

Qualification Pack



Naturalist (wildlife tourism)

QP Code: THC/Q4505

Version: 2.0

NSQF Level: 4.5

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THC/Q4505: Naturalist (wildlife tourism)

Brief Job Description

The primary role is to confidently conduct general and thematic nature activities like walks and safaris in an ethical and responsible manner in a variety of sites. Beyond guiding, the individual strives to broaden interests and encourage guests to adopt sustainable lifestyles.

Personal Attributes

High level of ethical values. Respect and appreciation for nature. A curious bent of mind and an ability to make natural history observations. Very good personal fitness levels. Good interpersonal and communication skills. Ability to respond promptly in unforeseen circumstances

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [THC/N8710: Conduct Nature Experiences for Guests](#)
2. [THC/N8709: Assess & Mitigate Risks](#)
3. [THC/N9913: Communicate with Customers and Colleagues](#)
4. [THC/N9914: Follow Gender and Age Sensitive Practices](#)
5. [THC/N9915: Maintain Safe, Healthy and Hygienic Practices](#)
6. [THC/N9916: Follow and Maintain Green Practices](#)
7. [DGT/VSQ/N0102: Employability Skills \(60 Hours\)](#)

Qualification Pack (QP) Parameters

Sector	Tourism & Hospitality
Sub-Sector	Adventure Tourism
Occupation	Land-Based Activities
Country	India
NSQF Level	4.5

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Credits	24
Aligned to NCO/ISCO/ISIC Code	NCO-2015/5113.9900
Minimum Educational Qualification & Experience	<p>12th grade Pass with 1.5 years of experience Tourism & Hospitality OR Completed 3-year diploma (after 10th) (Vocational Education & Training (NTC/CTS)) OR 10th grade pass with 4.5 years of experience Tourism & Hospitality OR Previous relevant Qualification of NSQF Level (level 4- Nature Guide) with 1.5 years of experience</p>
Minimum Level of Education for Training in School	12th Class
Pre-Requisite License or Training	Not Applicable
Minimum Job Entry Age	18 Years
Last Reviewed On	NA
Next Review Date	07/10/2028
NSQC Approval Date	07/10/2025
Version	2.0
Reference code on NQR	QG-4.5-TH-046342025-V2-THSC
NQR Version	2.0

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THC/N8710: Conduct Nature Experiences for Guests

Description

This OS unit is about designing various types of nature activities, preparing for the activities to be conducted, and carrying out those activities for the guests.

Scope

The scope covers the following :

- i. Design the Nature Activities
- ii. Prepare for Nature Experiences
- iii. Carry Out Nature Experiences

Elements and Performance Criteria

Design the Nature Activities

To be competent, the user/individual on the job must be able to:

- PC1.** Categorize various habitats to prepare the corresponding activities
- PC2.** Collect additional information regarding the habitat from the local communities
- PC3.** Prepare relevant documentation including notes, photo collections, maps, etc
- PC4.** Analyze the habitat to identify appropriate activities
- PC5.** Prepare a list of equipment, manpower requirement, overheads etc. required for the corresponding activities
- PC6.** Formulate the budget for each activity
- PC7.** Design and customize various experiences including the activities as per the target group, guest expectations, ability, interests, budget, season, etc.

Prepare for Nature Experiences

To be competent, the user/individual on the job must be able to:

- PC8.** Collect the required details and relevant information about the guests
- PC9.** Make arrangements for special requirements of the guests related to old age, specially-abled, etc.
- PC10.** Arrange all equipment required for the nature activities preferred by the guests
- PC11.** Ensure the naturalist kit is functional, well-maintained, and updated
- PC12.** Prepare precise orientation and briefing script for the guests
- PC13.** Deliver a clear and precise orientation and briefing before beginning activities

Carry-Out Nature Experiences

To be competent, the user/individual on the job must be able to:

- PC14.** Greet and receive the guests as per SOP
- PC15.** Interpret guests' requirements, needs, and interests
- PC16.** Customize the experience/activity to match guest expectations, ability and interests-photographers, birders, children

