QUALIFICATION FILE

Tour Manager Operations

☒ **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: 5.5

Submitted By:

Tourism and Hospitality Skill Council

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

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

Table of Contents

Tour Manager Operations

Section 1: Basic Details

1.	**Qualification Name**	Tour Manager Operations	
2.	**Sector/s**	Tourism & Hospitality	
3.	**Type of Qualification:** ☐ **New** ☒ **Revised** ☐ **Has Electives/Options** ☐**OEM**	**NQR Code & version of existing/previous qualification:** *(change to previous, once approved)* 2021/TH/THSC/04920 & v4.0	**Qualification Name of existing/previous version:** Tour Manager Operations
4.	a. **OEM Name** b. **Qualification Name** (*Wherever applicable*)		
5.	**National Qualification Register (NQR) Code &Version** (*Will be issued after NSQC approval*)	QG-5.5-TH-02451-2024-V2-THSC	**6. NCrF/NSQF Level:** 5.5
7.	**Award (Certificate/Diploma/Advance Diploma/ Any Other** (*Wherever applicable specify multiple entry/exits also & provide details in annexure*)	Certificate	
8.	**Brief Description of the Qualification**	The individual at work is responsible for administering the staff and administrative operations, managing the tour operations and ensuring proper execution of the planned tour.	
9.	**Eligibility Criteria for Entry for Student/Trainee/Learner/Employee**	a. **Entry Qualification & Relevant Experience:**	

S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)
1.	Completed UG degree (3 years) in relevant field	4 - years of experience including apprenticeship
2.	Completed UG diploma in relevant field	5 - years of relevant experience including apprenticeship
3.	12th Grade pass	7- years of relevant experience including apprenticeship
4.	Previous relevant Qualification of NSQF Level 5	1.5- years of relevant experience including apprenticeship
5.	Previous relevant Qualification of NSQF Level 4.5	3- years of relevant experience including apprenticeship

		b. Age- 24 years	
10.	**Credits Assigned to this Qualification, Subject to Assessment** *(as per National Credit Framework (NCrF))*	23	**11. Common Cost Norm Category (I/II/III)** *(wherever applicable)***:** III
12.	**Any Licensing requirements for Undertaking Training on This Qualification** *(wherever applicable)*	NA	
13.	**Training Duration by Modes of Training Delivery** *(Specify **Total Duration** as per selected training delivery modes and as per requirement of the qualification)*	☐Offline ☐Online ☒Blended See table below	
14.	**Aligned to NCO/ISCO Code/s** *(if no code is available mention the same)*	NCO-2015/4221.0100	
15.	**Progression path after attaining the qualification** *(Please show Professional and Academic progression)*	General Manager	
16.	**Other Indian languages in which the Qualification & Model Curriculum are being submitted**	Hindi	
17.	**Is similar Qualification(s) available on NQR-if yes, justification for this qualification**	☐ Yes ☒ No URLs of similar Qualifications:	
18.	**Is the Job Role Amenable to Persons with Disability**	☐ Yes ☒ 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	

Table for item 13:

Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	Total (Hours)
Classroom (offline)		230:00	120:00	350:00
Online	340:00			340:00

(Refer Blended Learning Annexure for details)

Tour Manager Operations

		organisation to retain talented women employees, but it also helps women to balance work and family responsibilities.
20.	**Are Greening/ Environment Sustainability Aspects Covered** *(Specify the NOS/Module which covers it)*	☒ **Yes** ☐ **No** THC/N9907.Monitor and maintain health, hygiene and safety at workplace
21.	**Is Qualification Suitable to be Offered in Schools/Colleges**	**Schools** ☐ **Yes** ☐ **No** **Colleges** ☒ **Yes** ☐ **No**
22.	**Name and Contact Details of Submitting / Awarding Body SPOC** *(In case of CS or MS, provide details of both Lead AB & Supporting ABs)*	**Name:** Dr. Sunita Badhwar **Email:** sunita.badhwar@thsc.in **Contact No.:** 011-41608056/8057 Ext.1102 **Website:** www.thsc.in

23.	**Final Approval Date by NSQC: 30/04/2024**	24. **Validity Duration:** 3 years	25. **Next Review Date : 30/04/2027**

