



Meeting, Conference and Event Planner

QP Code: THC/Q4401

Version: 2.0

NSQF Level: 5

Tourism & Hospitality Skill Council || 404/407, 4th floor, Mercantile House, K.G. Marg, Connaught Place
New Delhi 110001

Contents

| | |
|--|----|
| THC/Q4401: Meeting, Conference and Event Planner | 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/N4401: Plan for meetings, events, and conferences | 5 |
| THC/N4402: Organize meetings, conference, and events | 11 |
| THC/N9902: Ensure effective communication and service standards at workplace | 19 |
| THC/N9910: Ensure to maintain organisational confidentiality and guest's privacy | 24 |
| THC/N9907: Monitor and maintain health, hygiene and safety at workplace | 28 |
| Assessment Guidelines and Weightage | 32 |
| <i>Assessment Guidelines</i> | 32 |
| <i>Assessment Weightage</i> | 33 |
| Acronyms | 34 |
| Glossary | 35 |

THC/Q4401: Meeting, Conference and Event Planner

Brief Job Description

The individual at work interacts with the clients to understand the purpose and type of event, meeting or conference to be arranged or conducted, defines the scope of work, plans the event, and coordinates with relevant third-party vendors to successfully organize events.

Personal Attributes

The job requires the individual to have service-oriented approach, good inter-personal and communication skills, attention to details, ability to work independently, manage time and multiple projects efficiently and to be constantly mobile.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [THC/N4401: Plan for meetings, events, and conferences](#)
2. [THC/N4402: Organize meetings, conference, and events](#)
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 | Tours and Travels |
| Occupation | Tour Packaging |
| Country | India |
| NSQF Level | 5 |
| Aligned to NCO/ISCO/ISIC Code | NCO-2015/3332 |
| Minimum Educational Qualification & Experience | 12th Class/I.T.I. (two years after class 10th) with 2 Years of |

| | |
|--|---|
| | <p>experience as an AssistantEvent Planner</p> <p>OR</p> <p>12th Class/I.T.I. (one year afterclass 10th with one year of experience) with 2 Years of experience as an AssistantEvent Planner</p> <p>OR</p> <p>Certificate-NSQF (Level-4 Travel Advisor) with 1 Year of experience as an Assistant Event Planner</p> |
| Minimum Level of Education for Training in School | NA |
| Pre-Requisite License or Training | Not applicable |
| Minimum Job Entry Age | 21 Years |
| Last Reviewed On | 28/04/2022 |
| Next Review Date | 28/04/2025 |
| NSQC Approval Date | 28/04/2022 |
| Version | 2.0 |

THC/N4401: Plan for meetings, events, and conferences

Description

This unit is about assessing client requirements to develop a design plan to organize the events, meeting or conferences, estimating the cost for the scope of work, finalizing the suitable venue, and signing contracts with clients and vendors.

Scope

The scope covers the following:

- Design plan for event, meeting or conference
- Suggest venue to clients
- Estimate the cost
- Receive client approval

Elements and Performance Criteria

Design plan for event, meeting or conference

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

- PC1. identify client preference for the type of events like theme-based events or traditional, etc.
- PC2. prepare the scope of the event, meeting or conference including time, date, location, and budget
- PC3. obtain information on the attendee profile to choose the type of meal and snacks etc.
- PC4. scout and inspect venues to suit the client preference
- PC5. identify the operational and resource requirements
- PC6. liaise with vendors to get bids and determine best fits for the budget and goals

Suggest venue to clients

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

- PC7. provide accurate details about the capacity and availability of the venue
- PC8. suggest on the appropriateness of the venue for the type of event, meeting or conference to be held
- PC9. analyze possible layout options that are achievable within venue constraints
- PC10. suggest alternative arrangements in case of unavailability on the required date or layout of the facility
- PC11. provide accurate information related to access restriction of the facilities
- PC12. outline the benefits and advantages of the venue
- PC13. suggest suitable additional services that can be offered for venue hiring

