

Qualification Pack



Camp Helper

QP Code: THC/Q8602

Version: 1.0

NSQF Level: 3

Tourism and Hospitality Skill Council || 404/407 4th Floor Mercantile House, KG Marg, Connaught Place
New Delhi 110001. || email:assessment@thsc.in

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THC/Q8602: Camp Helper

Brief Job Description

A camp helper is a staff member present on a fixed campsite, expedition or a trek. The prime responsibility of a camp helper is to set up the campsite with tents and dismantle them, cater to the requirements of tourists at a campsite, as well as help in the kitchen. A camp helper also ensures that a clean and hygienic environment is maintained at the campsite and during expeditions.

Personal Attributes

The job requires the individual to remain calm under pressure and have an approachable personality. It also requires a high degree of physical fitness.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [THC/N8609: Prepare for Camp Setup](#)
2. [THC/N8610: Conduct Camp Activities](#)
3. [THC/N8611: Conduct Post Camp Activities](#)
4. [THC/N9913: Communicate with Customers and Colleagues](#)
5. [THC/N9914: Follow Gender and Age Sensitive Practices](#)
6. [THC/N9915: Maintain Safe, Healthy and Hygienic Practices](#)
7. [THC/N9916: Follow and Maintain Green Practices](#)

Qualification Pack (QP) Parameters

Sector	Tourism & Hospitality
Sub-Sector	Adventure Tourism
Occupation	Mountain-Based Activities
Country	India
NSQF Level	3

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Aligned to NCO/ISCO/ISIC Code	NCO-2015/4221.0100
Minimum Educational Qualification & Experience	5th Class with 6 Months of experience as an intern in an Adventure Tourism company and Basic Mountaineering Course from any certified mountaineering institutes.
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	20/01/2021
Next Review Date	29/07/2024
NSQC Approval Date	29/07/2021
Version	1.0
Reference code on NQR	2021/TH/THSC/04422
NQR Version	1

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THC/N8609: Prepare for Camp Setup

Description

This unit is about accessing trip information and completing all preparatory requirements before the trip/expedition.

Scope

The scope covers the following :

- Access trip information and prepare for the trip/expedition

Elements and Performance Criteria

Access trip information and prepare for the trip/expedition

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

- PC1.** gather details on the itinerary of the trek/expedition/ fixed campsite program from the tour operator/ expedition/trip leader.
- PC2.** help the tour operator/ expedition/trip leader to prepare a detailed equipment list for the trek/expedition, eg. tents, mattresses, utensils, stoves, toilet items, etc.
- PC3.** check the condition of the tents, specially tent zips, lining, tent flaps, rips and tears, guy ropes and cords etc.
- PC4.** repair and clean tents and equipment, if required.
- PC5.** ensure to pack the toilet tent, toilet paper, shovel, toilet seat (if needed).
- PC6.** tighten the p-cords and stakes/pegs used for holding the tent to the ground if they have loosened over time and use (in case of fixed campsites).
- PC7.** check the toilet areas, ensure they are cleaned as per service quality standards followed in the organisation.
- PC8.** ensure toilets are stocked with essential items before the arrival of guests (in case of fixed campsites).
- PC9.** check the functioning of equipment such as stoves, gas lights, torches, water heating systems for bathing - traditional hamam or solar/gas heating systems/boilers etc. (in case of fixed campsites). etc.
- PC10.** repair and clean stoves, gas lights, water heating systems, if required.
- PC11.** coordinate with the cook and create a list of special/alternative food items to be procured to cater to allergy prone group members and guests with special dietary requirements.
- PC12.** assist the kitchen helpers to procure any items required.
- PC13.** set the dining area with tables and chairs according to the group size (for fixed campsites).
- PC14.** ensure dustbins are placed in every tent (in case of fixed campsites).
- PC15.** ensure all light fittings are in place and functioning.
- PC16.** pack all camp items and provisions securely in bags according to size and weight for porter or pony loading.

