

Qualification Pack



Adventure Travel Guide

QP Code: THC/Q8601

Version: 1.0

NSQF Level: 5

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THC/Q8601: Adventure Travel Guide

Brief Job Description

An adventure travel guide is responsible for coordination with local logistics, transportation, route finding, navigating and leading small groups across various terrains like deserts, forests, hills and mountains (up to 4,000 mts), in consultation with the trek leader. Usually a local, a adventure travel guide / low altitude trekking guide is well acquainted with the flora, fauna, culture and natural history of a particular region. An adventure travel guide ensures that the safety of the group is maintained while on the route.

Personal Attributes

The job requires the individual to have a high level of fitness (both cardiovascular and motor) to withstand physical work in the wilderness for extended duration of time or days. One must also have social and communication skills to handle the students/clients in a polite but firm and professional manner.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [THC/N8601: Prepare for the Low Altitude Trek](#)
2. [THC/N8602: Conduct the Low Altitude Trek](#)
3. [THC/N8603: Conduct Post Low Altitude Trek Closure and Debrief](#)
4. [THC/N8604: Assess and Mitigate Risks in Low Altitude Treks](#)
5. [THC/N9913: Communicate with Customers and Colleagues](#)
6. [THC/N9914: Follow Gender and Age Sensitive Practices](#)
7. [THC/N9915: Maintain Safe, Healthy and Hygienic Practices](#)
8. [THC/N9916: Follow and Maintain Green Practices](#)

Qualification Pack (QP) Parameters

Sector	Tourism & Hospitality
Sub-Sector	Adventure Tourism
Occupation	Land-Based Activities

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Country	India
NSQF Level	5
Aligned to NCO/ISCO/ISIC Code	NCO-2015/1412.9900
Minimum Educational Qualification & Experience	<p>10th Class/I.T.I (two years after class 8th) with 6 Months of experience as trainee in a recognized adventure travel company or mountaineering club with Basic Mountaineering Course (BMC), Advanced Mountaineering Course, (AMC), Search and Rescue (S&R), Method of Instruction (MOI) and Wilderness First Responder (WFR) courses from any Indian and globally recognized mountaineering institute/center.</p> <p>OR</p> <p>10th Class/I.T.I (one year after class 8th and one year of any experience) with 6 Months of experience as trainee in a recognized adventure travel company or mountaineering club with Basic Mountaineering Course (BMC), Advanced Mountaineering Course, (AMC), Search and Rescue (S&R), Method of Instruction (MOI) and Wilderness First Responder (WFR) courses from any Indian and globally recognized mountaineering institute/center.</p> <p>OR</p> <p>Certificate-NSQF (Level 3 - Camp Helper) with 2 Years of experience and should have worked in pre-monsoon, post-monsoon and winter treks.</p>
Minimum Level of Education for Training in School	10th Class
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	19/05/2021
Next Review Date	31/05/2024
NSQF Approval Date	19/05/2021
Version	1.0
Reference code on NQR	2021/TH/THSSC/04480
NQR Version	1

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THC/N8601: Prepare for the Low Altitude Trek

Description

This unit is about assessing pre-trip information and taking care of all logistical requirements before the trip/expedition.

Scope

The scope covers the following :

- assess pre-trek information.
- pre-trek logistics.

Elements and Performance Criteria

Assess pre-trek information

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

- PC1.** interpret the work instructions received from the trek leader/tour operator.
- PC2.** evaluate the detailed itinerary and route description, recommend changes (if any), based on walking distances and risk assessment.
- PC3.** obtain and evaluate detailed information about accompanying staff and their experience in low altitude regions.
- PC4.** evaluate and share detailed information about the students'/clients' age, gender, health issues, special requests with colleagues and trek doctor (if any).
- PC5.** ensure details of all third party service providers like hotels and transport, etc., are up to date and shared with all relevant staff on the trek.
- PC6.** assess the number of porters/ponies required for the trek based on input provided by the crew.

