



Ground Crew Chief (Paragliding)

QP Code: THC/Q4509

Version: 1.0

NSQF Level: 4

Tourism and Hospitality Skill Council || Tourism & Hospitality Skill Council, 801, Tower A, Unitech
Signature Towers, South City 1, Gurgaon
Haryana 122001 || email:assessment@thsc.in

Contents

THC/Q4509: Ground Crew Chief (Paragliding).....	3
<i>Brief Job Description</i>	3
Applicable National Occupational Standards (NOS)	3
<i>Compulsory NOS</i>	3
<i>Qualification Pack (QP) Parameters</i>	3
THC/N9011: Prepare for the Paratrike/Paramotoring/Paragliding Flight as Ground Crew Chief	5
THC/N9012: Conduct Post Flight Checks and Closure as Ground Crew Chief	10
THC/N9019: Assess and Mitigate Risks as a Ground Crew Chief	13
THC/N9913: Communicate with Customers and Colleagues	18
THC/N9914: Follow Gender and Age Sensitive Practices.....	23
THC/N9915: Maintain Safe, Healthy and Hygienic Practices	26
THC/N9916: Follow and Maintain Green Practices.....	33
Assessment Guidelines and Weightage.....	36
<i>Assessment Guidelines</i>	36
<i>Assessment Weightage</i>	36
Acronyms	38
Glossary	39

THC/Q4509: Ground Crew Chief (Paragliding)

Brief Job Description

The ground crew chief is responsible for the entire on ground operation of the concerned air-based activity. This includes crew training and management, equipment maintenance and repairs and coordination with the pilot and administration staff.

Personal Attributes

The job requires the individual to have a high level of fitness (both cardiovascular and motor) to withstand long working hours in open areas under the sun. The ground crew chief should have an approachable and motivating personality to deal with all kinds of students/clients.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [THC/N9011: Prepare for the Paratrike/Paramotoring/Paragliding Flight as Crew Chief](#)
2. [THC/N9012: Conduct Post Flight Checks and Closure as Crew Chief](#)
3. [THC/N9019: Assess and Mitigate Risks as a Crew Chief](#)
4. [THC/N9913: Communicate with Customers and Colleagues](#)
5. [THC/N9914: Follow Gender and Age Sensitive Practices](#)
6. [THC/N9915: Maintain Safe, Healthy and Hygienic Practices](#)
7. [THC/N9916: Follow and Maintain Green Practices](#)

Qualification Pack (QP) Parameters

Sector	Tourism & Hospitality
Sub-Sector	Adventure Tourism
Occupation	Air-Based Activities
Country	India
NSQF Level	4
Aligned to NCO/ISCO/ISIC Code	NCO-2015/4221.0100

Minimum Educational Qualification & Experience	<p>8th Class with 1 Year of experience should have run at least 20 flights each day for 10 days under training leadership skills as well as practiced on the 20 flights each day for 10 days as a trainee ground staff in a certified company and Basic Paragliding, Paramotoring and Paratrike familiarization training and Emergency First Responder (EFR)</p> <p>OR</p> <p>Certificate-NSQF Level-2 Ground Staff (Paratrike/Paramotoring/Paragliding) with 6 Months of experience in a certified company</p>
Minimum Level of Education for Training in School	8th Class
Pre-Requisite License or Training	NA
Minimum Job Entry Age	20 Years
Last Reviewed On	31/08/2021
Next Review Date	31/08/2024
NSQC Approval Date	31/08/2021
Version	1.0

THC/N9011: Prepare for the Paratrike/Paramotoring/Paragliding Flight as Ground Crew Chief

Description

This unit is about assessing pre-flight information and completing equipment checks.

Scope

The scope covers the following :

- complete pre-flight requirements.
- manage persons with disabilities.

