



## Qualification Pack

# Front Office Trainee

QP Code: THC/Q0110

Version: 2.0

NSQF Level: 3

Tourism and Hospitality Skill Council || 404/407 4th Floor Mercantile House, KG Marg, Connaught Place  
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## Qualification Pack

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## Qualification Pack

### THC/Q0110: Front Office Trainee

#### Brief Job Description

The individual at work assists front office associate in performing front office activities and also provides assistance in bell desk activities if required.

#### Personal Attributes

The job requires the individual to be polite, well-groomed, committed, and service-oriented with great interpersonal skills and attention to details. The person should be able to work comfortably for long duration.

#### Applicable National Occupational Standards (NOS)

##### Compulsory NOS:

1. [THC/N0129: Assist in performing front office activities](#)
2. [THC/N9901: Communicate effectively and maintain service standards](#)
3. [THC/N9903: Maintain organisational confidentiality and respect guests' privacy](#)
4. [THC/N9906: Follow Health, Hygiene and Safety practices](#)
5. [DGT/VSQ/N0101: Employability Skills \(30 Hours\)](#)

#### Qualification Pack (QP) Parameters

<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Hotels
<b>Occupation</b>	Front Office Management
<b>Country</b>	India
<b>NSQF Level</b>	3
<b>Credits</b>	10
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/44224.0100

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<b>Minimum Educational Qualification &amp; Experience</b>	<p>9th grade pass OR 8th grade pass with 1 year of (NTC/ NAC) after 8th OR 8th grade pass and pursuing continuous schooling in regular school with vocational subject OR 8th grade pass with 1 Year of experience relevant experience OR 5th grade pass with 4 Years of experience relevant experience OR Ability to read and write with 5 Years of experience relevant experience</p>
<b>Minimum Level of Education for Training in School</b>	Not Applicable
<b>Pre-Requisite License or Training</b>	Not applicable
<b>Minimum Job Entry Age</b>	18 Years
<b>Last Reviewed On</b>	16/12/2020
<b>Next Review Date</b>	24/06/2024
<b>NSQC Approval Date</b>	24/06/2021
<b>Version</b>	2.0
<b>Reference code on NQR</b>	2022/TH/THSC/07095
<b>NQR Version</b>	1.0

## Qualification Pack

### THC/N0129: Assist in performing front office activities

#### Description

This OS unit is about assisting in front office operations and bell desk activities.

#### Scope

The scope covers the following :

- Assist in front office operations
- Assist in bell desk activities

#### Elements and Performance Criteria

##### *Assist in front office operations*

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

- PC1.** ensure availability at the front desk at all times
- PC2.** make sure the work area is always kept in a tidy and organized condition
- PC3.** attend phone calls, and reroute them to the concerned person
- PC4.** receive couriers, messages, and parcels and forward them to the addressed person as per SOP
- PC5.** file all the reports and records properly as per organizational standards
- PC6.** arrange all the keys in the key rack as per SOP
- PC7.** assist in preparing and distributing amenity vouchers
- PC8.** greet and welcome the guests visiting the hotel
- PC9.** assist Front Office Associate in the guest's check-in during peak hours to ease traffic at the front office like making photocopies of documents, etc.
- PC10.** assist Front Office Associate in all the necessary preparations for important events and conventions
- PC11.** escort the guest to the room and explain about the hotel and room's facilities
- PC12.** liaise with F&B and housekeeping department regarding guest's requirements

##### *Assist in bell desk activities*

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

- PC13.** assist Bell Desk Associate with guest luggage handing during arrival and departure of the guests
- PC14.** provide assistance to bell desk in tagging all guest luggage
- PC15.** help bell desk in distributing all night audit reports to concerned departments
- PC16.** assist the guest to his or her room or other areas of the hotel, if required

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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- KU1.** organization's policy on reporting
- KU2.** organizational code of conduct, business etiquette, and grooming standards
- KU3.** organizational SOPs and guidelines for front office
- KU4.** types of service departments in the hotel like F&B, housekeeping, etc.
- KU5.** responsibilities of front office trainees
- KU6.** front office service cycle and daily operations
- KU7.** luggage, parcels/deliverables screening process
- KU8.** types and usage of luggage trolley or carts
- KU9.** procedure for accepting and delivering guest mails/messages/packages
- KU10.** regulatory requirements for guest registration/check-in and check-outs
- KU11.** hotel layout/floor plans, fire exits, and placement of fire-fighting equipment
- KU12.** types of rooms available, the facilities, tariff, and BAR (Best Available Rates), Corporate Rates, Contracted Rates, Group Rates, check-in, and check-out policies, etc. meal plans, and other details
- KU13.** basic functioning and operating procedures of various office equipment, such as photocopier, printers, etc.
- KU14.** guest registration process
- KU15.** acceptable identity/proof documents
- KU16.** peak/lean season for occupancy status and flow of guests
- KU17.** usage of the internet and e-mails
- KU18.** luggage tagging methods