Knowledge and Understanding (KU)

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The individual on the job needs to know and understand:

- KU1.** reporting structure and hierarchy
- KU2.** safety, hygiene and service quality standards followed in the organisation
- KU3.** the importance of respect for colleagues and local communities
- KU4.** camp set up requirements such as techniques and maintenance of tent pitching, parachute pitching (in case of fixed camp sites), laying out the dining area, electrical fittings and how to place and serve meals
- KU5.** basic supplies required at camp, tent and toilet areas eg. dustbins, toilet accessories, bedding etc.
- KU6.** about operating water heating systems (hamam and cylinder heaters)
- KU7.** tent and equipment repairing techniques
- KU8.** equipment and provision packing techniques required for trip/expedition
- KU9.** how to improvise and use alternative materials in case of unavailability of specific equipment/items
- KU10.** how to maintain basic accounts

Generic Skills (GS)

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

- GS1.** communicate effectively with colleagues and vendors
- GS2.** read and create lists
- GS3.** work in a team and share the workload in order to achieve better results

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Access trip information and prepare for the trip/expedition</i>	20	34	-	-
PC1. gather details on the itinerary of the trek/expedition/ fixed campsite program from the tour operator/ expedition/trip leader.	2	1	-	-
PC2. help the tour operator/ expedition/trip leader to prepare a detailed equipment list for the trek/expedition, eg. tents, mattresses, utensils, stoves, toilet items, etc.	2	1	-	-
PC3. check the condition of the tents, specially tent zips, lining, tent flaps, rips and tears, guy ropes and cords etc.	2	6	-	-
PC4. repair and clean tents and equipment, if required.	1	-	-	-
PC5. ensure to pack the toilet tent, toilet paper, shovel, toilet seat (if needed).	1	4	-	-
PC6. tighten the p-cords and stakes/pegs used for holding the tent to the ground if they have loosened over time and use (in case of fixed campsites).	1	3	-	-
PC7. check the toilet areas, ensure they are cleaned as per service quality standards followed in the organisation.	1	4	-	-
PC8. ensure toilets are stocked with essential items before the arrival of guests (in case of fixed campsites).	-	-	-	-
PC9. check the functioning of equipment such as stoves, gas lights, torches, water heating systems for bathing - traditional hamam or solar/gas heating systems/boilers etc. (in case of fixed campsites). etc.	1	1	-	-
PC10. repair and clean stoves, gas lights, water heating systems, if required.	1	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. coordinate with the cook and create a list of special/alternative food items to be procured to cater to allergy prone group members and guests with special dietary requirements.	2	2	-	-
PC12. assist the kitchen helpers to procure any items required.	2	1	-	-
PC13. set the dining area with tables and chairs according to the group size (for fixed campsites).	1	3	-	-
PC14. ensure dustbins are placed in every tent (in case of fixed campsites).	-	-	-	-
PC15. ensure all light fittings are in place and functioning.	2	2	-	-
PC16. pack all camp items and provisions securely in bags according to size and weight for porter or pony loading.	1	6	-	-
NOS Total	20	34	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	THC/N8609
NOS Name	Prepare for Camp Setup
Sector	Tourism & Hospitality
Sub-Sector	Adventure Tourism
Occupation	Mountain-Based Activities
NSQF Level	3
Credits	TBD
Version	1.0
Last Reviewed Date	20/01/2021
Next Review Date	29/07/2024
NSQC Clearance Date	29/07/2021

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THC/N8610: Conduct Camp Activities

Description

This unit is about performing various tasks while on a camp/trek for its smooth functioning while keeping environmental conservation in consideration.

Scope

The scope covers the following :

- Set up camp for smooth functioning of the program
- Manage persons with disabilities
- Adhere to environmental conservation practices
- Disaster management

Elements and Performance Criteria

Set up camp for smooth functioning of the program

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

- PC1.** plan all daily camp tasks in sequence and organize supplies for easy access
- PC2.** help/assist the kitchen helpers in setting up tourist/guest tents, kitchen area, dining area, toilet and shower tents (for expeditions/treks)
- PC3.** provide provisions in the toilets and toilet tents for hygiene purposes and restock as and when required (soap, toilet paper, etc.)
- PC4.** clean the toilets more than once a day
- PC5.** help the kitchen staff in keeping the kitchen clean and presentable at all times
- PC6.** ensure that hot and cold water are placed for drinking and hand washing for the guests/tourists
- PC7.** coordinate with the cook and serve hot tea, snacks and meals on time and inform about special food for specific individuals.
- PC8.** get the water heating systems started and inform the guests when water is ready for bathing (at fixed campsites)
- PC9.** interact with the guests to see if they need anything
- PC10.** ensure repairs are made to minor tears, zippers, etc., before heading to the next campsite (during an expedition/trek)
- PC11.** dismantle and pack all tents and tent parts for the next campsite (on an expedition/trek)

