

Qualification Pack



Parasailing (Equipment) Driver

QP Code: THC/Q4516

Version: 2.0

NSQF Level: 4

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THC/Q4516: Parasailing (Equipment) Driver

Brief Job Description

A parasailing (equipment) driver is an experienced vehicle or boat driver who is responsible for towing parasailing students/clients to a certain height and bringing them down safely. The parasailing (equipment) driver works in close coordination with the parasailing supervisor who visually supervises the parasailing activity.

Personal Attributes

The job requires the individual to have a high level of fitness (both cardiovascular and motor) to withstand high endurance activity for long durations in open and sun exposed areas. The person should have proficient vehicle/boat driving skills as well as a friendly/approachable and motivating personality to deal with all kinds of clients/students.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [THC/N9005: Conduct Pre-flight Vehicle/Boat Checks as a Parasailing Driver](#)
2. [THC/N9010: Operate the Vehicle/Boat for a Parasailing Flight](#)
3. [THC/N9020: Conduct Post-Flight Closure as a Parasailing Driver](#)
4. [THC/N9021: Assess and Mitigate Risks as a Parasailing Driver](#)
5. [THC/N9913: Communicate with Customers and Colleagues](#)
6. [THC/N9914: Follow Gender and Age Sensitive Practices](#)
7. [THC/N9915: Maintain Safe, Healthy and Hygienic Practices](#)
8. [THC/N9916: Follow and Maintain Green Practices](#)

Qualification Pack (QP) Parameters

Sector	Tourism & Hospitality
Sub-Sector	Adventure Tourism
Occupation	Air-Based Activities

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Country	India
NSQF Level	4
Aligned to NCO/ISCO/ISIC Code	NCO-2015/4221.0100
Minimum Educational Qualification & Experience	<p>8th Class with 2 Years of experience as Parasailing Launcher/Receiver and should have 500 hours of towing of parasail and valid driver's license for boat and/or four wheel vehicle, Emergency First Responder (EFR) Course, Proficiency in swimming for sea parasailing.</p> <p>OR</p> <p>Certificate-NSQF (Level 3 - Parasailing Launcher/Receiver) with 2 Years of experience experience and should have 300 hours of supervised vehicle/boat driving training including towing of parasail and Valid driver's license for boat and/or four wheel vehicle, Emergency First Responder (EFR) Course, Proficiency in swimming for sea parasailing.</p>
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	NA
Minimum Job Entry Age	20 Years
Last Reviewed On	31/08/2021
Next Review Date	31/08/2024
NSQF Approval Date	31/08/2021
Version	2.0
Reference code on NQR	2021/TH/THSSC/04483
NQR Version	1

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THC/N9005: Conduct Pre-flight Vehicle/Boat Checks as a Parasailing Driver

Description

This unit is about assessing pre-flight information and performing the necessary equipment checks.

Scope

The scope covers the following :

- access pre-flight information and conduct equipment checks.

Elements and Performance Criteria

Access pre-flight information and conduct equipment checks

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

- PC1.** access and assess work instructions and flight schedule from the parasailing supervisor.
- PC2.** ensure to check the validity of boat or vehicle driver license and submit to the parasailing supervisor/organizer.
- PC3.** access and assess wind, weather and sea conditions before the flight.
- PC4.** ensure vehicle related pre-flight checks are completed like the condition of the engine, gear box, steering, storage system, brakes and control systems of the boat/vehicle and update the parasailing supervisor.
- PC5.** ensure the vehicle/boat has adequate fuel for the duration of the activity, refuel as required.
- PC6.** access and assess the weather and sea conditions for the day and coordinate with the parasailing supervisor about altitude and speeds to be maintained for parasailing accordingly.
- PC7.** coordinate with the parasailing receiver/launcher to ensure the parachute is in place and attached properly.
- PC8.** ensure to carry a PFD (Personal Flotation Device) for self for flight operations near water bodies.

