

Qualification Pack



Concierge Manager

QP Code: THC/Q0114

Version: 2.0

NSQF Level: 6

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Qualification Pack

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THC/Q0114: Concierge Manager

Brief Job Description

The individual at work manages the concierge team to support delivery of guest services such as making reservations, booking transportations, arranging for local visits, and recommending sightseeing spots, etc.

Personal Attributes

The job requires the individual to be customer-service oriented, courteous and polite with excellent interpersonal and communication skills.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [THC/N0140: Manage concierge operations](#)
2. [THC/N9902: Ensure effective communication and service standards at workplace](#)
3. [THC/N9910: Ensure to maintain organisational confidentiality and guest's privacy](#)
4. [THC/N9907: Monitor and maintain health, hygiene and safety at workplace](#)

Qualification Pack (QP) Parameters

Sector	Tourism & Hospitality
Sub-Sector	Hotels
Occupation	Front Office Management
Country	India
NSQF Level	6
Aligned to NCO/ISCO/ISIC Code	NCO-2015/4221.0400

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Minimum Educational Qualification & Experience	12th Class/I.T.I (two years after class 10th) with 2-3 Years of experience in Customer Service OR 12th Class/I.T.I (one year after class 10th and with one year of relevant experience) with 2-3 Years of experience in Customer Service OR Certificate-NSQF (level-5 Bell Captain) with 1-2 Years of experience in Customer Service
Minimum Level of Education for Training in School	Not Applicable
Pre-Requisite License or Training	NA
Minimum Job Entry Age	21 Years
Last Reviewed On	18/03/2021
Next Review Date	24/06/2024
NSQC Approval Date	24/06/2021
Version	2.0
Reference code on NQR	2021/TH/THSC/04305
NQR Version	1

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THC/N0140: Manage concierge operations

Description

This OS unit is about managing the operations of concierge department efficiently by monitoring the budget, managing the staff, maintaining effective relationship with the vendors and ensuring standard guest service procedures.

Scope

The scope covers the following :

- Monitor concierge budget
- Manage concierge team
- Maintain relationship with vendors
- Manage guest services

Elements and Performance Criteria

Monitor concierge budget

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

- PC1.** maintain a record of all the expenses of the concierge department
- PC2.** estimate total expenses for the concierge department for a given period
- PC3.** prepare and maintain proper record of all the expenses incurred by the department
- PC4.** ensure all departmental activities are carried out within the estimated budget
- PC5.** control costs by efficiently using the available resources

Manage concierge team

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

- PC6.** prepare weekly work schedule and duty roasters of concierge staff
- PC7.** brief the staff on the assigned duties
- PC8.** handle and resolve staff problems like absenteeism, schedule change, etc.
- PC9.** ensure the staff follow the standard concierge procedures
- PC10.** monitor the quality of work and progress of the staff against plans
- PC11.** give constructive feedback to staff to help them improve their performance where appropriate
- PC12.** ensure team members have updated knowledge of the hotel products, services, pricing and policies
- PC13.** make sure the concierge team is updated with the knowledge and details of the local area
- PC14.** inform the management regarding human resource requirement of the department

Maintain relationship with vendors

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

- PC15.** maintain an effective relationship with air/rail ticket booking agents
- PC16.** create new tie-ups with the car renting agencies or travel agents

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PC17. maintain a network of event planners and organizers

PC18. liaise with managers of local tourist attractions, recreational activities, etc.

Manage guest services

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

PC19. ensure the guests are attended in a friendly, proactive and efficient manner with appropriate follow-up, as necessary

PC20. monitor arrangement for the guest travel as per the package selected by the guest

PC21. check availability of the required vehicle in the hotel

PC22. arrange vehicle from the vendor if not available in the hotel

PC23. share travel information with guest like itinerary, vehicle and driver details, etc.

