

Qualification Pack



Billing Executive

QP Code: THC/Q5801

Version: 2.0

NSQF Level: 4

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Qualification Pack

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THC/Q5801: Billing Executive

Brief Job Description

The individual at work manages and maintains accounts payable and receivables, calculates, prepares and processes bills and invoices, maintains budgets and other financial records and issues cheques, and receives payments.

Personal Attributes

The job requires the individual to be result driven and have good analytical thinking and communication skills, a high degree of organizational ability, and an eye for details.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [THC/N5802: Manage and maintain accounts](#)
2. [THC/N9901: Communicate effectively and maintain service standards](#)
3. [THC/N9903: Maintain organisational confidentiality and respect guests' privacy](#)
4. [THC/N9906: Follow Health, Hygiene and Safety practices](#)

Qualification Pack (QP) Parameters

Sector	Tourism & Hospitality
Sub-Sector	Facility Management
Occupation	Property Management Operations
Country	India
NSQF Level	4
Aligned to NCO/ISCO/ISIC Code	NCO-2015/ 4311.0700, 4132.1400
Minimum Educational Qualification & Experience	12th Class/I.T.I (two years after class 10th) OR 12th Class/I.T.I (one year after class 10th with one year of relevant experience)

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Minimum Level of Education for Training in School	10th Class
Pre-Requisite License or Training	Not Applicable
Minimum Job Entry Age	18 Years
Last Reviewed On	30/12/2021
Next Review Date	30/12/2024
Deactivation Date	30/12/2024
NSQC Approval Date	30/12/2021
Version	2.0
Reference code on NQR	2021/TH/THSC/04913
NQR Version	1.0

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THC/N5802: Manage and maintain accounts

Description

This OS unit is about creating and maintaining billing accounts, handling payment and billing responsibilities to claim and clear all the bills for the organization.

Scope

The scope covers the following :

- Create billing accounts
- Handle billing and payment
- Manage finance related administrative works

Elements and Performance Criteria

Create billing accounts

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

- PC1.** create separate billing account for each customer, service provider, contractual staff, vendor, etc. in the organization's accounting system or ledger
- PC2.** complete relevant information for payroll, purchase orders, cheques, invoices, bills, cheque requisitions, and bank statements in a ledger or computer system
- PC3.** select payment term and payment options for all types of accounts
- PC4.** use secure payment point procedures for all online transactions
- PC5.** implement tracing procedures where necessary
- PC6.** maintain spreadsheets and files for customer's account as per organizational SOP
- PC7.** analyze history of orders, services, and transactions (including invoices, payments, and adjustments) for the billing accounts

Handle billing and payment

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

- PC8.** compile all information needed to calculate bills receivable (order amounts, discount rates etc.)
- PC9.** tally the bill and calculate if any discounts or special rates apply
- PC10.** check outstanding account balances and billing timeline for each service
- PC11.** verify the data input in the accounting system to ensure the accuracy of the final bill
- PC12.** prepare and issue invoices to customers and others (through the mail, e-mail, etc.)
- PC13.** issue a demand notice for payment of taxes in conformance to relevant legislation
- PC14.** issue account statements periodically or whenever necessary
- PC15.** collect payments through various modes (cash, online payments, etc.)
- PC16.** check for the credibility of payments received
- PC17.** investigate payment discrepancies and take remedial action
- PC18.** process and monitor bills related to credit memos

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- PC19.** update accounting records with new payments, balances, customer information, etc.
- PC20.** track the status of invoices/bills
- PC21.** handle billing inquiries from customers
- PC22.** receive and check bills/invoices from vendors, service providers, contractual staff, etc. against the contract agreement and payment timelines
- PC23.** ensure the bills/invoices have no errors or discrepancies
- PC24.** write cheques with name of the payee and amount
- PC25.** get the signed by the authorized personnel and issue the signed cheques to the person/company

Manage finance related administrative works

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

- PC26.** check billing account status - pending, active suspended, deactivated, etc.
- PC27.** monitor all payments - credit card or bank transfer etc.
- PC28.** calculate costs of materials, overhead and other expenses based on estimates, quotations, and price lists
- PC29.** contact responsible parties involved for payments due and for the status of their accounts
- PC30.** ensure all stakeholders remain informed on their outstanding debts and deadlines
- PC31.** keep all files updated with current invoices, bills, contact information and service, and payment terms
- PC32.** investigate security breaches in system or payment modes and take required action
- PC33.** assist and support audit teams in verifying bills and billing data
- PC34.** perform daily closing and balancing at the end of work
- PC35.** carry out monthly closing and balancing
- PC36.** prepare all daily/weekly/monthly billing, invoicing, inventory reports, account statements and send them to the authorized person for review
- PC37.** assist the accounts manager in preparing account statements and financial reports
- PC38.** perform related duties, such as word processing, maintaining filing and record systems, faxing and photocopying