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 identify, check and repair the various mechanical and electrical components of the boat/vehicle like the engine, brakes, gear box, steering, storage system, etc.
- KU4.** how to plan and organize the boat/vehicle checks, repairs and refueling on time.
- KU5.** how to give clear instructions and directions to the receiver/launcher, whenever required.
- KU6.** favorable wind and weather conditions to parasail on and/sea and how to take decisions to run the parasailing activity or not.
- KU7.** appropriate clothing and accessories required for the activity

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KU8. how to resolve any technical issues related to the boat/vehicle.

Generic Skills (GS)

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

GS1. be prompt, punctual and organized.

GS2. assemble and disassemble electronic and mechanical components.

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Access pre-flight information and conduct equipment checks</i>	15	17	-	-
PC1. access and assess work instructions and flight schedule from the parasailing supervisor.	2	2	-	-
PC2. ensure to check the validity of boat or vehicle driver license and submit to the parasailing supervisor/organizer.	2	2	-	-
PC3. access and assess wind, weather and sea conditions before the flight.	2	2	-	-
PC4. ensure vehicle related pre-flight checks are completed like the condition of the engine, gear box, steering, storage system, brakes and control systems of the boat/vehicle and update the parasailing supervisor.	2	4	-	-
PC5. ensure the vehicle/boat has adequate fuel for the duration of the activity, refuel as required.	2	2	-	-
PC6. access and assess the weather and sea conditions for the day and coordinate with the parasailing supervisor about altitude and speeds to be maintained for parasailing accordingly.	2	2	-	-
PC7. coordinate with the parasailing receiver/launcher to ensure the parachute is in place and attached properly.	1	1	-	-
PC8. ensure to carry a PFD (Personal Flotation Device) for self for flight operations near water bodies.	2	2	-	-
NOS Total	15	17	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	THC/N9005
NOS Name	Conduct Pre-flight Vehicle/Boat Checks as a Parasailing Driver
Sector	Tourism & Hospitality
Sub-Sector	Adventure Tourism
Occupation	Air-Based Activities
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	31/08/2021
Next Review Date	31/08/2024
NSQC Clearance Date	31/08/2021

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THC/N9010: Operate the Vehicle/Boat for a Parasailing Flight

Description

This unit is about driving the boat/vehicle to conduct the parasailing activity and ensuring safe flying and environmental practices.

Scope

The scope covers the following :

- welcome the students/clients.
- drive the vehicle/boat.
- manage persons with disabilities.
- adhere to environmental conservation practices.

Elements and Performance Criteria

Welcome the students/clients

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

- PC1.** welcome the students/clients and introduce oneself and the team in a loud, clear and friendly manner.
- PC2.** brief the students/clients and demonstrate the methods of embarking and disembarking from the vehicle/boat as well as how to sit securely while waiting for their turn for the activity.
- PC3.** assist the students/clients to get on to the boat and ensure they are securely seated.
- PC4.** assist the students/clients with wear their personal flotation device and ensure it is securely fastened and tightened, for sea based parasailing.

Drive the vehicle/boat

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

- PC5.** ensure to start driving only on the command of the parasailing supervisor.
- PC6.** communicate with the student/client and check if they are ready for the flight.
- PC7.** ensure to accelerate and decelerate the vehicle/boat according to prescribed speeds during take-off and landing and for maintaining desired parachute altitudes.
- PC8.** ensure to follow signals from the parasailing supervisor for speed or direction changes during the activity and slowing down the vehicle/boat for landing.
- PC9.** maintain vehicle/boat balance and ensure a smooth horizontal lift of the parachute.
- PC10.** ensure not to over accelerate in the middle of the ride.
- PC11.** ensure to watch the student/client to see if they are alright.
- PC12.** coordinate with the parasailing supervisor to conduct dipping maneuvers for the student/client.

Manage persons with disabilities

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

- PC13.** offer help to persons with disabilities, when asked for.
- PC14.** empathize with and respect persons with disabilities.

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PC15. accommodate persons with disabilities in the activities, as far as possible, without compromising safety.

Adhere to environmental conservation practices

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

PC16. adhere to “minimum impact” policies at every level, do not burn/throw waste materials, discarded wrappers and plastic bottles into the sea or any of the activity grounds.