Estimate the cost

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

- PC14.** calculate accurate cost information for the venue and services
- PC15.** calculate and compare costs of services from different vendors to maximize cost-effectiveness
- PC16.** negotiate with the service providers or vendors to optimize delivery and cost-saving
- PC17.** prepare the budget including service charges, mark-ups, and miscellaneous expenses

Receive client approval

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

- PC18.** present the plan and budget proposal to the client
- PC19.** handle client queries, if any
- PC20.** negotiate on the services, terms, and conditions
- PC21.** provide the customer with full schedules and costs, and update them of any changes throughout
- PC22.** communicate the necessary legal and other information clearly to the client
- PC23.** get client approval for processing of the contract

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational SOPs for organizing events, meetings and conference management
- KU2.** process of event management, concept & designing
- KU3.** procedure to prepare event proposal
- KU4.** types of venues suitable for various events, meetings, conferences
- KU5.** venue selection procedure
- KU6.** regulatory compliances at venues for events, meeting and conferences
- KU7.** types of layout plans for venue
- KU8.** inspection methods of facilities at the venue
- KU9.** access and restriction applicable for selected venue
- KU10.** client requirements analysis techniques
- KU11.** process to define scope of work
- KU12.** methods of cost estimation in projects
- KU13.** event accounting and costing procedures
- KU14.** vendor selection process
- KU15.** event production and logistics requirements
- KU16.** negotiation techniques for cost effective services
- KU17.** vendor and client management methods and tools
- KU18.** contract management procedures

Generic Skills (GS)

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

- GS1.** read and interpret instructions, procedures, information
- GS3.** prioritize work process in order to complete as per agreed schedule
- GS4.** improve and modify own work practices
- GS5.** negotiate and communicate effectively with clients and vendors
- GS6.** assess efforts required to provide effective and efficient services

Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <i>Design plan for event, meeting or conference</i> | 20 | 20 | - | 10 |
| PC1. identify client preference for the type of events like theme-based events or traditional, etc. | - | - | - | - |
| PC2. prepare the scope of the event, meeting or conference including time, date, location, and budget | - | - | - | - |
| PC3. obtain information on the attendee profile to choose the type of meal and snacks etc. | - | - | - | - |
| PC4. scout and inspect venues to suit the client preference | - | - | - | - |
| PC5. identify the operational and resource requirements | - | - | - | - |
| PC6. liaise with vendors to get bids and determine best fits for the budget and goals | - | - | - | - |
| <i>Suggest venue to clients</i> | 20 | 20 | - | 10 |
| PC7. provide accurate details about the capacity and availability of the venue | - | - | - | - |
| PC8. suggest on the appropriateness of the venue for the type of event, meeting or conference to be held | - | - | - | - |
| PC9. analyze possible layout options that are achievable within venue constraints | - | - | - | - |
| PC10. suggest alternative arrangements in case of unavailability on the required date or layout of the facility | - | - | - | - |
| PC11. provide accurate information related to access restriction of the facilities | - | - | - | - |
| PC12. analyze the benefits and advantages of the venue | - | - | - | - |

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| PC13 suggest suitable additional services that can be offered for out of venue hiring | - | - | - | - |
| <i>Estimate the cost</i> | 20 | 20 | - | 10 |
| PC14. calculate accurate cost information for the venue and services | | | | |
| PC15. calculate and compare costs of services from different vendors to maximize cost- effectiveness | - | - | - | - |
| PC16. negotiate with the service providers or vendors to optimize delivery and cost-saving | - | - | - | - |
| PC17. prepare the budget including service charges, mark-ups, and miscellaneous expenses | - | - | - | - |
| <i>Receive client approval</i> | 20 | 20 | - | 10 |
| PC18. present the event plan and budget proposal to the client | - | - | - | - |
| PC19. handle client queries, if any | - | - | - | - |
| PC20. negotiate on the services, terms, and conditions | - | - | - | - |
| PC21. provide the customer with full schedules and costs for the event, and update them of any changes throughout | | | | |
| PC22. communicate the necessary legal and other information clearly to the client | | | | |
| PC23. get client approval for processing of the contract | - | - | - | - |
| NOS Total | 80 | 80 | - | 40 |

