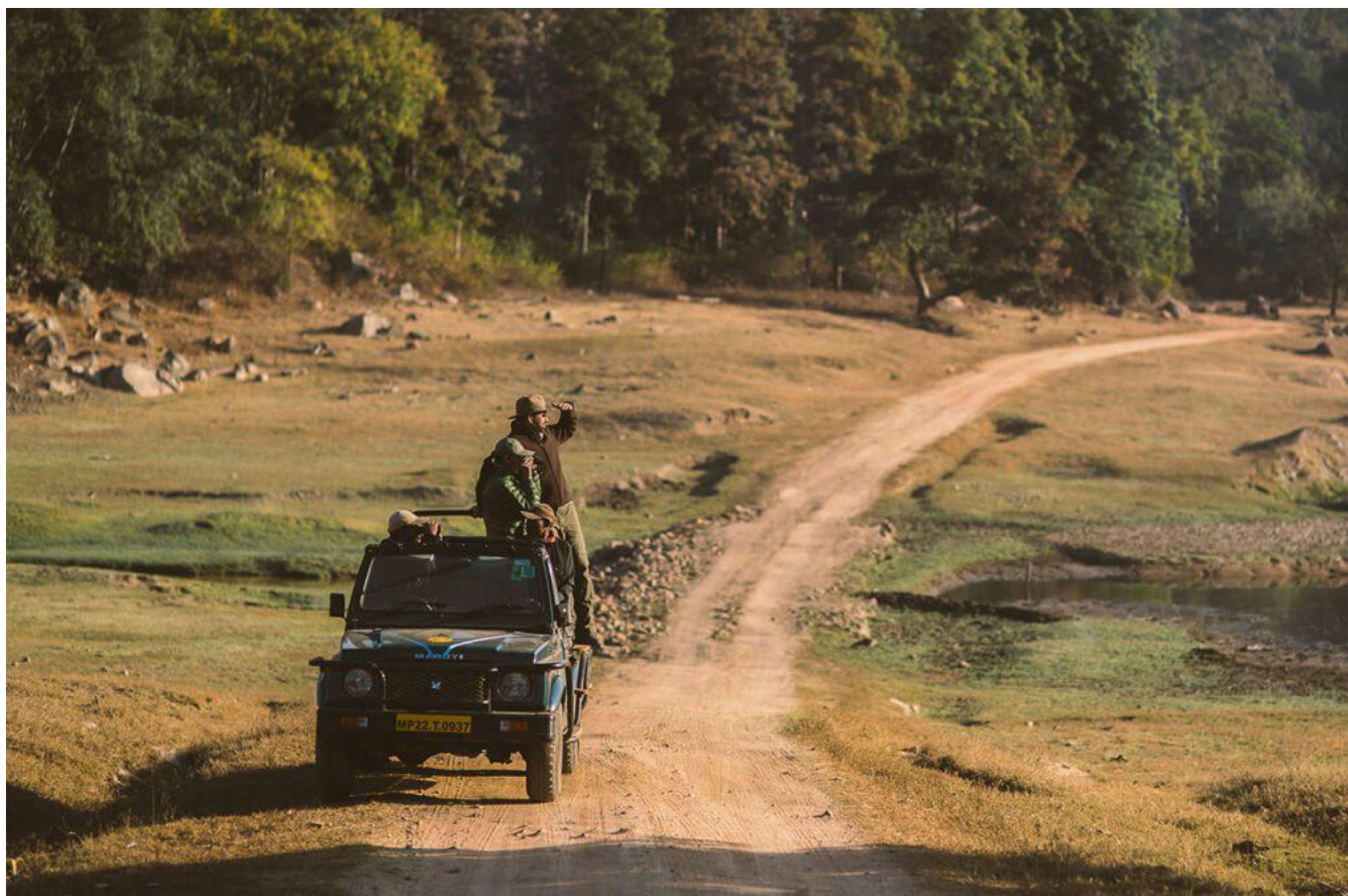


Qualification Pack



Nature Guide

QP Code: THC/Q8701

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

Qualification Pack

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THC/Q8701: Nature Guide

Brief Job Description

The Nature Guide accompanies all the groups on every wildlife safari and nature activity and when required, also assists the naturalist to add value to the guest experience.