Manage persons with disabilities

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

- PC12.** offer help to differently-abled people when asked for
- PC13.** empathize with and respect people with disabilities

Adhere to environmental conservation practices

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

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PC14. adhere to “Minimum Impact” travel policies and not leave/burn any non-biodegradable items behind like wrappers, cigarette butts, bottles and tins

PC15. avoid single use plastic and use biodegradable packing material, wherever required

Disaster management

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

PC16. choose tent pitching locations carefully to safeguard from avalanche, rockfall, flooding and lightning

PC17. establish communication with the expedition leader/ trekking guide/ trip leader/ mountaineering instructor in case of a disaster.

PC18. support in air and land rescue and assist in evacuating people from danger zone in case of any disaster.

PC19. provide shelter, to guests, till rescue arrives and 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. list of daily camp tasks in sequence

KU2. the company's SOPs such as minimum impact travel and camping policies

KU3. about backcountry camp set up (kitchen tent, toilet tent, etc.) and importance of maintaining safe distance from streams/rivers/fresh water source, rockfall, landslides and lightening prone areas

KU4. the procedure for setting up dining areas and serving meals

KU5. trekking skills

KU6. the process of operating water heating systems (hamams and heaters that run on cylinders)

Generic Skills (GS)

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

GS1. plan and organize day to day work

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Set up camp for smooth functioning of the program</i>	13	36	-	-
PC1. plan all daily camp tasks in sequence and organize supplies for easy access	2	4	-	-
PC2. help/assist the kitchen helpers in setting up tourist/guest tents, kitchen area, dining area, toilet and shower tents (for expeditions/treks)	1	6	-	-
PC3. provide provisions in the toilets and toilet tents for hygiene purposes and restock as and when required (soap, toilet paper, etc.)	1	2	-	-
PC4. clean the toilets more than once a day	1	4	-	-
PC5. help the kitchen staff in keeping the kitchen clean and presentable at all times	1	4	-	-
PC6. ensure that hot and cold water are placed for drinking and hand washing for the guests/tourists	1	4	-	-
PC7. coordinate with the cook and serve hot tea, snacks and meals on time and inform about special food for specific individuals.	1	4	-	-
PC8. get the water heating systems started and inform the guests when water is ready for bathing (at fixed campsites)	2	4	-	-
PC9. interact with the guests to see if they need anything	1	-	-	-
PC10. ensure repairs are made to minor tears, zippers, etc., before heading to the next campsite (during an expedition/trek)	1	4	-	-
PC11. dismantle and pack all tents and tent parts for the next campsite (on an expedition/trek)	1	-	-	-
<i>Manage persons with disabilities</i>	8	5	-	-
PC12. offer help to differently-abled people when asked for	4	1	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. empathize with and respect people with disabilities	4	4	-	-
<i>Adhere to environmental conservation practices</i>	48	1	-	-
PC14. adhere to “Minimum Impact” travel policies and not leave/burn any non-biodegradable items behind like wrappers, cigarette butts, bottles and tins	44	-	-	-
PC15. avoid single use plastic and use biodegradable packing material, wherever required	4	1	-	-
<i>Disaster management</i>	8	4	-	-
PC16. choose tent pitching locations carefully to safeguard from avalanche, rockfall, flooding and lightning	2	4	-	-
PC17. establish communication with the expedition leader/ trekking guide/ trip leader/ mountaineering instructor in case of a disaster.	2	-	-	-
PC18. support in air and land rescue and assist in evacuating people from danger zone in case of any disaster.	2	-	-	-
PC19. provide shelter, to guests, till rescue arrives and deal with all eventualities in a calm and composed manner.	2	-	-	-
NOS Total	77	46	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	THC/N8610
NOS Name	Conduct Camp Activities
Sector	Tourism & Hospitality
Sub-Sector	Adventure Tourism
Occupation	Mountain-Based Activities
NSQF Level	3
Credits	TBD
Version	1.0
Last Reviewed Date	20/01/2021
Next Review Date	29/07/2024
NSQC Clearance Date	29/07/2021

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THC/N8611: Conduct Post Camp Activities

Description

This unit is about carrying out post program/trek/expedition environmental activities and submitting trip reports.

