard	30
9.	Sample invoice	Standard	30
10.	Sample record	Standard	30
11.	Sample feedback form	Standard	30
12.	Sample invoice	Standard	30
13.	Sample diagnostic report	Standard	30
14.	Sample checklists	Standard	30
15.	Sample road worthiness report	Standard	30
16.	Vehicle and related parts	Standard	As required
17.	Sample booking details	Standard	As required
18.	Sample brief about the destination	Standard	30
19.	PPE	Standard	As required
20.	Vehicle with GPS system	Standard	1
21.	Sample traffic signal	Standard	30
22.	Trip sheet	Standard	30
23.	Accident report	Standard	30
24.	Mileage record	Standard	As required
25.	Required safety gears	Standard	As required
26.	Sample of escalation matrix,	Standard	As required
27.	Organisation structure	Standard	As required

28.	Handouts of IPR guidelines and regulations	Standard	As required
29.	Personal Protection Equipment: Safety glasses, Head protection, Rubber gloves, Safety footwear, Warning signs and tapes	Standard	As required
30.	Standard Operating Procedures	Standard	As required

Classroom Aids

The aids required to conduct sessions in the classroom are:

1. Flip Chart
2. Duster
3. Projector
4. Projector screen
5. Computer/ Laptop with charger
6. Power Point Presentation
7. Laptop External Speakers
8. Training kit (Trainer guide, Presentations)
9. Participant Handbook and Related Standard Operating Procedures
10. Markers
11. 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 Saundaryam Teczone 4, Greater Noida West	9958341503	skweddingplanner@gmail.com	-
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	Zubair Ahmad Gadda	Director	Post Office Road, Lal Bazar, Srinagar,	9419257715/8713000062	director@meinstitute.org / directoradm@meinstitute.org / irman@meinstitute.org	-

	Private Limited			Jammu & Kashmir, India- 190023			
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 Singh Colony, Vishwas Nagar	-9625355303	Wildlingtravels@gmail.com	-
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	Mohitkakkkar 94@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
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	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities
2023-2024	33000	33000	3300	3300	NA	NA
2024-2025	36000	36000	3600	3600	NA	NA
2025-2026	40000	40000	4000	4000	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
v1.0		24958	23526	21173	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
2. NAPS

Content availability for previous versions of qualifications:

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

Languages in which Content is available: English and Hindi

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/N4420: Initiate tour guide operations	<i>Prepare for tour guide operations</i>	30	30	0	15
	PC1. collect information on the type of tour to be conducted - adventure, religious, heritage, etc.	-	-	-	-
	PC2. obtain the tour plan with dates and duration from the agents and operators	-	-	-	-
	PC3. select items and information that are relevant to include in the tour	-	-	-	-
	PC4. obtain information on tourist or tour group's details like number of elderly and babies, interests, and requirements, special needs, names, contact number, emergency contacts, etc.	-	-	-	-
	PC5. coordinate with the tour operator for the meeting point and time	-	-	-	-
	PC6. confirm time required to complete the tour accommodation, budget, dietary and access requirements with appropriate authority	-	-	-	-
	PC7. coordinate with travel agents/tour operators to schedule visits and purchase tickets to museums, galleries, protected parks, and other attractions	-	-	-	-
	PC8. select the route and sequence of the tour to meet tour objectives	-	-	-	-

	PC9. determine the pace at which information will be provided to tourists to enable a better understanding	-	-	-	-
	PC10. prepare the narratives and commentary for the tour sites	-	-	-	-
	PC11. ensure that the format, content, and style of presentations are engaging and appropriate	-	-	-	-
	<i>Engage with tourists</i>	25	25	0	15
	PC12. arrange the requisite equipment for each tour like GPS units, variometer, radios, etc.	-	-	-	-
	PC13. greet the tourists on arrival at the meeting point as per standards	-	-	-	-
	PC14. build rapport with tourists through self- introduction and asking their names	-	-	-	-
	PC15. assist tourists with transfers, seating arrangements in bus, vans, etc., as required	-	-	-	-
	PC16. inform the tourists about the itinerary	-	-	-	-
	PC17. issue identification badges and/or safety devices, if required	-	-	-	-
	PC18. ensure tourists carry water, medicine and other essentials required for a specific trip (e.g. sunscreen, mosquito repellent cream, covered shoes, hat, sunglasses, jackets, etc.)	-	-	-	-
	PC19. brief the tourists about the local rules and regulations, customs, etiquette, body language, appropriate dress code and weather conditions of the destination	-	-	-	-
	PC20. provide the tourists a schedule of events and calendars with the dates of various cultural shows, fairs, exhibitions and festivals, closing and opening hours of sites	-	-	-	-
	PC21. guide the tourists through traditional cultures like dance,				