Pre-trek logistics

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

- PC7.** assist the trek leader in arranging for any last-minute supplies for the trek.
- PC8.** coordinate with local transport companies, check vehicles and re-confirm transport requirements with them.
- PC9.** ensure that provision and equipment loads are as per norms and ready to be loaded on porters/ponies.
- PC10.** ensure that contact details of local police, hospitals and concerned government departments are up to date and share trek information with them in advance, seeking permissions for the trek.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** trekking routes, varied terrains and local weather patterns.

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- KU2.** how to identify camp locations.
- KU3.** application formats for permission letters.
- KU4.** third party services required for the trek.
- KU5.** loading norms for porters and ponies.

Generic Skills (GS)

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

- GS1.** read trip related information and maps.
- GS2.** resolve problems.
- GS3.** communicate with colleagues and vendors.
- GS4.** write applications and permission letters.

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Assess pre-trek information</i>	11	11	-	-
PC1. interpret the work instructions received from the trek leader/tour operator.	1	1	-	-
PC2. evaluate the detailed itinerary and route description, recommend changes (if any), based on walking distances and risk assessment.	2	2	-	-
PC3. obtain and evaluate detailed information about accompanying staff and their experience in low altitude regions.	2	2	-	-
PC4. evaluate and share detailed information about the students'/clients' age, gender, health issues, special requests with colleagues and trek doctor (if any).	2	2	-	-
PC5. ensure details of all third party service providers like hotels and transport, etc., are up to date and shared with all relevant staff on the trek.	2	2	-	-
PC6. assess the number of porters/ponies required for the trek based on input provided by the crew.	2	2	-	-
<i>Pre-trek logistics</i>	6	7	-	-
PC7. assist the trek leader in arranging for any last-minute supplies for the trek.	1	1	-	-
PC8. coordinate with local transport companies, check vehicles and re-confirm transport requirements with them.	1	2	-	-
PC9. ensure that provision and equipment loads are as per norms and ready to be loaded on porters/ponies.	2	2	-	-
PC10. ensure that contact details of local police, hospitals and concerned government departments are up to date and share trek information with them in advance, seeking permissions for the trek.	2	2	-	-
NOS Total	17	18	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	THC/N8601
NOS Name	Prepare for the Low Altitude Trek
Sector	Tourism & Hospitality
Sub-Sector	Adventure Tourism
Occupation	Land-Based Activities
NSQF Level	5
Credits	TBD
Version	1.0
Last Reviewed Date	19/05/2021
Next Review Date	31/05/2024
NSQF Clearance Date	19/05/2021

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THC/N8602: Conduct the Low Altitude Trek

Description

This unit is about conducting the trek by following safe guiding and environmental practices.

Scope

The scope covers the following :

- preparation at roadhead.
- welcome the trekkers.
- guide the trekking route.
- manage persons with disabilities.
- promote environmental conservation.

Elements and Performance Criteria

Preparation at roadhead

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

- PC1.** ensure that porters and ponies are waiting at the road head.
- PC2.** ensure that general camp equipment is pre-loaded.
- PC3.** ensure that the camp crew departs on time with all the equipment and provisions to set up the next camp before arrival of students/clients.
- PC4.** ensure that enough packed lunch, snacks and drinking water are available at the starting point.

Welcome the trekkers

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

- PC5.** welcome the trekkers in local tradition, e.g., in Ladakh every trekker gets a Khatak (local scarf) as welcome.
- PC6.** introduce yourself in a loud and clear voice and brief the guests about the day's trek.
- PC7.** ensure that all the students'/clients' bags are counted and handed over to the porters/ponymen for loading.
- PC8.** ensure that all students/clients have been handed over their water, snacks and packed lunch.