National Occupational Standards (NOS) Parameters

| | |
|----------------------------|--|
| NOS Code | THC/N4401 |
| NOS Name | Plan for meetings, events, and conferences |
| Sector | Tourism & Hospitality |
| Sub-Sector | Tours and Travels |
| Occupation | Tour Packaging |
| NSQF Level | 5 |
| Credits | TBD |
| Version | 2.0 |
| Last Reviewed Date | 28/04/2022 |
| Next Review Date | 28/04/2025 |
| NSQC Clearance Date | 28/04/2022 |

THC/N4402: Organize meetings, conference, and events

Description

This OS unit is about coordinating with the various departments and service providers, and organizing and planning the event, meeting or conference

Scope

The scope covers the following:

- Organize the event, meeting or conference
- Supervise the event, conference or meeting
- Perform post-event activities
- Obtain feedback from client

Elements and Performance Criteria

Organize the event, meeting or conference

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

- PC1. gather all the necessary information about the event, meeting or conference and customer requirements, as agreed
- PC2. establish procedures to ensure that requirements are met and contingencies are developed
- PC3. keep accurate records of agreements made and requirements of suppliers both within and outside the organization
- PC4. allocate staff responsibilities and brief them on duties, relevant procedures and any information they need to deliver the event
- PC5. make sure that the equipment and materials needed for the event are on site well in time
- PC6. inspect the venue to make sure that it has been prepared in line with requirements and to the standard agreed
- PC7. coordinate logistics and services, including technology and equipment needed to run the event, food, drinks, transportation, etc.
- PC8. organize sponsorships and advertisements, and marketing collaterals, if required
- PC9. set the décor and seating arrangement as per client requirement
- PC10. ensure to make special arrangements for VIPs, or invitees with special needs, if required
- PC11. arrange for the signages, badges, registration materials, presentation support, plaque cards, attendee tracking, etc., as required
- PC12. arrange for recreational or entertainment programs and shows as per client requirement
- PC13. organize media coverage, if required
- PC14. arrange for food, snacks and catering services at different time slots during the event, meeting or conference
- PC15. arrange for security and first aid kits at the event

PC16. arrange for traffic control, car parking facility or valet parking, if required in and around the venue

PC17. inform participants and vendors of any cancellations or postponement of the event conference or meeting

Supervise the event, conference or meeting

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

PC18. coordinate different departments contributing to the running of the event

PC19. ensure food preparation and service is undertaken in a way that accounts for any specified requirements (e.g. vegetarian food, allergy problems)

PC20. liaise with the client throughout the event, conference or meeting to make sure that the arrangements meet their requirements

PC21. monitor the event, conference or meeting to make sure it is running as per plan and deal with any problems that may disrupt operations

PC22. make sure the event, conference or meeting and all associated activities comply with relevant legislation and organizational standards

PC23. monitor the progress of the event, conference or meeting and timeline of the programs on location

PC24. ensure hygiene standards are maintained in catering services

PC25. accommodate any last-minute request/alteration from the client

PC26. handle client complaints, if any

PC27. ensure cleanliness of the venue is maintained throughout the program

Perform post-event activities

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

PC28. ensure all timelines are followed and the venue is vacated before the deadline

PC29. check that all decorations and audio-visual, lighting arrangements, etc. are dismantled properly at the end of the event

PC30. ensure all debris, spills, leftover food, etc. are cleared and the venue is cleaned

PC31. record information on the event to help in future event planning

PC32. provide feedback to staff to improve their performance, where appropriate

PC33. prepare a summary report on the arranged event, conference or meeting for management records

PC34. report the findings to the senior management of the organization

Obtain feedback from client

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

PC35. share a feedback form with the client on the services rendered

PC36. make note of unavoidable problems and those that were caused due to system or individual faults

PC37. record the evaluation of the event in a manner appropriate to the client feedback

