



## QUALIFICATION FILE

### Travel Consultant

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

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

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

NCrF/NSQF Level: 4.5

Submitted By:

Tourism and Hospitality Skill Council

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

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

**Table of Contents**

Section 1: Basic Details .....	3
NOS/s of Qualifications.....	5
Mandatory NOS/s: .....	5
Assessment - Minimum Qualifying Percentage .....	6
Section 3: Training Related .....	6
Section 4: Assessment Related.....	7
Section 5: Evidence of the need for the Qualification .....	7
Section 6: Annexure & Supporting Documents Check List .....	7
Annexure: Evidence of Level .....	9
Annexure: Tools and Equipment (Lab Set-Up) .....	15
Annexure: Industry Validations Summary .....	16
Annexure: Training & Employment Details .....	20
Annexure: Blended Learning.....	21
Annexure: Detailed Assessment Criteria .....	22
Annexure: Assessment Strategy .....	31
Annexure: Acronym and Glossary .....	32

## Section 1: Basic Details

1.	<b>Qualification Name</b>	Travel Consultant													
2.	<b>Sector/s</b>	Tourism & Hospitality													
3.	<b>Type of Qualification:</b> <input type="checkbox"/> New <input checked="" type="checkbox"/> Revised <input type="checkbox"/> Has Electives/Options <input type="checkbox"/> OEM	<b>NQR Code &amp; version of existing/previous qualification:</b> <i>(change to previous, once approved)</i> 2021/TH/THSSC/04460 & v5.0	<b>Qualification Name of existing/previous version:</b> Travel Advisor												
4.	<b>a. OEM Name</b> <b>b. Qualification Name</b> <i>(Wherever applicable)</i>														
5.	<b>National Qualification Register (NQR) Code &amp; Version</b> <i>(Will be issued after NSQC approval)</i>	QG-4.5-TH-02454-2024-V2-THSC	<b>6. NCrf/NSQF Level:</b> 4.5												
7.	<b>Award (Certificate/Diploma/Advance Diploma/ Any Other)</b> <i>(Wherever applicable specify multiple entry/exits also &amp; provide details in annexure)</i>	Certificate													
8.	<b>Brief Description of the Qualification</b>	The individual at work plans and prepares tour packages and itinerary, arranges for travel insurance and visa, and also assists the customer during the tour to ensure customer satisfaction. This person is also known as Travel Consultant.													
9.	<b>Eligibility Criteria for Entry for Student/Trainee/Learner/Employee</b>	<b>a. Entry Qualification &amp; Relevant Experience:</b> <table border="1"> <thead> <tr> <th>S. No.</th> <th>Academic/Skill Qualification (with Specialization - if applicable)</th> <th>Required Experience (with Specialization - if applicable)</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>UG Certificate in relevant field</td> <td>1 -year of experience including apprenticeship</td> </tr> <tr> <td>2.</td> <td>12th grade pass</td> <td>2 -year of experience including apprenticeship</td> </tr> <tr> <td>3.</td> <td>Previous relevant Qualification of NSQF Level 4</td> <td>with relevant experience of 1.5 years</td> </tr> </tbody> </table> <b>b. Age -18 years</b>		S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)	1.	UG Certificate in relevant field	1 -year of experience including apprenticeship	2.	12th grade pass	2 -year of experience including apprenticeship	3.	Previous relevant Qualification of NSQF Level 4	with relevant experience of 1.5 years
S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)													
1.	UG Certificate in relevant field	1 -year of experience including apprenticeship													
2.	12th grade pass	2 -year of experience including apprenticeship													
3.	Previous relevant Qualification of NSQF Level 4	with relevant experience of 1.5 years													
10.	<b>Credits Assigned to this Qualification, Subject to Assessment</b> <i>(as per National Credit Framework (NCrF))</i>	17	<b>11. Common Cost Norm Category (I/II/III)</b> <i>(wherever applicable):</i> III												

12.	<b>Any Licensing requirements for Undertaking Training on This Qualification</b> <i>(wherever applicable)</i>	NA																		
13.	<b>Training Duration by Modes of Training Delivery</b> <i>(Specify <b>Total Duration</b> 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>276:00</td> <td>60:00</td> <td>336:00</td> </tr> <tr> <td>Online</td> <td>174:00</td> <td></td> <td></td> <td>174:00</td> </tr> </tbody> </table> <i>(Refer Blended Learning Annexure for details)</i>				Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	Total (Hours)	Classroom (offline)		276:00	60:00	336:00	Online	174:00			174:00
Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	Total (Hours)																
Classroom (offline)		276:00	60:00	336:00																
Online	174:00			174:00																
14.	<b>Aligned to NCO/ISCO Code/s</b> <i>(if no code is available mention the same)</i>	NCO-2015/4221.0400																		
15.	<b>Progression path after attaining the qualification</b> <i>(Please show Professional and Academic progression)</i>	Tour Guide																		
16.	<b>Other Indian languages in which the Qualification &amp; Model Curriculum are being submitted</b>	Hindi																		
17.	<b>Is similar Qualification(s) available on NQR-if yes, justification for this qualification</b>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No URLs of similar Qualifications:																		
18.	<b>Is the Job Role Amenable to Persons with Disability</b>	<input checked="" type="checkbox"/> Yes <input checked="" type="checkbox"/> No <b>If "Yes", specify applicable type of Disability:</b> LD and SHI																		
19.	<b>How Participation of Women will be Encouraged</b>	<p>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.</p>																		
20.	<b>Are Greening/ Environment Sustainability Aspects Covered</b> <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.	<b>Is Qualification Suitable to be Offered in Schools/Colleges</b>	Schools <input type="checkbox"/> Yes <input type="checkbox"/> No Colleges <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No																		
22.	<b>Name and Contact Details of Submitting / Awarding Body SPOC</b> <i>(In case of CS or MS, provide details of both Lead AB &amp; Supporting ABs)</i>	<b>Name:</b> Dr. Sunita Badhwar <b>Email:</b> sunita.badhwar@thsc.in <b>Contact No.:</b> 011-41608056/8057 Ext.1102 <b>Website:</b> <a href="http://www.thsc.in">www.thsc.in</a>																		
23.	<b>Final Approval Date by NSQC: 30/04/2024</b>	<b>24. Validity Duration:</b> 3 years		<b>25. Next Review Date:</b> 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.	Prepare itinerary and finalize tour package for customer	THC/N4410 & v4.0	Core	4.5	5	45	90	15	0	150	60	60	0	45	165	20
2.	Assess travel risks and arrange insurance policy for customer	THC/N4418 & v2.0	Core	4.5	3	20	45	25	0	90	60	70	0	35	165	20
3.	Arrange visa for customers	THC/N4419 & v2.0	Core	4.5	2	20	30	10	0	60	40	40	0	30	110	20
4.	Provide assistance to the customers during the tour	THC/N4413 & v3.0	Core	4.5	2	20	30	10	0	60	30	30	0	20	80	15
5.	Ensure Effective Communication and Service Standard at Work Place	THC/N9902 & v2.0	Non-Core	4.5	1	15	15	0	0	30	40	40	0	20	100	10
6.	Ensure to Maintain Organizational Confidentiality and Guest's Privacy	THC/N9910 & v4.0	Non-Core	4.5	1	15	15	0	0	30	10	5	0	5	25	5