PC24. provide guests with information about facilities, and activities inside the property

PC25. suggest guests regarding the local features, such as shopping, dining, nightlife, or recreational destinations

PC26. ensure travel arrangements for sightseeing or other tours as requested by the guests

PC27. manage guest reservations for air or other forms of transportation when requested

PC28. ensure guest requests for the reservation of theatre and other forms of entertainment are taken care of

PC29. arrange necessary tickets as requested by the guests and provide directions to them to the facilities

PC30. plan and organize special events and meetings as requested by the guest

PC31. ensure quality business services for guests, such as sending or receiving faxes or shipping packages

PC32. manage pick-up and delivery of items or run errands for guests

PC33. arrange for interpreters or translators when guests require such service

PC34. provide alternatives to guest in case of unavailability of requested services like suggesting some other tourist attraction if the place the guest wants to visit is closed

PC35. monitor guest satisfaction reports and implement actions to improve results

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. legislation, standards, policies, and procedures, service standards to be followed in the organization

KU2. organization culture and typical guest profile

KU3. organization's code of conduct

KU4. functions of the concierge department

KU5. budget management and monitoring procedures

KU6. expenses for the concierge department

KU7. cost control methods

KU8. procedure to prepare work schedules and duty roasters

KU9. hierarchy of concierge department

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- KU10.** resource management techniques
- KU11.** strategies to manage staff attendance problems
- KU12.** forms and records prepared by concierge department
- KU13.** facilities and amenities in the hotel
- KU14.** effective leadership and team management techniques
- KU15.** details of local attractions, recreational activities and various dining options
- KU16.** strategies to manage staff attendance problems
- KU17.** conflict management procedures
- KU18.** vendor management procedures
- KU19.** guest complaint handling techniques
- KU20.** ways to enhance guest experience

Generic Skills (GS)

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

- GS1.** read instructions, procedures, information and signages in the workplace
- GS2.** create data capturing formats
- GS3.** prepare relevant records and reports
- GS4.** communicate effectively with guests, staff, seniors and vendors
- GS5.** prioritize tasks to ensure smooth functioning of the organization
- GS6.** manage time for undertaking multiple activities simultaneously
- GS7.** take decisions in a time bound manner
- GS8.** handle problems arising among internal staff and with guests
- GS9.** effectively manage team through ups and downs of the business

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Monitor concierge budget</i>	10	10	-	5
PC1. maintain a record of all the expenses of the concierge department	-	-	-	-
PC2. estimate total expenses for the concierge department for a given period	-	-	-	-
PC3. prepare and maintain proper record of all the expenses incurred by the department	-	-	-	-
PC4. ensure all departmental activities are carried out within the estimated budget	-	-	-	-
PC5. control costs by efficiently using the available resources	-	-	-	-
<i>Manage concierge team</i>	25	25	-	15
PC6. prepare weekly work schedule and duty roasters of concierge staff	-	-	-	-
PC7. brief the staff on the assigned duties	-	-	-	-
PC8. handle and resolve staff problems like absenteeism, schedule change, etc.	-	-	-	-
PC9. ensure the staff follow the standard concierge procedures	-	-	-	-
PC10. monitor the quality of work and progress of the staff against plans	-	-	-	-
PC11. give constructive feedback to staff to help them improve their performance where appropriate	-	-	-	-
PC12. ensure team members have updated knowledge of the hotel products, services, pricing and policies	-	-	-	-
PC13. make sure the concierge team is updated with the knowledge and details of the local area	-	-	-	-
PC14. inform the management regarding human resource requirement of the department	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain relationship with vendors</i>	20	20	-	10
PC15. maintain an effective relationship with air/rail ticket booking agents	-	-	-	-
PC16. create new tie-ups with the car renting agencies or travel agents	-	-	-	-
PC17. maintain a network of event planners and organizers	-	-	-	-
PC18. liaise with managers of local tourist attractions, recreational activities, etc.	-	-	-	-
<i>Manage guest services</i>	25	25	-	10
PC19. ensure the guests are attended in a friendly, proactive and efficient manner with appropriate follow-up, as necessary	-	-	-	-
PC20. monitor arrangement for the guest travel as per the package selected by the guest	-	-	-	-
PC21. check availability of the required vehicle in the hotel	-	-	-	-
PC22. arrange vehicle from the vendor if not available in the hotel	-	-	-	-
PC23. share travel information with guest like itinerary, vehicle and driver details, etc.	-	-	-	-
PC24. provide guests with information about facilities, and activities inside the property	-	-	-	-
PC25. suggest guests regarding the local features, such as shopping, dining, nightlife, or recreational destinations	-	-	-	-
PC26. ensure travel arrangements for sightseeing or other tours as requested by the guests	-	-	-	-
PC27. manage guest reservations for air or other forms of transportation when requested	-	-	-	-
PC28. ensure guest requests for the reservation of theatre and other forms of entertainment are taken care of	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC29. arrange necessary tickets as requested by the guests and provide directions to them to the facilities	-	-	-	-
PC30. plan and organize special events and meetings as requested by the guest	-	-	-	-
PC31. ensure quality business services for guests, such as sending or receiving faxes or shipping packages	-	-	-	-
PC32. manage pick-up and delivery of items or run errands for guests	-	-	-	-
PC33. arrange for interpreters or translators when guests require such service	-	-	-	-
PC34. provide alternatives to guest in case of unavailability of requested services like suggesting some other tourist attraction if the place the guest wants to visit is closed	-	-	-	-
PC35. monitor guest satisfaction reports and implement actions to improve results	-	-	-	-
NOS Total	80	80	-	40