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational SOPs for events
- KU2.** types of events e. g. weddings, birthday parties, fashion shows etc.
- KU3.** types of vendors required for various events, meetings or conferences
- KU4.** different equipment and facilities required for events, meetings or conferences
- KU5.** methods to find and evaluate venue for events, meetings or conferences
- KU6.** procedure to inspect the venue for readiness
- KU7.** event layout design and planning process
- KU8.** marketing strategies implementation procedures
- KU9.** effective resource management techniques
- KU10.** safety measures for different types of functions, arrangements and environments
- KU11.** effective management of staff for the event including allocation of responsibilities, briefing and supervision
- KU12.** types of problems, that may occur during an event and procedure to identify and solve them
- KU13.** logistical arrangement methods
- KU14.** types of tools and equipment required for various services
- KU15.** vendor and client management methods and tools
- KU16.** types of entertainment programs
- KU17.** types of electrical equipment
- KU18.** event monitoring methods
- KU19.** types of records that should be maintained for events
- KU20.** statutory and regulatory requirements at venue
- KU21.** effective team management techniques
- KU22.** methods to collect and analyze client feedback

Generic Skills (GS)

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

- GS1.** communicate effectively with clients and vendors
- GS3.** prioritize work process in order to complete as per agreed schedule
- GS4.** improve and modify own work practices based on feedback

Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <i>Organize the event, meeting or conference</i> | 20 | 20 | - | 10 |
| PC1. gather all the necessary information about the event, meeting or conference and customer requirements, as agreed | - | - | - | - |
| PC2. establish procedures to ensure that requirements are met and contingencies are developed | - | - | - | - |
| PC3. keep accurate records of agreements made and requirements of suppliers both within and outside the organization | - | - | - | - |
| PC4. allocate staff responsibilities and brief them on duties, relevant procedures and any information they need to deliver the event | - | - | - | - |
| PC5. make sure that the equipment and materials needed for the event are on site in well in time | - | - | - | - |
| PC6. inspect the venue to make sure that it has been prepared in line with requirements and to the standard agreed | - | - | - | - |
| PC7. coordinate logistics and services, including technology and equipment needed to run the event, food, drinks, transportation, etc. | - | - | - | - |
| PC8. organize sponsorships and advertisements, and marketing collaterals, if required | - | - | - | - |
| PC9. set the décor and seating arrangement as per client requirement | - | - | - | - |
| PC10. ensure to make special arrangements for VIPs, or invitees with special needs, if required | - | - | - | - |
| PC11. arrange for the signages, badges, registration materials, presentation support, plaque cards, attendee tracking, etc. as required | - | - | - | - |

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| PC12. arrange for recreational or entertainment programs and shows as per client requirement | - | - | - | - |
| PC13. organize media coverage, if required | - | - | - | - |
| PC14. arrange for food, snacks and catering services at different time slots during the event meeting or conference | - | - | - | - |
| PC15. arrange for security and first aid kits at the event | - | - | - | - |
| PC16. arrange for traffic control, car parking facility or valet parking, if required in and around the venue | - | - | - | - |
| PC17. inform participants and vendors of any cancellations or postponement of the event, or conference or meeting | - | - | - | - |
| <i>Supervise the event, conference or meeting</i> | 20 | 20 | - | 10 |
| PC18. coordinate different departments contributing to the running of the event | - | - | - | - |
| PC19. ensure food preparation and service is undertaken in a way that accounts for any specified requirements (e.g. vegetarian food, allergy problems) | - | - | - | - |
| PC20. liaise with the client throughout the event, conference or meeting to make sure that the arrangements meet their requirements | - | - | - | - |
| PC21. monitor the event, conference or meeting to make sure it is running as per plan and deal with any problems that may disrupt operations | - | - | - | - |
| PC22. make sure the event, conference or meeting and all associated activities comply with relevant legislation and organizational standards | - | - | - | - |
| PC23. monitor the progress of the event, conference or meeting and timeline of the programs on location | - | - | - | - |