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)
7.	Monitor and Maintain Health, Hygiene and Safety at Workplace	THC/N9907 & v2.0	Non-Core	4.5	1	15	15	0	0	30	30	35	0	15	80	5
8.	Employability Skills (60 hours)	DGT/VSQ/ N0102 & v1.0	Non-Core	4	2	24	36	0	0	60	20	30	0	0	50	5
<b>Duration (in Hours) / Total Marks</b>					<b>17</b>	<b>174</b>	<b>276</b>	<b>60</b>	<b>0</b>	<b>510</b>	<b>290</b>	<b>310</b>	<b>0</b>	<b>170</b>	<b>770</b>	<b>100</b>

**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.	<b>Trainer's Qualification and experience in the relevant sector (in years) (as per NCVET guidelines)</b>	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.	<b>Master Trainer's Qualification and experience in the relevant sector (in years) (as per NCVET guidelines)</b>	NA
3.	<b>Tools and Equipment Required for Training</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (If "Yes", details to be provided in Annexure)
4.	<b>In Case of Revised Qualification, Details of Any Upskilling Required for Trainer</b>	NA

## Section 4: Assessment Related

1.	<b>Assessor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)</b>	Diploma / Degree / Post Graduate with 5 years of relevant industry experience (Front Office/Tours & Travel)
2.	<b>Proctor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)</b>	NA
3.	<b>Lead Assessor's/Proctor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)</b>	NA
4.	<b>Assessment Mode (Specify the assessment mode)</b>	Blended
5.	<b>Tools and Equipment Required for Assessment</b>	<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.	<b>Latest Skill Gap Study (not older than 2 years) (Yes/No):</b> No
2.	<b>Latest Market Research Reports or any other source (not older than 2 years) (Yes/No):</b> No
3.	<b>Government /Industry initiatives/ requirement (Yes/No):</b> Yes
4.	<b>Number of Industry validation provided:</b> 21
5.	<b>Estimated nos. of persons to be trained and employed:</b> 2186
6.	<b>Evidence of Concurrence/Consultation with Line Ministry/State Departments:</b> No If "No", why:

## Section 6: Annexure &amp; Supporting Documents Check List

Specify Annexure Name / Supporting document file name

1.	<b>Annexure:</b> NCrf/NSQF level justification based on NCrf level/NSQF descriptors (Mandatory)	Attached
2.	<b>Annexure:</b> List of tools and equipment relevant for qualification (Mandatory, except in case of online course)	Attached
3.	<b>Annexure:</b> Detailed Assessment Criteria (Mandatory)	Attached
4.	<b>Annexure:</b> Assessment Strategy (Mandatory)	Attached

5.	<b>Annexure:</b> Blended Learning ( <i>Mandatory, in case selected Mode of delivery is “Blended Learning”</i> )	<i>Attached</i>
6.	<b>Annexure:</b> Multiple Entry-Exit Details ( <i>Mandatory, in case qualification has multiple Entry-Exit</i> )	<i>Attached</i>
7.	<b>Annexure:</b> Acronym and Glossary ( <i>Optional</i> )	<i>Attached</i>
8.	<b>Supporting Document:</b> Model Curriculum ( <i>Mandatory – Public view</i> )	<i>Attached</i>
9.	<b>Supporting Document:</b> Career Progression ( <i>Mandatory - Public view</i> )	<i>Attached</i>
10.	<b>Supporting Document:</b> Occupational Map ( <i>Mandatory</i> )	<i>Attached</i>
11.	<b>Supporting Document:</b> Assessment SOP ( <i>Mandatory</i> )	<i>Attached</i>
12.	<b>Any other document you wish to submit:</b>	-

## 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
<b>Professional Theoretical Knowledge/Process</b>	<b>Multidisciplinary and specialized knowledge</b> <ul style="list-style-type: none"> <li>Organizational policies on discounts, promotional packages, loyalty programs, etc.</li> <li>Government rules for travel to the target destinations (inbound and outbound) like visa, prohibited products, customs regulations for international travellers, etc.</li> <li>International norms and practices for tour and travel industry</li> <li>Different customer categories and relevant tour packages/travel plans</li> <li>Customer's profile to make appropriate recommendations</li> <li>Categories of hotel, tariff plans for different types of rooms, applicable taxes, meal plans, season/off-season discounts/prices, etc. at the destination</li> <li>Popular seasonal packages and destinations</li> <li>Travel Consultancy and insurance requirements for the package</li> <li>Logistics involved in the tour package</li> <li>Documents required for travel booking and tour packaging</li> <li>The process of invoicing and billing the customer</li> <li>Travel partner details, e.g., hotel, travel agents, transport providers, etc.</li> <li>Airline policies on domestic and international travel like baggage allowance, meals, etc.</li> <li>Currency and exchange rates of international destinations</li> <li>Grievance redressal for handling dissatisfied customer or partner</li> <li>Types of tour itinerary like adventure, health, cultural, religious etc.</li> <li>Factors to be considered for itinerary preparation</li> </ul>	<ul style="list-style-type: none"> <li>A Travel Consultant should have factual knowledge of the trade like knowledge of organizational policies on discounts, promotional packages, loyalty programs, government rules for travel, insurance regulatory and development authority of India regulations, insurance policies, procedure to arrange visa, etc.</li> <li>Hence Level 4.5</li> </ul>	4.5

