

Qualification Pack



Assistant Rafting Guide

QP Code: THC/Q8901

Version: 1.0

NSQF Level: 4

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THC/Q8901: Assistant Rafting Guide

Brief Job Description

An assistant rafting guide is responsible for assisting the rafting guide or senior rafting guide in carrying out the rafting activity, loading, unloading and maintaining the equipment. The assistant rafting guide should have adequate knowledge of river reading, guest management, first-aid and the ability to guide at least Class 2-3 white water.

Personal Attributes

The job requires the individual to have a high level of fitness (both cardiovascular and motor) to work in harsh (very hot and very cold) weather conditions. One must also possess excellent swimming skills.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [THC/N8907: Assist in Preparing for the White-Water Trip/Expedition](#)
2. [THC/N8908: Assist in Conducting the White-Water Trip/Expedition](#)
3. [THC/N8909: Assist in Conducting Post White-Water Trip/Expedition Closure](#)
4. [THC/N8910: Assist in Assessing and Mitigating Risks in White-Water Trip/Expedition](#)
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	Water-Based Activities
Country	India

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NSQF Level	4
Aligned to NCO/ISCO/ISIC Code	NCO-2015/4221.0100
Minimum Educational Qualification & Experience	10th Class/I.T.I (two years after class 8th) with 6 Months of experience including in monsoon as an intern in an Adventure Tourism Company and First-Aid/CPR Course and Wilderness First-Aid courses from any Indian or globally recognized institute/center OR 10th Class/I.T.I (one year after class 8th and one year of any experience) with 6 Months of experience including in monsoon as an intern in an Adventure Tourism Company and First-Aid/CPR Course and Wilderness First-Aid courses from any Indian or globally recognized institute/center
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	31/08/2021
Next Review Date	31/08/2024
NSQC Approval Date	31/08/2021
Version	1.0
Reference code on NQR	2021/TH/THSSC/04479
NQR Version	1

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THC/N8907: Assist in Preparing for the White-Water Trip/Expedition

Description

This unit is about assisting in assessing pre-trip information and performing the necessary equipment/logistics checks to pack all the supplies and equipment.

Scope

The scope covers the following :

- access and discuss pre-trip/expedition information.
- assist in conducting pre-trip/expedition logistics & equipment check.
- assist in packing equipment and supplies.

Elements and Performance Criteria

Access and discuss pre-trip/expedition information

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

- PC1.** receive and understand work instructions from the senior guide/expedition leader/tour operator.
- PC2.** help plan for the detailed itinerary, river section and day by day program with the rafting guide/senior guide.
- PC3.** access and assess detailed information about the guest's age, gender, health issues (if any) and special requests (if any), experience in white-water rafting, with the rafting guide/senior guide.
- PC4.** access and assess information about campsites and tent allocation (if on a multi-day trip).
- PC5.** collate contact details of local police, hospitals and District Offices and communicate trip information to them in advance after consulting the rafting guide/senior guide.
- PC6.** collate and disseminate copies of all permits, permissions and insurance required for operations.
- PC7.** access and discuss weather reports and expected river levels with the rafting guide/senior guide to be prepared for any challenges.

Assist in conducting pre-trip/expedition logistics & equipment check

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

- PC8.** assist the guide in procuring and arranging for last-minute supplies for the trip (if on a multi-day trip).
- PC9.** assist the kitchen staff in procuring all necessary rations required for the trip (if on a multi-day trip).
- PC10.** help the guide in coordinating with various third-party vendors like hotels, campsites and local transport companies.
- PC11.** assist the guide in sorting out issues related to river access like clearing debris from access track, permissions from local authorities, etc.
- PC12.** help the rafting guide in checking the condition of all waterproof bags and containers for keeping personal and camp equipment dry, repair as advised.