	music, festivals, architecture, customs, food, language, religion, rituals, etc. at the site	-	-	-	-
	PC22. ensure 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	-	-	-	-
	PC23. 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	-	-	-	-
	PC24. distribute brochures, show audio-visual presentations, and explain establishment processes and operations at tour sites	-	-	-	-
	PC25. recognize the difficulties experienced by the tourists in adjusting to a new environment and the type of help that can be provided	-	-	-	-
	PC26. handle tourists' complaints, if any, as per SOP	-	-	-	-
	PC27. take photographs of the tourists during the tour	-	-	-	-
	<i>Ensure tourist safety</i>	30	30	0	15
	PC28. inform the tourists about the various risks involved in the tour e.g. wind speed during hang- gliding, high tide, crevasses on the mountain trail, etc.	-	-	-	-
	PC29. inform the tourists regarding emergency procedures	-	-	-	-
	PC30. describe the local facilities available to deal with risks and process to access them	-	-	-	-
	PC31. explain the different safety measures to be taken for the highlighted risks	-	-	-	-
	PC32. arrange for safety equipment that the tourists may require, like harness, life jacket, etc. for a trip	-	-	-	-

	PC33. inspect the safety equipment's for proper functioning before providing them to the tourists	-	-	-	-
	PC34. demonstrate the use of safety equipment to the tourists, if required	-	-	-	-
	PC35. warn tourists of pick-pockets, snatching, theft, or any other criminal activities at a tour spot e.g. in crowded historical sites, religious places, local markets, etc.	-	-	-	-
	PC36. provide first aid instructions	-	-	-	-
	PC37. handle health emergencies, if any	-	-	-	-
	PC38. monitor tourists' activities to ensure compliance with establishment or tour regulations and safety practices	-	-	-	-
	<i>Prepare invoice and receive payment</i>	15	15	0	5
	PC39. coordinate with the tour operator on the cost if the tour is booked in advance	-	-	-	-
	PC40. prepare an invoice for the trip	-	-	-	-
	PC41. charge for various expenses for the tour e.g. museum tickets, entry fee for sports, cultural, and other events, etc	-	-	-	-
	PC42. collect payment from travel agent/tour operator in cash or card, as applicable and hand over the receipt on payment	-	-	-	-
	PC43. complete all required tour records and customer information and keep them safe and secure	-	-	-	-
	PC44. obtain and incorporate feedback from the tourists to rate the services offered	-	-	-	-
	Total Marks	100	100	0	50
	<i>Examine the vehicle before the trip</i>	10	15	0	5

THC/N4204: Drive the customers to the destination	PC1. inspect the vehicle as per the organizational work instructions and health and safety guidelines before leaving for the tour	-	-	-	-
	PC2. clean and sanitize the vehicle as per organizational SOPs or vehicle user manual	-	-	-	-
	PC3. test vehicle equipment, such as lights, brakes, horns, or wind shield wipers, to ensure proper operation	-	-	-	-
	PC4. check fuel, oil, and water levels prior to departure	-	-	-	-
	PC5. confirm the availability and validity of all the vehicle related documents as per the standards	-	-	-	-
	PC6. check vehicle service record for any history of technical defects or immediate need for servicing like oil/filter change	-	-	-	-
	PC7. record any anomalies or technical/compliance issues observed during an examination and cleaning the vehicle or during the previous trip	-	-	-	-
	PC8. perform minor vehicle repairs such as cleaning spark plugs, etc.	-	-	-	-
	PC9. report actual or potential defects to determine road worthiness of the vehicle	-	-	-	-
	PC10. inform superior about any requirements such as fuel refill or repair	-	-	-	-
	<i>Obtain tour and customer details</i>	10	15	0	5
	PC11. obtain the assigned booking details in advance from the authorized personnel	-	-	-	-