	<ul style="list-style-type: none"> <li>• Components and considerations for tour costs</li> <li>• Travel pricing and distribution mechanism</li> <li>• Types and characteristics of pricing strategies</li> <li>• Cash management process</li> <li>• Digital payment methods</li> <li>• GDS and other booking engines for e.g. Galileo, Amadeus, etc.</li> <li>• Insurance Regulatory and Development Authority of India (IRDA) regulations</li> <li>• International travel and safety norms as per International Air Transport Association (IATA), World Health Organization (WHO), International Civil Aviation Organization (ICAO)</li> <li>• Various risks associated with travelling</li> <li>• Different types of travel policies and their features</li> <li>• Factors affecting the cost of travel insurance</li> <li>• Insurance premium calculation procedure based on travel type, age of customer, etc.</li> <li>• Epidemic or regional outbreak of diseases that may affect the terms of the policy</li> <li>• Essential documents and other requirements for travel insurance policy application</li> <li>• Travel insurance claims procedure</li> <li>• Insurance coverage details like flight cancellation, lost luggage, sudden illness, and hospitalization, etc.</li> <li>• Health check-ups and vaccinations required for particular destinations</li> <li>• The process to create quotes and invoices</li> <li>• Methods to identify fraudulent claims</li> <li>• Different modes of receiving payment</li> <li>• Daily cash management process</li> <li>• MS Office and other software for insurance policy claims</li> <li>• Types of visas (business, tourist, work permit, family, etc.)</li> <li>• Visa requirement and eligibility criteria to visit different countries</li> </ul>		
--	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--	--

	<ul style="list-style-type: none"> <li>• Visa application and processing procedure for different destinations</li> <li>• Immigration laws and procedures of different countries</li> <li>• Modalities of short term/ long term visa</li> <li>• Consulate and embassy rules and regulations</li> <li>• MS office and softwares related to visa and immigration tour tracking and monitoring methods</li> <li>• Redress mechanism in case of customer complaints</li> <li>• Partner network details for tour packages</li> <li>• Helplines for customers during the tour</li> <li>• <b>Travel Consultanties</b> for different destinations</li> <li>• Details of travel insurance policy and visa for the tour</li> <li>• Immigration laws and procedures of different countries</li> <li>• Customs regulations for different countries</li> <li>• Vaccinations required for particular destinations</li> <li>• Information regarding travel destinations such as local laws, weather, language, culture, currency, etc.</li> <li>• Organizational policies on gender sensitive service practices at workplace</li> <li>• Organizational hierarchy and reporting structure</li> <li>• Documentation policy and procedures of the organization</li> <li>• Service quality standards as per organizational policies</li> <li>• Complaint handling policy and procedures</li> <li>• SOP on personal hygiene</li> <li>• Procedure of giving and receiving feedback positively</li> <li>• Gender specific requirements of different types of guest</li> <li>• Specific requirements of different age-groups of guests</li> </ul>		
--	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--	--

	<ul style="list-style-type: none"> <li>• Age and gender specific etiquette</li> <li>• Key helpline numbers</li> <li>• Organizational policy with regards to Persons with disability</li> <li>• Organisation's policies on intellectual property rights and confidential information</li> <li>• IPR infringement reporting procedure</li> <li>• Storage and disposal procedures for confidential information</li> <li>• Importance of maintaining confidentiality for competitiveness of an organisation</li> <li>• Significance of damages resulting from confidentiality infringement</li> <li>• Organisation's policy on reporting and managing safety issues</li> <li>• Procedure to maintain cleanliness standards at workplace</li> <li>• SOP on personal hygiene</li> <li>• Importance of preventive health check-up and healthy living</li> <li>• Procedure to report health issues</li> <li>• Instructions for operating and handling equipment as per standard</li> <li>• Purpose and usage of PPE</li> <li>• Basic first-aid procedures</li> <li>• Standard waste management policy</li> </ul>		
<b>Professional and Technical Skills/ Expertise/ Professional Knowledge</b>	<b>Range of skills along with specialized domain skills</b> <ul style="list-style-type: none"> <li>• Negotiate any customizations/modifications requested to minimize discount costs and losses</li> <li>• Negotiate with service providers/partners like airlines, hotels, transport services for itinerary preparation and best deals</li> <li>• Identify and solve issues to avoid delay in tour planning</li> <li>• Identify immediate or temporary solutions to resolve delay, rejections or other problems related to insurance application processing</li> <li>• Fill-up the checklist of the documents to be submitted for insurance, visa documents for customers to complete the visa processing</li> </ul>	<ul style="list-style-type: none"> <li>• A Travel Consultant needs to have good written and oral communication skills to deal with supervisors, team members and guests. The person should also be acquainted with natural environment to carry out his duties efficiently.</li> <li>• Hence Level 4.5</li> </ul>	4.5