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- PC13.** assist the guide in checking the raft for any punctures, tears or leaks and repair or replace valves, baffles, chamber integrity and foot braces as advised.
- PC14.** procure and check the condition of kayaks, oars, paddles, frames and other technical equipment like flip lines, life lines, bow & stern lines, rescue bags, helmets, personal flotation device (PFD), etc., repair or replace under supervision.
- PC15.** ensure that spare and extra equipment is packed to avoid last minute rejection of gear at put in point.
- PC16.** ensure to check the condition of their own PPE such as PFD and helmet, etc.
- PC17.** ensure to check the inflation pump and its 'O' rings carefully, lubricate if needed and carry spares.
- PC18.** ensure that drinking water/water filters are packed on each raft.
- PC19.** assist the rafting guide with arranging for the snacks on stops on the river.
- PC20.** help the kitchen staff to check the quality and quantity of all the kitchen equipment required for the expedition.

Assist in packing equipment and supplies

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

- PC21.** collate detailed equipment lists for rafting and camping (on multi-day trips) and ensure to procure equipment accordingly.
- PC22.** assist in packing all personal gear like PFDs, helmets, paddles, wet suits, spray jackets, etc., based on sizes and numbers required.
- PC23.** assist in packing all safety gear, e.g., throw bags, pulleys, carabiners, extra ropes, flip lines, etc.
- PC24.** ensure that all required camping equipment (for multi day trips) like tents, mats, sleeping bags, etc., are counted and packed.
- PC25.** ensure that daily requirements like water, water filters, snacks, lunch, etc., are packed.
- PC26.** ensure to pack dry bags and dry storage boxes/coolers for multi day and single day trips, as required.
- PC27.** assist the guide in checking, stocking and packing the raft repair kit with spare valves, duct tape, glue, etc.
- PC28.** ensure to pack lashings and straps required for securing equipment on the trip.
- PC29.** ensure to stock and pack one first-aid kit per raft after checking the expiry date of all medicines.
- PC30.** assist the cook and kitchen helpers in packing all kitchen supplies, e.g., back country stove, fuel/LPG cylinder, utensils and rations for the trip.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** reporting structure and hierarchy.
- KU2.** company SOP's on safety and service quality standards, e.g., quality and condition of all the equipment, weather reports, etc.
- KU3.** various types of rafting equipment, their usage and maintenance specially helmets, throw bags, PFDs, raft repair kit and pump.

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- KU4.** the methods and importance of equipment maintenance and repair.
- KU5.** how to decipher river maps, river sections and its access.
- KU6.** camp locations, their identification and back up plans if the original location is unavailable, on multi-day trips.
- KU7.** appropriate clothing and accessories required for the activity.
- KU8.** the importance of coordinating with third party vendors and rest of the team/staff.
- KU9.** the importance of respect for students/clients, colleagues, local communities and government officials.
- KU10.** how to pack all equipment and supplies including first aid kits.

Generic Skills (GS)

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

- GS1.** create various lists.
- GS2.** organize and pack logistics.
- GS3.** communicate effectively with colleagues and third party vendors.

