



Model Curriculum

QP Name: Tour Manager Operations

QP Code: : THC/Q4405

QP Version: 4.0

NSQF Level: 5.5

Model Curriculum Version: 4.0

Tourism & 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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Training Parameters

Sector	Tourism and Hospitality
Sub-Sector	Tours and Travels
Occupation	Tour Packaging
Country	India
NSQF Level	5.5
Aligned to NCO/ISCO/ISIC Code	NCO-2015/4221.0100
Minimum Educational Qualification and Experience	<p>Completed UG degree (3 years) in relevant field with 4 years of experience including apprenticeship OR Completed UG diploma in relevant field with 5 years of relevant experience including apprenticeship OR 12th Grade pass with 7 years of relevant experience including apprenticeship OR Previous relevant Qualification of NSQF Level 5 with 1.5 years of relevant experience including apprenticeship OR Previous relevant Qualification of NSQF Level 4.5 with 3 years of relevant experience including apprenticeship</p>
Pre-Requisite License or Training	NA
Minimum Job Entry Age	30 years
Last Reviewed On	30/04/2024
Next Review Date	30/04/2027
NSQC Approval Date	30/04/2024
QP Version	4.0
Model Curriculum Creation Date	30/04/2024
Model Curriculum Valid Up to Date	30/04/2027
Model Curriculum Version	4.0

Minimum Duration of the Course	690 Hours, 0 Minutes (Including ES and OJT)
Maximum Duration of the Course	690 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:

- Apply appropriate procedures to administer the staff and operations
- Draft a sample budget for the department comprising of various costs for the financial year
- Employ appropriate methods to manage tour operations
- Prepare a sample tour package
- Apply proper procedures to manage tour execution
- Prepare a sample tour manual for tour escort, tour guide and for other services
- Apply appropriate practices to promote effective communications with guests, colleagues, and superiors to achieve a smooth workflow
- Employ appropriate practices to ensure gender and age-sensitive service practices
- Describe the protocols to protect confidentiality of the organizational information and guests' privacy
- Apply appropriate practices to monitor health, hygiene, and safety standard 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/N4414: Administer the Staff and Operations NOS Version No. 4.0 NSQF Level 5.5	70:00	40:00	40:00	00:00	150:00
Module 1: Introduction to Tours & Travels and Tour Manager Operations	05:00	00:00	00:00	00:00	05:00
Module 2: Administer the Staff and Operations	65:00	40:00	40:00	00:00	145:00
THC/N4415: Manage Tour Operations NOS Version No. 4.0 NSQF Level 5.5	90:00	50:00	40:00	00:00	180:00
Module 3: Research and Develop Tour Package	45:00	25:00	20:00	00:00	90:00
Module 4: Price the Tour Package and Develop Marketing Strategies	45:00	25:00	20:00	00:00	90:00
THC/N4416: Manage	95:00	45:00	40:00	00:00	180:00

Tour Execution NOS Version No. 4.0 NSQF Level 5.5					
Module 5: Manage Tour Execution	95:00	45:00	40:00	00:00	180:00
THC/N9902 – Ensure Effective Communication and Service Standard at Work Place NOS Version No. 2.0 NSQF Level 5.5	15:00	15:00	00:00	00:00	30:00
Module 6: 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 NSQF Level 5.5	15:00	15:00	00:00	00:00	30:00
Module 7: 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 5.5	15:00	15:00	00:00	00:00	30:00
Module 8: 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 9. Introduction to Employability Skills	01:30	01:30	00:00	00:00	03.00
Module 10. Constitutional values – Citizenship	0:30	01:00	00:00	00:00	01.30
Module 11. Becoming a Professional in the 21st Century	02:00	03:00	00:00	00:00	05.00
Module 12. Basic English Skills	04:00	06:00	00:00	00:00	10:00
Module 13. Career Development & Goal Setting	01:00	03:00	00:00	00:00	04:00
Module 14. Communication Skills	04:00	06:00	00:00	00:00	10:00