<div align="center">Section 2: Module Summary</div>

NOS/s of Qualifications

(In exceptional cases these could be described as components)

Mandatory NOS/s:

Specify the training duration and

S. No	NOS/Module Name	NOS/Module Code & Version *(if applicable)*	Core/ Non-Core	NCrF/NSQF 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.	Administer the staff and operations	THC/N4414 &v4.0	Core	5.5	5	70	40	40	0	150	40	40	0	20	100	20
2.	Manage tour operations	THC/N4415 &v4.0	Core	5.5	6	90	50	40	0	180	40	40	0	20	100	25
3.	Manage tour execution	THC/N4416 & v4.0	Core	5.5	6	95	45	40	0	180	40	40	0	20	100	20
4.	Ensure Effective Communication and Service Standard at Work Place	THC/N9902 & v2.0	Non-Core	5.5	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	5.5	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	5.5	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

S. No	NOS/Module Name	NOS/Module Code & Version *(if applicable)*	Core/ Non-Core	NCrF/NSQF 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)*
Duration (in Hours) / Total Marks				23	340	230	120	0	690	220	230	0	100	550	100	

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

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

Minimum Pass Percentage – Aggregate at qualification level: __70_% *(Every Trainee should score specified minimum aggregate passing percentage at qualification level to successfully clear the assessment.)*

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

Section 3: Training Related

1.	**Trainer's Qualification and experience in the relevant sector (in years)** *(as per NCVET guidelines)*	Certificate / Diploma / Degree / Post Graduate (specialization in Tour & Travel) with 5 years of relevant industry experience (Tourism) and 1-year of training experience (Tourism)
2.	**Master Trainer's Qualification and experience in the relevant sector (in years)** *(as per NCVET guidelines)*	NA
3.	**Tools and Equipment Required for Training**	☒Yes ☐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**	☒ Same as for training ☐ Yes ☐ 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: 545**
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 *(Mandatory)*	*Attached*
2.	**Annexure:** List of tools and equipment relevant for qualification *(Mandatory, except in case of online course)*	*Attached*
3.	**Annexure:** Detailed Assessment Criteria *(Mandatory)*	*Attached*
4.	**Annexure:** Assessment Strategy *(Mandatory)*	*Attached*
5.	**Annexure:** Blended Learning *(Mandatory, in case selected Mode of delivery is "Blended Learning")*	*Attached*
6.	**Annexure:** Multiple Entry-Exit Details *(Mandatory, in case qualification has multiple Entry-Exit)*	*Attached*
7.	**Annexure:** Acronym and Glossary *(Optional)*	*Attached*
8.	**Supporting Document:** Model Curriculum *(Mandatory – Public view)*	*Attached*
9.	**Supporting Document:** Career Progression *(Mandatory - Public view)*	*Attached*
10.	**Supporting Document:** Occupational Map *(Mandatory)*	*Attached*
11.	**Supporting Document:** Assessment SOP *(Mandatory)*	*Attached*
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	**Advanced multidisciplinary and specialized knowledge** • Wide-ranging factual and theoretical knowledge in broad contexts within a field of work or study. • Staffing need analysis methods • Human resource management procedures • Impact of appropriate training of the staff • Ways of giving effective feedback • Appraisal and performance criteria • Methods for performance appraisal • Debriefing and target allocation methods • Conflict management procedures • Components of an itinerary • Organizational SOP on booking, payments, customer service, etc. • Budget preparation process • Primary and secondary research methods • Key elements of a tourist market • Factors influencing the tour packages • Methods to perform client, market, and competitor analysis • Comparative analysis techniques • Effective ways to identify, evaluate, categories and deciding the suppliers and vendors • Components of a tour package • Effective Negotiation techniques	• A Tour Manager Operations should be well acquainted with the facts and general concepts of the tour operations like operating procedure of CRN and GDS, staffing need analysis, HRM procedures, primary and secondary research methods etc. • Hence Level 5.5	5.5