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- PC17.** Brief guests clearly in order to manage expectations about the do's and don'ts, based on governing body rules in all relevant areas before every activity-guide the guests for informative, thematic, and fun-nature experiences like nature walks, safari, etc.
- PC18.** Make sure the guests are comfortable at all times
- PC19.** Provide information regarding various flora and fauna
- PC20.** Interpret different basic processes in nature and common animal behavior
- PC21.** Apprise the guests regarding various reptiles, amphibians and mammals along with their common traits
- PC22.** Brief the guests regarding sustainable living and adding value to conservation and ecology
- PC23.** Engage guests with interesting aspects of species like evolution, conservation status, etc
- PC24.** Provide clear, concise and interesting information about common processes in plants - photosynthesis, pollination, dispersal, parasitism, etc.
- PC25.** Ensure all ethical tourism practices are followed, whether or not implemented by governing body
- PC26.** Comply with the key provisions and guidelines outlined in the Wildlife Protection Act during all relevant activities
- PC27.** Demonstrate responsible behavior and adherence to legal requirements to support wildlife conservation efforts.
- PC28.** Deal with fairness and respect with local communities and partners

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Types of terrain, habitats, and wildlife of various biomes
- KU2.** Communities living in various geographies
- KU3.** Procedure to prepare documentation for various activities
- KU4.** Various nature activities corresponding to different habitats
- KU5.** Types of equipment and other requirements for various nature activities
- KU6.** Methods to formulate the budget
- KU7.** Requirements of various target groups based on age, interest, etc.
- KU8.** Components of a naturalist kit
- KU9.** Ways to maintain a naturalist kit
- KU10.** Latest/best books for various natural history subjects, especially relevant to work sites
- KU11.** Local weather and seasonality
- KU12.** Relevant communication language
- KU13.** Procedure to prepare briefs for nature activities
- KU14.** Procedure to receive the guests
- KU15.** How to identify special needs and requirements of the guests
- KU16.** Guest briefing procedures
- KU17.** How to guide on a walk and a safari (land and water)
- KU18.** Natural history and classification of flora and fauna

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- KU19.** Characteristics of various faunal groups
- KU20.** Types of basic processes in nature
- KU21.** Rules and regulations laid out by governing bodies of each work site- core forest, buffer, lodge premise, etc
- KU22.** Latest ethical principles of nature tourism in general and about particular work sites
- KU23.** Local culture and sensitivities of local partners
- KU24.** Each ethical principle and why it is important
- KU25.** Ecosystem services and their implication
- KU26.** Ethics and responsibilities of a naturalist
- KU27.** Relevant wilderness laws, wildlife protection act and their implication
- KU28.** Principles of Ecotourism
- KU29.** How to use field guides
- KU30.** LNT Philosophy

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** Communicate effectively with colleagues and other stakeholders
- GS2.** Take decisions on time
- GS3.** Fill relevant forms
- GS4.** Read reference material and resources including field guides
- GS5.** Develop a rapport with tourists
- GS6.** Identify immediate or temporary solutions to resolve minor logistical problems
- GS7.** Anticipate weather conditions

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Design the Nature Activities</i>	10	10	-	5
PC1. Categorize various habitats to prepare the corresponding activities	-	-	-	-
PC2. Collect additional information regarding the habitat from the local communities	-	-	-	-
PC3. Prepare relevant documentation including notes, photo collections, maps, etc	-	-	-	-
PC4. Analyze the habitat to identify appropriate activities	-	-	-	-
PC5. Prepare a list of equipment, manpower requirement, overheads etc. required for the corresponding activities	-	-	-	-
PC6. Formulate the budget for each activity	-	-	-	-
PC7. Design and customize various experiences including the activities as per the target group, guest expectations, ability, interests, budget, season, etc.	-	-	-	-
<i>Prepare for Nature Experiences</i>	10	5	-	5
PC8. Collect the required details and relevant information about the guests	-	-	-	-
PC9. Make arrangements for special requirements of the guests related to old age, specially-abled, etc.	-	-	-	-
PC10. Arrange all equipment required for the nature activities preferred by the guests	-	-	-	-
PC11. Ensure the naturalist kit is functional, well-maintained, and updated	-	-	-	-
PC12. Prepare precise orientation and briefing script for the guests	-	-	-	-
PC13. Deliver a clear and precise orientation and briefing before beginning activities	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Carry-Out Nature Experiences</i>	10	10	-	5
PC14. Greet and receive the guests as per SOP	-	-	-	-
PC15. Interpret guests' requirements, needs, and interests	-	-	-	-
PC16. Customize the experience/activity to match guest expectations, ability and interests- photographers, birders, children	-	-	-	-
PC17. Brief guests clearly in order to manage expectations about the do's and don'ts, based on governing body rules in all relevant areas before every activity-guide the guests for informative, thematic, and fun-nature experiences like nature walks, safari, etc.	-	-	-	-
PC18. Make sure the guests are comfortable at all times	-	-	-	-
PC19. Provide information regarding various flora and fauna	-	-	-	-
PC20. Interpret different basic processes in nature and common animal behavior	-	-	-	-
PC21. Apprise the guests regarding various reptiles, amphibians and mammals along with their common traits	-	-	-	-
PC22. Brief the guests regarding sustainable living and adding value to conservation and ecology	-	-	-	-
PC23. Engage guests with interesting aspects of species like evolution, conservation status, etc	-	-	-	-
PC24. Provide clear, concise and interesting information about common processes in plants - photosynthesis, pollination, dispersal, parasitism, etc.	-	-	-	-
PC25. Ensure all ethical tourism practices are followed, whether or not implemented by governing body	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC26. Comply with the key provisions and guidelines outlined in the Wildlife Protection Act during all relevant activities	-	-	-	-
PC27. Demonstrate responsible behavior and adherence to legal requirements to support wildlife conservation efforts.	-	-	-	-
PC28. Deal with fairness and respect with local communities and partners	-	-	-	-
NOS Total	30	25	-	15