Elements and Performance Criteria

Complete pre-flight requirements

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

- PC1. access and assess daily work instructions and flight schedule from the organizer.
- PC2. obtain and assess detailed information about the students'/clients' age, gender, health issues(if any), special requests and past experience in paratrike/paramotoring/paragliding (if any).
- PC3. access and assess information on launch and landing sites, weather and wind speeds.
- PC4. ensure adequate trained ground staff is assigned for each activity based on the number of students/clients and assist the company/organizers to recruit new ground staff, if required.
- PC5. assign and instruct existing ground staff on pre-flight tasks and specific roles and take responsibility for training all newly appointed ground staff.
- PC6. ensure to check the certification of all equipment and conduct a visual inspection of all components of the wing such as panels, ribs, structural diagonals and straps, plastic rod sleeves, tabs, lines, splices, risers, seams, etc.
- PC7. ensure to check the condition and numbers of all personal protective equipment like harness, carabiners and helmets carefully and have them ready before the students/clients arrive for the activity.
- PC8. ensure to replace or repair all damaged equipment based on the manufacturer's listed maintenance guidelines.
- PC9. ensure to collect logs from the ground staff and maintain a master service record and log of any damaged equipment and hand over daily records to organizer.
- PC10. supervise the ground staff to check all the connections and fittings before a flight.
- PC11. ensure to check the fittings of all personal protective equipment worn by the students/clients and ensure they are wearing activity appropriate clothing.
- PC12. use two-way radios and follow essential communication terms/signals to coordinate with the pilot/staff and instruct the ground staff on these protocols.
- PC13. ensure all pre-flight tasks and responsibilities of self and team are conducted and completed on time.
- PC14. ensure to record and document all testing and improvement of self-developed parts of a flying kit for paramotoring/paratrike.

Manage persons with disabilities

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

PC15. offer help to persons with disabilities, when asked for.

PC16. empathize with and respect persons with disabilities.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1. SOPs, safety and service quality standards followed in the organization.
- KU2. the company's reporting structure and documentation procedures.
- KU3. how to check connections and fittings of the canopy and identify faulty or damaged equipment.
- KU4. techniques for assembling and dismantling the canopy wing.
- KU5. the use of safety equipment in paragliding/paramotoring/paratrike like harness, helmet, personal flotation devices (PFD) if operating near a water body.
- KU6. the use of two-way radios for communication.
- KU7. how to recruit, assess and train the ground staff.
- KU8. equipment maintenance and certifications.
- KU9. appropriate clothing and accessories required for the activity.
- KU10. basic maintenance and repair protocols for motors, propellers and machines .
- KU11. process of equipment and service record logbook maintenance.

Generic Skills (GS)

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

- GS1. plan and organize equipment checks on time.
- GS2. communicate effectively with students/clients/team.
- GS3. be prompt, punctual and organized.

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Complete pre-flight requirements</i>	25	36	-	-
PC1. access and assess daily work instructions and flight schedule from the organizer.	2	2	-	-
PC2. obtain and assess detailed information about the students'/clients' age, gender, health issues(if any), special requests and past experience in paratrike/paramotoring/paragliding (if any).	2	2	-	-
PC3. access and assess information on launch and landing sites, weather and wind speeds.	2	2	-	-
PC4. ensure adequate trained ground staff is assigned for each activity based on the number of students/clients and assist the company/organizers to recruit new ground staff, if required.	2	2	-	-
PC5. assign and instruct existing ground staff on pre-flight tasks and specific roles and take responsibility for training all newly appointed ground staff.	2	4	-	-
PC6. ensure to check the certification of all equipment and conduct a visual inspection of all components of the wing such as panels, ribs, structural diagonals and straps, plastic rod sleeves, tabs, lines, splices, risers, seams, etc.	2	2	-	-
PC7. ensure to check the condition and numbers of all personal protective equipment like harness, carabiners and helmets carefully and have them ready before the students/clients arrive for the activity.	1	4	-	-
PC8. ensure to replace or repair all damaged equipment based on the manufacturer's listed maintenance guidelines.	2	4	-	-
PC9. ensure to collect logs from the ground staff and maintain a master service record and log of any damaged equipment and hand over daily records to organizer.	2	2	-	-
PC10. supervise the ground staff to check all the connections and fittings before a flight.	1	2	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. ensure to check the fittings of all personal protective equipment worn by the students/clients and ensure they are wearing activity appropriate clothing.	2	4	-	-
PC12. use two-way radios and follow essential communication terms/signals to coordinate with the pilot/staff and instruct the ground staff on these protocols.	2	2	-	-
PC13. ensure all pre-flight tasks and responsibilities of self and team are conducted and completed on time.	1	2	-	-
PC14. ensure to record and document all testing and improvement of self-developed parts of a flying kit for paramotoring/paratrike.	2	2	-	-
<i>Manage persons with disabilities</i>	2	2	-	-
PC15. offer help to persons with disabilities, when asked for.	1	1	-	-
PC16. empathize with and respect persons with disabilities.	1	1	-	-
NOS Total	27	38	-	-