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Access and discuss pre-trip/expedition information</i>	13	13	-	-
PC1. receive and understand work instructions from the senior guide/expedition leader/tour operator.	2	2	-	-
PC2. help plan for the detailed itinerary, river section and day by day program with the rafting guide/senior guide.	2	2	-	-
PC3. access and assess detailed information about the guest's age, gender, health issues (if any) and special requests (if any), experience in white-water rafting, with the rafting guide/senior guide.	2	2	-	-
PC4. access and assess information about campsites and tent allocation (if on a multi-day trip).	3	3	-	-
PC5. collate contact details of local police, hospitals and District Offices and communicate trip information to them in advance after consulting the rafting guide/senior guide.	1	1	-	-
PC6. collate and disseminate copies of all permits, permissions and insurance required for operations.	1	1	-	-
PC7. access and discuss weather reports and expected river levels with the rafting guide/senior guide to be prepared for any challenges.	2	2	-	-
<i>Assist in conducting pre-trip/expedition logistics & equipment check</i>	15	35	-	-
PC8. assist the guide in procuring and arranging for last-minute supplies for the trip (if on a multi-day trip).	1	1	-	-
PC9. assist the kitchen staff in procuring all necessary rations required for the trip (if on a multi-day trip).	1	1	-	-
PC10. help the guide in coordinating with various third-party vendors like hotels, campsites and local transport companies.	1	4	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. assist the guide in sorting out issues related to river access like clearing debris from access track, permissions from local authorities, etc.	1	1	-	-
PC12. help the rafting guide in checking the condition of all waterproof bags and containers for keeping personal and camp equipment dry, repair as advised.	1	4	-	-
PC13. assist the guide in checking the raft for any punctures, tears or leaks and repair or replace valves, baffles, chamber integrity and foot braces as advised.	1	6	-	-
PC14. procure and check the condition of kayaks, oars, paddles, frames and other technical equipment like flip lines, life lines, bow & stern lines, rescue bags, helmets, personal flotation device (PFD), etc., repair or replace under supervision.	1	6	-	-
PC15. ensure that spare and extra equipment is packed to avoid last minute rejection of gear at put in point.	1	1	-	-
PC16. ensure to check the condition of their own PPE such as PFD and helmet, etc.	1	1	-	-
PC17. ensure to check the inflation pump and its 'O' rings carefully, lubricate if needed and carry spares.	1	4	-	-
PC18. ensure that drinking water/water filters are packed on each raft.	1	2	-	-
PC19. assist the rafting guide with arranging for the snacks on stops on the river.	2	2	-	-
PC20. help the kitchen staff to check the quality and quantity of all the kitchen equipment required for the expedition.	2	2	-	-
<i>Assist in packing equipment and supplies</i>	11	40	-	-
PC21. collate detailed equipment lists for rafting and camping (on multi-day trips) and ensure to procure equipment accordingly.	2	4	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC22. assist in packing all personal gear like PFDs, helmets, paddles, wet suits, spray jackets, etc., based on sizes and numbers required.	1	4	-	-
PC23. assist in packing all safety gear, e.g., throw bags, pulleys, carabiners, extra ropes, flip lines, etc.	1	4	-	-
PC24. ensure that all required camping equipment (for multi day trips) like tents, mats, sleeping bags, etc., are counted and packed.	1	4	-	-
PC25. ensure that daily requirements like water, water filters, snacks, lunch, etc., are packed.	1	4	-	-
PC26. ensure to pack dry bags and dry storage boxes/coolers for multi day and single day trips, as required.	1	4	-	-
PC27. assist the guide in checking, stocking and packing the raft repair kit with spare valves, duct tape, glue, etc.	1	4	-	-
PC28. ensure to pack lashings and straps required for securing equipment on the trip.	1	4	-	-
PC29. ensure to stock and pack one first-aid kit per raft after checking the expiry date of all medicines.	1	4	-	-
PC30. assist the cook and kitchen helpers in packing all kitchen supplies, e.g., back country stove, fuel/LPG cylinder, utensils and rations for the trip.	1	4	-	-
NOS Total	39	88	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	THC/N8907
NOS Name	Assist in Preparing for the White-Water Trip/Expedition
Sector	Tourism & Hospitality
Sub-Sector	Adventure Tourism
Occupation	Water-Based Activities
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	31/08/2021
Next Review Date	31/08/2024
NSQC Clearance Date	31/08/2021

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THC/N8908: Assist in Conducting the White-Water Trip/Expedition

Description

This unit is about assisting the rafting guide in carrying out the trip/expedition and following safe guiding and environmental practices.

Scope

The scope covers the following :

- preparation at roadhead.
- welcome the guests.
- assist in guiding the trip/expedition.
- assist in managing persons with disabilities.
- adhere to environmental conservation practices.

Elements and Performance Criteria

Preparation at road head

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

- PC1.** ensure that vehicles are ready at the roadhead to take the students/clients to the starting point of the expedition.
- PC2.** assist in loading all the rafting and camping equipment (multi-day trips).
- PC3.** ensure that enough packed lunch, snacks and drinking water are available for the journey, in case of a long drive.
- PC4.** ensure that the rafts are inflated with equal pressure in all chambers and the bow and stern lines are secure, before the students/clients arrive.
- PC5.** ensure to check the raft and make sure there are no loose items in the raft.
- PC6.** ensure to neatly lay out paddles, helmets and life jackets, as per size.