	PC12. plan the best travel route based on location and estimated travel time	-	-	-	-
	<i>Drive the customers to the destination</i>	20	20	0	10
	PC13. wear proper uniform and PPE like mask, gloves, etc. as per organizational policy	-	-	-	-
	PC14. reach the pre-arranged location to pick up the customers on time	-	-	-	-
	PC15. greet and welcome the customers as per organizational standards	-	-	-	-
	PC16. offer refreshments to the customers, if applicable	-	-	-	-
	PC17. provide assistance to customers while entering or exiting the vehicle	-	-	-	-
	PC18. help the customers with the luggage, if required	-	-	-	-
	PC19. operate vehicles with specialized equipment, such as wheelchair lifts, to transport and secure customers with special needs	-	-	-	-
	PC20. ensure the customers are seated in an orderly manner while on the vehicle	-	-	-	-
	PC21. provide the customers with information about the local area and points of interest	-	-	-	-
	PC22. brief the customers on the history and significance of the place	-	-	-	-
	PC23. guide the customers to the famous shopping spots	-	-	-	-

	PC24. handle customer's complaints and queries, if any	-	-	-	-
	<i>Conform to traffic rules and regulations</i>	10	15	0	5
	PC25. adhere to local and state driving laws and road regulations	-	-	-	-
	PC26. ensure the customers follow safety regulations like wearing seat belt, etc.	-	-	-	-
	PC27. follow lane discipline and change lanes safely at appropriate speed as per traffic conditions	-	-	-	-
	PC28. overtake other road users legally, safely, and by using correct signaling (e.g. use of indicators while turning left/right)	-	-	-	-
	PC29. control the speed limit and distance in relation to other vehicles ahead, behind, and on the sides and maintain a safe distance	-	-	-	-
	PC30. brake the vehicle in a manner appropriate to the driving conditions and the distance available for braking the vehicle	-	-	-	-
	PC31. report any road accidents and traffic violations to the superior promptly	-	-	-	-
	<i>Complete the trip and take customer feedback</i>	10	15	0	5
	PC32. determine the fare based on trip distances and time	-	-	-	-
	PC33. collect fares or vouchers from the customers and make change or issue receipts as necessary	-	-	-	-
	PC34. obtain feedback from the customers	-	-	-	-

	<i>Perform post-tour activities</i>	10	15	0	5
	PC35. inform the superior about customer's feedback	-	-	-	-
	PC36. maintain mileage and kilometer logs	-	-	-	-
	PC37. record and submit the vehicle logs, billing statements, etc. as per organizational standards	-	-	-	-
	PC38. fill and submit the trip sheet with name, date, vehicle identification number and the destination of travel	-	-	-	-
	PC39. record the time of pick up and drop, fare, the destination to which the customers travelled, and the kilometers travelled overall	-	-	-	-
	PC40. fill in accident report in case of any accidents	-	-	-	-
	PC41. park and cover the vehicle at the designated place in a safe manner as per the organizational SOP	-	-	-	-
	Total Marks	70	95	0	35
THC/N4421: Perform tour guide activities	<i>Guide tourists on heritage, religious, and culture tours</i>	22	25	0	10
	PC1. check for entry restrictions, dress code, prohibitions (e.g. photography, video shoot, mobile, etc.) closure at tour sites	-	-	-	-
	PC2. guide through the important areas at site like monuments, archaeological sites, museum, fort, etc.	-	-	-	-
	PC3. explain the site's history and rich heritage, ancient culture, festivals and fairs and stories/anecdotes for each building, paintings, artifact, etc. and their significance	-	-	-	-
	PC4. read and explain any inscriptions, if written in local language	-	-	-	-

	PC5. arrange for cultural programs or events organized at the site like light and sound shows etc.	-	-	-	-
	PC6. offer any available video/ audio presentation to the tourists to explain the significance of the place	-	-	-	-
	PC7. brief the tourists about the other heritage sites in and around the destination and city and their links with current site	-	-	-	-
	PC8. assist the tourists in buying souvenirs or special mementos from site museum shop or shopping areas	-	-	-	-
	PC9. explain the various religious festivals and faith-based activities at holy sites	-	-	-	-
	PC10. inform the tourists on the offerings and vows that can be made at the site	-	-	-	-
	PC11. brief the tourists about the prayer timings if they wish to be part of the prayer offerings	-	-	-	-
	PC12. assist with the purchase of requirements for performing religious rituals and other faith-based activities	-	-	-	-
	PC13. coordinate with priests and religious leaders at the holy site to interact with tourists for the rituals	-	-	-	-
	PC14. brief tourists on pilgrim requirements, duties, and other pilgrim spots nearby	-	-	-	-
	<i>Guide tourists at leisure and recreation tours</i>	22	25	0	10
	PC15. explain the day-to-day lifestyle, occupation, local art and culture, religion of the inhabitants and the heritage and history of the location	-	-	-	-
	PC16. introduce the tourists to the villagers or localities to help mingle and interact with them for first-hand experience	-	-	-	-
	PC17. assist the tourists with translation or interpretation of the local language if required	-	-	-	-