National Occupational Standards (NOS) Parameters

NOS Code	THC/N9011
NOS Name	Prepare for the Paratrike/Paramotoring/Paragliding Flight as Ground Crew Chief
Sector	Tourism & Hospitality
Sub-Sector	Adventure Tourism
Occupation	Air-Based Activities
NSQF Level	4
Credits	TBD
Version	1.0
Next Review Date	NA

THC/N9012: Conduct Post Flight Checks and Closure as Ground Crew Chief

Description

This unit is about completing post flight requirements including equipment inspection, clean up, packing and submitting activity report.

Scope

The scope covers the following :

- inspect equipment, pack up and submit activity report.

Elements and Performance Criteria

Inspect equipment and submit activity report

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

- PC1. ensure to check the condition of all equipment after the activity and supervise the ground staff.
- PC2. ensure the ground staff carefully folds and packs the parachute/canopy as well as other equipment, collect and return the equipment to the organizer.
- PC3. maintain a record of the total duration the canopy and equipment was used for, any damaged/faulty equipment, incidents, accidents or health related problems after the activity.
- PC4. ensure to log the performance of each ground staff and provide daily written feedback to them and the organizer.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1. the manufacturer's recommended equipment maintenance policy.
- KU2. proper methods of post activity equipment check and pack up.
- KU3. company's documentation procedures including post trip equipment record logbook entries and equipment inspection recommendation.
- KU4. the process for feedback exchange and documentation.

Generic Skills (GS)

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

- GS1. writing equipment maintenance and service records.
- GS2. communicate effectively.

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Inspect equipment and submit activity report</i>	8	7	-	-
PC1. ensure to check the condition of all equipment after the activity and supervise the ground staff.	2	2	-	-
PC2. ensure the ground staff carefully folds and packs the parachute/canopy as well as other equipment, collect and return the equipment to the organizer.	2	1	-	-
PC3. maintain a record of the total duration the canopy and equipment was used for, any damaged/faulty equipment, incidents, accidents or health related problems after the activity.	2	2	-	-
PC4. ensure to log the performance of each ground staff and provide daily written feedback to them and the organizer.	2	2	-	-
NOS Total	8	7	-	-

National Occupational Standards (NOS) Parameters

NOS Code	THC/N9012
NOS Name	Conduct Post Flight Checks and Closure as Ground Crew Chief
Sector	Tourism & Hospitality
Sub-Sector	Adventure Tourism
Occupation	Air-Based Activities
NSQF Level	4
Credits	TBD
Version	1.0
Next Review Date	NA

THC/N9019: Asses and Mitigate Risks as a Ground Crew Chief

Description

This unit is about conducting risk/hazard evaluation and taking measures to mitigate them.

Scope

The scope covers the following :

- ensure to take safety measures and respond to emergency situations.
- disaster management.