Personal Attributes

The individual must have love for nature coupled with skills of observation and mindful curiosity, fitness of body and mind and clarity of communication.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [THC/N8702: Prepare for Guiding Activity on Safaris and Nature Trails](#)
2. [THC/N8708: Conduct Guiding Activity During Safaris and Nature Trails](#)
3. [THC/N8709: Assess and Mitigate Risks](#)
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	Land-Based Activities
Country	India
NSQF Level	4
Aligned to NCO/ISCO/ISIC Code	NCO-2015/5113.9900

Qualification Pack

Minimum Educational Qualification & Experience	8th Class with NA of experience
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	21/10/2020
Next Review Date	24/12/2024
Deactivation Date	24/12/2024
NSQC Approval Date	24/12/2020
Version	1.0
Reference code on NQR	2020/TH/THSC/04003
NQR Version	1.0

Qualification Pack

THC/N8702: Prepare for Guiding Activity on Safaris and Nature Trails

Description

This unit is about preparing for guiding activity safely and smoothly.

Scope

The scope covers the following :

- Preparing for a relevant guiding activity (Safari, Nature Trail)
- Providing and collecting pre-trip information from guests and colleagues

Elements and Performance Criteria

Preparing for a relevant guiding activity (Safari, Nature Trail)

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

- PC1.** plan logistics for the activity - vehicle, food/water, two-way radio
- PC2.** plan the activity/route to meet desired timelines
- PC3.** inform colleagues and superiors about planned routes and preparations

Providing and collecting pre-trip information from guests and colleagues

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

- PC4.** provide pre-activity details to guests (difficulty level, restrictions, set expectations about duration of activity and gear required)
- PC5.** collect basic health information depending upon the activity
- PC6.** check records to decide if guest is fit for the activity

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** environment and safety norms
- KU2.** company's SOPs
- KU3.** manuals and equipment information
- KU4.** local terrain and weather patterns
- KU5.** basic communication etiquette to be followed while briefing guests

Generic Skills (GS)

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

- GS1.** communicate effectively with colleagues and other stakeholders
- GS2.** take decisions on time
- GS3.** fill relevant forms

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Preparing for a relevant guiding activity (Safari, Nature Trail)</i>	7	11	-	-
PC1. plan logistics for the activity - vehicle, food/water, two-way radio	2	4	-	-
PC2. plan the activity/route to meet desired timelines	3	3	-	-
PC3. inform colleagues and superiors about planned routes and preparations	2	4	-	-
<i>Providing and collecting pre-trip information from guests and colleagues</i>	9	6	-	-
PC4. provide pre-activity details to guests (difficulty level, restrictions, set expectations about duration of activity and gear required)	4	2	-	-
PC5. collect basic health information depending upon the activity	2	1	-	-
PC6. check records to decide if guest is fit for the activity	3	3	-	-
NOS Total	16	17	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	THC/N8702
NOS Name	Prepare for Guiding Activity on Safaris and Nature Trails
Sector	Tourism & Hospitality
Sub-Sector	Tours and Travels
Occupation	Land-Based Activities
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	NA
Next Review Date	NA
NSQC Clearance Date	

Qualification Pack

THC/N8708: Conduct Guiding Activity During Safaris and Nature Trails

Description

This unit is about conducting the activity efficiently to achieve guest satisfaction.