Welcome the guests

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

- PC7.** welcome the students/clients and introduce oneself in a loud and clear voice.
- PC8.** assist in taking the students'/clients' personal bags/belongings and packing them into waterproof river bags (if needed).
- PC9.** ensure that all electronic gadgets are safely stowed in waterproof bags, in each raft.
- PC10.** assist the students/clients in trying out the PFDs, paddles/oars and helmets and adjust their fittings.
- PC11.** ensure to collect signed indemnity waivers from the students/clients and pass them to the organizer/tour operator/rafting guide.
- PC12.** ensure that water, snacks and packed lunch are securely packed in the rafts.

Assist in guiding the trip/expedition

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

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- PC13.** ensure that daily instructions given by the guide for the next day's plan, estimated time on river, rapids to be negotiated and estimated time till next camp are followed both for single day and multi-day trips.
- PC14.** conduct a briefing on river orientation for the students/clients under supervision of the guide.
- PC15.** ensure that everybody's PFD and helmet is secure and fastened.
- PC16.** assist the guide with demonstrating to the students/clients where they should sit and how to secure themselves on the raft.
- PC17.** conduct an orientation and safety briefing for the students/clients under supervision and provide detailed trip information, river information, river signals, paddling commands, sitting positions, swimmer rescue, kayak rescue, flip drills, etc.
- PC18.** demonstrate each command and rescue position in coordination with the trip safety kayaker.
- PC19.** assist the guide in ensuring that the students/clients practice and warm up through all paddling strokes before every rapid.
- PC20.** communicate frequently with the students/clients to check on their well-being.
- PC21.** assist the students/clients on challenging sections of the river and after a capsized.
- PC22.** ensure to quickly address any issues in the raft, during rapids, while the rafting guide is busy guiding the raft.
- PC23.** ensure that the students/clients are drinking enough water to avoid dehydration.
- PC24.** ensure to receive and act upon students'/clients' feedback daily.
- PC25.** document photos and/or videos of the trip with their phone camera or with the company provided one, ensure not to take selfies.
- PC26.** ensure to respond promptly in case of an emergency, e.g., coordinate with the rescue team, assist the guide in providing on the spot safety and make use of two way radios for communication as needed.
- PC27.** maintain calm and be composed in case of emergencies.
- PC28.** ensure to maintain a trip and personal log with entries of trip expenditures, incidents or injuries, if any.

Manage persons with disabilities

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

- PC29.** offer help to persons with disabilities, when asked for.
- PC30.** empathize with and respect persons with disabilities.
- PC31.** accommodate persons with disabilities in the activities, as far as possible, without compromising safety.

Adhere to environmental conservation practices

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

- PC32.** adhere to "minimum impact" policies at every level, do not burn/throw waste materials, discarded wrappers and plastic bottles into the river or any of the camping grounds.
- PC33.** ensure all non-biodegradable items like plastic, glass and tins are carried back to be disposed on reaching a town/city and that all leftover food/vegetables are buried in shallow pits covered with earth.
- PC34.** ensure not to cause damage to the fragile habitats and environments (animal life, flora and fauna) found there.

Knowledge and Understanding (KU)

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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 rafting expedition, emergency evacuation and rescue procedures and minimum impact travel and camping policies.
- KU2.** the importance of wearing PPE's and all safety commands and demonstrations for rafting.
- KU3.** navigating the river route and challenges like rapids, rocks, boulders and fallen trees.
- KU4.** river reading techniques and river features like waves, haystacks, hydraulics, strainers, pour overs, etc.
- KU5.** the use of safety equipment in rafting like PFDs, helmets, throw bags, whistles, etc.
- KU6.** how to assist in rescuing the raft after it capsizes and flip drills.
- KU7.** how to swim, river crossing, swimmer rescue as well as assisting the guide in swift water and in releasing a wrapped/pinned raft.
- KU8.** the use of ropes and knots and how to set up a Z Drag rescue system.
- KU9.** the importance of keeping contacts of local transporters and other emergency contacts.
- KU10.** camp set up techniques.
- KU11.** basic photography/videography skills and the use of two way radios.