Guide the trekking route

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

- PC9.** set the pace for the group in consultation with the trek leader.
- PC10.** estimate time taken to reach the particular camping spot for each day after starting the trek.
- PC11.** inform the students/clients about the flora and fauna of the area during rest stops and spot the medicinal herbs and plants perennial to the area.
- PC12.** inform students/clients about the local culture, traditions, history, religious and mythological beliefs followed in the mountains of the particular area.
- PC13.** take appropriate evasive actions and maintain distance in the presence of local wildlife (Himalayan black bears, leopards, etc).

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- PC14.** assist the trek leader while navigating through technical areas such as glaciers, exposed and loose rock areas, crevasses, etc.
- PC15.** ensure safe walking practices as per guidelines or company SOPs, e.g., maintain small groups, have regular stops, look out for AMS and other symptoms with visual and verbal corroboration at regular intervals, etc.
- PC16.** communicate frequently with the group informing about the progress of the trek.
- PC17.** ensure that all participants are drinking water at regular intervals to avoid dehydration.
- PC18.** ensure to stick to the prescribed and planned route, unless there is some major hazard.
- PC19.** coordinate with the crew to ensure that daily campsites are set up before the group arrives.
- PC20.** coordinate with local villages for permission for camping.
- PC21.** ensure clear instructions are received and given at the end of each trekking day for next day's plan.
- PC22.** coordinate with the rescue team using satellite phones/two way radios in case of an emergency and provide first-aid.
- PC23.** act upon student/client, weather and mountain hazard feedback every day.
- PC24.** document photos and/or videos of the trip with their phone camera or with the company provided one, ensuring not to take selfies.
- PC25.** maintain calm and be composed in case of accidents.
- PC26.** maintain daily personal and trip logs including daily account of expenditure on the trip.

Manage persons with disabilities

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

- PC27.** offer help to persons with disabilities when asked for.
- PC28.** empathize with and respect persons with disabilities.

Promote environmental conservation

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

- PC29.** promote "minimum impact" policies at every level and ensure not to throw/burn waste, discarded wrappers and plastic bottles in the outdoors.
- PC30.** ensure to not cause damage to the fragile habitats and environments (animal life, flora and fauna) found in the wilderness.
- PC31.** sensitize female participants about female hygiene products and their proper disposal in the wilderness.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the company SOP's on safety and service quality standards at all stages of the trek, emergency and rescue procedures and minimum impact travel and camping policies.
- KU2.** the trekking route and challenges on the trails, mountain passes, glaciers, crevasse, rivers and lakes.
- KU3.** various types of mountain equipment and their usage.
- KU4.** mountaineering techniques such as belaying/climbing on rock, snow and ice, basic principles of glacier travel, self-arrest, rappelling, prusiking techniques, river crossing techniques, use of ropes and knots to self-secure.

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- KU5.** the importance of keeping contact details of local transporters, porters, locals from mountain villages and communities.
- KU6.** prerequisites such as group's expertise and comfort level required for day by day route selection.
- KU7.** criteria for safe campsite selection.
- KU8.** resolving issues arising between the porter and pony men.
- KU9.** maintenance, repair and functioning of backcountry stoves such as MSR/LPG.
- KU10.** basic photography/videography skills and use of satellite phones/two way radios.
- KU11.** the importance of sensitizing female students/clients on female hygiene products and their proper disposal in the wilderness.

Generic Skills (GS)

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

- GS1.** maintain daily personal and expense logs.
- GS2.** organize and analyze information relevant to work.
- GS3.** communicate and coordinate with students/clients and colleagues.
- GS4.** manage time effectively and efficiently.