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National Occupational Standards (NOS) Parameters

NOS Code	THC/N8710
NOS Name	Conduct Nature Experiences for Guests
Sector	Tourism & Hospitality
Sub-Sector	Adventure Tourism
Occupation	Land-Based Activities
NSQF Level	4.5
Credits	16
Version	2.0
Last Reviewed Date	07/10/2025
Next Review Date	07/10/2028
NSQC Clearance Date	07/10/2025

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THC/N8709: Assess & Mitigate Risks

Description

This unit is about conducting risk/hazard evaluation and taking measures to mitigate them.

Scope

The scope covers the following :

- Assessing risk and handling emergencies

Elements and Performance Criteria

Assessing risk and handling emergencies

To be competent, the user/individual on the job must be able to:

- PC1.** • handle emergencies such as animal attacks and snake/scorpion bites, natural calamities such as landslides etc., health related emergencies and vehicle breakdowns
- PC2.** coordinate with vehicle driver to ensure that the vehicle for the wildlife safari is in good condition with good tyres and equipped with a spare tyre, a tool box and a tow rope
- PC3.** perform a basic risk assessment of the activity area before starting the activity and ensure that it is safe for tourists
- PC4.** check weather forecast before the activity
- PC5.** administer Wilderness First Aid (WFA) and Cardiopulmonary Resuscitation (CPR), when required

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organisational policies and procedures that help in responding to emergency situations
- KU2.** risk management techniques.
- KU3.** emergency protocols and SOPs.
- KU4.** use of safety equipment and rescue techniques
- KU5.** wilderness first aid and CPR techniques

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** analyse the potential risks
- GS2.** identify and respond safely and promptly to emergency situations
- GS3.** read and understand SOPs

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Assessing risk and handling emergencies</i>	26	20	-	-
PC1. • handle emergencies such as animal attacks and snake/scorpion bites, natural calamities such • as landslides etc., health related emergencies and vehicle breakdowns	6	6	-	-
PC2. coordinate with vehicle driver to ensure that the vehicle for the wildlife safari is in good condition with good tyres and equipped with a spare tyre, a tool box and a tow rope	3	1	-	-
PC3. perform a basic risk assessment of the activity area before starting the activity and ensure that it is safe for tourists	6	3	-	-
PC4. check weather forecast before the activity	3	2	-	-
PC5. administer Wilderness First Aid (WFA) and Cardiopulmonary Resuscitation (CPR), when required	8	8	-	-
NOS Total	26	20	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	THC/N8709
NOS Name	Assess & Mitigate Risks
Sector	Tourism & Hospitality
Sub-Sector	Tours and Travels
Occupation	Land-Based Activities
NSQF Level	4
Credits	2
Version	2.0
Last Reviewed Date	07/10/2025
Next Review Date	07/10/2028
NSQC Clearance Date	07/10/2025

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THC/N9913: Communicate with Customers and Colleagues

Description

This OS unit is about communicating effectively with superiors, colleagues and customers while maintaining a customer-centric service orientation.