	- Procedure to prepare tour package - Cost elements of a tour package - Format and components of cost sheet - Tour pricing approaches like cost-oriented, market-oriented etc. - Financial risks associated with tour planning - Types of marketing strategies - Format and components of a tour marketing plan - Operating procedure of CRN and GDS - Procedure to develop tour manuals - Methods to coordinate travel arrangements - Ways to handle critical issues during the tour - Billing and payment procedures - Methods to review customer feedback - Statistical analysis techniques - Problem identification methods - Comparative evaluation methods - Organizational policies on behavioural etiquette and professionalism - Organizational policies on gender sensitive service practices at workplace - Organizational reporting and hierarchy structure - Documentation policy and procedures of the organization - Service quality standards as per organizational policies - Complaint handling policy and procedures - SOP on personal hygiene - Procedure of giving and receiving feedback positively		

	- Specific requirements of different age-groups of guests - Age and gender specific etiquette - Organizational policy with regards to Persons with disability - Significance of professional etiquette and behaviour - Basics of IPR Laws, Trademark Laws, Patent Laws, etc. in the country, and penalties associated with them - Organisation's policies on intellectual property rights and confidential information - Organisation's product, service or design patents - How Intellectual property protection is important for competitiveness of an organisation - Guidelines for crafting effective SOPs regarding IPR - Procedure for disposal of confidential documents - Confidential data protection methods - Organizational policies on safety procedures at workplace - Procedure to maintain cleanliness standards at workplace - Compliance norms for established health and hygiene procedures at workplace - Importance of preventive health check-up and healthy living - Purpose and usage of PPE such as gloves, protective goggles, masks, etc. - Basic first aid procedures - Methods to minimize accidental risks		

	• The significance of safe handling of chemicals, acids, etc. for cleaning • Instructions for operating and handling equipment as per standard • Emergency procedures to be followed in case of a mishappening such as fire accidents, etc.		
Professional and Technical Skills/ Expertise/ Professional Knowledge	**Advanced Technical and Managerial Skills** • Solve day-to-day operational problems related to the work area • Fill up documentation pertaining to job requirement • Spot and report potential areas of disruption to work process proactively • Improve work processes by incorporating guest feedback • 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 • Read and interpret policies, procedures, information, SOP, itinerary, etc. • Communicate effectively with the staff and customers • Read job sheets, organization policy documents, information displayed at the workplace and comments received from the supervisor or guest • Interact with team members to work efficiently	• A Tour Manager Operations should apply core skills such as understanding of social, political, and natural environment with and knowledge of SOP, IPR, health, hygiene and safety standards followed at workplace, etc. The person should also have good communication and organization skills to deal with the team and customers. • Hence Level 5.5	5.5

	- Communicate effectively with the guests, visitors, co-workers and supervisors - Motivate self and colleagues to work effectively - Read and follow IPR and related information documents - Manage communication regarding IPR infringement, prevention, and management - Read organizational policy documents, manuals, instructions and information displayed at the workplace - Fill in relevant forms, formats and checklist accurately - 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	**Leadership, effective resource management** - Communicate effectively using appropriate language - Behave politely and appropriately with all - Perform basic calculations - Solve problems effectively - Be careful and attentive at work - Ue time effectively - Maintain hygiene and sanitisation to avoid infection	A Tour Manager Operations should have good oral and writtem communication skills, Intermediate literacy and numeracy skills, basic self-employment/ entrepreneurial Mind-set, etc.	5.5
Broad Learning Outcomes/Core Skill	**Judgement in complex problems** - Administer the staff and operations - Manage tour operations - Manage tour execution	A Tour Manager Operations is responsible for administering the staff and operations; managing tour operations and execution of tour as pe	5.5

	• 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	the organisational standards. To manage all these, the person requires well developed wide ranging specialised theoretical as well as practical skills which could be routine or non-routine in nature • Hence Level 5.5	
Responsibility	**Vertical/ Business unit management –Manager or Senior Manager** • Administer the staff • Manage administrative operations • Research destination and market • Develop tour package • Price the tour package • Develop marketing strategies • Operation and execution of the tour • Post tour management • Promote effective communication • Maintain professional etiquette • Ensure rendering of specific services as per the guests' requirements • Ensure organisational confidentiality • Ensure guests' privacy • Ensure personal and workplace hygiene • Maintain safe and secure working environment • Follow effective waste management and recycling practices at workplace	• A Tour Manager Operations is responsible for administering the staff; managing administrative operations; research destination and market; develop and price the tour package; develop market strategies; operation and execution of the tour; post tour management as per the organisational standards. This person takes full responsibility of the output of the entire team. • Hence Level 5.5	5.5