Generic Skills (GS)

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

- GS1.** communicate and coordinate with students/clients/team.
- GS2.** to resolve issues and manage ground logistics.
- GS3.** to anticipate problems in advance.
- GS4.** analyse and generate solutions during any crisis.

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Preparation at road head</i>	9	14	-	-
PC1. ensure that vehicles are ready at the roadhead to take the students/clients to the starting point of the expedition.	1	1	-	-
PC2. assist in loading all the rafting and camping equipment (multi-day trips).	2	2	-	-
PC3. ensure that enough packed lunch, snacks and drinking water are available for the journey, in case of a long drive.	1	1	-	-
PC4. ensure that the rafts are inflated with equal pressure in all chambers and the bow and stern lines are secure, before the students/clients arrive.	1	2	-	-
PC5. ensure to check the raft and make sure there are no loose items in the raft.	2	4	-	-
PC6. ensure to neatly lay out paddles, helmets and life jackets, as per size.	2	4	-	-
<i>Welcome the guests</i>	7	14	-	-
PC7. welcome the students/clients and introduce oneself in a loud and clear voice.	1	1	-	-
PC8. assist in taking the students'/clients' personal bags/belongings and packing them into waterproof river bags (if needed).	1	1	-	-
PC9. ensure that all electronic gadgets are safely stowed in waterproof bags, in each raft.	1	2	-	-
PC10. assist the students/clients in trying out the PFDs, paddles/oars and helmets and adjust their fittings.	1	4	-	-
PC11. ensure to collect signed indemnity waivers from the students/clients and pass them to the organizer/tour operator/rafting guide.	2	2	-	-
PC12. ensure that water, snacks and packed lunch are securely packed in the rafts.	1	4	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Assist in guiding the trip/expedition</i>	26	60	-	-
PC13. ensure that daily instructions given by the guide for the next day's plan, estimated time on river, rapids to be negotiated and estimated time till next camp are followed both for single day and multi-day trips.	-	4	-	-
PC14. conduct a briefing on river orientation for the students/clients under supervision of the guide.	1	4	-	-
PC15. ensure that everybody's PFD and helmet is secure and fastened.	1	4	-	-
PC16. assist the guide with demonstrating to the students/clients where they should sit and how to secure themselves on the raft.	4	6	-	-
PC17. conduct an orientation and safety briefing for the students/clients under supervision and provide detailed trip information, river information, river signals, paddling commands, sitting positions, swimmer rescue, kayak rescue, flip drills, etc.	2	6	-	-
PC18. demonstrate each command and rescue position in coordination with the trip safety kayaker.	1	4	-	-
PC19. assist the guide in ensuring that the students/clients practice and warm up through all paddling strokes before every rapid.	2	4	-	-
PC20. communicate frequently with the students/clients to check on their well-being.	1	4	-	-
PC21. assist the students/clients on challenging sections of the river and after a capsize.	1	1	-	-
PC22. ensure to quickly address any issues in the raft, during rapids, while the rafting guide is busy guiding the raft.	2	2	-	-
PC23. ensure that the students/clients are drinking enough water to avoid dehydration.	2	6	-	-
PC24. ensure to receive and act upon students'/clients' feedback daily.	2	4	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC25. document photos and/or videos of the trip with their phone camera or with the company provided one, ensure not to take selfies.	2	2	-	-
PC26. ensure to respond promptly in case of an emergency, e.g., coordinate with the rescue team, assist the guide in providing on the spot safety and make use of two way radios for communication as needed.	1	6	-	-
PC27. maintain calm and be composed in case of emergencies.	2	2	-	-
PC28. ensure to maintain a trip and personal log with entries of trip expenditures, incidents or injuries, if any.	2	1	-	-
<i>Manage persons with disabilities</i>	3	8	-	-
PC29. offer help to persons with disabilities, when asked for.	1	4	-	-
PC30. empathize with and respect persons with disabilities.	1	-	-	-
PC31. accommodate persons with disabilities in the activities, as far as possible, without compromising safety.	1	4	-	-
<i>Adhere to environmental conservation practices</i>	6	6	-	-
PC32. adhere to “minimum impact” policies at every level, do not burn/throw waste materials, discarded wrappers and plastic bottles into the river or any of the camping grounds.	2	2	-	-
PC33. ensure all non-biodegradable items like plastic, glass and tins are carried back to be disposed on reaching a town/city and that all leftover food/vegetables are buried in shallow pits covered with earth.	2	2	-	-
PC34. ensure not to cause damage to the fragile habitats and environments (animal life, flora and fauna) found there.	2	2	-	-
NOS Total	51	102	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	THC/N8908
NOS Name	Assist in Conducting the White-Water Trip/Expedition
Sector	Tourism & Hospitality
Sub-Sector	Adventure Tourism
Occupation	Water-Based Activities
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	31/08/2021
Next Review Date	31/08/2024
NSQC Clearance Date	31/08/2021