Module 15. Diversity & Inclusion	01:00	01:30	00:00	00:00	02:30
Module 16. Financial and Legal Literacy	05:00	05:00	00:00	00:00	10:00
Module 17. Essential Digital Skills	10:00	10:00	00:00	00:00	20:00
Module 18. Entrepreneurship	03:00	04:00	00:00	00:00	07:00
Module 19. Customer Service	04:00	05:00	00:00	00:00	09:00
Module 20. Getting Ready for Apprenticeship & Jobs	04:00	04:00	00:00	00:00	08:00
Total Duration	340:00	230:00	120:00	00:00	690:00

Module Details

Module 1: Introduction to Tours & Travels and Tour Manager Operations Bridge Module

Terminal Outcomes:

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

Duration: 05:00	Duration: 00:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the objectives and benefits of the Skill India Mission • Describe the Tourism and Hospitality Industry and its sub-sectors • Elaborate the basic terminology used in the Tour and Travel parlance • Elaborate the hierarchy of Tours and Travel organizations • Elaborate the job role and responsibilities for a Tour Manager Operations in the Tourism and Hospitality Industry • Explain the grooming standards for a Tour Manager Operations 	NA
Classroom Aids	
Whiteboard, Markers, Duster, Projector, Laptop, Presentation	
Tools, Equipment and Other Requirements	
NA	

Module 2: Administer the Staff and Operations

Mapped to THC/N4414 v 4.0

Terminal Outcomes:

- Apply proper methods to assess the staffing needs based on the tourist season and needs
- Employ appropriate methods to monitor the performance of the staff and give constructive feedback for improvement
- List various components of an itinerary
- Draft a sample budget for the department comprising of various costs for the financial year
- Apply proper process to ensure the customer complaints and concerns are addressed promptly

Duration: 65:00	Duration: 40:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss human resource management procedures • State the importance of appropriate training and awareness of the staff about the tour packages offered as well as on cash handling, tour organizing, and customer management procedures • Describe appraisal and performance criteria along with methods for performance appraisal of the staff • Discuss various components of an itinerary and methods of reviewing the same • Describe standard procedure on booking, payments, and customer service • State the significance of ensuring the bookings are taken as per SOP and the payments are taken as per the agreed terms of fund transfer • State the significance of ensuring appropriate maintenance of the inventory and coordinating the available resources to achieve the set targets • State the significance of prompt resolution of customer complaints, maintaining good rapport with them and ensuring customer satisfaction at all times 	<ul style="list-style-type: none"> • Apply proper methods to assess the staffing needs based on the tourist season and needs and selecting the staff as per standards • Roleplay a situation to assign the targets and debrief the team leaders • Apply proper methods to monitor the performance of the staff and give constructive feedback for improvement • Role play on how to handle conflicts among the staff and address the grievances and problems of the staff • Apply proper process to decide the sequence of various tour ingredients and essential information such as assembling point, departure point, date of departure and duration of tour, legal requirements, features of destinations, optional activities, meal inclusions etc. • Dramatize a situation to handle customer complaints • Draft a sample budget for the department comprising of various costs for the financial year • Employ appropriate techniques to inspect the reports and documents submitted by the team leaders • Apply appropriate monitoring methods to oversee the various arrangements made for all the activities and tours organized
Classroom Aids	

Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures

Tools, Equipment and Other Requirements

Sample budget format, list of frequent customer complaints, formats for various reports and documents used in itinerary

Module 3: Research and Develop Tour Package

Mapped to THC/N4415 v 4.0

Terminal Outcomes:

- Apply proper methods to identify key destinations and perform a comparative study of alternative destinations
- Role play on how to negotiate with the tourism suppliers or vendors
- List various components of a tour package
- Prepare a sample tour package mentioning the origin points, destinations, route points, accommodation, transportation, sightseeing activities and other services

Duration: 45:00	Duration: 25:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Elaborate on primary and secondary research methods and comparative analysis techniques for planning tour packages • Discuss effective ways of identifying the economic, political, social and climatic factors that influence the future development of package tours as well as the suppliers and tourist resources at the destination area • Describe the methods of performing client, market, and competitor analysis for developing tour packages • State the significance of visiting the destination and undertake the familiarization tour • Explain effective ways to identify, evaluate, categories and deciding the suppliers and vendors • List various components of a tour package 	<ul style="list-style-type: none"> • Prepare a sample market research report and analysis of key elements associated with a particular tourist market and destination • Apply proper methods to identify key destinations and perform a comparative study of alternative destinations • Role play on how to negotiate with the tourism suppliers or vendors like airlines, lodging companies, transport operators, car rentals, ground operators, sightseeing vendors, etc. • Apply appropriate process to plan the tour packages to meet the exact needs of the target market • Draft a sample tour package mentioning the origin points, destinations, route points, accommodation, transportation, sightseeing activities and other services
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Sample market research report, Sample tour package, list of components of tour package	