	PC18. make tourists aware of the environmental and social aspects of the region	-	-	-	-
	PC19. organize for local cultural events and shows	-	-	-	-
	PC20. guide the tourists through various attractions in and around the location	-	-	-	-
	PC21. arrange for rural activities like agriculture e.g., paddy cultivation, sowing or harvesting, other attractions like horticulture, fisheries for the tourists	-	-	-	-
	PC22. brief the tourists on the various eco-tour activities such as bird watching, photography, camping, star gazing, recycling, water reuse, energy efficiency, etc.	-	-	-	-
	PC23. inform tourists about the destination's beaches, waterfalls, resorts, famous local cuisines, nightlife, health clubs, shopping, amusement and theme parks, boating, etc.	-	-	-	-
	PC24. brief the tourists on the various species and their habitat at the tourist spot	-	-	-	-
	PC25. arrange for games, entertainment and sporting activities like tennis, swimming, etc. for interested tourists at the resort or hotel	-	-	-	-
	PC26. conduct walking tours through various scenic locations	-	-	-	-
	PC27. take interested tourists to other leisure places such as theatres, pubs, discotheques, galleries, museums, parks, etc. based on their preference	-	-	-	-
	PC28. arrange for a candle light dinner or a beach side dinner or a themed dinner for tourists, if required	-	-	-	-
	<i>Guide tourists on cruise</i>	20	24	0	5
	PC29. brief the tourists on the cruise destination, tour highlights, and duration of travel, etc.	-	-	-	-
	PC30. escort the tourists through the cruise ship	-	-	-	-

	PC31. provide a map of the cruise ship to tourists for easy access to various areas in the ship	-	-	-	-
	PC32. introduce the ship's captain and various facilitators on the ship	-	-	-	-
	PC33. ensure the tourists are comfortable in the allotted cabin	-	-	-	-
	PC34. explain the various facilities available on the cruise ship such as cabins, restaurant and various cuisines, casino, events and entertainment areas, gaming zone, etc.	-	-	-	-
	PC35. provide the rates of the various facilities to the tourists, if not included in the trip cost	-	-	-	-
	PC36. highlight the possible risks and emergency situations involved with traveling in a cruise	-	-	-	-
	PC37. explain the various safety measures and use of safety equipment on board	-	-	-	-
	PC38. provide a list and timing of events on the ship for the tourists to participate in, like music and dance performance, plays, competitions, etc.	-	-	-	-
	<i>Guide tourists on desert tours</i>	20	23	0	5
	PC39. explain the significance, associated history, festivals and the area coverage of the desert and the bordering locations	-	-	-	-
	PC40. ensure the tourists get a taste of local culture through interaction with the inhabitants and learn about their lifestyle	-	-	-	-
	PC41. explain the major occupation such as agriculture, animal husbandry, etc. of the desert inhabitants	-	-	-	-
	PC42. check the arrangement for accommodation in tents or mud huts, if the tourist wishes to experience night life in the desert	-	-	-	-
	<i>Guide tourists for sporting events</i>	20	22	0	5

	PC43. check the type of sport the tourists are interested in such as cricket, football, tennis, chess, golf, hockey, etc.	-	-	-	-
	PC44. brief the tourists on the schedule and timings of each sporting event	-	-	-	-
	PC45. provide entry ticket and passes for a preferred sports event to the tourists, if required	-	-	-	-
	PC46. brief on the history and the significance of any major sports events attended by the tourists such as Olympics, FIFA World cup, ICC World Cup, etc.	-	-	-	-
	PC47. explain the various rules and regulations of the sport if the tourist is new to witnessing a sport event	-	-	-	-
	PC48. provide the names of the players in the event and the details of famous players in the team	-	-	-	-
	PC49. brief the tourists on the current status, score, competitors, rank and position and other details about the sports event that the tourist is visiting	-	-	-	-
	PC50. arrange for transportation of the tourists from the place of stay to the sporting venue, if required	-	-	-	-
	<i>Guide tourists on gastronomical tours</i>	20	22	0	5
	PC51. brief the tourist on the various cuisines available at the tourist spot such as Indian, Italian, Mexican, Thai, Continental, etc.	-	-	-	-
	PC52. encourage tourists to explore various kinds of cuisine	-	-	-	-
	PC53. arrange for a sample food tasting for tourists to determine their preference	-	-	-	-
	PC54. provide the tourists with food festival schedule	-	-	-	-
	PC55. inform the tourists about the popular food items, their ingredients and health benefits	-	-	-	-