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National Occupational Standards (NOS) Parameters

NOS Code	THC/N0140
NOS Name	Manage concierge operations
Sector	Tourism & Hospitality
Sub-Sector	Hotels
Occupation	Front Office Management
NSQF Level	6
Credits	TBD
Version	2.0
Last Reviewed Date	18/03/2021
Next Review Date	24/06/2024
NSQC Clearance Date	24/06/2021

Qualification Pack

THC/N9902: Ensure effective communication and service standards at workplace

Description

This OS unit is about communicating effectively, maintaining standards of etiquette at workplace, and engaging with guests to provide specific services.

Scope

The scope covers the following :

- Promote effective communication
- Maintain professional etiquette
- Ensure rendering of specific services as per the guests' requirements

Elements and Performance Criteria

Promote effective communication

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.** build effective yet impersonal relationship with guests
- PC4.** identify guests' dissatisfactions and address complaints effectively
- PC5.** inform guests of any issue/problem well in advance
- PC6.** seek feedback from the guests and incorporate them to improve the guest experience
- PC7.** ensure essential information is passed on in a timely manner
- PC8.** ensure team members to maintain etiquette while interacting with each other
- PC9.** ensure the team members provide feedback to their peers

Maintain professional etiquette

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

- PC10.** ensure self and team members report to work on time
- PC11.** use the guests' names as many times as possible during the conversation with proper salutation
- PC12.** maintain personal integrity & ethical behaviour
- PC13.** make sure personal hygiene is maintained by self and others at all times
- PC14.** ensure self and team members adhere to the dress code as per organizational policy
- PC15.** respect privacy of others at the workplace

Ensure rendering of specific services as per the guests' requirements

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

- PC16.** provide assistance to Persons with Disability, if asked
- PC17.** ensure self and team members comply to the organizational policies towards Persons with Disability

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- PC18.** make sure gender and age sensitive service practices are followed at all times
- PC19.** ensure compliance to the organizational policies related to prevention of sexual harassment, both physical and verbal by self and team members
- PC20.** support PwD team members in overcoming any challenges faced at work
- PC21.** make sure the workplace is accessible for the Persons with Disability