Elements and Performance Criteria

Ensure to take safety measures and respond to emergency situations

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

- PC1. brief the team and ground staff on the emergency action plan of the day and designate responsibility according to their role.
- PC2. ensure that operation sites are protected and free from hazards or turbulence sources before starting the paragliding/paramotoring/paratrike activity.
- PC3. ensure to keep the students/clients under observation and away from the operations area at all times.
- PC4. ensure that each student/client is wearing a Personal Floatation Devices (PFD) and spares are attached to the flying equipment, when operating near water.
- PC5. ensure that all the equipment being used is inspected/serviced annually including the line length, line breaking strength, porosity of the canopy, its tear strength and the motor used for paramotoring/paratrike.
- PC6. ensure all damages reported in the daily maintenance logbook are repaired or replaced according to the manufacturer's specifications.
- PC7. ensure to only use equipment, wing and reserve parachute certified by globally recognized organisations such as EN/SHV/DHV/AFNOR.
- PC8. ensure that first-aid kits, stretchers (spinal board) are easily accessible on the site and provide basic first aid/CPR, if required.
- PC9. ensure to have the radio communication devices operating both before and during the flight.
- PC10. access and asses continuous weather reports and update the tandem pilot before and during the activity.
- PC11. ensure to follow the organizer's prescribed emergency action plan and have all emergency teams, equipment and contacts of third party vendors for transportation at hand in case of an emergency.

Disaster management

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

- PC12. establish communication and coordinate with the tandem pilot/organizer, ground crew team and all third party vendors to provide land and air rescue, in case of an emergency.
- PC13. evacuate the students/clients from the danger zone and provide shelter till rescue arrives, in case of disasters.

PC14. ensure that food, water and other provisions are used judiciously till the rescue arrives.

PC15. maintain calm and be composed in emergency situations.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. organisational policies and procedures to enable safe response to an emergency situation according to one's own work role and level of responsibility.

KU2. contingency management techniques.

KU3. emergency protocols, call-out procedures and information to access emergency services personnel.

KU4. identifying damaged/faulty equipment and the equipment manufacturer's policy on maintenance and repair.

KU5. use of safety equipment, rescue techniques and basic first-aid methods.

KU6. how to recognize safety signs and symbols.

Generic Skills (GS)

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

GS1. communicate effectively with the students/clients/team.

GS2. write risk assessment documents.

GS3. be polite but firm with the students/clients without compromising safety.

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Ensure to take safety measures and respond to emergency situations</i>	17	30	-	-
PC1. brief the team and ground staff on the emergency action plan of the day and designate responsibility according to their role.	2	2	-	-
PC2. ensure that operation sites are protected and free from hazards or turbulence sources before starting the paragliding/paramotoring/paratrike activity.	2	4	-	-
PC3. ensure to keep the students/clients under observation and away from the operations area at all times.	1	2	-	-
PC4. ensure that each student/client is wearing a Personal Floatation Devices (PFD) and spares are attached to the flying equipment, when operating near water.	1	2	-	-
PC5. ensure that all the equipment being used is inspected/serviced annually including the line length, line breaking strength, porosity of the canopy, its tear strength and the motor used for paramotoring/paratrike.	2	4	-	-
PC6. ensure all damages reported in the daily maintenance logbook are repaired or replaced according to the manufacturer's specifications.	1	2	-	-
PC7. ensure to only use equipment, wing and reserve parachute certified by globally recognized organisations such as EN/SHV/DHV/AFNOR.	1	2	-	-
PC8. ensure that first-aid kits, stretchers (spinal board) are easily accessible on the site and provide basic first aid/CPR, if required.	2	4	-	-
PC9. ensure to have the radio communication devices operating both before and during the flight.	1	2	-	-
PC10. access and asses continuous weather reports and update the tandem pilot before and during the activity.	2	2	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. ensure to follow the organizer's prescribed emergency action plan and have all emergency teams, equipment and contacts of third party vendors for transportation at hand in case of an emergency.	2	4	-	-
<i>Disaster management</i>	6	8	-	-
PC12. establish communication and coordinate with the tandem pilot/organizer, ground crew team and all third party vendors to provide land and air rescue, in case of an emergency.	2	4	-	-
PC13. evacuate the students/clients from the danger zone and provide shelter till rescue arrives, in case of disasters.	2	2	-	-
PC14. ensure that food, water and other provisions are used judiciously till the rescue arrives.	1	1	-	-
PC15. maintain calm and be composed in emergency situations.	1	1	-	-
NOS Total	23	38	-	-