	<ul style="list-style-type: none"> <li>• Fill-in forms and other travel insurance documents to complete the processing</li> <li>• Record customer's information related to the booking</li> <li>• Prepare a checklist of the documents to be submitted for visa</li> <li>• Resolve conflicts related to confidentiality and privacy by reporting the issue in time</li> <li>• Read organisational policy documents, information displayed at the workplace, and comments received from guest and supervisor</li> <li>• Read and interpret all insurance policies</li> <li>• Maintain trust and reliability right from the first interaction with customer till end of tour</li> <li>• Communicate effectively with the guests regarding confidentiality</li> <li>• Analyze the impact of not adhering to the health and safety procedures</li> <li>• Communicate effectively with customers to assist in insurance application and claims process, visa application process</li> </ul>		
<b>Employment Readiness &amp; Entrepreneurship Skills &amp; Mind-set/Professional Skill</b>	<b>Entrepreneurial mindset, self- management</b> <ul style="list-style-type: none"> <li>• Read and write different types of documents/instructions/correspondence</li> <li>• Communicate effectively using appropriate language in formal and informal settings</li> <li>• Behave politely and appropriately with all</li> <li>• How to work in a virtual mode</li> <li>• Perform calculations efficiently</li> <li>• Solve problems effectively</li> <li>• Pay attention to details</li> <li>• Manage time efficiently</li> <li>• Maintain hygiene and sanitization to avoid infection</li> </ul>	<ul style="list-style-type: none"> <li>• A Travel Consultant 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.</li> </ul>	4.5
<b>Broad Learning Outcomes/Core Skill</b>	<b>Judgement / decision making – specialized</b> <ul style="list-style-type: none"> <li>• Prepare itinerary and finalize tour package for customer</li> </ul>	<ul style="list-style-type: none"> <li>• A Travel Consultant is responsible for planning and preparing tour packages and itinerary, arranges for travel insurance and visa as per the</li> </ul>	4.5

	<ul style="list-style-type: none"> <li>Assess travel risks and arrange insurance policy for customer</li> <li>Arrange visa for customers</li> <li>Provide assistance to the customers during the tour</li> <li>Communicate effectively and maintain service standards</li> <li>Maintain IPR of organisation and guest</li> <li>Follow Health, Hygiene and Safety practices</li> </ul>	<p>organizational service standards. These are all familiar and routine jobs.</p> <ul style="list-style-type: none"> <li>Hence Level 4.5</li> </ul>	
<b>Responsibility</b>	<p><b>Team leader – Junior technical supervisor,</b></p> <ul style="list-style-type: none"> <li>Determine customer travel needs and plan the tour</li> <li>Estimate the tour package cost</li> <li>Prepare and finalize the itinerary</li> <li>Coordinate bookings with industry partners</li> <li>Handover final tour package to customer</li> <li>Assess customer needs and suggest insurance policy</li> <li>Complete application procedure</li> <li>Coordinate with insurance agent for processing and handover insurance policy to the customer</li> <li>Brief about visa requirements and collect relevant documents and fees</li> <li>Arrange visa interview and liaise with the embassy and consulate</li> <li>Collect and hand over the approved visas</li> <li>Record and document the visa process</li> <li>Apprise customers of any change in the planned itinerary</li> <li>Assist the customers during tour</li> <li>Record customer information and feedback</li> <li>Communicate effectively with guests, colleagues and superiors</li> <li>Maintain professional etiquette</li> <li>Provide specific services as per the guests' requirements</li> <li>Maintain organisational confidentiality</li> <li>Respect guest's privacy</li> <li>Maintain personal and workplace hygiene</li> </ul>	<ul style="list-style-type: none"> <li>A Travel Consultant is responsible for planning for tour, determining guest travel needs, assess guest needs and travel risks. He himself is responsible for his own work and learning</li> <li>Hence Level 4.5</li> </ul>	4.5

	<ul style="list-style-type: none"> <li>• Take precautionary health measures</li> <li>• Follow standard safety procedure</li> <li>• Follow effective waste management</li> <li>• Record and document the visa process</li> <li>• Inform guests of any changes in planned itinerary</li> <li>• Assist the guests during tour</li> <li>• Record the process and seek guest feedback</li> </ul>		
--	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--	--

## 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.	Brochures	Standard	01
2.	Pamphlets	Standard	01
3.	Other promotional material	Standard	01
4.	Travel magazines	Standard	01
5.	Railway and airline timetable	Standard	01
6.	Sample customer profile	Standard	01
7.	Sample itinerary	Standard	01
8.	Pictures / postcards/slides of famous places of interest around the world	Standard	01
9.	Sample records	Standard	01
10.	Bills	Standard	01
11.	Vouchers	Standard	01
12.	Invoices	Standard	01
13.	Sample Customer Profile	Standard	01
14.	Documents needed for the insurance application	Standard	01
15.	Sample insurance quotes and invoice	Standard	01
16.	Format of Insurance policy	Standard	01
17.	Computer	Standard	01
18.	Sample visa application form	Standard	01

19.	Passport	Standard	01
20.	Relevant Documents and records	Standard	01
21.	Different types of visa sample	Standard	01
22.	Formats	Standard	01
23.	Sample of escalation matrix	Standard	01
24.	Organisation structure	Standard	01
25.	Handouts of IPR guidelines and regulations	Standard	01
26.	Personal Protection Equipment: Safety glasses, Head protection, Rubber gloves, Safety footwear, Warning signs and tapes, Fire extinguisher, First aid kit	Standard	01
27.	Standard Operating Procedures	Standard	01
28.	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. Power Point Presentation
8. Laptop External Speakers
9. Training kit (Trainer guide, Presentations)
10. Participant Handbook and Related Standard Operating Procedures
11. Markers
12. Chalk

## Annexure: Industry Validations Summary

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

S. No	Organization Name	Representative Name	Designation	Contact Address	Contact Phone No	E-mail ID	LinkedIn Profile (if available)
1	Aditya Grand Vacation	Ram Kumar	Founder	428, 4th Floor, Rishabh Cloud 9 Towers,	9818004759	<a href="mailto:rm@agvacation.com">rm@agvacation.com</a>	-