Scope

The scope covers the following :

- Interacting with superiors and colleagues
- Communicating effectively with guests

Elements and Performance Criteria

Interacting with superiors and colleagues

To be competent, the user/individual on the job must be able to:

- PC1.** exhibit trust, support and respect to all colleagues and superiors
- PC2.** escalate unresolved problems or complaints to the relevant senior
- PC3.** respond positively to the feedback and seek assistance from colleagues/superiors when required
- PC4.** maintain etiquette with colleagues and superiors
- PC5.** identify potential and existing conflicts with the colleagues and resolve them

Communicating effectively with guests

To be competent, the user/individual on the job must be able to:

- PC6.** brief guests clearly and in a polite, professional and friendly manner
- PC7.** build effective and impersonal relationship with the guests
- PC8.** use appropriate language and tone with guests
- PC9.** listen actively in a two-way communication
- PC10.** identify guest's expectations correctly and provide appropriate solutions
- PC11.** Identify reasons for guest's dissatisfaction and address their complaints effectively
- PC12.** maintain proper body language, dress code, gestures and etiquette while interacting with guests
- PC13.** ensure guests are not subjected to any negative questions and statements
- PC14.** inform the guests on any issues or problems before hand and also on the developments involving them
- PC15.** ensure minimum response time to guests for any messages/feedback
- PC16.** seek regular feedback from guests on current service, complaints, and improvements to be made, etc.
- PC17.** engage with guests without intruding on their privacy

Knowledge and Understanding (KU)

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The individual on the job needs to know and understand:

- KU1.** company's policies on personnel management, effective teamwork at workplace
- KU2.** importance of customer centricity
- KU3.** methods for effective communication with various people
- KU4.** importance of effective listening, use of appropriate voice tone and pitch for communication
- KU5.** methods of engaging with the guests effectively and professionally

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** engage with guests to set their expectations
- GS2.** handle concerns effectively

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Interacting with superiors and colleagues</i>	13	8	-	-
PC1. exhibit trust, support and respect to all colleagues and superiors	4	2	-	-
PC2. escalate unresolved problems or complaints to the relevant senior	1	1	-	-
PC3. respond positively to the feedback and seek assistance from colleagues/superiors when required	1	1	-	-
PC4. maintain etiquette with colleagues and superiors	3	3	-	-
PC5. identify potential and existing conflicts with the colleagues and resolve them	4	1	-	-
<i>Communicating effectively with guests</i>	21	31	-	-
PC6. brief guests clearly and in a polite, professional and friendly manner	2	4	-	-
PC7. build effective and impersonal relationship with the guests	1	1	-	-
PC8. use appropriate language and tone with guests	2	4	-	-
PC9. listen actively in a two-way communication	2	4	-	-
PC10. identify guest's expectations correctly and provide appropriate solutions	2	4	-	-
PC11. Identify reasons for guest's dissatisfaction and address their complaints effectively	2	4	-	-
PC12. maintain proper body language, dress code, gestures and etiquette while interacting with guests	2	4	-	-
PC13. ensure guests are not subjected to any negative questions and statements	2	1	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. inform the guests on any issues or problems before hand and also on the developments involving them	2	1	-	-
PC15. ensure minimum response time to guests for any messages/feedback	1	1	-	-
PC16. seek regular feedback from guests on current service, complaints, and improvements to be made, etc.	1	1	-	-
PC17. engage with guests without intruding on their privacy	2	2	-	-
NOS Total	34	39	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	THC/N9913
NOS Name	Communicate with Customers and Colleagues
Sector	Tourism & Hospitality
Sub-Sector	Tours and Travels
Occupation	Generic
NSQF Level	4
Credits	1
Version	2.0
Last Reviewed Date	07/10/2025
Next Review Date	07/10/2028
NSQC Clearance Date	07/10/2025

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THC/N9914: Follow Gender and Age Sensitive Practices

Description

This OS unit is about following gender and age sensitivity practices by treating all genders, children and senior citizens appropriately and offering them service as per their unique requirements.

Scope

The scope covers the following :

- Providing different age and gender specific customer service

Elements and Performance Criteria

Providing different age and gender specific customer service

To be competent, the user/individual on the job must be able to:

- PC1.** provide appropriate service keeping in mind their unique needs and diverse cultural backgrounds
- PC2.** make arrangement to cater for varied age group
- PC3.** conduct activities so as to involve guests across all age groups and genders

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** company's policies on gender sensitive practices at workplace
- KU2.** safety measures and procedures available for female colleagues and customers
- KU3.** how to brief female customers and colleagues on available facilities so that they feel safe and secure
- KU4.** how to be vigilant for breach of safety at smallest level
- KU5.** the unique needs and wants of each category of customer, e.g., for an infant, for a young woman, for an old person, for others

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** communicate effectively with different age groups.
- GS2.** analyse the needs of different genders and age groups