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Preparation at roadhead</i>	5	8	-	-
PC1. ensure that porters and ponies are waiting at the road head.	1	2	-	-
PC2. ensure that general camp equipment is pre-loaded.	2	4	-	-
PC3. ensure that the camp crew departs on time with all the equipment and provisions to set up the next camp before arrival of students/clients.	1	1	-	-
PC4. ensure that enough packed lunch, snacks and drinking water are available at the starting point.	1	1	-	-
<i>Welcome the trekkers</i>	5	7	-	-
PC5. welcome the trekkers in local tradition, e.g., in Ladakh every trekker gets a Khatak (local scarf) as welcome.	1	2	-	-
PC6. introduce yourself in a loud and clear voice and brief the guests about the day's trek.	1	2	-	-
PC7. ensure that all the students'/clients' bags are counted and handed over to the porters/ponymen for loading.	2	2	-	-
PC8. ensure that all students/clients have been handed over their water, snacks and packed lunch.	1	1	-	-
<i>Guide the trekking route</i>	25	36	-	-
PC9. set the pace for the group in consultation with the trek leader.	1	2	-	-
PC10. estimate time taken to reach the particular camping spot for each day after starting the trek.	1	2	-	-
PC11. inform the students/clients about the flora and fauna of the area during rest stops and spot the medicinal herbs and plants perennial to the area.	1	2	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. inform students/clients about the local culture, traditions, history, religious and mythological beliefs followed in the mountains of the particular area.	2	2	-	-
PC13. take appropriate evasive actions and maintain distance in the presence of local wildlife (Himalayan black bears, leopards, etc).	2	2	-	-
PC14. assist the trek leader while navigating through technical areas such as glaciers, exposed and loose rock areas, crevasses, etc.	2	4	-	-
PC15. ensure safe walking practices as per guidelines or company SOPs, e.g., maintain small groups, have regular stops, look out for AMS and other symptoms with visual and verbal corroboration at regular intervals, etc.	2	4	-	-
PC16. communicate frequently with the group informing about the progress of the trek.	1	2	-	-
PC17. ensure that all participants are drinking water at regular intervals to avoid dehydration.	1	1	-	-
PC18. ensure to stick to the prescribed and planned route, unless there is some major hazard.	1	2	-	-
PC19. coordinate with the crew to ensure that daily campsites are set up before the group arrives.	1	2	-	-
PC20. coordinate with local villages for permission for camping.	1	1	-	-
PC21. ensure clear instructions are received and given at the end of each trekking day for next day's plan.	1	2	-	-
PC22. coordinate with the rescue team using satellite phones/two way radios in case of an emergency and provide first-aid.	1	2	-	-
PC23. act upon student/client, weather and mountain hazard feedback every day.	2	1	-	-
PC24. document photos and/or videos of the trip with their phone camera or with the company provided one, ensuring not to take selfies.	2	2	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC25. maintain calm and be composed in case of accidents.	2	2	-	-
PC26. maintain daily personal and trip logs including daily account of expenditure on the trip.	1	1	-	-
<i>Manage persons with disabilities</i>	2	4	-	-
PC27. offer help to persons with disabilities when asked for.	1	2	-	-
PC28. empathize with and respect persons with disabilities.	1	2	-	-
<i>Promote environmental conservation</i>	4	4	-	-
PC29. promote “minimum impact” policies at every level and ensure not to throw/burn waste, discarded wrappers and plastic bottles in the outdoors.	2	2	-	-
PC30. ensure to not cause damage to the fragile habitats and environments (animal life, flora and fauna) found in the wilderness.	2	2	-	-
PC31. sensitize female participants about female hygiene products and their proper disposal in the wilderness.	-	-	-	-
NOS Total	41	59	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	THC/N8602
NOS Name	Conduct the Low Altitude Trek
Sector	Tourism & Hospitality
Sub-Sector	Adventure Tourism
Occupation	Land-Based Activities
NSQF Level	5
Credits	TBD
Version	1.0
Last Reviewed Date	19/05/2021
Next Review Date	31/05/2024
NSQC Clearance Date	19/05/2021

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THC/N8603: Conduct Post Low Altitude Trek Closure and Debrief

Description

This unit is about post trek requirements and conducting closure and debrief.

Scope

The scope covers the following :

- conduct closure and submit trip report.