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 reporting and hierarchy 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.** specific requirements of different age-groups of guests
- KU10.** age and gender specific etiquette
- KU11.** organizational policy with regards to Persons with disability
- KU12.** significance of professional etiquette and behaviour

Generic Skills (GS)

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

- GS1.** read job sheets, organization policy documents, information displayed at the workplace and comments received from the supervisor or guest
- GS2.** fill up documentation pertaining to job requirement
- GS3.** interact with team members to work efficiently
- GS4.** communicate effectively with the guests
- GS5.** spot and report potential areas of disruption to work process proactively
- GS6.** improve work processes by incorporating guest feedback
- GS7.** motivate self and colleagues to work effectively

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Promote effective communication</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. build effective yet impersonal relationship with guests	-	-	-	-
PC4. identify guests' dissatisfactions and address complaints effectively	-	-	-	-
PC5. inform guests of any issue/problem well in advance	-	-	-	-
PC6. seek feedback from the guests and incorporate them to improve the guest experience	-	-	-	-
PC7. ensure essential information is passed on in a timely manner	-	-	-	-
PC8. ensure team members to maintain etiquette while interacting with each other	-	-	-	-
PC9. ensure the team members provide feedback to their peers	-	-	-	-
<i>Maintain professional etiquette</i>	10	10	-	5
PC10. ensure self and team members report to work on time	-	-	-	-
PC11. use the guests' names as many times as possible during the conversation with proper salutation	-	-	-	-
PC12. maintain personal integrity & ethical behaviour	-	-	-	-
PC13. make sure personal hygiene is maintained by self and others at all times	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. ensure self and team members adhere to the dress code as per organizational policy	-	-	-	-
PC15. respect privacy of others at the workplace	-	-	-	-
<i>Ensure rendering of specific services as per the guests' requirements</i>	10	10	-	5
PC16. provide assistance to Persons with Disability, if asked	-	-	-	-
PC17. ensure self and team members comply to the organizational policies towards Persons with Disability	-	-	-	-
PC18. make sure gender and age sensitive service practices are followed at all times	-	-	-	-
PC19. ensure compliance to the organizational policies related to prevention of sexual harassment, both physical and verbal by self and team members	-	-	-	-
PC20. support PwD team members in overcoming any challenges faced at work	-	-	-	-
PC21. make sure the workplace is accessible for the Persons with Disability	-	-	-	-
NOS Total	40	40	-	20

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National Occupational Standards (NOS) Parameters

NOS Code	THC/N9902
NOS Name	Ensure effective communication and service standards at workplace
Sector	Tourism & Hospitality
Sub-Sector	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
Occupation	Generic
NSQF Level	6
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/N9910: Ensure to maintain organisational confidentiality and guest's privacy

Description

This unit is about ensuring that confidentiality of the organisational information and the privacy of the guests is maintained at all times.

Scope

The scope covers the following :

- Ensure organisational confidentiality
- Ensure guests' privacy

Elements and Performance Criteria

Maintain organisational confidentiality

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

- PC1.** prevent leak of new plans and designs to competitors
- PC2.** ensure protection of employee information
- PC3.** prevent leak of organisation's policies like pricing strategies, revenue management policies, marketing plans etc.
- PC4.** take immediate and appropriate action in case of any IPR violation
- PC5.** make sure that the subordinates report any infringement observed by anyone in the organisation to the immediate supervisor
- PC6.** protect sensitive data with strong passwords and change passwords on a regular basis
- PC7.** ensure policies around confidential information are followed by all staff members

Maintain guests' privacy

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

- PC8.** ensure the team refrains from infringing upon guest's professional deals and plans
- PC9.** make sure guest's personal information and financial data is protected all times
- PC10.** ensure proper disposal of guest's information like booking details, credit card slips etc.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** basics of IPR Laws, Trademark Laws, Patent Laws, etc. in the country, and penalties associated with them
- KU2.** organisation's policies on intellectual property rights and confidential information
- KU3.** organisation's product, service or design patents
- KU4.** how Intellectual property protection is important for competitiveness of an organisation
- KU5.** guidelines for crafting effective SOPs regarding IPR