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THC/N8909: Assist in Conducting Post White-Water Trip/Expedition Closure

Description

This unit is about assisting the guide in preparing a detailed trip report, counting and returning all equipment and closing accounts.

Scope

The scope covers the following :

- pack up equipment and submit trip/expedition report.

Elements and Performance Criteria

Pack up equipment and submit trip/expedition report

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

- PC1.** assist in counting and returning all equipment.
- PC2.** maintain a day to day trip report including incidents/accidents or health related problems, under supervision.
- PC3.** provide clear feedback regarding the route, personal experience and things to improve for future expeditions.
- PC4.** assist in closing accounts with all third-party vendors and ensuring that no payments are pending.
- PC5.** collect written feedback from students/clients and submit it to the rafting guide.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** proper methods for post trip equipment check and return.
- KU2.** the company's documentation procedures including submitting trip reports and recording logbook entries.

Generic Skills (GS)

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

- GS1.** perform basic calculations.
- GS2.** effectively provide and use feedback.

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Pack up equipment and submit trip/expedition report</i>	5	9	-	-
PC1. assist in counting and returning all equipment.	1	4	-	-
PC2. maintain a day to day trip report including incidents/accidents or health related problems, under supervision.	1	2	-	-
PC3. provide clear feedback regarding the route, personal experience and things to improve for future expeditions.	1	1	-	-
PC4. assist in closing accounts with all third-party vendors and ensuring that no payments are pending.	1	1	-	-
PC5. collect written feedback from students/clients and submit it to the rafting guide.	1	1	-	-
NOS Total	5	9	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	THC/N8909
NOS Name	Assist in Conducting Post White-Water Trip/Expedition Closure
Sector	Tourism & Hospitality
Sub-Sector	Adventure Tourism
Occupation	Water-Based Activities
NSQF Level	3
Credits	TBD
Version	1.0
Last Reviewed Date	31/08/2021
Next Review Date	31/08/2024
NSQC Clearance Date	31/08/2021

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THC/N8910: Assist in Assessing and Mitigating Risks in White-Water Trip/Expedition

Description

This unit is about assisting the rafting guide in conducting risk/hazard evaluation and taking measures to mitigate them.

Scope

The scope covers the following :

- support in implementing safety measures and responding to emergency situations.
- assist in disaster management.