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** accounts management procedures
- KU2.** cost management tools and methods
- KU3.** procedures to issue invoices and cheques
- KU4.** stakeholder management techniques
- KU5.** vendor and contractor billing procedures
- KU6.** payment exception tracking techniques
- KU7.** types of payment methods-online, cash, etc.
- KU8.** techniques to spot discrepancies between logs and invoice registers
- KU9.** accounts and billing record-keeping procedures

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- KU10.** legal, statutory and regulatory requirements for maintaining company accounts
- KU11.** account security and confidentiality procedures
- KU12.** book keeping techniques
- KU13.** applicable taxes like GST, TDS, etc. for all invoices, bills and payments
- KU14.** report creation and audit procedures

Generic Skills (GS)

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

- GS1.** read and interpret organisational SOPs for account management
- GS2.** follow organisation's code of conduct and business etiquette
- GS3.** fill-in checklists, log sheets etc. for billing and accounting
- GS4.** identify immediate or temporary solutions to resolve delays in completing work
- GS5.** plan, prioritize and sequence work operations to increase efficiency
- GS6.** improve and modify own work practices

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Create billing accounts</i>	20	20	-	5
PC1. create separate billing account for each customer, service provider, contractual staff, vendor, etc. in the organization's accounting system or ledger	-	-	-	-
PC2. complete relevant information for payroll, purchase orders, cheques, invoices, bills, cheque requisitions, and bank statements in a ledger or computer system	-	-	-	-
PC3. select payment term and payment options for all types of accounts	-	-	-	-
PC4. use secure payment point procedures for all online transactions	-	-	-	-
PC5. implement tracing procedures where necessary	-	-	-	-
PC6. maintain spreadsheets and files for customer's account as per organizational SOP	-	-	-	-
PC7. analyze history of orders, services, and transactions (including invoices, payments, and adjustments) for the billing accounts	-	-	-	-
<i>Handle billing and payment</i>	25	35	-	15
PC8. compile all information needed to calculate bills receivable (order amounts, discount rates etc.)	-	-	-	-
PC9. tally the bill and calculate if any discounts or special rates apply	-	-	-	-
PC10. check outstanding account balances and billing timeline for each service	-	-	-	-
PC11. verify the data input in the accounting system to ensure the accuracy of the final bill	-	-	-	-
PC12. prepare and issue invoices to customers and others (through the mail, e-mail, etc.)	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. issue a demand notice for payment of taxes in conformance to relevant legislation	-	-	-	-
PC14. issue account statements periodically or whenever necessary	-	-	-	-
PC15. collect payments through various modes (cash, online payments, etc.)	-	-	-	-
PC16. check for the credibility of payments received	-	-	-	-
PC17. investigate payment discrepancies and take remedial action	-	-	-	-
PC18. process and monitor bills related to credit memos	-	-	-	-
PC19. update accounting records with new payments, balances, customer information, etc.	-	-	-	-
PC20. track the status of invoices/bills	-	-	-	-
PC21. handle billing inquiries from customers	-	-	-	-
PC22. receive and check bills/invoices from vendors, service providers, contractual staff, etc. against the contract agreement and payment timelines	-	-	-	-
PC23. ensure the bills/invoices have no errors or discrepancies	-	-	-	-
PC24. write cheques with name of the payee and amount	-	-	-	-
PC25. get the signed by the authorized personnel and issue the signed cheques to the person/company	-	-	-	-
<i>Manage finance related administrative works</i>	25	35	-	20
PC26. check billing account status - pending, active suspended, deactivated, etc.	-	-	-	-
PC27. monitor all payments - credit card or bank transfer etc.	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC28. calculate costs of materials, overhead and other expenses based on estimates, quotations, and price lists	-	-	-	-
PC29. contact responsible parties involved for payments due and for the status of their accounts	-	-	-	-
PC30. ensure all stakeholders remain informed on their outstanding debts and deadlines	-	-	-	-
PC31. keep all files updated with current invoices, bills, contact information and service, and payment terms	-	-	-	-
PC32. investigate security breaches in system or payment modes and take required action	-	-	-	-
PC33. assist and support audit teams in verifying bills and billing data	-	-	-	-
PC34. perform daily closing and balancing at the end of work	-	-	-	-
PC35. carry out monthly closing and balancing	-	-	-	-
PC36. prepare all daily/weekly/monthly billing, invoicing, inventory reports, account statements and send them to the authorized person for review	-	-	-	-
PC37. assist the accounts manager in preparing account statements and financial reports	-	-	-	-
PC38. perform related duties, such as word processing, maintaining filing and record systems, faxing and photocopying	-	-	-	-
NOS Total	70	90	-	40