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 budget format	Standard	01
2.	List of frequent customer complaints	Standard	01
3.	Formats for various reports and documents used in itinerary	Standard	01
4.	Sample market research report	Standard	01
5.	Sample tour package	Standard	01
6.	List of components of tour package	Standard	01
7.	Sample format of the cost sheet	Standard	01
8.	Draft of a tour marketing plan	Standard	01
9.	Sample tour brochure	Standard	01
10.	Computerized Reservation Networks (CRN)	Standard	01
11.	Global Distribution Systems (GDS)	Standard	01
12.	Sample tour manual	Standard	01
13.	Tour plans	Standard	01
14.	Sample of escalation matrix	Standard	01
15.	Organisation structure	Standard	01
16.	Handouts of IPR guidelines and regulations	Standard	01
17.	Personal Protection Equipment: Safety glasses, Head protection, Rubber gloves, Safety footwear, Warning signs and tapes, Fire extinguisher, First aid kit	Standard	01
18.	Standard Operating Procedures	Standard	01
19.	Sample reports	Standard	01

Classroom Aids

The aids required to conduct sessions in the classroom are:

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

Tour Manager Operations

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, 1st 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	1st Floor, T807, Flat No.6, Raghu Complex, Sukhdev Nagar, Kotla Mubarkpur, central Delhi, Delhi,110003	9810557524	gaurav@projectindia.biz	-
11.	Sky ways International	-Niranjan Singh	-Proprietor	MB -02 Naurang House,K. G Marg Connaught Place New Delhi 110001-	-9871582770	skywaysinternational@gmail.com	-
12.	The Lalit	Rajesh Sharma	Assistant Manager	New Delhi	9818898896	rsharma@thelalit.com	-
13.	Multichannel Educational Institute Private Limited	Zubair Ahmad Gadda	Director	Post Office Road, Lal Bazar, Srinagar, Jammu & Kashmir, India- 190023	9419257715/8713000062	director@meinstitute.org/ directoradm@meinstitue.org/chairman@meinstitute.org	-
14.	City Link Travels	Anuj Kumar	HR Manager	Shop No-64, Amrit Kaur Market, pharganj Rd, Aram Bagh, Paharganj, New Delhi-55	9899111890	anuj.kumar@city.in	-
15.	Parveen Travels Private Limited	A.Afzal	Managing Director	148 Perambur Barracks Road Purusawalkam Chennai 600007	9840041999	afzal@parveentravels.com	-
16.	Tajra Ventures Private Limited	Shehreyar Majeed	Director	Block-Z-23, Dayal Sir Colony, Uttam Nagar, New Delhi-110059,delhi	7006306075	info@tarjirventures.com	-
17.	Wildling Travels	Mr Kartik Khera	Founder & Partner	Ground Floor, 33/1 Corner shop Gali No. 10 , Bikram Singh Colony, Vishwas Nagar	-9625355303	Wildingtravels@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	Mohitkakkar 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	
	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities
2023-2024	550	550	55	55	NA	NA
2024-2025	600	600	70	70	NA	NA
2025-2026	665	665	77	77	NA	NA

Data to be provided year-wise for next 3 years

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

Qualification Version	Year	Total Candidates				Women				People with Disability			
		Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed
V2.0		587	571	514	214	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. Industry funded STT

Content availability for previous versions of qualifications:

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

Languages in which Content is available:

Annexure: Blended Learning

Blended Learning Estimated Ratio & Recommended Tools:

Refer NCVET "Guidelines for Blended Learning for Vocational Education, Training & Skilling" available on:
https://ncvet.gov.in/sites/default/files/Guidelines%20for%20Blended%20Learning%20for%20Vocational%20Education,%20Training%20&%20Skilling.pdf