Module 4: Price the Tour Package and Develop Marketing Strategies

Mapped to THC/N4415 v 4.0

Terminal Outcomes:

- Describe various cost elements of a tour package
- Draft a sample of cost sheet to show the total cost/cost structure along with the break-up of individual cost elements
- Prepare a sample tour marketing plan for individual as well as mass tours considering the budget, packages offered and target market
- Explain operating procedure of Computerized Reservation Networks (CRN) and Global Distribution Systems (GDS)

Duration: 45:00	Duration: 25:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the elements that make up the total cost of a tour package like air travel cost, accommodation cost, local arrangement cost, payroll cost, research cost, marketing cost and other expenses • Discuss various approaches for fixing the profit margin and tour pricing like cost-oriented, market-oriented etc. • Explain methods of evaluating the financial risks such as foreign exchange, for payment of airlines, hotels, and other destination agencies • Discuss various types of marketing strategies • Discuss the operating procedure and significance of participating in Computerized Reservation Networks (CRN) and in Global Distribution Systems (GDS) • Describe the methods of identifying target demographic, monitoring the competition, and adjusting strategies accordingly • State the significance of ensuring the tour brochure contains comprehensive information to persuade and motivate potential holiday makers to purchase tourist products/services 	<ul style="list-style-type: none"> • Prepare a sample cost sheet to show the total cost/cost structure along with the break-up of individual cost elements • Apply proper methods to determine tourist flows to a particular destination • Employ appropriate procedure to determine the tour price on the basis of expected goals such as Rate of return, Market share (both domestic and international) and Price competitiveness of the tour package along with exchange rates, estimate future selling prices and finalizes tour prices • Draft a tour marketing plan for individual as well as mass tours considering the budget, packages offered and target market • Apply proper practices to assist in developing, integrated marketing, advertising, media and public relations strategies and tactics to the authorized person • Apply proper process to ensure that marketing activities match the resources, time requirements and standard objectives
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	

Tools, Equipment and Other Requirements

Sample format of the cost sheet, draft of a tour marketing plan, sample tour brochure, Computerized Reservation Networks (CRN) and Global Distribution Systems (GDS)

Module 5: Manage Tour Execution

Mapped to THC/N4416 v 4.0

Terminal Outcomes:

- Prepare a sample tour manual for tour escorts, tour guides and for other services to provide an understanding of how the to operate and handle tours
- Apply proper process to complete billing & payment formalities with partner vendors such as hotel partners, meal & service partners etc.
- Describe comparative evaluation methods for the effectiveness of the tour packages
- Apply proper methods to identify the problems and modify the planning, designing, or marketing of the upcoming tours

Duration: 95:00	Duration: 45:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain methods to coordinate travel arrangements with respect to flights, accommodation, meals & services, etc. as per the itinerary • State the significance of ensuring the tour is conducted in a professional manner and tour package offers all facilities promised to the customers • Describe the methods of reviewing the customers' feedback to ensure the quality of the tour • Explain statistical analysis techniques to analyze the data to calculate a mean average in determining an overall tour members opinion • Describe methods of evaluating the services rendered and products provided by the vendors • Discuss ways to assess the customer satisfaction level, the financial gains, and the effectiveness of the tour packages • Elaborate various techniques to identify the problems and modify the planning, designing or marketing of the upcoming tours 	<ul style="list-style-type: none"> • Draft a sample tour manual for tour escort, tour guide and for other services to provide an understanding of how the to operate and handle tours • Dramatize a situation to handle critical issues such as over-booking by airlines, lost baggage by airlines, stolen passports, stolen travel documents • Apply appropriate procedures to complete all billing & payment formalities with all partner vendors such as hotel partners, meal & service partners etc. • Prepare a sample comparative analysis report of the perceived goals, and actual achievement
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Sample tour manual, tour plans etc.	