Scope

The scope covers the following :

- Conducting the activity
- Sharing various aspects of nature, flora and fauna
- Achieving customer satisfaction
- Managing people with disabilities

Elements and Performance Criteria

Conducting the activity

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

- PC1.** brief guests about the location and landscape
- PC2.** pass on details about expected spotting, daily animal movement news and planned duration for the activity
- PC3.** communicate the do's and don't's, clearly, during the activity
- PC4.** share relevant and accurate information during the activity
- PC5.** debrief each sub activity/forest section upon completion
- PC6.** inform about the next item/forest section or route on the schedule
- PC7.** ensure safety of self and guests
- PC8.** follow company and wildlife park's SOPs
- PC9.** maintain proper documentation of sightings

Sharing various aspects of nature, flora and fauna

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

- PC10.** point out and describe common flora and fauna
- PC11.** inform guests about the important local, prominent and unique species
- PC12.** assist guests in use of reference material and resources including field guides

Achieving customer satisfaction

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

- PC13.** ensure clarity, honesty and transparency with the guests
- PC14.** treat the customers fairly and with due respect
- PC15.** check on guest's comfort from time to time

Managing people with disabilities

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

- PC16.** offer help to differently-abled people when asked for
- PC17.** empathise with and respect people with disabilities

Qualification Pack

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** local landscape, nature and ecosystems
- KU2.** local guidelines, permit conditions, forest laws
- KU3.** environment and guiding norms
- KU4.** how to communicate with people
- KU5.** handling and maintenance of equipment such as binoculars, compasses etc.
- KU6.** importance of dealing with grievances effectively and in time
- KU7.** how to record observations
- KU8.** importance of performing work ethically.

Generic Skills (GS)

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

- GS1.** read reference material and resources including field guides
- GS2.** develop a rapport with tourists
- GS3.** identify immediate or temporary solutions to resolve minor logistical problems
- GS4.** anticipate weather conditions

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Conducting the activity</i>	44	20	-	-
PC1. brief guests about the location and landscape	8	4	-	-
PC2. pass on details about expected spotting, daily animal movement news and planned duration for the activity	4	1	-	-
PC3. communicate the do's and dont's, clearly, during the activity	4	2	-	-
PC4. share relevant and accurate information during the activity	3	1	-	-
PC5. debrief each sub activity/forest section upon completion	6	2	-	-
PC6. inform about the next item/forest section or route on the schedule	6	2	-	-
PC7. ensure safety of self and guests	3	3	-	-
PC8. follow company and wildlife park's SOPs	5	1	-	-
PC9. maintain proper documentation of sightings	5	4	-	-
<i>Sharing various aspects of nature, flora and fauna</i>	14	10	-	-
PC10. point out and describe common flora and fauna	4	4	-	-
PC11. inform guests about the important local, prominent and unique species	4	4	-	-
PC12. assist guests in use of reference material and resources including field guides	6	2	-	-
<i>Achieving customer satisfaction</i>	9	3	-	-
PC13. ensure clarity, honesty and transparency with the guests	3	1	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. treat the customers fairly and with due respect	3	1	-	-
PC15. check on guest's comfort from time to time	3	1	-	-
<i>Managing people with disabilities</i>	8	2	-	-
PC16. offer help to differently-abled people when asked for	4	1	-	-
PC17. empathise with and respect people with disabilities	4	1	-	-
NOS Total	75	35	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	THC/N8708
NOS Name	Conduct Guiding Activity During Safaris and Nature Trails
Sector	Tourism & Hospitality
Sub-Sector	Tours and Travels
Occupation	Land-Based Activities
NSQF Level	3
Credits	TBD
Version	1.0
Last Reviewed Date	NA
Next Review Date	NA
NSQC Clearance Date	

Qualification Pack

THC/N8709: Assess and Mitigate Risks

Description

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

Scope

The scope covers the following :

- Assessing risk and handling emergencies

Elements and Performance Criteria

Assessing risk and handling emergencies

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

- PC1.** • handle emergencies such as animal attacks and snake/scorpion bites, natural calamities such as landslides etc., health related emergencies and vehicle breakdowns
- PC2.** coordinate with vehicle driver to ensure that the vehicle for the wildlife safari is in good condition with good tyres and equipped with a spare tyre, a tool box and a tow rope
- PC3.** perform a basic risk assessment of the activity area before starting the activity and ensure that it is safe for tourists
- PC4.** check weather forecast before the activity
- PC5.** administer Wilderness First Aid (WFA) and Cardiopulmonary Resuscitation (CPR), when required

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organisational policies and procedures that help in responding to emergency situations
- KU2.** risk management techniques.
- KU3.** emergency protocols and SOPs.
- KU4.** use of safety equipment and rescue techniques
- KU5.** wilderness first aid and CPR techniques