S. No.	Select the Components of the Qualification	List Recommended Tools – for all Selected Components	Offline : Online Ratio
1	☐Theory/ Lectures - Imparting theoretical and conceptual knowledge	• Books/ e-books • Presentations • Reference Material • Audio / Video Modules	
2	☐Imparting Soft Skills, Life Skills, and Employability Skills /Mentorship to Learners	• Self-Learning Videos • Broadcasts • Mobile Learning • Curated Digital content	
3	☐Showing Practical Demonstrations to the learners	• Video Content • E-Resource library • AR/ VR/ XR	
4	☐Imparting Practical Hands-on Skills/ Lab Work/ workshop/ shop floor training	• Training tools (tools list attached) • Video Play • Presentations	
5	☐Tutorials/ Assignments/ Drill/ Practice	• Online Question Bank • Mobile Quick test app • MCQ based tests	
6	☐Proctored Monitoring/ Assessment/ Evaluation/ Examinations	• Assessment engine for Essays • Up-loadable file examinations • Mock test sessions	
7	☐On the Job Training (OJT)/ Project Work Internship/ Apprenticeship Training	• Online tests • Offline assessments	

Tour Manager Operations

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
	Administer the staff	**15**	**15**	**0**	**10**
	PC1. assess the staffing needs based on the tourist season and needs	-	-	-	-
	PC2. select the staff as per organizational SOP in conjunction with HR	-	-	-	-
	PC3. assign targets to the team leaders	-	-	-	-
	PC4. monitor the performance of the staff and give constructive feedback for improvement	-	-	-	-
	PC5. ensure all staff are well trained, aware and well informed about the tour packages offered as well as on cash handling, tour organizing, and customer management procedures	-	-	-	-
	PC6. administer the performance appraisal of the staff	-	-	-	-
	PC7. handle conflicts among the staff, if any	-	-	-	-
	PC8. address the grievances and problems of the staff	-	-	-	-
	Manage administrative operations	**25**	**25**	**0**	**10**
	PC9. review the itinerary prepared by the Travel Advisor	-	-	-	-
THC/N4414: Administer the staff and operations	PC10. 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.	-	-	-	-
	PC11. make sure the bookings are taken as per SOP	-	-	-	-
	PC12. verify that the payments are taken as per the agreed terms of fund transfer	-	-	-	-
	PC13. ascertain appropriate maintenance of the inventory	-	-	-	-
	PC14. handle customer complaints as per organizational standards	-	-	-	-
	PC15. coordinate the resources of the organization to achieve the set target	-	-	-	-
	PC16. prepare the budget for the department comprising of various costs for the financial year	-	-	-	-
	PC17. oversee the various arrangements made for all the activities and tours organized	-	-	-	-
	PC18. inspect the reports and documents submitted by the team leaders	-	-	-	-
	PC19. ensure the customer complaints and concerns are addressed promptly	-	-	-	-
	PC20. maintain good rapport and strong relationships with the customers				
	PC21. ensure the customers are satisfied at all times with the services offered				
	Total Marks	**40**	**40**	**0**	**20**

	Research destination and market	**10**	**10**	**0**	**5**
	PC1. perform target and potential market research analysis	-	-	-	-
	PC2. analyze the key elements associated with a particular tourist market and destination	-	-	-	-
	PC3. identify the economic, political, social and climatic factors that influence the future development of package tours	-	-	-	-
	PC4. perform client and competitor analysis	-	-	-	-
	PC5. identify key destinations and perform a comparative study of alternative destinations	-	-	-	-
	PC6. identify the suppliers and tourist resources at the destination area	-	-	-	-
	Develop tour package	**10**	**10**	**0**	**5**
	PC7. visit the destination and undertake the familiarization tour	-	-	-	-
	PC8. evaluate the vendors and their services and classify the vendors	-	-	-	-
	PC9. negotiate with the tourism suppliers or vendors like airlines, lodging companies, transport operators, car rentals, ground operators, sightseeing vendors, etc.	-	-	-	-
	PC10. plan the tour packages to meet the exact needs of the target market	-	-	-	-
THC/N4415: Manage tour operations	PC11. develop the tour package mentioning the origin points, destinations, route points, accommodation, transportation, sightseeing activities and other services	-	-	-	-
	Price the tour package	**10**	**10**	**0**	**5**
	PC12. identify 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	-	-	-	-
	PC13. design the cost sheet to show the total cost/cost structure along with the break-up of individual cost elements	-	-	-	-
	PC14. fix the profit margin as per industry standards	-	-	-	-
	PC15. evaluate the financial risks such as foreign exchange, for payment of airlines, hotels, and other destination agencies	-	-	-	-
	PC16. 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	-	-	-	-
	PC17. determine exchange rates, estimate future selling prices and finalizes tour prices	-	-	-	-
	Price the tour package	**10**	**10**	**0**	**5**
	PC18. determine tourist flows to a particular destination	-	-	-	-