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National Occupational Standards (NOS) Parameters

NOS Code	THC/N5802
NOS Name	Manage and maintain accounts
Sector	Tourism & Hospitality
Sub-Sector	Facility Management
Occupation	Property and Facility Management Operations
NSQF Level	4
Credits	TBD
Version	2.0
Last Reviewed Date	30/12/2021
Next Review Date	30/12/2024
NSQC Clearance Date	30/12/2021

Qualification Pack

THC/N9901: Communicate effectively and maintain service standards

Description

This OS unit is about communicating effectively, maintaining standard of etiquette at workplace and attending to specific guest requirements.

Scope

The scope covers the following :

- Communicate effectively with guests, colleagues and superiors
- Maintain professional etiquette
- Provide specific services as per the guests' requirements

Elements and Performance Criteria

Communicate effectively with guests, colleagues and superiors

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

- PC1.** greet the guests promptly and appropriately as per organization's procedure
- PC2.** communicate with the guests in a polite and professional manner
- PC3.** clarify guest's requirements by asking appropriate questions
- PC4.** address guest's dissatisfactions and complaints effectively
- PC5.** build effective yet impersonal relationship with guests
- PC6.** inform guests on any issue/problem beforehand including any developments involving them
- PC7.** seek feedback from the guests and incorporate them to improve the guest experience
- PC8.** escalate any negative feedback received from the guests to immediate reporting authority on high priority
- PC9.** pass on essential information to the colleagues timely
- PC10.** report any workplace issues to the superior immediately

Maintain professional etiquette

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

- PC11.** report to work on time
- PC12.** follow proper etiquette while interacting with colleagues and superiors
- PC13.** follow the dress code as per organizational policy
- PC14.** maintain personal hygiene
- PC15.** respect privacy of others at the workplace

Provide specific services as per the guests' requirements

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

- PC16.** offer services and maintain the quality of facilities to cater to specific needs of every individual, across all gender and age group as per company standards
- PC17.** provide assistance to Persons with Disability, if required
- PC18.** follow the organisational policies specified for Persons with Disability

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PC19. follow gender and age sensitive service practices at all times

PC20. adhere to the company policies related to prevention of sexual harassment

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. organizational policies on behavioural etiquette and professionalism

KU2. organizational policies on gender sensitive service practices at workplace

KU3. organizational hierarchy and reporting structure

KU4. documentation policy and procedures of the organization

KU5. service quality standards as per organizational policies

KU6. complaint handling policy and procedures

KU7. SOP on personal hygiene

KU8. procedure of giving and receiving feedback positively

KU9. gender specific requirements of different types of guest

KU10. specific requirements of different age-groups of guests

KU11. age and gender specific etiquette

KU12. key helpline numbers

KU13. organizational policy with regards to Persons with disability

Generic Skills (GS)

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

GS1. read job sheets, company policy, notes and comments received from the supervisor or guest, documents and information displayed at the workplace

GS2. interact with coworkers to work efficiently

GS3. communicate effectively with the guests

GS4. solve problem when required

GS5. improve work processes by incorporating guests' feedback

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Communicate effectively with guests, colleagues and superiors</i>	20	20	-	10
PC1. greet the guests promptly and appropriately as per organization's procedure	-	-	-	-
PC2. communicate with the guests in a polite and professional manner	-	-	-	-
PC3. clarify guest's requirements by asking appropriate questions	-	-	-	-
PC4. address guest's dissatisfactions and complaints effectively	-	-	-	-
PC5. build effective yet impersonal relationship with guests	-	-	-	-
PC6. inform guests on any issue/problem beforehand including any developments involving them	-	-	-	-
PC7. seek feedback from the guests and incorporate them to improve the guest experience	-	-	-	-
PC8. escalate any negative feedback received from the guests to immediate reporting authority on high priority	-	-	-	-
PC9. pass on essential information to the colleagues timely	-	-	-	-
PC10. report any workplace issues to the superior immediately	-	-	-	-
<i>Maintain professional etiquette</i>	10	10	-	5
PC11. report to work on time	-	-	-	-
PC12. follow proper etiquette while interacting with colleagues and superiors	-	-	-	-
PC13. follow the dress code as per organizational policy	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. maintain personal hygiene	-	-	-	-
PC15. respect privacy of others at the workplace	-	-	-	-
<i>Provide specific services as per the guests' requirements</i>	10	10	-	5
PC16. offer services and maintain the quality of facilities to cater to specific needs of every individual, across all gender and age group as per company standards	-	-	-	-
PC17. provide assistance to Persons with Disability, if required	-	-	-	-
PC18. follow the organisational policies specified for Persons with Disability	-	-	-	-
PC19. follow gender and age sensitive service practices at all times	-	-	-	-
PC20. adhere to the company policies related to prevention of sexual harassment	-	-	-	-
NOS Total	40	40	-	20