## Generic Skills (GS)

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

- GS1.** read and interpret instructions, procedures, information, and signages in the workplace
- GS2.** communicate effectively and cordially with guests and seniors
- GS3.** exhibit politeness and courteousness under all circumstances and situations
- GS4.** manage time effectively for prompt and improved guest services

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Assist in front office operations</i>	<b>30</b>	<b>30</b>	-	<b>15</b>
<b>PC1.</b> ensure availability at the front desk at all times	-	-	-	-
<b>PC2.</b> make sure the work area is always kept in a tidy and organized condition	-	-	-	-
<b>PC3.</b> attend phone calls, and reroute them to the concerned person	-	-	-	-
<b>PC4.</b> receive couriers, messages, and parcels and forward them to the addressed person as per SOP	-	-	-	-
<b>PC5.</b> file all the reports and records properly as per organizational standards	-	-	-	-
<b>PC6.</b> arrange all the keys in the key rack as per SOP	-	-	-	-
<b>PC7.</b> assist in preparing and distributing amenity vouchers	-	-	-	-
<b>PC8.</b> greet and welcome the guests visiting the hotel	-	-	-	-
<b>PC9.</b> assist Front Office Associate in the guest's check-in during peak hours to ease traffic at the front office like making photocopies of documents, etc.	-	-	-	-
<b>PC10.</b> assist Front Office Associate in all the necessary preparations for important events and conventions	-	-	-	-
<b>PC11.</b> escort the guest to the room and explain about the hotel and room's facilities	-	-	-	-
<b>PC12.</b> liaise with F&B and housekeeping department regarding guest's requirements	-	-	-	-
<i>Assist in bell desk activities</i>	<b>10</b>	<b>10</b>	-	<b>5</b>

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC13.</b> assist Bell Desk Associate with guest luggage handing during arrival and departure of the guests	-	-	-	-
<b>PC14.</b> provide assistance to bell desk in tagging all guest luggage	-	-	-	-
<b>PC15.</b> help bell desk in distributing all night audit reports to concerned departments	-	-	-	-
<b>PC16.</b> assist the guest to his or her room or other areas of the hotel, if required	-	-	-	-
<b>NOS Total</b>	<b>40</b>	<b>40</b>	<b>-</b>	<b>20</b>



## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	THC/N0129
<b>NOS Name</b>	Assist in performing front office activities
<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Hotels
<b>Occupation</b>	Front office management
<b>NSQF Level</b>	3
<b>Credits</b>	6
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	16/12/2020
<b>Next Review Date</b>	19/07/2023
<b>NSQF Clearance Date</b>	21/01/2023

## Qualification Pack

### THC/N9901: Communicate effectively and maintain service standards

#### Description

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

#### Scope

The scope covers the following :

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

#### Elements and Performance Criteria

##### *Communicate effectively with guests, colleagues and superiors*

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

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

##### *Maintain professional etiquette*

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

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

##### *Provide specific services as per the guests' requirements*

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

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

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

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

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

**KU1.** organizational policies on behavioural etiquette and professionalism

**KU2.** organizational policies on gender sensitive service practices at workplace

**KU3.** organizational hierarchy and reporting structure

**KU4.** documentation policy and procedures of the organization

**KU5.** service quality standards as per organizational policies

**KU6.** complaint handling policy and procedures

**KU7.** SOP on personal hygiene

**KU8.** procedure of giving and receiving feedback positively

**KU9.** gender specific requirements of different types of guest

**KU10.** specific requirements of different age-groups of guests

**KU11.** age and gender specific etiquette

**KU12.** key helpline numbers

**KU13.** organizational policy with regards to Persons with disability

### Generic Skills (GS)

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

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

**GS2.** interact with coworkers to work efficiently

**GS3.** communicate effectively with the guests

**GS4.** solve problem when required

**GS5.** improve work processes by incorporating guests' feedback

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### Assessment Criteria

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

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

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### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	THC/N9901
<b>NOS Name</b>	Communicate effectively and maintain service standards
<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
<b>Occupation</b>	Generic
<b>NSQF Level</b>	3
<b>Credits</b>	1
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	24/02/2022
<b>Next Review Date</b>	31/12/2024
<b>NSQF Clearance Date</b>	31/12/2021

## Qualification Pack

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

#### Description

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

#### Scope

The scope covers the following :