Scope

The scope covers the following :

- Follow environmental practices
- Return all equipment and submit trip report

Elements and Performance Criteria

Follow environmental practices

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

- PC1.** ensure to cover the pit dug for toilet tents properly with earth and grass while packing up camp (in case of expeditions/treks).
- PC2.** assist the kitchen staff to pack out all plastics, tins, cans, paper and carry them back from the expedition for proper disposal.
- PC3.** segregate and dispose all waste into garbage bins after reaching the city/town

Return all equipment and submit trip report

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

- PC4.** check all tents used in expeditions/fixed campsites for any damage and ensure to get them repaired before the next group arrives
- PC5.** clean, dry, dismantle and pack all tents when not in use during off seasons and store them in the camp storeroom along with unused supplies (at fixed campsites).
- PC6.** clean, sun dry and return all the tents to the organiser (after returning from an expedition/trek).
- PC7.** assist the kitchen staff to clean all kitchen supplies/utensils and return all kitchen items.
- PC8.** check for any major damage to the tents, equipment and camp property such as crockery, tables, chairs, dustbins, buckets, mugs etc. and report to the organiser.
- PC9.** submit a trip report at the end of the trek/expedition.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** environmental practices to be followed during camp pack up
- KU2.** the importance of completing feedback and reporting formalities as per company SOPs
- KU3.** equipment repair and pack up techniques.

Generic Skills (GS)



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

GS1. create a report.

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Follow environmental practices</i>	4	8	-	-
PC1. ensure to cover the pit dug for toilet tents properly with earth and grass while packing up camp (in case of expeditions/treks).	2	4	-	-
PC2. assist the kitchen staff to pack out all plastics, tins, cans, paper and carry them back from the expedition for proper disposal.	2	4	-	-
PC3. segregate and dispose all waste into garbage bins after reaching the city/town	-	-	-	-
<i>Return all equipment and submit trip report</i>	6	13	-	-
PC4. check all tents used in expeditions/fixed campsites for any damage and ensure to get them repaired before the next group arrives	1	3	-	-
PC5. clean, dry, dismantle and pack all tents when not in use during off seasons and store them in the camp storeroom along with unused supplies (at fixed campsites).	1	3	-	-
PC6. clean, sun dry and return all the tents to the organiser (after returning from an expedition/trek).	1	3	-	-
PC7. assist the kitchen staff to clean all kitchen supplies/utensils and return all kitchen items.	1	2	-	-
PC8. check for any major damage to the tents, equipment and camp property such as crockery, tables, chairs, dustbins, buckets, mugs etc. and report to the organiser.	2	2	-	-
PC9. submit a trip report at the end of the trek/expedition.	-	-	-	-
NOS Total	10	21	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	THC/N8611
NOS Name	Conduct Post Camp Activities
Sector	Tourism & Hospitality
Sub-Sector	Adventure Tourism
Occupation	Mountain-Based Activities
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	20/01/2021
Next Review Date	29/07/2024
NSQC Clearance Date	29/07/2021

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THC/N9913: Communicate with Customers and Colleagues

Description

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

Scope

The scope covers the following :

- Interacting with superiors and colleagues
- Communicating effectively with guests

Elements and Performance Criteria

Interacting with superiors and colleagues

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

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

Communicating effectively with guests

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

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

Knowledge and Understanding (KU)

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The individual on the job needs to know and understand:

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

Generic Skills (GS)

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

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

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Assessment Criteria

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

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

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National Occupational Standards (NOS) Parameters

NOS Code	THC/N9913
NOS Name	Communicate with Customers and Colleagues
Sector	Tourism & Hospitality
Sub-Sector	Tours and Travels
Occupation	Generic
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	24/02/2022
Next Review Date	24/02/2025
NSQC Clearance Date	24/02/2022

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THC/N9914: Follow Gender and Age Sensitive Practices

Description

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

Scope

The scope covers the following :

- Providing different age and gender specific customer service

Elements and Performance Criteria

Providing different age and gender specific customer service

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

Generic Skills (GS)

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

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

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Assessment Criteria

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

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National Occupational Standards (NOS) Parameters

NOS Code	THC/N9914
NOS Name	Follow Gender and Age Sensitive Practices
Sector	Tourism & Hospitality
Sub-Sector	Tours and Travels
Occupation	Generic
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	24/02/2022
Next Review Date	24/02/2025
NSQC Clearance Date	24/02/2022