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National Occupational Standards (NOS) Parameters

NOS Code	THC/N9901
NOS Name	Communicate effectively and maintain service standards
Sector	Tourism & Hospitality
Sub-Sector	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
Occupation	Generic
NSQF Level	3
Credits	TBD
Version	2.0
Last Reviewed Date	24/02/2022
Next Review Date	24/02/2025
NSQC Clearance Date	24/02/2022

Qualification Pack

THC/N9903: Maintain organisational confidentiality and respect guests' privacy

Description

This OS unit is about maintaining the confidentiality of the organisation and respecting the privacy of the guest.

Scope

The scope covers the following :

- Maintain organisational confidentiality
- Respect guest's privacy

Elements and Performance Criteria

Maintain organisational confidentiality

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

- PC1.** ensure not leaving any confidential information visible and unattended on the workstation
- PC2.** comply to organizational IPR policy at all times
- PC3.** report any infringement of IPR observed by anyone in the company to the concerned person
- PC4.** maintain the confidentiality of the organisational information through appropriate use, storage and disposal

Respect guest's privacy

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

- PC5.** protect personal and financial information of the guest
- PC6.** refrain self from infringing upon guest's professional deals and plans

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organisation's policies on intellectual property rights and confidential information
- KU2.** IPR infringement reporting procedure
- KU3.** storage and disposal procedures for confidential information
- KU4.** importance of maintaining confidentiality for competitiveness of an organisation
- KU5.** significance of damages resulting from confidentiality infringement

Generic Skills (GS)

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



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- GS1.** read organisational policy documents, information displayed at the workplace, and comments received from guest and supervisor
- GS2.** communicate effectively with the guests regarding confidentiality
- GS3.** resolve conflicts related to confidentiality and privacy by reporting the issue in time

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain organisational confidentiality</i>	6	6	-	3
PC1. ensure not leaving any confidential information visible and unattended on the workstation	-	-	-	-
PC2. comply to organizational IPR policy at all times	-	-	-	-
PC3. report any infringement of IPR observed by anyone in the company to the concerned person	-	-	-	-
PC4. maintain the confidentiality of the organisational information through appropriate use, storage and disposal	-	-	-	-
<i>Respect guest's privacy</i>	4	4	-	2
PC5. protect personal and financial information of the guest	-	-	-	-
PC6. refrain self from infringing upon guest's professional deals and plans	-	-	-	-
NOS Total	10	10	-	5

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National Occupational Standards (NOS) Parameters

NOS Code	THC/N9903
NOS Name	Maintain organisational confidentiality and respect guests' privacy
Sector	Tourism & Hospitality
Sub-Sector	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
Occupation	Generic
NSQF Level	3
Credits	TBD
Version	2.0
Last Reviewed Date	24/02/2022
Next Review Date	24/02/2025
NSQC Clearance Date	24/02/2022

Qualification Pack

THC/N9906: Follow Health, Hygiene and Safety practices

Description

This OS unit is about ensuring a hazard free working environment along with maintaining health and hygiene.

Scope

The scope covers the following :

- Maintain personal and workplace hygiene
- Take precautionary health measures
- Follow standard safety procedure
- Follow effective waste management

Elements and Performance Criteria

Maintain personal and workplace hygiene

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

- PC1.** wash and sanitize hands at regular intervals using hand wash & alcohol-based sanitizers
- PC2.** clean the workplace with appropriate cleaning solution and disinfectants as recommended
- PC3.** clean the crockery and other articles as per established standards
- PC4.** sanitize all tools and equipment requiring touch points at regular intervals
- PC5.** ensure that the trashcans are cleared regularly following the cleanliness and maintenance schedule
- PC6.** use appropriate PPE (headwear, glasses, goggles, footwear etc.) considering the task to be performed and the working environment
- PC7.** dispose of the waste as per the prescribed standards
- PC8.** maintain personal hygiene by brushing teeth regularly, wearing clean clothes, following a healthy diet etc.