	PC19. design a tour marketing plan for individual as well as mass tours in conjunction with the marketing team considering the budget, packages offered and target market	-	-	-	-
	PC20. assist in developing, integrated marketing, advertising, media and public relations strategies and tactics	-	-	-	-
	PC21. participate in Computerized Reservation Networks (CRN) and in Global Distribution Systems (GDS)	-	-	-	-
	PC22. ensure that marketing activities match the resources, time requirements and objectives of the organization	-	-	-	-
	PC23. identify target demographic, monitors competition, and adjusts strategy accordingly	-	-	-	-
	PC24. ensure the tour brochure contains comprehensive information to persuade and motivate potential holiday makers to purchase tourist products/services	-	-	-	-
	Total Marks	**40**	**40**	**0**	**20**
THC/N4416: Manage tour execution	*Operation and execution of the tour*	**20**	**20**	**0**	**10**
	PC1. develop tour manual for tour escort, tour guide and for other services to provide an understanding of how the organization wants to operate and handle tours	-	-	-	-
	PC2. co-ordinate all travels arrangements with respect to flights, accommodation, meals & services, etc. as per the itinerary promised by the organization	-	-	-	-
	PC3. ensure the tour is conducted in a professional manner	-	-	-	-
	PC4. make sure whatever had been promised in the package tour is offered to the customers	-	-	-	-
	PC5. handle critical issues such as over-booking by airlines, lost baggage by airlines, stolen passports, stolen travel documents	-	-	-	-
	PC6. complete all billing & payment formalities with all partner vendors such as hotel partners, meal & service partners, etc.	-	-	-	-
	Post tour management	**20**	**20**	**0**	**10**
	PC7. review the customers' feedback to ensure the quality of the tour	-	-	-	-
	PC8. statistically analyze the data to calculate a mean average in determining an overall tour members opinion	-	-	-	-
	PC9. evaluate the services rendered and products provided by the vendors	-	-	-	-
	PC10. conduct comparative analysis of the perceived goals, and actual achievement	-	-	-	-
	PC11. assess the customer satisfaction level, the financial gains, and the effectiveness of the tour packages	-	-	-	-
	PC12. identify the problems and modify the planning, designing or marketing of the upcoming tours, as required	-	-	-	-

		Total Marks	40	40	0	20
		Promote effective communication	**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	-	-	-	-
		Maintain professional etiquette	**10**	**10**	**0**	**5**
THC/N9902: Ensure effective communication and service standards at workplace	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	-	-	-	-
		Ensure rendering of specific services as per the guests' requirements	**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		*Maintain organisational confidentiality*	**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	-	-	-	-
	Maintain guests' privacy	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	*Ensure personal and workplace hygiene*	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.	-	-	-	-
	PC4.	-	-	-	-
	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	-	-	-	-
	Maintain safe and secure working environment	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	-	-	-	-

	Follow effective waste management and recycling practices at workplace	**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/N0103: Employability Skills (90 Hours)	*Introduction to Employability Skills*	**1**	**1**	**-**	**-**
	PC1. understand the significance of employabilityskills in meeting the current job market requirement and future of work	-	-	-	-
	PC2. identify and explore learning andemployability relevant portals	-	-	-	-
	PC3. research about the different industries, jobmarket trends, latest skills required and the available opportunities	-	-	-	-
	Constitutional values – Citizenship	**1**	**1**	**-**	**-**
	PC4. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. for personal growth and the nation's progress	-	-	-	-
	PC5. follow environmentally sustainable practices	-	-	-	-
	Becoming a Professional in the 21st Century	**1**	**3**	**-**	**-**
	PC6. recognize the significance of 21st Century Skills for employment	-	-	-	-
	PC7. 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	-	-	-	-
	PC8. adopt a continuous learning mindset for personal and professional development	-	-	-	-
	Basic English Skills	**3**	**4**	**-**	**-**
	PC9. use English as a medium of formal and informal communication while dealing with topicsof everyday conversation in different contexts	-	-	-	-
	PC10. read and understand routine information,notes, instructions, mails, letters etc. written in English	-	-	-	-
	PC11. write short messages, notes, letters, e-mailsetc., using accurate English	-	-	-	-
	Career Development & Goal Setting	**1**	**2**	**-**	**-**
	PC12. identify career goals based on the skills, interests, knowledge, and personal attributes	-	-	-	-