Module 6: Promote Effective Communication and Service Standard

Mapped to THC/N9902 v 2.0

Terminal Outcomes:

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

Duration: 15:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • 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, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Sample of escalation matrix, Organisation structure	

Module 7: Organizational Confidentiality and Guest's Privacy

Mapped to THC/N9910 v 4.0

Terminal Outcomes:

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

Duration: 15:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • 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, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Handouts of IPR guidelines and regulations	

Module 8: Monitor Health and Safety Standard

Mapped to THC/N9907 v 2.0

Terminal Outcomes:

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

Duration: 15:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • 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, Presentation, 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 9: Introduction to Employability Skills

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

Terminal Outcomes:

- Discuss about Employability Skills in meeting the job requirements

Duration: 01:30	Duration: 01:30
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • 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 10: Constitutional values - Citizenship

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

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
<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • 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 11: Becoming a Professional in the 21st Century

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

Terminal Outcomes:

- Demonstrate professional skills required in 21st century

Duration: 02:00	Duration: 03:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss relevant 21st century skills required for employment 	<ul style="list-style-type: none"> • 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 12: Basic English Skills

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

Terminal Outcomes:

- Practice basic English speaking.

Duration: 04:00	Duration: 06:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> Read and understand text written in basic English 	<ul style="list-style-type: none"> 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 13: Career Development & Goal Setting

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

Terminal Outcomes:

- Demonstrate Career Development & Goal Setting skills

Duration: 01:00	Duration: 03:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss need of career development plan 	<ul style="list-style-type: none"> • 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 14: 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
<ul style="list-style-type: none"> • Explain the importance of communication etiquette including active listening for effective communication 	<ul style="list-style-type: none"> • 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 15: 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
<ul style="list-style-type: none"> Discuss the significance of escalating sexual harassment issues as per POSH act 	<ul style="list-style-type: none"> 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 16: 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
<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> 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 17: 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
<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> 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 18: 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
<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> Create a sample business plan, for the selected business opportunity
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 19: Customer Service

Mapped to: DGT/VSQ/N0103

Terminal Outcomes:

- Describe ways of maintaining customer

Duration: 04:00	Duration: 05:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> Classify different types of customers Discuss various tools used to collect customer feedback Discuss the significance of maintaining hygiene and dressing appropriately 	<ul style="list-style-type: none"> 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 20: 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
<ul style="list-style-type: none"> Discuss the significance of maintaining hygiene and dressing appropriately for an interview List the steps for searching and registering for apprenticeship opportunities 	<ul style="list-style-type: none"> 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 21: On-the-Job Training

Mapped to Tour Manager Operations

Mandatory Duration: 120:00	Recommended Duration: 00:00
Location: On Site	
Terminal Outcomes <ul style="list-style-type: none"> • Apply proper methods to assess the staffing needs based on the tourist season and needs and selecting the staff as per standards • Role play a situation to assign the targets and debrief the team leaders • Apply proper methods to monitor the performance of the staff and give constructive feedback for improvement • Role play on how to handle conflicts among the staff and address the grievances and problems of the staff • Apply proper process to decide the sequence of various tour ingredients and essential information such as assembling point, departure point, date of departure and duration of tour, legal requirements, features of destinations, optional activities, meal inclusions etc. • Dramatize a situation to handle customer complaints • Draft a sample budget for the department comprising of various costs for the financial year • Employ appropriate techniques to inspect the reports and documents submitted by the team leaders • Apply appropriate monitoring methods to oversee the various arrangements made for all the activities and tours organized • Prepare a sample market research report and analysis of key elements associated with a particular tourist market and destination • Apply proper methods to identify key destinations and perform a comparative study of alternative destinations • Role play on how to negotiate with the tourism suppliers or vendors like airlines, lodging companies, transport operators, car rentals, ground operators, sightseeing vendors, etc. • Apply appropriate process to plan the tour packages to meet the exact needs of the target market • Draft a sample tour package mentioning the origin points, destinations, route points, accommodation, transportation, sightseeing activities and other services • Prepare a sample cost sheet to show the total cost/cost structure along with the break-up of individual cost elements • Apply proper methods to determine tourist flows to a particular destination • Employ appropriate procedure to determine the tour price on the basis of expected goals such as Rate of return, Market share (both domestic and international) and Price competitiveness of the tour package along with exchange rates, estimate future selling prices and finalizes tour prices • Draft a tour marketing plan for individual as well as mass tours considering the budget, packages offered and target market • Apply proper practices to assist in developing, integrated marketing, advertising, media and public relations strategies and tactics to the authorized person • Apply proper process to ensure that marketing activities match the resources, time requirements and standard objectives • Draft a sample tour manual for tour escort, tour guide and for other services to provide an 	