Elements and Performance Criteria

Support in implementing safety measures and responding to emergency situations

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

- PC1.** assist the rafting guide in identifying hazards associated with the river route, weather conditions, water levels, equipment, negotiating grade 1,2 and 3 rapids and capsizing, before starting the activity.
- PC2.** ensure that no white-water rafting activity is undertaken without wearing a PFD (Personal Flotation Device) and a helmet.
- PC3.** ensure to follow self-safety protocols before rescuing the students/clients.
- PC4.** ensure the PFDs have adequate buoyancy, are fastened properly and checked by the rafting guide/senior guide prior to commencement of rafting and again before all major rapids (grade III and above).
- PC5.** assist the rafting guide in checking that the PFDs are of the appropriate size for each intended user.
- PC6.** ensure that no rafting activity takes place without a safety kayak and that company guidelines on the ratio of rafts to safety kayaks are followed.
- PC7.** assist the guide in completing the day's river run at least an hour before sundown and ensure that no rafting trip/expedition is conducted in the dark.
- PC8.** refrain from consuming alcohol/drugs during rafting and at least six hours prior to the activity.
- PC9.** ensure that only standardized and certified equipment is used (Indian Standards Institute, US coast guard, British Canoe Union or equivalent).
- PC10.** evaluate rescue and evacuation procedures for each day of the trip.
- PC11.** collate emergency contacts to handle any logistics, transportation or safety issues.
- PC12.** ensure to follow instructions from the expedition leader during an emergency, in the absence of the leader provide relief according to one's role and responsibility.
- PC13.** assist the guide with identifying and responding promptly to emergency situations and managing guest movement away from the emergency.
- PC14.** administer first-aid/CPR/oxygen, whenever required.

Qualification Pack

- PC15.** evaluate the students'/clients' health forms carefully and ensure that company SOPs on conducting the activity with persons with comorbidities are followed, e.g., pregnant ladies should not be allowed at all and persons with heart and back issues should not be taken on any rapids above Grade 3.
- PC16.** initiate basic swift water and swimmer rescue promptly while rafting and throw a rescue bag accurately, as required.

Assist in disaster management

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

- PC17.** assist the rafting guide/expedition leader in choosing camp site carefully to safeguard from rockfall, flooding and lightning during multi-day trips.
- PC18.** establish communication with the rafting guide/safety kayaker and assist to organize air, water and land rescue in case of emergencies.
- PC19.** assist in evacuating people from the danger zone and provide shelter till rescue arrives.
- PC20.** assist the rafting guide/expedition leader to organize food, provisions and medicines and instruct the cook to improvise the menu to ensure supplies are used judiciously during disaster situations.
- PC21.** 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.** the hazards associated with white water rafting.
- KU2.** organisational policies and procedures to enable safe response to an emergency situation according to one's own work role and level of responsibility.
- KU3.** use of safety equipment and their certifications.
- KU4.** how to carry out the rafting activity in a timed manner.
- KU5.** safety signs symbols with respect to white-water rafting.
- KU6.** the minimum rafts and safety kayaks required to carry out a rafting trip safely.
- KU7.** contingency management techniques.
- KU8.** local call-out procedures and information to access emergency services personnel.
- KU9.** providing wilderness first aid, swift water rescue basics, throwing a rescue bag accurately.
- KU10.** hazards associated with the river route, weather conditions, water levels, equipment, negotiating grade 1,2 and 3 rapids and capsizing.
- KU11.** self-safety techniques protocols.
- KU12.** rescue techniques and protocols including basic swift water and swimmer rescue techniques.
- KU13.** techniques for using PDFs.
- KU14.** requirements for choosing safe camp sites.

Generic Skills (GS)

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

- GS1.** analyze potential hazards and incidents



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GS2. manage oneself to meet organisational health and safety responsibilities