	PC56. explain the heritage and history of the different cuisines	-	-	-	-
	PC57. ensure the tourists experience their food with the best ambience such as beachside, riverside, candlelight, etc. for a memorable eating and drinking experience	-	-	-	-
	<i>Guide tourists on wellness and medical tours</i>	20	20	0	5
	PC58. obtain the medical records of the tourists and kind of wellness or medical treatment the tourist is visiting for	-	-	-	-
	PC59. ensure tourists have appropriate accommodation as part of the wellness package	-	-	-	-
	PC60. explain the various types of wellness activities and therapies such as yoga, ayurveda, naturopathy, spa, siddha, etc.	-	-	-	-
	PC61. brief on the origin, significance and the benefits of each wellness activity	-	-	-	-
	PC62. escort the tourists to the appropriate activity centers as per their needs such as weight loss, pain and stress relief, beauty treatment, ageing	-	-	-	-
	PC63. introduce the tourists to the wellness facilitators	-	-	-	-
	PC64. check the accommodation and food arrangements are as per the requirement of the tourists	-	-	-	-
	Total Marks	144	161	0	45
THC/N9902: Ensure effective communication and service standards at workplace	<i>Promote effective communication</i>	20	20	0	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	0	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	0	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	0	20
THC/N9910: Ensure to maintain organisational confidentiality and guest's privacy	<i>Maintain organisational confidentiality</i>	6	3	0	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	0	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 slips etc.	-	-	-	-
	Total Marks	10	5	0	5
THC/N9907: Monitor and maintain health, hygiene and safety at workplace	<i>Ensure personal and workplace hygiene</i>	15	15	0	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	-	-	-	-
	PC4. ascertain cleaning of the crockery and other articles as per established standards	-	-	-	-

	PC5. monitor sanitization of all tools, equipment and machine touch-points at regular intervals	-	-	-	-
	PC6. ensure that the trashcans 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	0	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	0	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	0	15
DGT/VSQ/N0102 - Employability Skills (60 hours)	<i>Introduction to Employability Skills</i>	1	1	0	0
	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	0	0
	PC3. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.	-	-	-	-
	PC4. follow environmentally sustainable practices	-	-	-	-
	<i>Becoming a Professional in the 21st Century</i>	2	4	0	0
	PC5. recognize the significance of 21st Century Skills for employment	-	-	-	-
	PC6. practice the 21st Century Skills such as Self- Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life	-	-	-	-
	<i>Basic English Skills</i>	2	3	0	0
	PC7. use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-
	PC8. read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
	PC9. write short messages, notes, letters, e-mails etc. in English	-	-	-	-
	<i>Career Development & Goal Setting</i>	1	2	0	0
	PC10. understand the difference between job and career	-	-	-	-
	PC11. prepare a career development plan with short- and long-term goals, based on aptitude	-	-	-	-
	<i>Communication Skills</i>	1	1	0	0
	PC12. follow verbal and non-verbal communication etiquette and active listening techniques in various settings	-	-	-	-
	PC13. work collaboratively with others in a team	-	-	-	-
	<i>Diversity & Inclusion</i>	1	2	0	0
	PC14. communicate and behave appropriately with all genders and PwD	-	-	-	-

PC15. escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
<i>Financial and Legal Literacy</i>	2	3	0	0
PC16. select financial institutions, products and services as per requirement	-	-	-	-
PC17. carry out offline and online financial transactions, safely and securely	-	-	-	-
PC18. identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
PC19. identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
<i>Essential Digital Skills</i>	3	4	0	0
PC20. operate digital devices and carry out basic internet operations securely and safely	-	-	-	-
PC21. use e- mail and social media platforms and virtual collaboration tools to work effectively	-	-	-	-
PC22. use basic features of word processor, spreadsheets, and presentations	-	-	-	-
<i>Entrepreneurship</i>	2	3	0	0
PC23. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
PC24. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
PC25. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
<i>Customer Service</i>	1	2	0	0
PC26. identify different types of customers	-	-	-	-
PC27. identify and respond to customer requests and needs in a professional manner.	-	-	-	-
PC28. follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship & Jobs</i>	2	3	0	0
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	414	466	0	170

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 the Tour Guide) will be assessed separately.
2. The candidate must score 70% in each module to successfully complete the OJT.
3. Tools of Assessment that will be used for assessing whether the candidate is having desired skills and etiquette of dealing with customers, understanding needs & requirements, assessing the customer and perform Soft Skills effectively:

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

Acronym

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

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