National Occupational Standards (NOS) Parameters

NOS Code	THC/N9019
NOS Name	Asses and Mitigate Risks as a Ground Crew Chief
Sector	Tourism & Hospitality
Sub-Sector	Adventure Tourism
Occupation	Air-Based Activities
NSQF Level	5
Credits	TBD
Version	1.0
Next Review Date	NA

THC/N9913: Communicate with Customers and Colleagues

Description

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

Scope

The scope covers the following :

- Interacting with superiors and colleagues
- Communicating effectively with guests

Elements and Performance Criteria

Interacting with superiors and colleagues

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

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

Communicating effectively with guests

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

Generic Skills (GS)

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

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

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Interacting with superiors and colleagues</i>	13	8	-	-
PC1. exhibit trust, support and respect to all colleagues and superiors	4	2	-	-
PC2. escalate unresolved problems or complaints to the relevant senior	1	1	-	-
PC3. respond positively to the feedback and seek assistance from colleagues/superiors when required	1	1	-	-
PC4. maintain etiquette with colleagues and superiors	3	3	-	-
PC5. identify potential and existing conflicts with the colleagues and resolve them	4	1	-	-
<i>Communicating effectively with guests</i>	21	31	-	-
PC6. brief guests clearly and in a polite, professional and friendly manner	2	4	-	-
PC7. build effective and impersonal relationship with the guests	1	1	-	-
PC8. use appropriate language and tone with guests	2	4	-	-
PC9. listen actively in a two-way communication	2	4	-	-
PC10. identify guest's expectations correctly and provide appropriate solutions	2	4	-	-
PC11. Identify reasons for guest's dissatisfaction and address their complaints effectively	2	4	-	-
PC12. maintain proper body language, dress code, gestures and etiquette while interacting with guests	2	4	-	-
PC13. ensure guests are not subjected to any negative questions and statements	2	1	-	-
PC14. inform the guests on any issues or problems before hand and also on the developments involving them	2	1	-	-

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

National Occupational Standards (NOS) Parameters

NOS Code	THC/N9913
NOS Name	Communicate with Customers and Colleagues
Sector	Tourism & Hospitality
Sub-Sector	Tours and Travels
Occupation	Generic
NSQF Level	4
Credits	TBD
Version	1.0
Next Review Date	NA

THC/N9914: Follow Gender and Age Sensitive Practices

Description

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

Scope

The scope covers the following :

- Providing different age and gender specific customer service

Elements and Performance Criteria

Providing different age and gender specific customer service

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

Generic Skills (GS)

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

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

Assessment Criteria

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

National Occupational Standards (NOS) Parameters

NOS Code	THC/N9914
NOS Name	Follow Gender and Age Sensitive Practices
Sector	Tourism & Hospitality
Sub-Sector	Tours and Travels
Occupation	Generic
NSQF Level	4
Credits	TBD
Version	1.0
Next Review Date	NA

THC/N9915: Maintain Safe, Healthy and Hygienic Practices

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Following standard safety procedures to avoid work hazards

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

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

Ensuring cleanliness around workplace

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

- PC15. keep the surroundings clean and clear of food waste or other litter
- PC16. ensure that waste is disposed-off as per prescribed standards for waste disposal

PC17. maintain cleanliness records

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

Following personal hygiene practices

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

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

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

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

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

Taking precautionary health measures

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

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

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

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

PC26. coordinate for the provision of adequate clean drinking water

PC27. ensure regular vaccinations to avoid transmission of diseases

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

KU2. methods to minimize accidental risks

KU3. standard operating procedure (SOP) for maintaining cleanliness

KU4. precautionary activities to be followed for workplace safety

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

KU6. health risks to the employees and customers

KU7. healthy work practices

KU8. safe disposal methods for waste

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

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

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

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

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

KU14. eco-friendly practices

Generic Skills (GS)