- Maintain organisational confidentiality
- Respect guest's privacy

#### Elements and Performance Criteria

##### *Maintain organisational confidentiality*

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

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

##### *Respect guest's privacy*

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

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

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

#### Generic Skills (GS)

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



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



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### Assessment Criteria

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

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### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	THC/N9903
<b>NOS Name</b>	Maintain organisational confidentiality and respect guests' privacy
<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
<b>Occupation</b>	Generic
<b>NSQF Level</b>	3
<b>Credits</b>	1
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	24/02/2022
<b>Next Review Date</b>	31/12/2024
<b>NSQF Clearance Date</b>	31/12/2021

## Qualification Pack

### THC/N9906: Follow Health, Hygiene and Safety practices

#### Description

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

#### Scope

The scope covers the following :

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

#### Elements and Performance Criteria

##### *Maintain personal and workplace hygiene*

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

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

##### *Take precautionary health measures*

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

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

##### *Follow standard safety procedure*

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

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

##### *Follow effective waste management*

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

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

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

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

### Generic Skills (GS)

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

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

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### Assessment Criteria

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

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

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### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	THC/N9906
<b>NOS Name</b>	Follow Health, Hygiene and Safety practices
<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
<b>Occupation</b>	Generic
<b>NSQF Level</b>	3
<b>Credits</b>	1
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	24/02/2022
<b>Next Review Date</b>	31/12/2024
<b>NSQC Clearance Date</b>	31/12/2021

## Qualification Pack

### DGT/VSQ/N0101: Employability Skills (30 Hours)

#### Description

This unit is about employability skills, Constitutional values, becoming a professional in the 21st Century, digital, financial, and legal literacy, diversity and Inclusion, English and communication skills, customer service, entrepreneurship, and apprenticeship, getting ready for jobs and career development.

#### Scope

The scope covers the following :

- Introduction to Employability Skills
- Constitutional values - Citizenship
- Becoming a Professional in the 21st Century
- Basic English Skills
- Communication Skills
- Diversity & Inclusion
- Financial and Legal Literacy
- Essential Digital Skills
- Entrepreneurship
- Customer Service
- Getting ready for Apprenticeship & Jobs

#### Elements and Performance Criteria

##### *Introduction to Employability Skills*

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

**PC1.** understand the significance of employability skills in meeting the job requirements

##### *Constitutional values - Citizenship*

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

**PC2.** identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices

##### *Becoming a Professional in the 21st Century*

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

**PC3.** explain 21st Century Skills such as Self-Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc.

##### *Basic English Skills*

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

**PC4.** speak with others using some basic English phrases or sentences

##### *Communication Skills*

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

**PC5.** follow good manners while communicating with others

**PC6.** work with others in a team



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### *Diversity & Inclusion*

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

**PC7.** communicate and behave appropriately with all genders and PwD

**PC8.** report any issues related to sexual harassment

### *Financial and Legal Literacy*

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

**PC9.** use various financial products and services safely and securely

**PC10.** calculate income, expenses, savings etc.

**PC11.** approach the concerned authorities for any exploitation as per legal rights and laws

### *Essential Digital Skills*

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

**PC12.** operate digital devices and use its features and applications securely and safely

**PC13.** use internet and social media platforms securely and safely

### *Entrepreneurship*

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

**PC14.** identify and assess opportunities for potential business

**PC15.** identify sources for arranging money and associated financial and legal challenges

### *Customer Service*

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

**PC16.** identify different types of customers

**PC17.** identify customer needs and address them appropriately

**PC18.** follow appropriate hygiene and grooming standards

### *Getting ready for apprenticeship & Jobs*

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

**PC19.** create a basic biodata

**PC20.** search for suitable jobs and apply

**PC21.** identify and register apprenticeship opportunities as per requirement

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

**KU1.** need for employability skills

**KU2.** various constitutional and personal values

**KU3.** different environmentally sustainable practices and their importance

**KU4.** Twenty first (21st) century skills and their importance

**KU5.** how to use basic spoken English language

**KU6.** Do and dont of effective communication

**KU7.** inclusivity and its importance

**KU8.** different types of disabilities and appropriate communication and behaviour towards PwD

**KU9.** different types of financial products and services

## Qualification Pack

- KU10.** how to compute income and expenses
- KU11.** importance of maintaining safety and security in financial transactions
- KU12.** different legal rights and laws
- KU13.** how to operate digital devices and applications safely and securely
- KU14.** ways to identify business opportunities
- KU15.** types of customers and their needs
- KU16.** how to apply for a job and prepare for an interview
- KU17.** apprenticeship scheme and the process of registering on apprenticeship portal

## Generic Skills (GS)

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

- GS1.** communicate effectively using appropriate language
- GS2.** behave politely and appropriately with all
- GS3.** perform basic calculations
- GS4.** solve problems effectively
- GS5.** be careful and attentive at work
- GS6.** use time effectively
- GS7.** maintain hygiene and sanitisation to avoid infection