				Sector 01 Vaishali, Ghaziabad- 2010101(Uttar Pradesh)			
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	<a href="mailto:nirat@ClimbingWorld.com">nirat@ClimbingWorld.com</a>	-
3.	Bus & Car Operators Confederation of India (BOCI)	Shankar	Executive Director	110, 1 <sup>st</sup> Floor, New Delhi House, Barakhamba Road, New Delhi-110001	8700765912	<a href="mailto:ed@boci.org.in">ed@boci.org.in</a>	-
4.	Holiday Hubz	Ankit Singh	Hr Manager	Kd-174, AP Block, Block RU, Kohat Enclave, Pitampura, Delhi, 110034	9811304560	<a href="mailto:ankit.singh@holidayhubz.in">ankit.singh@holidayhubz.in</a>	-
5.	Offbeat travel and events Pvt.Ltd.	Mayank Ghildiyal	Director	A, 110 A Block, Block EA, Inder Puri, New Delhi, Delhi 110012-	9759111305	<a href="mailto:offbeattravelandevents@gmail.com">offbeattravelandevents@gmail.com</a>	-
6.	S K Events	Ravi Prakash	Proprietor	55 Gf, High Street Commercial, Ga ur Saundaryam Teczone 4, Greater Noida West	9958341503	<a href="mailto:skweddingplanner@gmail.com">skweddingplanner@gmail.com</a>	-
7.	Route on Wheels	Vivek Rauthan	Manging Director	B-69, Kumhar Gali, Mayapuri, Ajabpur Kalan, Dehradun- 248001	9899175374	<a href="mailto:routeonwheels@gmail.com">routeonwheels@gmail.com</a>	-
8.	Nature Connect Outdoors Private Limited	Ajay Kandari	Director	Dehradun (Uttarakhand)	7055800041	<a href="mailto:ajay@natureconnect.in">ajay@natureconnect.in</a>	-

9.	Orien express Pvt.Ltd	Mr Nitin Verma	Assistant Manager	70, Janpath, New Delhi	+91 9654 172900	<a href="mailto:tour@orientexpress.com">tour@orientexpress.com</a>	-
10.	Project India Mice Private Limited	Gaurav Chibber	Director	1 <sup>st</sup> Floor, T807, Flat No.6, Raghu Complex, Sukhdev Nagar, Kotla Mubarkpur, central Delhi, Delhi, 110003	9810557524	<a href="mailto:gaurav@projectindia.biz">gaurav@projectindia.biz</a>	-
11.	Sky ways International	-Niranjan Singh	-Proprietor	MB -02 Naurang House, K. G Marg Connaught Place New Delhi 110001-	-9871582770	<a href="mailto:skywaysinternational@gmail.com">skywaysinternational@gmail.com</a>	-
12.	The Lalit	Rajesh Sharma	Assistant Manager	New Delhi	9818898896	<a href="mailto:rsharma@thelalit.com">rsharma@thelalit.com</a>	-
13.	Multichannel Educational Institute Private Limited	Zubair Ahmad Gadda	Director	Post Office Road, Lal Bazar, Srinagar, Jammu & Kashmir, India-190023	9419257715/871300 0062	<a href="mailto:director@meinstitute.org">director@meinstitute.org</a> / <a href="mailto:directoradm@meinstitute.org">directoradm@meinstitute.org</a> / <a href="mailto:chairman@meinstitute.org">chairman@meinstitute.org</a>	-
14.	City Link Travels	Anuj Kumar	HR Manager	Shop No-64, Amrit Kaur Market, pharganj Rd, Aram Bagh, Paharganj, New Delhi-55	9899111890	<a href="mailto:anuj.kumar@city.in">anuj.kumar@city.in</a>	-
15.	Parveen Travels Private Limited	A.Afzal	Managing Director	148 Perambur Barracks Road Purusawalkam Chennai 600007	9840041999	<a href="mailto:afzal@parveentravels.com">afzal@parveentravels.com</a>	-
16.	Tajra Ventures Private Limited	Shehreyar Majeed	Director	Block-Z-23, Dayal Sir	7006306075	<a href="mailto:info@tarjirventures.com">info@tarjirventures.com</a>	-

				Colony, Uttam Nagar, New Delhi-110059,delhi			
17.	Wildling Travels	Mr Kartik Khera	Founder & Partner	Ground Floor, 33/1 Corner shop Gali No. 10 , Bikram Singh Colony, Vishwas Nagar	-9625355303	<a href="mailto:Wildlingtravels@gmail.com">Wildlingtravels@gmail.com</a>	-
18.	Travocations	-Rishi Rajput	-Proprietor	Triveni Commercial Complex, G-40, Sheikh Sarai Phase 1, Delhi-110017	- 07043119479	<a href="mailto:rishi.rajput@travocations.com">rishi.rajput@travocations.com</a>	-
19.	Travel Global Attestation Services	- Mohit Kakkar	-Proprietor	MB-03, A-Block Naurang House K.G. Marg Connaught Place New Delhi - 110001 -	9643960586	<a href="mailto:Mohitkakk94@gmail.com">Mohitkakk94@gmail.com</a>	-
20.	L.F Tours & Travels	Haneef	Director	Near Imlı Valı Masjid, Kazipara, Bijnor	7906004403	<a href="mailto:Haneef.Lf@gmail.com">Haneef.Lf@gmail.com</a>	-
21.	City Links	Anuj Kumar	HR Manager	Shop No.-64, Amrit Kaur Market, Paharganj Rd, Aram Bagh, Paharganj, New Delhi-55	9899111890	<a href="mailto:anuj.kumar@city.in">anuj.kumar@city.in</a>	-