Elements and Performance Criteria

Conduct closure and submit trip report

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

- PC1.** prepare day to day trip reports.
- PC2.** provide feedback to stakeholders/team regarding route, personal experience, things to improve/change for future expeditions such as changes in the itinerary, if any.
- PC3.** assist all stakeholders in closing accounts.
- PC4.** debrief the entire crew for any recommendations or changes for future trips.
- PC5.** record any issues with the local transporters, porters and pony men.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** how to create trip reports.
- KU2.** feedback exchange and team debrief methods.

Generic Skills (GS)

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

- GS1.** communicate effectively with all stakeholders.

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Conduct closure and submit trip report</i>	12	10	-	-
PC1. prepare day to day trip reports.	2	4	-	-
PC2. provide feedback to stakeholders/team regarding route, personal experience, things to improve/change for future expeditions such as changes in the itinerary, if any.	4	1	-	-
PC3. assist all stakeholders in closing accounts.	2	1	-	-
PC4. debrief the entire crew for any recommendations or changes for future trips.	2	2	-	-
PC5. record any issues with the local transporters, porters and pony men.	2	2	-	-
NOS Total	12	10	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	THC/N8603
NOS Name	Conduct Post Low Altitude Trek Closure and Debrief
Sector	Tourism & Hospitality
Sub-Sector	Adventure Tourism
Occupation	Land-Based Activities
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	19/05/2021
Next Review Date	31/05/2024
NSQC Clearance Date	19/05/2021

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THC/N8604: Assess and Mitigate Risks in Low Altitude Treks

Description

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

Scope

The scope covers the following :

- ensure to take safety measures and respond to emergency situations.
- disaster management.

Elements and Performance Criteria

Ensure to take safety measures and respond to emergency situations

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

- PC1.** evaluate weather conditions and patterns daily and modify the day's plan accordingly.
- PC2.** identify and carry safety equipment based on risk assessment plan and terrain.
- PC3.** evaluate rescue and evacuation procedures for each day of the trek and communicate them to the crew.
- PC4.** identify and interpret safety signs and symbols to avoid hazardous areas.
- PC5.** follow instructions from the trek leader during an emergency.
- PC6.** coordinate with the rescue team, manage guest movement and ensure safety of self and crew during rescue procedures.
- PC7.** perform safety checks of equipment and route before the trek.
- PC8.** ensure the medical and trauma kits are fully equipped and within reach at all times, along with oxygen.
- PC9.** administer first-aid/CPR/oxygen, whenever required.

Disaster management

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

- PC10.** choose camp site carefully to safeguard from avalanche, rockfall, flooding, lightning, etc.
- PC11.** establish communication in case of a natural disaster and assist in organizing air and land rescue support.
- PC12.** deal with all eventualities in a calm and composed manner.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational policies and procedures to enable safe response to an emergency situation, according to one's own work role and level of responsibility.
- KU2.** contingency management techniques.
- KU3.** safety signs and symbols.

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- KU4.** local call-out procedures and information to access emergency services personnel.
- KU5.** use of safety equipment and rescue techniques.
- KU6.** how to perform safety checks of equipment and routes.
- KU7.** how to handle injuries, high altitude sickness and related symptoms and provide first-aid/CPR, whenever required.

Generic Skills (GS)

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

- GS1.** quickly analyze situations for potential risks and act accordingly.
- GS2.** effectively manage time and resources to ensure a comfortable trek for all.