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Providing different age and gender specific customer service</i>	7	3	-	-
PC1. provide appropriate service keeping in mind their unique needs and diverse cultural backgrounds	4	1	-	-
PC2. make arrangement to cater for varied age group	1	1	-	-
PC3. conduct activities so as to involve guests across all age groups and genders	2	1	-	-
NOS Total	7	3	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	THC/N9914
NOS Name	Follow Gender and Age Sensitive Practices
Sector	Tourism & Hospitality
Sub-Sector	Tours and Travels
Occupation	Generic
NSQF Level	4
Credits	1
Version	2.0
Last Reviewed Date	07/10/2025
Next Review Date	07/10/2028
NSQC Clearance Date	07/10/2025

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THC/N9915: Maintain Safe, Healthy and Hygienic Practices

Description

This OS unit is about following workplace safety standards and maintaining hygiene to have a hazard-free work environment and avoid downtime because of disruption from personal injuries, health issues and hazardous system failures.

Scope

The scope covers the following :

- Following standard safety procedures to avoid work hazards
- Ensuring cleanliness around workplace
- Following personal hygiene practices
- Taking precautionary health measures

Elements and Performance Criteria

Following standard safety procedures to avoid work hazards

To be competent, the user/individual on the job must be able to:

- PC1.** assess the various hazards in the work areas and take necessary steps to eliminate or minimize them
- PC2.** follow organisational safety procedures
- PC3.** ensure guests have access to first aid kit when needed
- PC4.** implement correct emergency procedures
- PC5.** read the manufacturer's manual carefully before using any equipment
- PC6.** use health and safety practices for storing, cleaning, and maintaining tools, equipment, and supplies
- PC7.** practice ergonomic lifting, bending, or moving equipment and supplies
- PC8.** display safety signs at places where necessary
- PC9.** comply with the established safety procedures of the workplace
- PC10.** report to the supervisor on any problems and hazards identified
- PC11.** use physical safety equipment/personal protective equipment and clothing, wash hands etc.
- PC12.** use fire safety equipment such as fire extinguisher, fire blanket, fire hose, etc.
- PC13.** use first aid equipment such as Automated External Defibrillator (AED) at emergency meeting points
- PC14.**
 - follow hazard symbols such as general warning, health hazard, biohazard, harmful irritant, poison/toxic material, carcinogen hazard, explosive hazard, electrical hazard, hot surface, low temperature warning symbol
 - etc.

Ensuring cleanliness around workplace

To be competent, the user/individual on the job must be able to:

- PC15.** keep the surroundings clean and clear of food waste or other litter

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PC16. ensure that waste is disposed-off as per prescribed standards for waste disposal

PC17. maintain cleanliness records

PC18. ensure safe and clean handling of accommodation, public areas etc.

Following personal hygiene practices

To be competent, the user/individual on the job must be able to:

PC19. clean hands on a regular basis using soap, sanitisers and other accepted industry and government norms to run adventure operations

PC20. clean cups, glasses or other cutlery before and after using them

PC21. maintain personal hygiene by taking daily bath, using clean clothing, footwear, head gear, trimming nails, etc.

PC22. maintain dental hygiene in terms of brushing teeth every day, avoiding smoke at workplace, etc.

Taking precautionary health measures

To be competent, the user/individual on the job must be able to:

PC23. report personal health issues related to injury and infectious diseases

PC24. ensure not to go to work if unwell, to avoid the risk of spreading infection to other people

PC25. cover the mouth with elbow/handkerchief and/or turn away from people while sneezing or coughing

PC26. coordinate for the provision of adequate clean drinking water

PC27. ensure regular vaccinations to avoid transmission of diseases

PC28. undergo preventive health check-ups at regular intervals and take prompt treatment from the doctor in case of illness

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. company's policies on safety procedures at the workplace

KU2. methods to minimize accidental risks

KU3. standard operating procedure (SOP) for maintaining cleanliness

KU4. precautionary activities to be followed for workplace safety

KU5. emergency procedures to be followed in case of a mishap

KU6. health risks to the employees and customers

KU7. healthy work practices

KU8. safe disposal methods for waste

KU9. municipal or community rules for handling and disposing-of waste

KU10. symbols and use of physical safety equipment/ personal protective equipment such as gloves required, protective clothing, safety glasses, wash hands etc.

KU11. symbols and use of fire safety equipment such as fire extinguisher, fire blanket, fire hose, etc.

