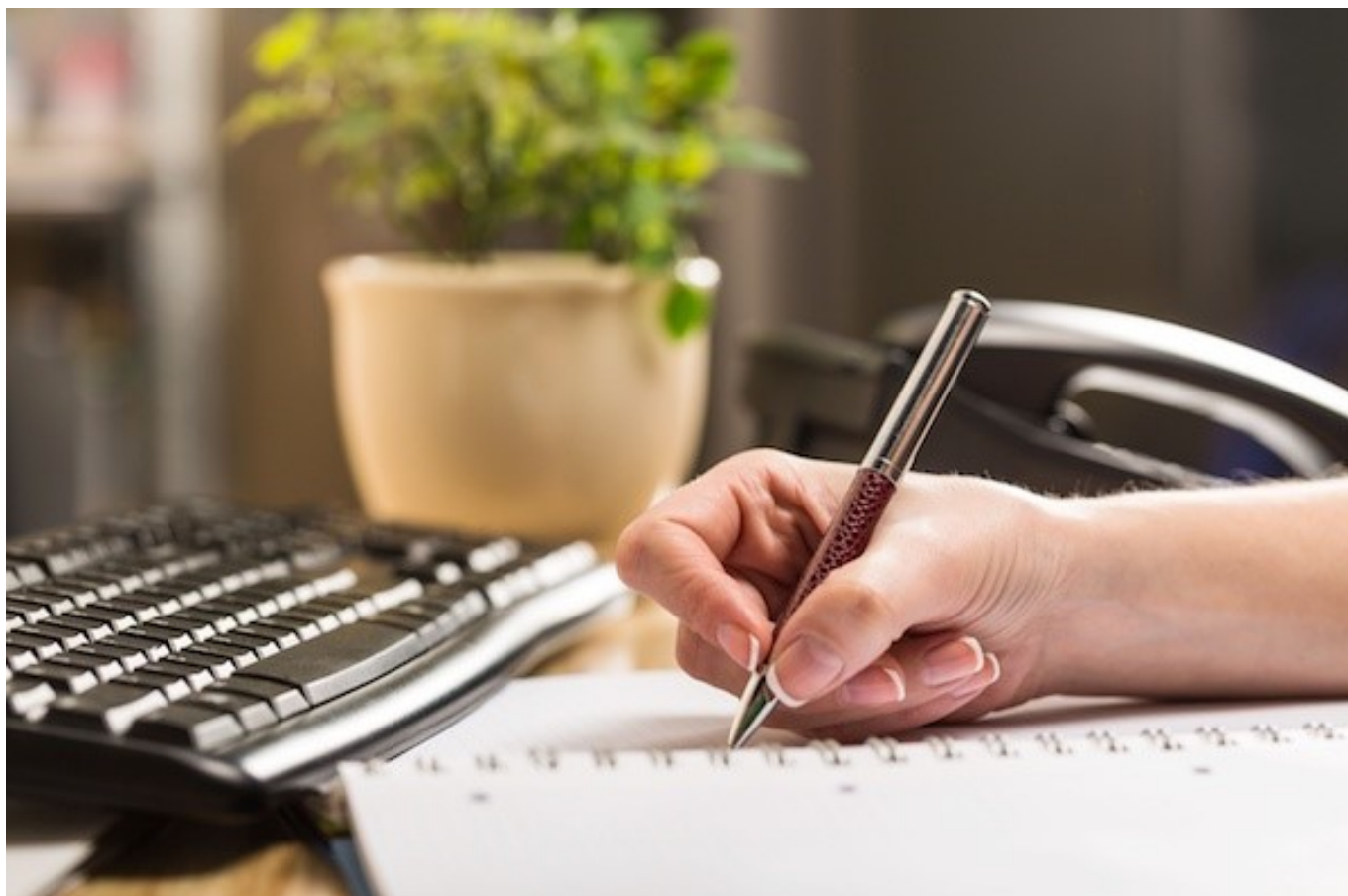


Qualification Pack



Facility Manager

QP Code: THC/Q5707

Version: 2.0

NSQF Level: 6

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

Qualification Pack

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Qualification Pack

THC/Q5707: Facility Manager

Brief Job Description

The individual at work is responsible for managing facility business operations, clients, vendors and staff to ensure smooth functioning and achieve the business goals.