## Annexure: Training &amp; 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	3300	1430	330	132	NA	NA
2024-2025	3630	1573	363	150	NA	NA
2025-2026	3993	1730	399	165	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		2438	2104	1894	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. Industry funded STT
3. 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"> <li>• Books/ e-books</li> <li>• Presentations</li> <li>• Reference Material</li> <li>• Audio / Video Modules</li> </ul>	
2	<input type="checkbox"/> Imparting Soft Skills, Life Skills, and Employability Skills /Mentorship to Learners	<ul style="list-style-type: none"> <li>• Self-Learning Videos</li> <li>• Broadcasts</li> <li>• Mobile Learning</li> <li>• Curated Digital content</li> </ul>	
3	<input type="checkbox"/> Showing Practical Demonstrations to the learners	<ul style="list-style-type: none"> <li>• Video Content</li> <li>• E-Resource library</li> <li>• AR/ VR/ XR</li> </ul>	
4	<input type="checkbox"/> Imparting Practical Hands-on Skills/ Lab Work/ workshop/ shop floor training	<ul style="list-style-type: none"> <li>• Training tools (tools list attached)</li> <li>• Video Play</li> <li>• Presentations</li> </ul>	
5	<input type="checkbox"/> Tutorials/ Assignments/ Drill/ Practice	<ul style="list-style-type: none"> <li>• Online Question Bank</li> <li>• Mobile Quick test app</li> <li>• MCQ based tests</li> </ul>	
6	<input type="checkbox"/> Proctored Monitoring/ Assessment/ Evaluation/ Examinations	<ul style="list-style-type: none"> <li>• Assessment engine for Essays</li> <li>• Up-loadable file examinations</li> <li>• Mock test sessions</li> </ul>	
7	<input type="checkbox"/> On the Job Training (OJT)/ Project Work Internship/ Apprenticeship Training	<ul style="list-style-type: none"> <li>• Online tests</li> <li>• Offline assessments</li> </ul>	

**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
<b>THC/N4410: Prepare itinerary and finalize tour package for customer</b>	<i>Determine customer's travel needs and plan the tour</i>	<b>15</b>	<b>15</b>	<b>0</b>	<b>10</b>
	PC1. arrange resources such as brochures, travel books/magazine, and other sources of information on famous destinations, along with railway timetables and airlines schedule	-	-	-	-
	PC2. greet and welcome the customer as per standards	-	-	-	-
	PC3. assess the type of travel the customers are looking for, such as leisure, business, adventure package, etc.	-	-	-	-
	PC4. identify the travel details like preferred destination, planned duration and tentative dates, preferred mode of travel, accommodation preferences, estimated budget, and number of persons travelling etc.	-	-	-	-
	PC5. determine the type of group of customers travelling together such as family, friends, colleagues, etc.	-	-	-	-
	PC6. assess the customer's specifications and wishes	-	-	-	-
	PC7. suggest travel options that best suit customer's needs	-	-	-	-
	PC8. suggest some destinations with tourist attractions, experiences to have, etc. to customers who have not planned any particular travel destination	-	-	-	-
	PC9. provide detailed information on climate, distance, tourist attractions, and any upcoming festival/entertainment event to help customer choose the package	-	-	-	-
	<i>Estimate the tour package cost</i>	<b>15</b>	<b>15</b>	<b>0</b>	<b>15</b>
	PC10. stay updated with the latest/daily tariff market trend	-	-	-	-
	PC11. collect information on other travel agency's package rates at the destination to offer a better deal	-	-	-	-
	PC12. analyse the cost of travel by different modes of transportation to the destination	-	-	-	-
	PC13. negotiate with partners/service provider for hotel bookings, tickets, transportation, guide/tour escort, etc. for the best rates	-	-	-	-
	PC14. estimate and inform guest regarding cost of meal, shopping, entrance fees of tourist attractions, guides, etc. based on the destination's cost of living	-	-	-	-
	PC15. prepare a ballpark estimate by adding up different cost factors including miscellaneous expenses and markup	-	-	-	-
	PC16. inform the guests on the terms and conditions of payment and other details	-	-	-	-
	<i>Prepare and finalize the itinerary</i>	<b>15</b>	<b>15</b>	<b>0</b>	<b>10</b>
	PC17. confirm the destination and the travel package, including the estimated cost with the guest	-	-	-	-
	PC18. plan an end-to-end travel route such that nearby locations, important tourist attractions are clubbed and covered within the available time	-	-	-	-
	PC19. consider details like interest and energy level of the tourists, etc. while planning the itinerary	-	-	-	-

PC20. update the itinerary with the details like distance between locations, estimated time for every activity, opening and closing time of places of attraction along with information on the background, various restaurant options, etc.	-	-	-	-
PC21. inform the guest about airlines' luggage limits, required travel and medical insurance details, visa processing, passport, currency, and other requirements	-	-	-	-
PC22. offer unique insights, trivia, and activity ideas, insider tips etc. for the destination	-	-	-	-
<i>Coordinate bookings with industry partners</i>	<b>5</b>	<b>5</b>	<b>0</b>	<b>5</b>
PC23. inform the customers of the estimated cost and taxes of the ticket fare for the various travel options such as railway, airlines, bus, cab and cruise	-	-	-	-
PC24. check on the availability of tickets at the preferred dates	-	-	-	-
PC25. collect the documents and other required details from the customers for ticket booking as per standards	-	-	-	-
PC26. check the itinerary, insurance, visa etc. to book the tickets accordingly	-	-	-	-
PC27. inform the customer regarding the baggage restrictions, penalties for overweight luggage, prohibited items for cabin luggage	-	-	-	-
PC28. book tickets for flights/trains/other modes of transport, reserve accommodation in hotels/lodges, and arrange for local transportation	-	-	-	-
PC29. confirm booking with guest names and other details with hotels, airlines, and other transport agents	-	-	-	-
PC30. coordinate with the appropriate agencies on cultural events, entertainment, etc. arranged during the travel	-	-	-	-
<i>Handover final tour package to guest</i>	<b>10</b>	<b>10</b>	<b>0</b>	<b>10</b>
PC31. coordinate with customers to collect payment	-	-	-	-
PC32. create and update records of clients manually or electronically, as applicable	-	-	-	-
PC33. handover the final package with tour details, and relevant documents like invoice, hotel booking confirmation, tickets, etc.	-	-	-	-
PC34. update the itinerary and add travel details like start and end dates, routes, reservation and confirmation numbers, types of transportation, connection information, rentals, etc. in the itinerary	-	-	-	-
PC35. mention lodging details like name of lodging, arrival and check-out dates, lodging address, phone number, fax, website, email ID, reservation numbers, etc.	-	-	-	-
PC36. provide relevant travel information, weather forecast and handy travel tools like destination maps/guides to the customer	-	-	-	-
PC37. advice guests on possible issues during the travel like safety, currency, etc., in specific locations	-	-	-	-
PC38. provide health related information such as medical facilities available at the destination, services like air ambulance, vaccination guidelines, etc.	-	-	-	-
PC39. provide details of consulate/high commission at the destination	-	-	-	-
<b>Total Marks</b>	<b>60</b>	<b>60</b>	<b>0</b>	<b>45</b>
<i>Assess customer needs and suggest insurance policy</i>	<b>20</b>	<b>20</b>	<b>0</b>	<b>15</b>