GS3. think quickly to avert accidents

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Support in implementing safety measures and responding to emergency situations</i>	33	42	-	-
PC1. assist the rafting guide in identifying hazards associated with the river route, weather conditions, water levels, equipment, negotiating grade 1,2 and 3 rapids and capsizing, before starting the activity.	2	4	-	-
PC2. ensure that no white-water rafting activity is undertaken without wearing a PFD (Personal Flotation Device) and a helmet.	2	4	-	-
PC3. ensure to follow self-safety protocols before rescuing the students/clients.	2	2	-	-
PC4. ensure the PFDs have adequate buoyancy, are fastened properly and checked by the rafting guide/senior guide prior to commencement of rafting and again before all major rapids (grade III and above).	2	4	-	-
PC5. assist the rafting guide in checking that the PFDs are of the appropriate size for each intended user.	2	4	-	-
PC6. ensure that no rafting activity takes place without a safety kayak and that company guidelines on the ratio of rafts to safety kayaks are followed.	2	2	-	-
PC7. assist the guide in completing the day's river run at least an hour before sundown and ensure that no rafting trip/expedition is conducted in the dark.	2	4	-	-
PC8. refrain from consuming alcohol/drugs during rafting and at least six hours prior to the activity.	4	-	-	-
PC9. ensure that only standardized and certified equipment is used (Indian Standards Institute, US coast guard, British Canoe Union or equivalent).	1	4	-	-
PC10. evaluate rescue and evacuation procedures for each day of the trip.	2	2	-	-
PC11. collate emergency contacts to handle any logistics, transportation or safety issues.	2	2	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. ensure to follow instructions from the expedition leader during an emergency, in the absence of the leader provide relief according to one's role and responsibility.	2	2	-	-
PC13. assist the guide with identifying and responding promptly to emergency situations and managing guest movement away from the emergency.	2	4	-	-
PC14. administer first-aid/CPR/oxygen, whenever required.	2	-	-	-
PC15. evaluate the students'/clients' health forms carefully and ensure that company SOPs on conducting the activity with persons with comorbidities are followed, e.g., pregnant ladies should not be allowed at all and persons with heart and back issues should not be taken on any rapids above Grade 3.	4	4	-	-
PC16. initiate basic swift water and swimmer rescue promptly while rafting and throw a rescue bag accurately, as required.	-	-	-	-
<i>Assist in disaster management</i>	6	8	-	-
PC17. assist the rafting guide/expedition leader in choosing camp site carefully to safeguard from rockfall, flooding and lightning during multi-day trips.	2	4	-	-
PC18. establish communication with the rafting guide/safety kayaker and assist to organize air, water and land rescue in case of emergencies.	4	4	-	-
PC19. assist in evacuating people from the danger zone and provide shelter till rescue arrives.	-	-	-	-
PC20. assist the rafting guide/expedition leader to organize food, provisions and medicines and instruct the cook to improvise the menu to ensure supplies are used judiciously during disaster situations.	-	-	-	-
PC21. deal with all eventualities in a calm and composed manner.	-	-	-	-
NOS Total	39	50	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	THC/N8910
NOS Name	Assist in Assessing and Mitigating Risks in White-Water Trip/Expedition
Sector	Tourism & Hospitality
Sub-Sector	Adventure Tourism
Occupation	Water-Based Activities
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	31/08/2021
Next Review Date	31/08/2024
NSQC Clearance Date	31/08/2021

Qualification Pack

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)

Qualification Pack

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

Qualification Pack

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	-	-

Qualification Pack

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	-	-

Qualification Pack

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

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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	-	-

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

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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

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 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 % 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/N8907.Assist in Preparing for the White-Water Trip/Expedition	39	88	-	-	127	15
THC/N8908.Assist in Conducting the White-Water Trip/Expedition	51	102	-	-	153	20
THC/N8909.Assist in Conducting Post White-Water Trip/Expedition Closure	5	9	-	-	14	10
THC/N8910.Assist in Assessing and Mitigating Risks in White-Water Trip/Expedition	39	50	-	-	89	15
THC/N9913.Communicate with Customers and Colleagues	34	39	-	-	73	10
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	10
Total	235	318	-	-	553	100

Qualification Pack

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training
NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training
OS	Occupational Standards
BMC	Basic Mountaineering Course
NOLS	National Outdoor Leadership School
CPR	Cardiopulmonary Resuscitation
PPE	Personal Protective Equipment
PFD	Personal Flotation device
NOS	National Occupational Standards
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.
NOS	National Occupation Standards
NSQF	National Skills Qualifications Framework
NOS	National Occupation Standards
NSQF	National Skills Qualifications Framework
QP	Qualification Pack
NSQF	National Skills Qualifications Framework
QP	Qualification Pack
OS	Occupational Standards



Qualification Pack

NOS	National Occupational Standards
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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.
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