Personal Attributes

The job requires the individual to have a confident personality and ability to work in fast-paced environment at all times as per the business requirement.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [THC/N5822: Manage facility business operations](#)
2. [THC/N5823: Manage clients, vendors and staff](#)
3. [THC/N9902: Ensure effective communication and service standards at workplace](#)
4. [THC/N9910: Ensure to maintain organisational confidentiality and guest's privacy](#)
5. [THC/N9907: Monitor and maintain health, hygiene and safety at workplace](#)

Qualification Pack (QP) Parameters

Sector	Tourism & Hospitality
Sub-Sector	Facility Management
Occupation	Property Management Operations
Country	India
NSQF Level	6
Aligned to NCO/ISCO/ISIC Code	NCO-2015/NIL

Qualification Pack

Minimum Educational Qualification & Experience	Graduate with 3 Years of experience as a Facility Management Executive OR Certificate-NSQF (Level-5 Facility Management Executive) with 2 Years of experience as a Facility Management Executive
Minimum Level of Education for Training in School	Not Applicable
Pre-Requisite License or Training	Not applicable
Minimum Job Entry Age	23 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/04912
NQR Version	1.0

Qualification Pack

THC/N5822: Manage facility business operations

Description

This OS unit is about monitoring facility service operations and performing administrative duties to develop business.

Scope

The scope covers the following :

- Monitor facility service operations
- Perform administrative duties
- Develop new business

Elements and Performance Criteria

Monitor facility service operations

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

- PC1.** make sure annual work plan for the client facility is followed as per organizational SOP
- PC2.** ensure best practices are implemented to increase efficiency and service quality
- PC3.** oversee acquisition, installation, and commissioning of equipment
- PC4.** ensure timely repair, maintenance, and replacement of office equipment, appliances, furniture, furnishings, vehicles, etc.
- PC5.** carry out walk rounds, ensuring the facility is in good order, noting any defects and raising with the management
- PC6.** monitor service standards in Front of House areas, including reception, meeting, office, changing and wash rooms
- PC7.** recommend improvements to the Head of Facilities that could be made to the soft facility services like cleaning, engineering and security services
- PC8.** review and make recommendations to maintain facility integrity, maintaining accurate records as required
- PC9.** assist in the compliance of existing Health and Safety policy, safe working practices and best practice, liaising closely with the facilities manager
- PC10.** manage the planned and preventative maintenance schedule on-site for all facilities

Perform administrative duties

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

- PC11.** operate and maintain an effective filing system for the department
- PC12.** record and monitor all costs and expenses for all Facilities budgets (Administration, Cleaning, Security, Engineering and Building)
- PC13.** process invoices, and produce reports for all the budgets together with the management
- PC14.** manage and maintain supplies for the Facilities Department
- PC15.** obtain monthly reports from various suppliers outlining the service used or provided
- PC16.** provide administrative support to the Head of Facilities when required

Qualification Pack

PC17. provide assistance to management in all administrative functions, security issues and facility services deemed by the client

Develop new business

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

PC18. pitch additional services provided by the organization to the client to get more business e.g. provision of technical facility management services at the same location

PC19. get reference from the client of potential clients requiring soft facilities management services

PC20. obtain information from the industry network and secondary research about the latest trends in the soft facility management services

PC21. collect information about the businesses in the local area and find out the opportunity for business development

PC22. look for tenders and other means of business development

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. relevant occupational health and safety requirements applicable in the workplace

KU2. organizational SOPs for facility management services

KU3. types of soft facility management services

KU4. client requirements analysis techniques

KU5. types of tools and equipment required for various services

KU6. tools and techniques of process management

KU7. process to define scope of work

KU8. methods of cost estimation in projects

KU9. budget planning and management process

KU10. inspection procedures of the premises

KU11. budget adherence and cost control methods

KU12. statutory and regulatory requirements for facility management services

KU13. project planning techniques

KU14. site operations management process

KU15. administration and maintenance methods of facility

KU16. types of contract, invoice and payment methods

KU17. upselling and cross-selling techniques

KU18. billing and payment procedures

Generic Skills (GS)

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

GS1. read and interpret instructions, procedures, information, and signs in the workplace