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THC/N9915: Maintain Safe, Healthy and Hygienic Practices

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Following standard safety procedures to avoid work hazards

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

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

Ensuring cleanliness around workplace

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

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

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

PC17. maintain cleanliness records

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

Following personal hygiene practices

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

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

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

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

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

Taking precautionary health measures

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

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

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

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

PC26. coordinate for the provision of adequate clean drinking water

PC27. ensure regular vaccinations to avoid transmission of diseases

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

KU2. methods to minimize accidental risks

KU3. standard operating procedure (SOP) for maintaining cleanliness

KU4. precautionary activities to be followed for workplace safety

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

KU6. health risks to the employees and customers

KU7. healthy work practices

KU8. safe disposal methods for waste

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

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

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

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

Qualification Pack

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

KU14. eco-friendly practices

Generic Skills (GS)

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

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

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

Qualification Pack

Assessment Criteria

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

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. • follow hazard symbols such as general warning, health hazard, biohazard, harmful irritant, poison/toxic material, carcinogen hazard, explosive hazard, electrical hazard, hot surface, low temperature warning symbol • etc.	-	-	-	-
<i>Ensuring cleanliness around workplace</i>	7	4	-	-
PC15. keep the surroundings clean and clear of food waste or other litter	1	1	-	-
PC16. ensure that waste is disposed-off as per prescribed standards for waste disposal	1	1	-	-
PC17. maintain cleanliness records	1	1	-	-
PC18. ensure safe and clean handling of accommodation, public areas etc.	4	1	-	-
<i>Following personal hygiene practices</i>	7	4	-	-
PC19. clean hands on a regular basis using soap, sanitisers and other accepted industry and government norms to run adventure operations	1	1	-	-
PC20. clean cups, glasses or other cutlery before and after using them	2	1	-	-
PC21. maintain personal hygiene by taking daily bath, using clean clothing, footwear, head gear, trimming nails, etc.	2	1	-	-
PC22. maintain dental hygiene in terms of brushing teeth every day, avoiding smoke at workplace, etc.	2	1	-	-
<i>Taking precautionary health measures</i>	8	6	-	-
PC23. report personal health issues related to injury and infectious diseases	2	1	-	-
PC24. ensure not to go to work if unwell, to avoid the risk of spreading infection to other people	1	1	-	-

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

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	THC/N9915
NOS Name	Maintain Safe, Healthy and Hygienic Practices
Sector	Tourism & Hospitality
Sub-Sector	Tours and Travels
Occupation	Generic
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	24/02/2022
Next Review Date	24/02/2025
NSQC Clearance Date	24/02/2022

Qualification Pack

THC/N9916: Follow and Maintain Green Practices

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Following material conservation practices

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

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

Ensuring effective waste management/recycling practices

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

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

Ensuring use of eco-friendly practices

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

Generic Skills (GS)



Qualification Pack

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

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

Qualification Pack

Assessment Criteria

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

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	THC/N9916
NOS Name	Follow and Maintain Green Practices
Sector	Tourism & Hospitality
Sub-Sector	Tours and Travels
Occupation	Generic
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	24/02/2022
Next Review Date	24/02/2025
NSQ Clearance Date	24/02/2022

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

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

Minimum Aggregate Passing % at QP Level : 60

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

Minimum Passing % at NOS Level: 60

Qualification Pack

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

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
THC/N8609.Prepare for Camp Setup	20	34	-	-	54	20
THC/N8610.Conduct Camp Activities	37	46	-	-	83	30
THC/N8611.Conduct Post Camp Activities	10	21	-	-	31	20
THC/N9913.Communicate with Customers and Colleagues	34	39	-	-	73	10
THC/N9914.Follow Gender and Age Sensitive Practices	7	3	-	-	10	5
THC/N9915.Maintain Safe, Healthy and Hygienic Practices	32	16	-	-	48	10
THC/N9916.Follow and Maintain Green Practices	28	11	-	-	39	5
Total	168	170	-	-	338	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 Standards
NSQF	National Skills Qualifications Framework
QP	Qualification Pack
OS	Occupational Standards

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.
NOS	NOS are Occupational Standards which apply uniquely in the Indian context
Knowledge and Understanding	Knowledge and Understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform to the required standard.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.
Qualifications Pack	Qualifications Pack comprises the set of NOS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.