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Ensure to take safety measures and respond to emergency situations</i>	14	18	-	-
PC1. evaluate weather conditions and patterns daily and modify the day's plan accordingly.	-	-	-	-
PC2. identify and carry safety equipment based on risk assessment plan and terrain.	-	-	-	-
PC3. evaluate rescue and evacuation procedures for each day of the trek and communicate them to the crew.	4	2	-	-
PC4. identify and interpret safety signs and symbols to avoid hazardous areas.	1	2	-	-
PC5. follow instructions from the trek leader during an emergency.	1	2	-	-
PC6. coordinate with the rescue team, manage guest movement and ensure safety of self and crew during rescue procedures.	2	2	-	-
PC7. perform safety checks of equipment and route before the trek.	2	2	-	-
PC8. ensure the medical and trauma kits are fully equipped and within reach at all times, along with oxygen.	2	4	-	-
PC9. administer first-aid/CPR/oxygen, whenever required.	2	4	-	-
<i>Disaster management</i>	5	9	-	-
PC10. choose camp site carefully to safeguard from avalanche, rockfall, flooding, lightning, etc.	2	4	-	-
PC11. establish communication in case of a natural disaster and assist in organizing air and land rescue support.	2	4	-	-
PC12. deal with all eventualities in a calm and composed manner.	1	1	-	-
NOS Total	19	27	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	THC/N8604
NOS Name	Assess and Mitigate Risks in Low Altitude Treks
Sector	Tourism & Hospitality
Sub-Sector	Adventure Tourism
Occupation	Land-Based Activities
NSQF Level	5
Credits	TBD
Version	1.0
Last Reviewed Date	19/05/2021
Next Review Date	31/05/2024
NSQC Clearance Date	19/05/2021

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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	TBD
Version	1.0
Last Reviewed Date	24/02/2022
Next Review Date	24/02/2025
NSQC Clearance Date	24/02/2022

Qualification Pack

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

Qualification Pack

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	-	-

Qualification Pack

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	TBD
Version	1.0
Last Reviewed Date	24/02/2022
Next Review Date	24/02/2025
NSQC Clearance Date	24/02/2022

Qualification Pack

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

Qualification Pack

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

Qualification Pack

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

Qualification Pack

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. • 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	TBD
Version	1.0
Last Reviewed Date	24/02/2022
Next Review Date	24/02/2025
NSQC Clearance Date	24/02/2022

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	TBD
Version	1.0
Last Reviewed Date	24/02/2022
Next Review Date	24/02/2025
NSQ Clearance Date	24/02/2022

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down a proportion of marks for each PC.
2. Each NOS will be assessed both for theoretical knowledge and practical which is being proportionately demonstrated in the table below.
3. The assessment for the theory part will be based on a knowledge bank of questions created by the SSC.

Minimum Aggregate Passing % at QP Level : 60

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

Minimum Passing % at NOS Level: 60

Qualification Pack

(Please note: A Trainee must score the minimum percentage for each NOS separately as well as on the QP as a whole.)

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
THC/N8601.Prepare for the Low Altitude Trek	17	18	-	-	35	15
THC/N8602.Conduct the Low Altitude Trek	41	59	-	-	100	25
THC/N8603.Conduct Post Low Altitude Trek Closure and Debrief	12	10	-	-	22	10
THC/N8604.Assess and Mitigate Risks in Low Altitude Treks	19	27	-	-	46	15
THC/N9913.Communicate with Customers and Colleagues	34	39	-	-	73	15
THC/N9914.Follow Gender and Age Sensitive Practices	7	3	-	-	10	5
THC/N9915.Maintain Safe, Healthy and Hygienic Practices	32	16	-	-	48	10
THC/N9916.Follow and Maintain Green Practices	28	11	-	-	39	5
Total	190	183	-	-	373	100

Qualification Pack

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training
QP	Qualification Pack
OS	Occupational Standards
SOP	Standard Operating Procedure
NOS	National Occupational Standards
NSQF	National Skills Qualifications Framework

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.

Qualification Pack

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.
Core Skills or Generic Skills	Core Skills or Generic Skills are a group of skills that are key to learning and working in today's world. These skills are typically needed in any work environment. In the context of the NOS, these include communication related skills that are applicable to most job roles.
Job Role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.
Qualifications Pack	Qualifications Pack comprises the set of NOS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.
Knowledge and Understanding	Knowledge and Understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform to the required standard.

Qualification Pack

NOS	NOS are Occupational Standards which apply uniquely in the Indian context
Organisational Context	Organisational Context includes the way the organization is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Sector	Sector is a conglomeration of different business operations having similar businesses 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.
Technical Knowledge	Technical Knowledge is the specific knowledge needed to accomplish specific designated responsibilities.