GS2. record facilities budgets, invoices and production report

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Monitor facility service operations</i>	10	15	-	5
PC1. make sure annual work plan for the client facility is followed as per organizational SOP	-	-	-	-
PC2. ensure best practices are implemented to increase efficiency and service quality	-	-	-	-
PC3. oversee acquisition, installation, and commissioning of equipment	-	-	-	-
PC4. ensure timely repair, maintenance, and replacement of office equipment, appliances, furniture, furnishings, vehicles, etc.	-	-	-	-
PC5. carry out walk rounds, ensuring the facility is in good order, noting any defects and raising with the management	-	-	-	-
PC6. monitor service standards in Front of House areas, including reception, meeting, office, changing and wash rooms	-	-	-	-
PC7. recommend improvements to the Head of Facilities that could be made to the soft facility services like cleaning, engineering and security services	-	-	-	-
PC8. review and make recommendations to maintain facility integrity, maintaining accurate records as required	-	-	-	-
PC9. assist in the compliance of existing Health and Safety policy, safe working practices and best practice, liaising closely with the facilities manager	-	-	-	-
PC10. manage the planned and preventative maintenance schedule on-site for all facilities	-	-	-	-
<i>Perform administrative duties</i>	15	15	-	5
PC11. operate and maintain an effective filing system for the department	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. record and monitor all costs and expenses for all Facilities budgets (Administration, Cleaning, Security, Engineering and Building)	-	-	-	-
PC13. process invoices, and produce reports for all the budgets together with the management	-	-	-	-
PC14. manage and maintain supplies for the Facilities Department	-	-	-	-
PC15. obtain monthly reports from various suppliers outlining the service used or provided	-	-	-	-
PC16. provide administrative support to the Head of Facilities when required	-	-	-	-
PC17. provide assistance to management in all administrative functions, security issues and facility services deemed by the client	-	-	-	-
<i>Develop new business</i>	15	15	-	5
PC18. pitch additional services provided by the organization to the client to get more business e.g. provision of technical facility management services at the same location	-	-	-	-
PC19. get reference from the client of potential clients requiring soft facilities management services	-	-	-	-
PC20. obtain information from the industry network and secondary research about the latest trends in the soft facility management services	-	-	-	-
PC21. collect information about the businesses in the local area and find out the opportunity for business development	-	-	-	-
PC22. look for tenders and other means of business development	-	-	-	-
NOS Total	40	45	-	15

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	THC/N5822
NOS Name	Manage facility business operations
Sector	Tourism & Hospitality
Sub-Sector	Facility Management
Occupation	Property Management Operations
NSQF Level	6
Credits	TBD
Version	1.0
Last Reviewed Date	30/12/2021
Next Review Date	30/12/2024
NSQF Clearance Date	30/12/2021

Qualification Pack

THC/N5823: Manage clients, vendors and staff

Description

This OS unit is about managing a good rapport with clients and vendors and monitoring the services and staff to achieve smooth business operations.

Scope

The scope covers the following :

- Manage client relationships
- Manage the vendors
- Manage the staff

Elements and Performance Criteria

Manage client relationships

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

- PC1.** establish processes to identify client's needs and priorities
- PC2.** review client management strategies, structures and systems to identify opportunities to manage clients
- PC3.** implement systems to measure and manage client relationships
- PC4.** provide status report of service delivery to the clients at a pre-determined frequency
- PC5.** ensure client's needs and expectations are met at all times
- PC6.** identify and address critical service issues
- PC7.** suggest operational improvements at client facility
- PC8.** ensure that the clients are engaged and informed in advance of any issues which may affect them
- PC9.** solicit and incorporate client feedback to enhance performance and client experience
- PC10.** inform the client about the resolution and maintain client satisfaction to enhance more business

Manage the vendors

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

- PC11.** create and maintain a network of local vendors for various soft services
- PC12.** select the vendors based on the quality and costing of work to be done
- PC13.** make sure that vendors comply with all the statutory and regulatory requirements related to the work area
- PC14.** ensure that vendors provide services and submit all required operational data as per the service contract
- PC15.** monitor delays and effort variations in the service delivery of vendors
- PC16.** manage and review service contracts to ensure facility management needs are met
- PC17.** check all invoices received from the vendor for any discrepancy
- PC18.** ensure payment of all vendors/suppliers on time

Qualification Pack

Manage the staff

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

- PC19.** assess staffing needs and assist the management in recruiting the staff
- PC20.** manage and train staff in all technical and non-technical aspects of their role including standards of quality and service
- PC21.** assist the management in developing job descriptions and Key Result Areas (KRAs) for staff
- PC22.** evaluate and supervise performance of staff and carry out disciplinary action as needed, in accordance with the organization's policies and applicable laws
- PC23.** complete and administer employee performance appraisals
- PC24.** maintain accurate daily and weekly punch details for staff
- PC25.** analyze and resolve staff problems, in a timely and accurate manner
- PC26.** provide feedback to staff to help them improve their performance
- PC27.** organize regular meeting with the team to get feedbacks, update, information and maintain a good relationship