<b>THC/N4418: Assess travel risks and arrange insurance policy for customer</b>	PC1. interact with the customers to understand their purpose, nature, destination, duration of travel etc.	-	-	-	-
	PC2. analyze the risks associated with the customer's travel plan	-	-	-	-
	PC3. determine the areas of risk exposure through customer interaction	-	-	-	-
	PC4. estimate the cost of insurance cover for the travel	-	-	-	-
	PC5. explain various travel risks covered by the travel insurance policy to the guests such as trip cancellation, travel delays/interruptions, loss of baggage, unforeseen events, emergency medical expenses, accidents and death, etc. and the duration of cover	-	-	-	-
	PC6. inform the customers about features of available travel insurance policies like type of policy, claims process, amount that can be recovered etc.	-	-	-	-
	PC7. explain the differences of the various insurance policies and the amount that can be recovered via claims	-	-	-	-
	PC8. brief the customers on the complete terms and conditions of the policy and statutory requirements	-	-	-	-
	<i>Complete application procedure</i>	<b>20</b>	<b>30</b>	<b>0</b>	<b>10</b>
	PC9. arrange for stipulated medical check-up of the guest as per company's policy or statutory requirements	-	-	-	-
	PC10. check the eligibility of the customers to be insured	-	-	-	-
	PC11. brief the guests on the expenses and the documents required for purchasing the travel insurance and the premium	-	-	-	-
	PC12. collect all relevant documents from the guest, e.g., identity and address proof, medical test reports, photographs for application forms, etc.	-	-	-	-
	PC13. ensure that the application form is completely filled and signed by the customer	-	-	-	-
	PC14. verify authenticity of the details in the application form	-	-	-	-
	PC15. check photocopies against original documents like medical records, education records, travel documents, etc.	-	-	-	-
	PC16. prepare the final quote and invoice for the customer	-	-	-	-
	<i>Coordinate with insurance agent for processing and handover insurance policy to the customer</i>	<b>20</b>	<b>20</b>	<b>0</b>	<b>10</b>
	PC17. submit documents to insurance agent for processing	-	-	-	-
	PC18. follow up on the approval and process completion status using the application reference number	-	-	-	-
	PC19. resolve any issues/rejections and reapply for the customer	-	-	-	-
	PC20. coordinate with insurance agents for speedy processing of policy	-	-	-	-
	PC21. collect the completed insurance policy documents from the agents	-	-	-	-
	PC22. assure guest of all kinds of assistance in insurance claims processing if there is medical emergency/mishap during tour	-	-	-	-
	PC23. e-mail the original policy document to the customer	-	-	-	-
	<b>Total Marks</b>	<b>60</b>	<b>70</b>	<b>0</b>	<b>35</b>
	<i>Brief about visa requirements and collect relevant documents and fees</i>	<b>20</b>	<b>20</b>	<b>0</b>	<b>15</b>

<b>THC/N4419: Arrange visa for customers</b>	PC1. check required visa type (tourist, business, student, work permit, dependent, sponsored, etc.) based on customer's purpose of travel, duration of stay, and number of destinations	-	-	-	-
	PC2. prepare the list of the required documents based on the type of travel and the specified destination	-	-	-	-
	PC3. conduct a test interview with the customers to understand and ensure their stand on the suitability and eligibility for the visa approval	-	-	-	-
	PC4. brief the customer on visa regulations/requirements of the destination(s) like immigration policy, sponsorship obligations, etc.	-	-	-	-
	PC5. inform the customer about the required documents such as passport, photograph, supporting documents etc. based on type of travel and the specified destination	-	-	-	-
	PC6. brief the customer on the typical waiting time for visa processing based on the destination and country of origin	-	-	-	-
	PC7. explain the non-refundable policies of visa application (even if visa is denied)	-	-	-	-
	PC8. collect and verify all relevant documents from the customer, e.g., identity and address proof, medical test reports, photographs for application forms, educational certificates, etc.	-	-	-	-
	PC9. cross-check for any missing documents	-	-	-	-
	PC10. check the validity of passport and eligibility to apply visa for the specified destination	-	-	-	-
	PC11. ensure the details given in the application form is accurate and true	-	-	-	-
	PC12. fill up the application form for customer, if required	-	-	-	-
	PC13. collect visa processing fee from the customers	-	-	-	-
	PC14. submit the required documents to consulate	-	-	-	-
	<i>Arrange visa interview and liaise with the embassy and consulate</i>	<b>10</b>	<b>10</b>	<b>0</b>	<b>5</b>
	PC15. check with embassy/consulate for visa interview date for customer on submission of the documents	-	-	-	-
	PC16. brief the customer about the date and time of the scheduled visa interview	-	-	-	-
	PC17. inform the consulate in case the customer is unable to keep the scheduled appointment	-	-	-	-
	PC18. coordinate for an alternate day to schedule the interview	-	-	-	-
	PC19. track the visa processing status, using the reference number of the application submitted	-	-	-	-
	PC20. take corrective action in case visa is rejected	-	-	-	-
	PC21. follow-up on pending visa and stamped passport to be received	-	-	-	-
	<i>Collect and hand over the approved visas</i>	<b>5</b>	<b>5</b>	<b>0</b>	<b>0</b>
	PC22. collect stamped passport on receiving information from consulate (over phone or email)	-	-	-	-
	PC23. check if received visa details correctly match customer's travel plan	-	-	-	-
	PC24. inform the customers on receipt of visa approval and passport	-	-	-	-