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

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

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

Assessment Criteria

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

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. <ul style="list-style-type: none"> follow hazard symbols such as general warning, health hazard, biohazard, harmful irritant, poison/toxic material, carcinogen hazard, explosive hazard, electrical hazard, hot surface, low temperature warning symbol etc. 	-	-	-	-
<i>Ensuring cleanliness around workplace</i>	7	4	-	-
PC15. keep the surroundings clean and clear of food waste or other litter	1	1	-	-
PC16. ensure that waste is disposed-off as per prescribed standards for waste disposal	1	1	-	-
PC17. maintain cleanliness records	1	1	-	-
PC18. ensure safe and clean handling of accommodation, public areas etc.	4	1	-	-
<i>Following personal hygiene practices</i>	7	4	-	-
PC19. clean hands on a regular basis using soap, sanitisers and other accepted industry and government norms to run adventure operations	1	1	-	-
PC20. clean cups, glasses or other cutlery before and after using them	2	1	-	-
PC21. maintain personal hygiene by taking daily bath, using clean clothing, footwear, head gear, trimming nails, etc.	2	1	-	-
PC22. maintain dental hygiene in terms of brushing teeth every day, avoiding smoke at workplace, etc.	2	1	-	-
<i>Taking precautionary health measures</i>	8	6	-	-
PC23. report personal health issues related to injury and infectious diseases	2	1	-	-
PC24. ensure not to go to work if unwell, to avoid the risk of spreading infection to other people	1	1	-	-
PC25. cover the mouth with elbow/handkerchief and/or turn away from people while sneezing or coughing	1	1	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC26. coordinate for the provision of adequate clean drinking water	1	1	-	-
PC27. ensure regular vaccinations to avoid transmission of diseases	1	1	-	-
PC28. undergo preventive health check-ups at regular intervals and take prompt treatment from the doctor in case of illness	2	1	-	-
NOS Total	32	16	-	-

National Occupational Standards (NOS) Parameters

NOS Code	THC/N9915
NOS Name	Maintain Safe, Healthy and Hygienic Practices
Sector	Tourism & Hospitality
Sub-Sector	Tours and Travels
Occupation	Generic
NSQF Level	4
Credits	TBD
Version	1.0
Next Review Date	NA

THC/N9916: Follow and Maintain Green Practices

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Following material conservation practices

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

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

Ensuring effective waste management/recycling practices

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

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

Ensuring use of eco-friendly practices

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

Generic Skills (GS)

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

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

Assessment Criteria

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

National Occupational Standards (NOS) Parameters

NOS Code	THC/N9916
NOS Name	Follow and Maintain Green Practices
Sector	Tourism & Hospitality
Sub-Sector	Tours and Travels
Occupation	Generic
NSQF Level	4
Credits	TBD
Version	1.0
Next Review Date	NA

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Element/ Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each Element/ PC.
2. The assessment for the theory part will be based on 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 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 the Recommended Pass % aggregate for the QP.
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/N9011.Prepare for the Paratrike/Paramotoring/Paragliding Flight as Crew Chief	25	36	-	-	61	20
THC/N9012.Conduct Post Flight Checks and Closure as Crew Chief	8	7	-	-	15	20
THC/N9019.Asses and Mitigate Risks as a Crew Chief	23	38	-	-	61	20
THC/N9913.Communicate with Customers and Colleagues	34	39	-	-	73	10
THC/N9914.Follow Gender and Age Sensitive Practices	7	3	-	-	10	10
THC/N9915.Maintain Safe, Healthy and Hygienic Practices	32	16	-	-	48	10
THC/N9916.Follow and Maintain Green Practices	28	11	-	-	39	10
Total	157	150	-	-	307	100

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training
NOS	National Occupational Standards
Qualifications Pack	Qualifications Pack comprises the set of NOS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.
QP	Qualification Pack
NSQF	National Skills Qualifications Framework
OS	Occupational Standards

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.
Knowledge and Understanding (KU)	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.

Organisational Context	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/ Generic Skills (GS)	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
Electives	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
Options	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.
NOS	NOS are Occupational Standards which apply uniquely in the Indian context
Core Skills/Generic Skills	Core Skills or Generic Skills are a group of skills that are key to learning and working in today's world. These skills are typically needed in any work environment. In the context of the NOS, these include communication related skills that are applicable to most job roles.
Knowledge and Understanding	Knowledge and Understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform to the required standard.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.
Qualifications Pack	Qualifications Pack comprises the set of NOS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.