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** operational excellence analysis methods
- KU2.** vendor and client management methods
- KU3.** types of contract, invoice and payment methods
- KU4.** billing and payment procedures
- KU5.** statutory and regulatory requirements at facility sites
- KU6.** vendor management process
- KU7.** ways to improve supplier relationship management
- KU8.** methods of maintaining and monitoring vendor performance
- KU9.** recruitment and selection process
- KU10.** human resource management
- KU11.** tools and techniques for performance management
- KU12.** performance appraisal methods
- KU13.** procedure to prepare workloads and duty rosters
- KU14.** methods for managing conflict
- KU15.** techniques to provide constructive feedback
- KU16.** effective ways of team handling

Generic Skills (GS)

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

- GS1.** communicate effectively with clients to identify client's needs
- GS2.** maintain rapport with vendors for various soft services



Qualification Pack

GS3. maintain good relationship with team to achieve a smooth workflow

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Manage client relationships</i>	10	15	-	5
PC1. establish processes to identify client's needs and priorities	-	-	-	-
PC2. review client management strategies, structures and systems to identify opportunities to manage clients	-	-	-	-
PC3. implement systems to measure and manage client relationships	-	-	-	-
PC4. provide status report of service delivery to the clients at a pre-determined frequency	-	-	-	-
PC5. ensure client's needs and expectations are met at all times	-	-	-	-
PC6. identify and address critical service issues	-	-	-	-
PC7. suggest operational improvements at client facility	-	-	-	-
PC8. ensure that the clients are engaged and informed in advance of any issues which may affect them	-	-	-	-
PC9. solicit and incorporate client feedback to enhance performance and client experience	-	-	-	-
PC10. inform the client about the resolution and maintain client satisfaction to enhance more business	-	-	-	-
<i>Manage the vendors</i>	15	15	-	5
PC11. create and maintain a network of local vendors for various soft services	-	-	-	-
PC12. select the vendors based on the quality and costing of work to be done	-	-	-	-
PC13. make sure that vendors comply with all the statutory and regulatory requirements related to the work area	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. ensure that vendors provide services and submit all required operational data as per the service contract	-	-	-	-
PC15. monitor delays and effort variations in the service delivery of vendors	-	-	-	-
PC16. manage and review service contracts to ensure facility management needs are met	-	-	-	-
PC17. check all invoices received from the vendor for any discrepancy	-	-	-	-
PC18. ensure payment of all vendors/suppliers on time	-	-	-	-
<i>Manage the staff</i>	15	15	-	5
PC19. assess staffing needs and assist the management in recruiting the staff	-	-	-	-
PC20. manage and train staff in all technical and non-technical aspects of their role including standards of quality and service	-	-	-	-
PC21. assist the management in developing job descriptions and Key Result Areas (KRAs) for staff	-	-	-	-
PC22. evaluate and supervise performance of staff and carry out disciplinary action as needed, in accordance with the organization's policies and applicable laws	-	-	-	-
PC23. complete and administer employee performance appraisals	-	-	-	-
PC24. maintain accurate daily and weekly punch details for staff	-	-	-	-
PC25. analyze and resolve staff problems, in a timely and accurate manner	-	-	-	-
PC26. provide feedback to staff to help them improve their performance	-	-	-	-
PC27. organize regular meeting with the team to get feedbacks, update, information and maintain a good relationship	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
NOS Total	40	45	-	15

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	THC/N5823
NOS Name	Manage clients, vendors and staff
Sector	Tourism & Hospitality
Sub-Sector	Facility Management
Occupation	Property Management Operations
NSQF Level	6
Credits	TBD
Version	1.0
Last Reviewed Date	30/12/2021
Next Review Date	30/12/2024
NSQ Clearance Date	30/12/2021

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

Qualification Pack

- 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

Qualification Pack

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

Qualification Pack

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

Qualification Pack

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	-	-	-	-

Qualification Pack

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

Qualification Pack

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/N5822.Manage facility business operations	40	45	-	15	100	25
THC/N5823.Manage clients, vendors and staff	40	45	-	15	100	25
THC/N9902.Ensure effective communication and service standards at workplace	40	40	-	20	100	20
THC/N9910.Ensure to maintain organisational confidentiality and guest's privacy	10	5	-	5	20	10
THC/N9907.Monitor and maintain health, hygiene and safety at workplace	30	35	-	15	80	20
Total	160	170	-	70	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
SOP	Standard Operating Procedure
PwD	Persons with Disability
IPR	Intellectual Property Rights
PPE	Personal Protective Equipment

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.

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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.