KU12. symbols and use of first aid equipment such as Automated External Defibrillator (AED) at emergency meeting points

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KU13. • use of waste disposal equipment at workplace such as large bins, waste disposal stations, and
• others

KU14. eco-friendly practices

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. fill up any documentation required to maintain health and hygiene

GS2. communicate effectively with colleagues and supervisor about work safety issues

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Following standard safety procedures to avoid work hazards</i>	10	2	-	-
PC1. assess the various hazards in the work areas and take necessary steps to eliminate or minimize them	6	1	-	-
PC2. follow organisational safety procedures	4	1	-	-
PC3. ensure guests have access to first aid kit when needed	-	-	-	-
PC4. implement correct emergency procedures	-	-	-	-
PC5. read the manufacturer's manual carefully before using any equipment	-	-	-	-
PC6. use health and safety practices for storing, cleaning, and maintaining tools, equipment, and supplies	-	-	-	-
PC7. practice ergonomic lifting, bending, or moving equipment and supplies	-	-	-	-
PC8. display safety signs at places where necessary	-	-	-	-
PC9. comply with the established safety procedures of the workplace	-	-	-	-
PC10. report to the supervisor on any problems and hazards identified	-	-	-	-
PC11. use physical safety equipment/personal protective equipment and clothing, wash hands etc.	-	-	-	-
PC12. use fire safety equipment such as fire extinguisher, fire blanket, fire hose, etc.	-	-	-	-
PC13. use first aid equipment such as Automated External Defibrillator (AED) at emergency meeting points	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. <ul style="list-style-type: none"> follow hazard symbols such as general warning, health hazard, biohazard, harmful irritant, poison/toxic material, carcinogen hazard, explosive hazard, electrical hazard, hot surface, low temperature warning symbol etc. 	-	-	-	-
<i>Ensuring cleanliness around workplace</i>	7	4	-	-
PC15. keep the surroundings clean and clear of food waste or other litter	1	1	-	-
PC16. ensure that waste is disposed-off as per prescribed standards for waste disposal	1	1	-	-
PC17. maintain cleanliness records	1	1	-	-
PC18. ensure safe and clean handling of accommodation, public areas etc.	4	1	-	-
<i>Following personal hygiene practices</i>	7	4	-	-
PC19. clean hands on a regular basis using soap, sanitisers and other accepted industry and government norms to run adventure operations	1	1	-	-
PC20. clean cups, glasses or other cutlery before and after using them	2	1	-	-
PC21. maintain personal hygiene by taking daily bath, using clean clothing, footwear, head gear, trimming nails, etc.	2	1	-	-
PC22. maintain dental hygiene in terms of brushing teeth every day, avoiding smoke at workplace, etc.	2	1	-	-
<i>Taking precautionary health measures</i>	8	6	-	-
PC23. report personal health issues related to injury and infectious diseases	2	1	-	-
PC24. ensure not to go to work if unwell, to avoid the risk of spreading infection to other people	1	1	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC25. cover the mouth with elbow/handkerchief and/or turn away from people while sneezing or coughing	1	1	-	-
PC26. coordinate for the provision of adequate clean drinking water	1	1	-	-
PC27. ensure regular vaccinations to avoid transmission of diseases	1	1	-	-
PC28. undergo preventive health check-ups at regular intervals and take prompt treatment from the doctor in case of illness	2	1	-	-
NOS Total	32	16	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	THC/N9915
NOS Name	Maintain Safe, Healthy and Hygienic Practices
Sector	Tourism & Hospitality
Sub-Sector	Tours and Travels
Occupation	Generic
NSQF Level	4
Credits	1
Version	2.0
Last Reviewed Date	07/10/2025
Next Review Date	07/10/2028
NSQC Clearance Date	07/10/2025

Qualification Pack

THC/N9916: Follow and Maintain Green Practices

Description

This unit is about adopting sustainable practices and optimizing use of resources, especially energy and waste, in day-to-day operations at work.

Scope

The scope covers the following :

- Following material conservation practices
- Ensuring effective waste management/recycling practices
- Ensuring use of eco-friendly practices

Elements and Performance Criteria

Following material conservation practices

To be competent, the user/individual on the job must be able to:

- PC1.** identify ways to optimize usage of material including water in various tasks/activities
- PC2.** check for spills/leakages, plug them and escalate to appropriate authority if unable to rectify
- PC3.** ensure electrical equipment and appliances are switched off when not in use

Ensuring effective waste management/recycling practices

To be competent, the user/individual on the job must be able to:

- PC4.** identify recyclable and non-recyclable, and hazardous waste generated
- PC5.** dispose non-recyclable waste appropriately
- PC6.** follow processes specified for disposal of hazardous waste
- PC7.** ensure reuse and recycling of waste wherever applicable