	PC13. prepare a career development plan with short- and long-term goals	-	-	-	-
	Communication Skills	2	2	-	-
	PC14. follow verbal and non-verbal communication etiquette and active listening techniques in various settings	-	-	-	-
	PC15. use active listening techniques for effective communication	-	-	-	-
	PC16. communicate in writing using appropriate style and format based on formal or informal requirements	-	-	-	-
	PC17. work collaboratively with others in a team	-	-	-	-
	Diversity & Inclusion	1	1	-	-
	PC18. communicate and behave appropriately with all genders and PwD	-	-	-	-
	PC19. escalate any issues related to sexual harassment at the workplace in accordance with the POSH Act	-	-	-	-
	Financial and Legal Literacy	2	3	-	-
	PC20. identify and select reliable institutions for various financial products and services such as bank account, debit and credit cards, loans, insurance etc.	-	-	-	-
	PC21. carry out offline and online financial transactions, safely and securely, using various methods and check the entries in the passbook	-	-	-	-
	PC22. identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
	PC23. identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
	Essential Digital Skills	3	5	-	-
	PC24. operate digital devices and use their features and applications securely and safely	-	-	-	-
	PC25. carry out basic internet operations by connecting to the internet safely and securely, using the mobile data or other available networks through Bluetooth, Wi-Fi, etc.	-	-	-	-
	PC26. display responsible online behaviour while using various social media platforms	-	-	-	-
	PC27. create a personal email account, send and process received messages as per requirement	-	-	-	-
	PC28. carry out basic procedures in documents, spreadsheets and presentations using respective and appropriate applications	-	-	-	-
	PC29. utilize virtual collaboration tools to work effectively	-	-	-	-
	Entrepreneurship	2	3	-	-

	PC30. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
	PC31. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
	PC32. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
	Customer Service	**1**	**2**	**-**	**-**
	PC33. identify different types of customers	-	-	-	-
	PC34. identify and respond to customer requests and needs in a professional manner	-	-	-	-
	PC35. use appropriate tools to collect customer feedback	-	-	-	-
	PC36. follow appropriate hygiene and grooming standards	-	-	-	-
	Getting ready for apprenticeship & Jobs	**2**	**3**	**-**	**-**
	PC37. create a professional Curriculum vitae(Résumé)	-	-	-	-
	PC38. search for suitable jobs using reliable offline and online sources such as Employment exchange,recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
	PC39. apply to identified job openings using offline/online methods as per requirement	-	-	-	-
	PC40. answer questions politely, with clarity andconfidence, during recruitment and selection	-	-	-	-
	PC41. identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
	Total Marks	**20**	**30**	**-**	**-**
	Grand Total	**220**	**230**	**-**	**100**

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

   • Videos of Trainees during OJT

4. Assessment of each Module will ensure that the candidate is able to:

- Effective engagement with the customers

- Understand the working of various tools and equipment

- .....>

Annexure: Acronym and Glossary

Acronym

Acronym	Description
AA	Assessment Agency
AB	Awarding Body
ISCO	International Standard Classification of Occupations
NCO	National Classification of Occupations
NCrF	National Credit Framework
NOS	National Occupational Standard(s)
NQR	National Qualification Register
NSQF	National Skills Qualifications Framework
OJT	On the Job Training
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training
SOP	Standard Operating Procedure
IPR	Intellectual Property Rights
PPE	Personal protective equipment
PwD	Persons with Disability
HR	Human Resource
CRN	Computerized Reservation Networks
GDS	Global Distribution Systems

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