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KU6. procedure for disposal of confidential documents

KU7. confidential data protection methods

Generic Skills (GS)

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

GS1. read and follow IPR and related information documents

GS2. manage communication regarding IPR infringement, prevention, and management

GS3. identify measures that can prevent potential infringements within the team

GS4. evaluate organisation policies and procedures and assess its robustness to prevent IPR infringements

GS5. analyse the impact of IPR infringement on the guests and the organization

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain organisational confidentiality</i>	6	3	-	3
PC1. prevent leak of new plans and designs to competitors	-	-	-	-
PC2. ensure protection of employee information	-	-	-	-
PC3. prevent leak of organisation's policies like pricing strategies, revenue management policies, marketing plans etc.	-	-	-	-
PC4. take immediate and appropriate action in case of any IPR violation	-	-	-	-
PC5. make sure that the subordinates report any infringement observed by anyone in the organisation to the immediate supervisor	-	-	-	-
PC6. protect sensitive data with strong passwords and change passwords on a regular basis	-	-	-	-
PC7. ensure policies around confidential information are followed by all staff members	-	-	-	-
<i>Maintain guests' privacy</i>	4	2	-	2
PC8. ensure the team refrains from infringing upon guest's professional deals and plans	-	-	-	-
PC9. make sure guest's personal information and financial data is protected all times	-	-	-	-
PC10. ensure proper disposal of guest's information like booking details, credit card slips etc.	-	-	-	-
NOS Total	10	5	-	5

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National Occupational Standards (NOS) Parameters

NOS Code	THC/N9910
NOS Name	Ensure to maintain organisational confidentiality and guest's privacy
Sector	Tourism & Hospitality
Sub-Sector	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
Occupation	Generic
NSQF Level	6
Credits	TBD
Version	4.0
Last Reviewed Date	24/02/2022
Next Review Date	24/02/2025
NSQC Clearance Date	24/02/2022

Qualification Pack

THC/N9907: Monitor and maintain health, hygiene and safety at workplace

Description

This OS unit is about ensuring a hazard free working environment along with maintaining health and hygiene and adoption of sustainable practices at workplace.

Scope

The scope covers the following :

- Ensure personal and workplace hygiene
- Maintain safe and secure working environment
- Follow effective waste management and recycling practices at workplace

Elements and Performance Criteria

Ensure personal and workplace hygiene

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

- PC1.** ensure that self and team's work area is clean and tidy
- PC2.** ensure washing and sanitizing hands at regular intervals using hand wash & alcohol-based sanitizers by self as well as team members
- PC3.** make sure workplace is cleaned with appropriate cleaning solution and disinfectants as recommended
- PC4.** ascertain cleaning of the crockery and other articles as per established standards
- PC5.** monitor sanitization of all tools, equipment and machine touch-points at regular intervals
- PC6.** ensure that the trashcans are cleared regularly following the cleanliness and maintenance schedule
- PC7.** maintain personal hygiene and ensure the team members do the same
- PC8.** report to the concerned authority in case any co-worker is unwell
- PC9.** report personal health issues related to injury, food, air and infectious disease and avoid going to work if unwell

Maintain safe and secure working environment

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

- PC10.** ensure safety procedures are followed while handling materials, tools, acids etc. and lifting or moving equipment and supplies
- PC11.** ensure use of appropriate PPE (gloves, three layered masks, long gown, headwear, glasses, goggles, footwear, etc.) by self and others at all times
- PC12.** make sure first aid procedures are followed appropriately
- PC13.** identify hazards at the workplace and report to the concerned person in time

Follow effective waste management and recycling practices at workplace

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

- PC14.** identify and segregate recyclable, non-recyclable and hazardous waste at workplace