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| PC24. ensure hygiene standards are maintained in catering services | - | - | - | - |
| PC25. accommodate any last-minute request/alteration from the client | - | - | - | - |
| PC26. handle client complaints, if any | - | - | - | - |
| PC27. ensure cleanliness of the venue is maintained throughout the program | - | - | - | - |
| <i>Perform post-event activities</i> | 20 | 20 | - | 10 |
| PC28. ensure all timelines are followed and the venue is vacated before the deadline | - | - | - | - |
| PC29. check that all decorations and audio-visual, lighting arrangements, etc. are dismantled properly at the end of the event | - | - | - | - |
| PC30. ensure all debris, spills, leftover food, etc. are cleared and the venue is cleaned | - | - | - | - |
| PC31. record information on the event to help in future event planning | - | - | - | - |
| PC32. provide feedback to staff to improve their performance where appropriate | - | - | - | - |
| PC33. prepare a summary report on the arranged event, conference or meeting for management records | - | - | - | - |
| PC34. report the findings to the senior management of the organization | - | - | - | - |
| <i>Obtain feedback from client</i> | 20 | 20 | - | 10 |
| PC35. share a feedback form with the client on the services rendered | - | - | - | - |
| PC36. make note of unavoidable problems and those that were caused due to systemic or individual faults | - | - | - | - |
| PC37. record the evaluation of the event in a manner appropriate to the client feedback | - | - | - | - |

| | | | | |
|------------------|-----------|-----------|----------|-----------|
| NOS Total | 80 | 80 | - | 40 |
|------------------|-----------|-----------|----------|-----------|

National Occupational Standards (NOS) Parameters

| | |
|----------------------------|---|
| NOS Code | THC/N4402 |
| NOS Name | Organize meetings, conference, and events |
| Sector | Tourism & Hospitality |
| Sub-Sector | Tours and Travels |
| Occupation | Tour Packaging |
| NSQF Level | 5 |
| Credits | TBD |
| Version | 2.0 |
| Last Reviewed Date | 28/04/2022 |
| Next Review Date | 28/04/2025 |
| NSQC Clearance Date | 28/04/2022 |

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
- 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

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 | - | - | - | - |
| PC14. ensure self and team members adhere to the dress code as per organizational policy | - | - | - | - |

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| 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 |

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 | 27/05/2021 |
| Next Review Date | 27/05/2024 |
| NSQC Clearance Date | 27/05/2021 |

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
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

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 |

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 | 24/12/2020 |
| Next Review Date | 24/12/2023 |
| NSQC Clearance Date | 24/12/2020 |

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

- 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

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 | - | - | - | - |
| PC12. make sure first aid procedures are followed appropriately | - | - | - | - |

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| 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 |

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 | 27/05/2021 |
| Next Review Date | 27/05/2024 |
| NSQC Clearance Date | 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 laydown 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 theSSC.
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 ateach 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.

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/N4401.Plan for meetings, events, and conferences | 80 | 80 | - | 40 | 200 | 25 |
| THC/N4402.Organize meetings, conference, and events | 80 | 80 | - | 40 | 200 | 25 |
| THC/N9902.Ensure effective communication and service standards at workplace | 40 | 40 | 0 | 20 | 100 | 25 |
| THC/N9910.Ensure to maintain organisational confidentiality and guest's privacy | 10 | 5 | 0 | 5 | 20 | 5 |
| THC/N9907.Monitor and maintain health, hygiene and safety at workplace | 30 | 35 | 0 | 15 | 80 | 20 |
| Total | 240 | 240 | 0 | 120 | 600 | 100 |

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 |
| PPE | Personal Protective Equipment |
| IPR | Intellectual Property Rights |
| ISO | The International Organization for Standardization |

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. |

| | |
|--|---|
| <p>Organisational Context</p> | <p>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.</p> |
| <p>Technical Knowledge</p> | <p>Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.</p> |
| <p>Core Skills/ Generic Skills (GS)</p> | <p>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.</p> |
| <p>Electives</p> | <p>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.</p> |
| <p>Options</p> | <p>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.</p> |