Ensuring use of eco-friendly practices

To be competent, the user/individual on the job must be able to:

- PC8.** identify materials which can be replaced by environment friendly substitutes
- PC9.** follow SOPs to conserve and re-use water

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organization's procedures for minimizing waste
- KU2.** common sources of pollution and ways to minimize it
- KU3.** methods of optimum utilization of waste and best practices for waste disposal
- KU4.** categorization of waste into dry, wet, recyclable, non-recyclable and items of single-use plastics

Generic Skills (GS)

Qualification Pack

User/individual on the job needs to know how to:

- GS1.** decide on appropriate waste disposal methods
- GS2.** analyse and select best suited environment friendly practices

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Following material conservation practices</i>	7	4	-	-
PC1. identify ways to optimize usage of material including water in various tasks/activities	4	1	-	-
PC2. check for spills/leakages, plug them and escalate to appropriate authority if unable to rectify	2	2	-	-
PC3. ensure electrical equipment and appliances are switched off when not in use	1	1	-	-
<i>Ensuring effective waste management/recycling practices</i>	13	5	-	-
PC4. identify recyclable and non-recyclable, and hazardous waste generated	4	1	-	-
PC5. dispose non-recyclable waste appropriately	4	2	-	-
PC6. follow processes specified for disposal of hazardous waste	1	1	-	-
PC7. ensure reuse and recycling of waste wherever applicable	4	1	-	-
<i>Ensuring use of eco-friendly practices</i>	8	2	-	-
PC8. identify materials which can be replaced by environment friendly substitutes	4	1	-	-
PC9. follow SOPs to conserve and re-use water	4	1	-	-
NOS Total	28	11	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	THC/N9916
NOS Name	Follow and Maintain Green Practices
Sector	Tourism & Hospitality
Sub-Sector	Tours and Travels
Occupation	Generic
NSQF Level	4
Credits	1
Version	2.0
Last Reviewed Date	07/10/2025
Next Review Date	07/10/2028
NSQC Clearance Date	07/10/2025

Qualification Pack

DGT/VSQ/N0102: Employability Skills (60 Hours)

Description

This unit is about employability skills, Constitutional values, becoming a professional in the 21st Century, digital, financial, and legal literacy, diversity and Inclusion, English and communication skills, customer service, entrepreneurship, and apprenticeship, getting ready for jobs and career development.

Scope

The scope covers the following :

- Introduction to Employability Skills
- Constitutional values - Citizenship
- Becoming a Professional in the 21st Century
- Basic English Skills
- Career Development & Goal Setting
- Communication Skills
- Diversity & Inclusion
- Financial and Legal Literacy
- Essential Digital Skills
- Entrepreneurship
- Customer Service
- Getting ready for Apprenticeship & Jobs

Elements and Performance Criteria

Introduction to Employability Skills

To be competent, the user/individual on the job must be able to:

- PC1.** identify employability skills required for jobs in various industries
- PC2.** identify and explore learning and employability portals

Constitutional values – Citizenship

To be competent, the user/individual on the job must be able to:

- 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

Becoming a Professional in the 21st Century

To be competent, the user/individual on the job must be able to:

- 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

Basic English Skills

To be competent, the user/individual on the job must be able to:

Qualification Pack

- 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

Career Development & Goal Setting

To be competent, the user/individual on the job must be able to:

- PC10.** understand the difference between job and career
- PC11.** prepare a career development plan with short- and long-term goals, based on aptitude

Communication Skills

To be competent, the user/individual on the job must be able to:

- PC12.** follow verbal and non-verbal communication etiquette and active listening techniques in various settings
- PC13.** work collaboratively with others in a team

Diversity & Inclusion

To be competent, the user/individual on the job must be able to:

- PC14.** communicate and behave appropriately with all genders and PwD
- PC15.** escalate any issues related to sexual harassment at workplace according to POSH Act

Financial and Legal Literacy

To be competent, the user/individual on the job must be able to:

- 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

Essential Digital Skills

To be competent, the user/individual on the job must be able to:

- 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

Entrepreneurship

To be competent, the user/individual on the job must be able to:

- 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

Customer Service

To be competent, the user/individual on the job must be able to:

- PC26.** identify different types of customers
- PC27.** identify and respond to customer requests and needs in a professional manner.