Take precautionary health measures

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

- PC9.** attend regular health check-ups organized by the management
- PC10.** report personal health issues related to injury, food, air and infectious disease
- PC11.** report to the concerned authority in case any coworker is unwell

Follow standard safety procedure

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

- PC12.** follow safety procedures while handling materials, tools, equipment etc.
- PC13.** follow first aid procedures appropriately
- PC14.** identify hazards at the workplace and report to the concerned person in time

Follow effective waste management

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

- PC15.** identify and segregate recyclable, non-recyclable and hazardous waste at workplace

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- PC16.** segregate waste into different coloured dustbins
- PC17.** handle the waste as per SOP
- PC18.** recycle waste wherever applicable
- PC19.** dispose of PPEs in a plastic bag, sealed and labelled as infectious waste

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organisation's policy on reporting and managing safety issues
- KU2.** procedure to maintain cleanliness standards at workplace
- KU3.** SOP on personal hygiene
- KU4.** importance of preventive health checkup and healthy living
- KU5.** procedure to report health issues
- KU6.** instructions for operating and handling equipment as per standard
- KU7.** purpose and usage of PPE
- KU8.** basic first-aid procedures
- KU9.** standard waste management policy

Generic Skills (GS)

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

- GS1.** read organisation policy, procedure manuals and instructions, documents and information displayed at the workplace
- GS2.** fill in relevant forms, formats and checklist accurately
- GS3.** communicate effectively with guests and co-workers
- GS4.** analyze the impact of not adhering to the health and safety procedures

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain personal and workplace hygiene</i>	10	10	-	5
PC1. wash and sanitize hands at regular intervals using hand wash & alcohol-based sanitizers	-	-	-	-
PC2. clean the workplace with appropriate cleaning solution and disinfectants as recommended	-	-	-	-
PC3. clean the crockery and other articles as per established standards	-	-	-	-
PC4. sanitize all tools and equipment requiring touch points at regular intervals	-	-	-	-
PC5. ensure that the trashcans are cleared regularly following the cleanliness and maintenance schedule	-	-	-	-
PC6. use appropriate PPE (headwear, glasses, goggles, footwear etc.) considering the task to be performed and the working environment	-	-	-	-
PC7. dispose of the waste as per the prescribed standards	-	-	-	-
PC8. maintain personal hygiene by brushing teeth regularly, wearing clean clothes, following a healthy diet etc.	-	-	-	-
<i>Take precautionary health measures</i>	5	5	-	-
PC9. attend regular health check-ups organized by the management	-	-	-	-
PC10. report personal health issues related to injury, food, air and infectious disease	-	-	-	-
PC11. report to the concerned authority in case any coworker is unwell	-	-	-	-
<i>Follow standard safety procedure</i>	5	10	-	5

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. follow safety procedures while handling materials, tools, equipment etc.	-	-	-	-
PC13. follow first aid procedures appropriately	-	-	-	-
PC14. identify hazards at the workplace and report to the concerned person in time	-	-	-	-
<i>Follow effective waste management</i>	5	10	-	5
PC15. identify and segregate recyclable, non-recyclable and hazardous waste at workplace	-	-	-	-
PC16. segregate waste into different coloured dustbins	-	-	-	-
PC17. handle the waste as per SOP	-	-	-	-
PC18. recycle waste wherever applicable	-	-	-	-
PC19. dispose of PPEs in a plastic bag, sealed and labelled as infectious waste	-	-	-	-
NOS Total	25	35	-	15

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National Occupational Standards (NOS) Parameters

NOS Code	THC/N9906
NOS Name	Follow Health, Hygiene and Safety practices
Sector	Tourism & Hospitality
Sub-Sector	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
Occupation	Generic
NSQF Level	3
Credits	TBD
Version	2.0
Last Reviewed Date	24/02/2022
Next Review Date	24/02/2025
NSQC 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 the proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on the 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 the 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 a minimum of 70% of % aggregate marks to successfully clear the assessment.

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7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

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/N5802.Manage and maintain accounts	70	90	-	40	200	50
THC/N9901.Communicate effectively and maintain service standards	40	40	-	20	100	25
THC/N9903.Maintain organisational confidentiality and respect guests' privacy	10	10	-	5	25	5
THC/N9906.Follow Health, Hygiene and Safety practices	25	35	-	15	75	20
Total	145	175	-	80	400	100

Qualification Pack

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training
PPE	Personal Protective Equipment
HACCP	Hazard Analysis and Critical Control Points
FSSAI	Food Safety and Standards Authority of India
ISO	International Standards Organization
OH&S	Occupational Health and Safety

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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.