	PC25. brief the customer on the various terms and conditions and validity of the visa, category, legal guidelines, etc.	-	-	-	-
	<i>Record and document the visa process</i>	5	5	0	5
	PC26. record and update the customer's information related to the booking for future reference and ensure data protection	-	-	-	-
	PC27. prepare monthly reports on visa applications/approvals for the management records	-	-	-	-
	<b>Total Marks</b>	<b>40</b>	<b>40</b>	<b>0</b>	<b>30</b>
<b>THC/N4413: Provide assistance to the customers during the tour</b>	<i>Apprise customers of any change in the planned itinerary</i>	10	10	0	5
	PC1. keep track of the customers' tour progress to ensure smooth journey	-	-	-	-
	PC2. inform the customers regarding any alteration in the planned itinerary like cancellations, delays, rescheduling, etc. while they are on trip	-	-	-	-
	PC3. convince customers politely in case of any deviation in the planned itinerary	-	-	-	-
	PC4. suggest an appropriate alternative to the customer as compensation	-	-	-	-
	<i>Assist the customers during tour</i>	15	15	0	10
	PC5. assist the customers in changing or /upgrading the planned itinerary while on tour, if required	-	-	-	-
	PC6. ensure the altered service offer matches customer expectations	-	-	-	-
	PC7. help customer for any health, legal, transportation, cancellations, or any other issue that they may face during tour	-	-	-	-
	PC8. provide prompt support in processing insurance claims in case of medical emergency	-	-	-	-
	PC9. Coordinate with local police or embassy or any other authority for any legal assistance to the customer	-	-	-	-
	PC10. arrange for alternate transportation/evacuation in case of breakdowns, sudden cancellations, natural calamity and riots, etc.	-	-	-	-
	<i>Record customer information and feedback</i>	5	5	0	5
	PC11. update records with customer details and their travel information	-	-	-	-
	PC12. ensure customer's personal data is secured and handled appropriately	-	-	-	-
	PC13. document all customer details on a monthly basis	-	-	-	-
	PC14. keep record of all bills, payments, and invoices specific to the customer packages	-	-	-	-
	PC15. record the feedback received from the customer through e-mails, phones, apps or in person	-	-	-	-
	PC16. take prompt action on customer complaints/dissatisfaction	-	-	-	-
	<b>Total Marks</b>	<b>30</b>	<b>30</b>	<b>0</b>	<b>20</b>
<b>THC/N9902: Ensure effective communication and service standards at workplace</b>	<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	-	-	-	-
	<b>Total Marks</b>	<b>40</b>	<b>40</b>	<b>0</b>	<b>20</b>
<b>THC/N9910: Ensure to maintain organisational confidentiality and guest's privacy</b>	<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.	-	-	-	-

	<b>Total Marks</b>	<b>10</b>	<b>5</b>	<b>0</b>	<b>5</b>
<b>THC/N9907: Monitor and maintain health, hygiene and safety at workplace</b>	<i>Ensure personal and workplace hygiene</i>	<b>15</b>	<b>15</b>	<b>0</b>	<b>5</b>
	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>	<b>10</b>	<b>10</b>	<b>0</b>	<b>5</b>
	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>	<b>5</b>	<b>10</b>	<b>0</b>	<b>5</b>
	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	-	-	-	-
	<b>Total Marks</b>	<b>30</b>	<b>35</b>	<b>0</b>	<b>15</b>
<b>DGT/VSQ/N0102 - Employability Skills (60 hours)</b>	<i>Introduction to Employability Skills</i>	<b>1</b>	<b>1</b>	-	-
	PC1. identify employability skills required for jobs in various industries	-	-	-	-
	PC2. identify and explore learning and employability portals	-	-	-	-
	<i>Constitutional values – Citizenship</i>	<b>1</b>	<b>1</b>	-	-
	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>	<b>2</b>	<b>4</b>	-	-
	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>	<b>2</b>	<b>3</b>	-	-
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 &amp; Goal Setting</i>	<b>1</b>	<b>2</b>	-	-
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>	<b>1</b>	<b>1</b>	-	-
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 &amp; Inclusion</i>	<b>1</b>	<b>2</b>	-	-
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>	<b>2</b>	<b>3</b>	-	-
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>	<b>3</b>	<b>4</b>	-	-
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>	<b>2</b>	<b>3</b>	-	-
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>	<b>1</b>	<b>2</b>	-	-
	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 &amp; Jobs</i>	<b>2</b>	<b>3</b>	-	-
	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	-	-	-	-
<b>Total Marks</b>		<b>20</b>	<b>30</b>	-	-
<b>Grand Total</b>		<b>290</b>	<b>310</b>	-	<b>170</b>

### 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 Travel Consultant 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
OH&S	Occupational Health and Safety
PPE	Personal Protective Equipment
IPR	Intellectual Property Rights
FSSAI	Food Safety and Standards Authority of India
HACCP	Hazard analysis and critical control points
ISO	The International Organization for Standardization
GDS	Global Distribution System

## Glossary

Term	Description
<b>National Occupational Standards (NOS)</b>	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.
<b>Qualification</b>	A formal outcome of an assessment and validation process which is obtained when competent body determines that an individual has achieved learning outcomes to given standards
<b>Qualification File</b>	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.
<b>Sector</b>	A grouping of professional activities on the basis of their main economic function, product, service or technology.
<b>Long Term Training</b>	Long-term skilling means any vocational training program undertaken for a year and above.