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- PC15.** segregate waste into different coloured dustbins
- PC16.** handle waste as per SOP
- PC17.** recycle waste wherever applicable
- PC18.** 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.** organizational policies on safety procedures at workplace
- KU2.** procedure to maintain cleanliness standards at workplace
- KU3.** compliance norms for established health and hygiene procedures at workplace
- KU4.** importance of preventive health check-up and healthy living
- KU5.** purpose and usage of PPE such as gloves, protective goggles, masks, etc.
- KU6.** basic first aid procedures
- KU7.** methods to minimize accidental risks
- KU8.** the significance of safe handling of chemicals, acids, etc. for cleaning
- KU9.** instructions for operating and handling equipment as per standard
- KU10.** emergency procedures to be followed in case of a mishappening such as fire accidents, etc.

Generic Skills (GS)

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

- GS1.** read organizational policy documents, manuals, instructions and information displayed at the workplace
- GS2.** fill in relevant forms, formats and checklist accurately
- GS3.** communicate effectively with visitors, co-workers and supervisors
- GS4.** analyze importance of personal hygiene
- GS5.** 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>Ensure personal and workplace hygiene</i>	15	15	-	5
PC1. ensure that self and team's work area is clean and tidy	-	-	-	-
PC2. ensure washing and sanitizing hands at regular intervals using hand wash & alcohol-based sanitizers by self as well as team members	-	-	-	-
PC3. make sure workplace is cleaned with appropriate cleaning solution and disinfectants as recommended	-	-	-	-
PC4. ascertain cleaning of the crockery and other articles as per established standards	-	-	-	-
PC5. monitor sanitization of all tools, equipment and machine touch-points at regular intervals	-	-	-	-
PC6. ensure that the trashcans are cleared regularly following the cleanliness and maintenance schedule	-	-	-	-
PC7. maintain personal hygiene and ensure the team members do the same	-	-	-	-
PC8. report to the concerned authority in case any co-worker is unwell	-	-	-	-
PC9. report personal health issues related to injury, food, air and infectious disease and avoid going to work if unwell	-	-	-	-
<i>Maintain safe and secure working environment</i>	10	10	-	5
PC10. ensure safety procedures are followed while handling materials, tools, acids etc. and lifting or moving equipment and supplies	-	-	-	-
PC11. ensure use of appropriate PPE (gloves, three layered masks, long gown, headwear, glasses, goggles, footwear, etc.) by self and others at all times	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. make sure first aid procedures are followed appropriately	-	-	-	-
PC13. identify hazards at the workplace and report to the concerned person in time	-	-	-	-
<i>Follow effective waste management and recycling practices at workplace</i>	5	10	-	5
PC14. identify and segregate recyclable, non-recyclable and hazardous waste at workplace	-	-	-	-
PC15. segregate waste into different coloured dustbins	-	-	-	-
PC16. handle waste as per SOP	-	-	-	-
PC17. recycle waste wherever applicable	-	-	-	-
PC18. dispose of PPEs in a plastic bag, sealed and labelled as infectious waste	-	-	-	-
NOS Total	30	35	-	15

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National Occupational Standards (NOS) Parameters

NOS Code	THC/N9907
NOS Name	Monitor and maintain health, hygiene and safety at workplace
Sector	Tourism & Hospitality
Sub-Sector	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
Occupation	Generic
NSQF Level	6
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/N0140.Manage concierge operations	80	80	-	40	200	35
THC/N9902.Ensure effective communication and service standards at workplace	40	40	-	20	100	35
THC/N9910.Ensure to maintain organisational confidentiality and guest's privacy	10	5	-	5	20	5
THC/N9907.Monitor and maintain health, hygiene and safety at workplace	30	35	-	15	80	25
Total	160	160	-	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
O&HS	Occupational Health and Safety
PPE	Personal Protective Equipment
HACCP	Hazard Analysis and Critical Control Points
ISO	International Standards Organization
IPR	Intellectual Property Rights

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.