Qualification Pack

PC28. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

To be competent, the user/individual on the job must be able to:

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. need for employability skills and different learning and employability related portals

KU2. various constitutional and personal values

KU3. different environmentally sustainable practices and their importance

KU4. Twenty first (21st) century skills and their importance

KU5. how to use English language for effective verbal (face to face and telephonic) and written communication in formal and informal set up

KU6. importance of career development and setting long- and short-term goals

KU7. about effective communication

KU8. POSH Act

KU9. Gender sensitivity and inclusivity

KU10. different types of financial institutes, products, and services

KU11. how to compute income and expenditure

KU12. importance of maintaining safety and security in offline and online financial transactions

KU13. different legal rights and laws

KU14. different types of digital devices and the procedure to operate them safely and securely

KU15. how to create and operate an e- mail account and use applications such as word processors, spreadsheets etc.

KU16. how to identify business opportunities

KU17. types and needs of customers

KU18. how to apply for a job and prepare for an interview

KU19. apprenticeship scheme and the process of registering on apprenticeship portal

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. read and write different types of documents/instructions/correspondence

GS2. communicate effectively using appropriate language in formal and informal settings

Qualification Pack

- GS3.** behave politely and appropriately with all
- GS4.** how to work in a virtual mode
- GS5.** perform calculations efficiently
- GS6.** solve problems effectively
- GS7.** pay attention to details
- GS8.** manage time efficiently
- GS9.** maintain hygiene and sanitization to avoid infection

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction to Employability Skills</i>	1	1	-	-
PC1. identify employability skills required for jobs in various industries	-	-	-	-
PC2. identify and explore learning and employability portals	-	-	-	-
<i>Constitutional values – Citizenship</i>	1	1	-	-
PC3. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.	-	-	-	-
PC4. follow environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	2	4	-	-
PC5. recognize the significance of 21st Century Skills for employment	-	-	-	-
PC6. practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life	-	-	-	-
<i>Basic English Skills</i>	2	3	-	-
PC7. use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-
PC8. read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
PC9. write short messages, notes, letters, e-mails etc. in English	-	-	-	-
<i>Career Development & Goal Setting</i>	1	2	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
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>	2	2	-	-
PC12. follow verbal and non-verbal communication etiquette and active listening techniques in various settings	-	-	-	-
PC13. work collaboratively with others in a team	-	-	-	-
<i>Diversity & Inclusion</i>	1	2	-	-
PC14. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC15. escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
<i>Financial and Legal Literacy</i>	2	3	-	-
PC16. select financial institutions, products and services as per requirement	-	-	-	-
PC17. carry out offline and online financial transactions, safely and securely	-	-	-	-
PC18. identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
PC19. identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
<i>Essential Digital Skills</i>	3	4	-	-
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	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Entrepreneurship</i>	2	3	-	-
PC23. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
PC24. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
PC25. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
<i>Customer Service</i>	1	2	-	-
PC26. identify different types of customers	-	-	-	-
PC27. identify and respond to customer requests and needs in a professional manner.	-	-	-	-
PC28. follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship & Jobs</i>	2	3	-	-
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	-	-	-	-
NOS Total	20	30	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0102
NOS Name	Employability Skills (60 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	4
Credits	2
Version	1.0
Last Reviewed Date	07/10/2025
Next Review Date	07/10/2028
NSQC Clearance Date	07/10/2025

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Element/ Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each Element/ PC.
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
4. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.
6. To pass the Qualification Pack assessment, every trainee should score the Recommended Pass 70 % aggregate for the QP.
7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

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Minimum Aggregate Passing % at QP Level : 70

(Please note: Every Trainee should score a minimum aggregate passing percentage as specified above, to successfully clear the Qualification Pack assessment.)

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
THC/N8710.Conduct Nature Experiences for Guests	30	25	-	15	70	20
THC/N8709.Assess & Mitigate Risks	26	20	-	-	46	20
THC/N9913.Communicate with Customers and Colleagues	34	39	-	-	73	15
THC/N9914.Follow Gender and Age Sensitive Practices	7	3	-	-	10	10
THC/N9915.Maintain Safe, Healthy and Hygienic Practices	32	16	-	-	48	10
THC/N9916.Follow and Maintain Green Practices	28	11	-	-	39	20
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	-	-	50	5
Total	177	144	-	15	336	100

Qualification Pack

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training

Qualification Pack

Glossary

Sector	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the Knowledge and Understanding (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria (PC)	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
Unit Title	Unit title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Scope	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.

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Knowledge and Understanding (KU)	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
Organisational Context	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/ Generic Skills (GS)	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
Electives	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
Options	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.