Generic Skills (GS)

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

- GS1.** analyse the potential risks
- GS2.** identify and respond safely and promptly to emergency situations
- GS3.** read and understand SOPs

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Assessing risk and handling emergencies</i>	26	20	-	-
PC1. • handle emergencies such as animal attacks and snake/scorpion bites, natural calamities such • as landslides etc., health related emergencies and vehicle breakdowns	6	6	-	-
PC2. coordinate with vehicle driver to ensure that the vehicle for the wildlife safari is in good condition with good tyres and equipped with a spare tyre, a tool box and a tow rope	3	1	-	-
PC3. perform a basic risk assessment of the activity area before starting the activity and ensure that it is safe for tourists	6	3	-	-
PC4. check weather forecast before the activity	3	2	-	-
PC5. administer Wilderness First Aid (WFA) and Cardiopulmonary Resuscitation (CPR), when required	8	8	-	-
NOS Total	26	20	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	THC/N8709
NOS Name	Assess and Mitigate Risks
Sector	Tourism & Hospitality
Sub-Sector	Tours and Travels
Occupation	Land-Based Activities
NSQF Level	5
Credits	TBD
Version	1.0
Last Reviewed Date	NA
Next Review Date	NA
NSQC Clearance Date	

Qualification Pack

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)

Qualification Pack

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

Qualification Pack

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	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. inform the guests on any issues or problems before hand and also on the developments involving them	2	1	-	-
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	-	-

Qualification Pack

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
Last Reviewed Date	NA
Next Review Date	NA
NSQC Clearance Date	

Qualification Pack

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

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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	-	-

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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
Last Reviewed Date	NA
Next Review Date	NA
NSQC Clearance Date	

Qualification Pack

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

Qualification Pack

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

Qualification Pack

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

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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	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
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.	-	-	-	-
<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	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC25. cover the mouth with elbow/handkerchief and/or turn away from people while sneezing or coughing	1	1	-	-
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	-	-

Qualification Pack

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
Last Reviewed Date	NA
Next Review Date	NA
NSQC Clearance Date	

Qualification Pack

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)



Qualification Pack

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

Qualification Pack

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	-	-

Qualification Pack

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	3
Credits	TBD
Version	1.0
Last Reviewed Date	NA
Next Review Date	NA
NSQC Clearance Date	

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 a proportion of marks for each PC.
2. Each NOS will be assessed both for theoretical knowledge and practical which is being proportionately demonstrated in the table below.
3. The assessment for the theory part will be based on a knowledge bank of questions created by the SSC.

Minimum Aggregate Passing % at QP Level : 60

(Please note: Every Trainee should score a minimum aggregate passing percentage as specified above, to successfully clear the Qualification Pack assessment.)

Qualification Pack

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
THC/N8702.Prepare for Guiding Activity on Safaris and Nature Trails	16	17	0	0	33	20
THC/N8708.Conduct Guiding Activity During Safaris and Nature Trails	75	35	0	0	110	30
THC/N8709.Assess and Mitigate Risks	32	23	-	-	55	20
THC/N9913.Communicate with Customers and Colleagues	34	39	-	-	73	10
THC/N9914.Follow Gender and Age Sensitive Practices	7	3	0	0	10	10
THC/N9915.Maintain Safe, Healthy and Hygienic Practices	53	31	-	-	84	5
THC/N9916.Follow and Maintain Green Practices	36	13	-	-	49	5
Total	253	161	0	0	414	100

Qualification Pack

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
NSQF	National Skills Qualifications Framework
QP	Qualification Pack
OS	Occupational Standards
SOP	Standard Operating Procedure

Qualification Pack

Glossary

Sector	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the Knowledge and Understanding (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria (PC)	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
Unit Title	Unit title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Scope	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.

Qualification Pack

Knowledge and Understanding (KU)	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
Organisational Context	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/ Generic Skills (GS)	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
Electives	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
Options	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.
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.
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.
Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.

Qualification Pack

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.
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