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction to Employability Skills</i>	1	1	-	-
<b>PC1.</b> understand the significance of employability skills in meeting the job requirements	-	-	-	-
<i>Constitutional values - Citizenship</i>	1	1	-	-
<b>PC2.</b> identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	1	3	-	-
<b>PC3.</b> explain 21st Century Skills such as Self-Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc.	-	-	-	-
<i>Basic English Skills</i>	2	3	-	-
<b>PC4.</b> speak with others using some basic English phrases or sentences	-	-	-	-
<i>Communication Skills</i>	1	1	-	-
<b>PC5.</b> follow good manners while communicating with others	-	-	-	-
<b>PC6.</b> work with others in a team	-	-	-	-
<i>Diversity &amp; Inclusion</i>	1	1	-	-
<b>PC7.</b> communicate and behave appropriately with all genders and PwD	-	-	-	-
<b>PC8.</b> report any issues related to sexual harassment	-	-	-	-
<i>Financial and Legal Literacy</i>	3	4	-	-
<b>PC9.</b> use various financial products and services safely and securely	-	-	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC10.</b> calculate income, expenses, savings etc.	-	-	-	-
<b>PC11.</b> approach the concerned authorities for any exploitation as per legal rights and laws	-	-	-	-
<i>Essential Digital Skills</i>	<b>4</b>	<b>6</b>	-	-
<b>PC12.</b> operate digital devices and use its features and applications securely and safely	-	-	-	-
<b>PC13.</b> use internet and social media platforms securely and safely	-	-	-	-
<i>Entrepreneurship</i>	<b>3</b>	<b>5</b>	-	-
<b>PC14.</b> identify and assess opportunities for potential business	-	-	-	-
<b>PC15.</b> identify sources for arranging money and associated financial and legal challenges	-	-	-	-
<i>Customer Service</i>	<b>2</b>	<b>2</b>	-	-
<b>PC16.</b> identify different types of customers	-	-	-	-
<b>PC17.</b> identify customer needs and address them appropriately	-	-	-	-
<b>PC18.</b> follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship &amp; Jobs</i>	<b>1</b>	<b>3</b>	-	-
<b>PC19.</b> create a basic biodata	-	-	-	-
<b>PC20.</b> search for suitable jobs and apply	-	-	-	-
<b>PC21.</b> identify and register apprenticeship opportunities as per requirement	-	-	-	-
<b>NOS Total</b>	<b>20</b>	<b>30</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	DGT/VSQ/N0101
<b>NOS Name</b>	Employability Skills (30 Hours)
<b>Sector</b>	Cross Sectoral
<b>Sub-Sector</b>	Professional Skills
<b>Occupation</b>	Employability
<b>NSQF Level</b>	2
<b>Credits</b>	1
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	27/05/2024
<b>NSQC Clearance Date</b>	27/05/2021

## 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 50% of % aggregate marks to successfully clear the assessment.

## Qualification Pack

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

### Minimum Aggregate Passing % at QP Level : 50

(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/N0129.Assist in performing front office activities	40	40	0	20	100	40
THC/N9901.Communicate effectively and maintain service standards	40	40	0	20	100	30
THC/N9903.Maintain organisational confidentiality and respect guests' privacy	10	10	0	5	25	15
THC/N9906.Follow Health, Hygiene and Safety practices	25	35	0	15	75	10
DGT/VSQ/N0101.Employability Skills (30 Hours)	20	30	-	-	50	5
<b>Total</b>	<b>135</b>	<b>155</b>	<b>0</b>	<b>60</b>	<b>350</b>	<b>100</b>

## Qualification Pack

### Acronyms

<b>NOS</b>	National Occupational Standard(s)
<b>NSQF</b>	National Skills Qualifications Framework
<b>QP</b>	Qualifications Pack
<b>TVET</b>	Technical and Vocational Education and Training

## Qualification Pack

### Glossary

<b>Sector</b>	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.
<b>Sub-sector</b>	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
<b>Occupation</b>	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
<b>Job role</b>	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
<b>Occupational Standards (OS)</b>	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.
<b>Performance Criteria (PC)</b>	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
<b>National Occupational Standards (NOS)</b>	NOS are occupational standards which apply uniquely in the Indian context.
<b>Qualifications Pack (QP)</b>	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.
<b>Unit Code</b>	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
<b>Unit Title</b>	Unit title gives a clear overall statement about what the incumbent should be able to do.
<b>Description</b>	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.
<b>Scope</b>	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

<b>Knowledge and Understanding (KU)</b>	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.
<b>Organisational Context</b>	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.
<b>Technical Knowledge</b>	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
<b>Core Skills/ Generic Skills (GS)</b>	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.
<b>Electives</b>	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.
<b>Options</b>	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.