understanding of how the to operate and handle tours

- Dramatize a situation to handle critical issues such as over-booking by airlines, lost baggage by airlines, stolen passports, stolen travel documents
- Apply appropriate procedures to complete all billing & payment formalities with all partner vendors such as hotel partners, meal & service partners etc.
- Prepare a sample comparative analysis report of the perceived goals, and actual achievement
- 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	
Certificate / Diploma / Degree / Post Graduate	Tour & Travel	5 years	Tourism	1 year	Tourism	

Trainer Certification	
Domain Certification	Platform Certification
“Tour Manager Operations”, “THC/Q4405, V4.0”, 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	
Diploma / Degree / Post Graduate		5 years	Front Office/ Tours & Travel	0		

Assessor Certification	
Domain Certification	Platform Certification
"Tour Manager Operations", "THC/Q4405, V4.0", Minimum accepted score is 80%	Recommended that the assessor is certified for the job role "Assessor (VET and skills)", mapped to the qualification pack "MEP/Q2701, V2.0". The minimum accepted score is 80%.

Assessment Strategy

This section includes the processes involved in identifying, gathering and interpreting information to evaluate the learner on the required competencies of the program.

1. Assessment System Overview:

- Batches assigned to the assessment agencies for conducting the assessment on SDSM/SIP or email
- Assessment agencies send the assessment confirmation to VTP/TC looping SSC
- Assessment agency deploys the ToA certified Assessor for executing the assessment
- SSC monitors the assessment process & records
- If the batch size is more than 30, then there should be 2 Assessors.

2. Testing Environment: Assessor must:

- Confirm that the centre is available at the same address as mentioned on SDMS or SIP
- Check the duration of the training.
- Check the Assessment Start and End time to be as 10 a.m. and 5 p.m.
- Check that the allotted time to the candidates to complete Theory & Practical Assessment is correct.
- Check the mode of assessment—Online (TAB/Computer) or Offline (OMR/PP).
- Confirm the number of TABs on the ground are correct to execute the Assessment smoothly.
- Check the availability of the Lab Equipment for the particular Job Role.

3. Assessment Quality Assurance levels / Framework:

- Question papers created by the Subject Matter Experts (SME)
- Question papers created by the SME should be verified by the other subject Matter Experts along with the approval required from THSC
- Questions are mapped with NOS and PC
- Question papers are prepared considering that level 1 to 3 is for the unskilled & semi-skilled individuals, and level 4 and above are for the skilled, supervisor & higher management
- Assessor must be ToA certified
- Assessment agency must follow the assessment guidelines to conduct the assessment

4. Types of evidence or evidence-gathering protocol:

- Time-stamped & geotagged reporting of the assessor from assessment location
- Centre photographs with signboards and scheme specific branding
- Biometric or manual attendance sheet (stamped by TP) of the trainees during the training period
- Time-stamped & geotagged assessment (Theory + Viva + Practical) photographs & videos

5. Method of verification or validation:

- Surprise visit to the assessment location
- Random audit of the batch

- Random audit of any candidate

6. Method for assessment documentation, archiving, and access

- Hard copies of the documents are stored
- Soft copies of the documents & photographs of the assessment are uploaded / accessed from Cloud Storage and are stored in the Hard Drives

References

Glossary

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

Acronyms and Abbreviations

Term	Description
QP	Qualification Pack
NSQF	National Skills Qualification Framework
NSQC	National Skills Qualification Committee
NOS	National Occupational Standards
TVET	Technical and Vocational Education and Training
PPE	Personal Protective Equipment
SOP	Standard Operating Procedure
IPR	Intellectual Property Rights
PwD	Persons with Disability
HR	Human Resource
CRN	Computerized Reservation Networks
GDS	Global Distribution Systems