PC17. ensure not to cause damage to the fragile habitats and environments (animal life, flora and fauna) found there.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. the importance of respecting students/clients, colleagues and local communities.

KU2. land vehicle and/or boat driving techniques and the functioning of the engine, brakes, gearbox, steering, storage system, etc., of the boat/vehicle.

KU3. how to control the speed of the vehicle/boat during take-off and landing.

KU4. how to conduct embarking and disembarking briefings and assisting the students/clients with their equipment.

KU5. how to assess if a student/client is in distress due to fatigue or change in altitude and requires assistance.

KU6. how to plan flights in coordination with the parasailing supervisor to get maximum daily flights.

KU7. methods to deal with persons with disability and choice of appropriate activities for them without compromising safety.

KU8. safety measures required for persons with disability.

KU9. minimum impact travel and activity policies and how not to disturb the fragile habitats and environment.

Generic Skills (GS)

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

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

GS2. think quickly and take instant decisions.

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Welcome the students/clients</i>	7	11	-	-
PC1. welcome the students/clients and introduce oneself and the team in a loud, clear and friendly manner.	1	1	-	-
PC2. brief the students/clients and demonstrate the methods of embarking and disembarking from the vehicle/boat as well as how to sit securely while waiting for their turn for the activity.	2	4	-	-
PC3. assist the students/clients to get on to the boat and ensure they are securely seated.	2	4	-	-
PC4. assist the students/clients with wear their personal flotation device and ensure it is securely fastened and tightened, for sea based parasailing.	2	2	-	-
<i>Drive the vehicle/boat</i>	16	18	-	-
PC5. ensure to start driving only on the command of the parasailing supervisor.	2	2	-	-
PC6. communicate with the student/client and check if they are ready for the flight.	2	2	-	-
PC7. ensure to accelerate and decelerate the vehicle/boat according to prescribed speeds during take-off and landing and for maintaining desired parachute altitudes.	2	4	-	-
PC8. ensure to follow signals from the parasailing supervisor for speed or direction changes during the activity and slowing down the vehicle/boat for landing.	2	2	-	-
PC9. maintain vehicle/boat balance and ensure a smooth horizontal lift of the parachute.	2	2	-	-
PC10. ensure not to over accelerate in the middle of the ride.	2	2	-	-
PC11. ensure to watch the student/client to see if they are alright.	2	2	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. coordinate with the parasailing supervisor to conduct dipping maneuvers for the student/client.	2	2	-	-
<i>Manage persons with disabilities</i>	6	6	-	-
PC13. offer help to persons with disabilities, when asked for.	2	2	-	-
PC14. empathize with and respect persons with disabilities.	2	2	-	-
PC15. accommodate persons with disabilities in the activities, as far as possible, without compromising safety.	2	2	-	-
<i>Adhere to environmental conservation practices</i>	4	4	-	-
PC16. adhere to “minimum impact” policies at every level, do not burn/throw waste materials, discarded wrappers and plastic bottles into the sea or any of the activity grounds.	2	2	-	-
PC17. ensure not to cause damage to the fragile habitats and environments (animal life, flora and fauna) found there.	2	2	-	-
NOS Total	33	39	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	THC/N9010
NOS Name	Operate the Vehicle/Boat for a Parasailing Flight
Sector	Tourism & Hospitality
Sub-Sector	Adventure Tourism
Occupation	Air-Based Activities
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	31/08/2021
Next Review Date	31/08/2024
NSQC Clearance Date	31/08/2021

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THC/N9020: Conduct Post-Flight Closure as a Parasailing Driver

Description

This unit is about inspecting all equipment, maintaining logs and submitting activity reports.

Scope

The scope covers the following :

- inspect vehicle/boat and submit activity report.

Elements and Performance Criteria

Inspect vehicle/boat and submit activity report

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

- PC1.** ensure to inspect, clean and return the vehicle/boat to the organizer, post the activity.
- PC2.** assist the parasailing launcher/receiver in packing all equipment and return it to the parasailing supervisor.
- PC3.** maintain a log of students/clients towed, how many hours the vehicle/boat was used for, any damaged/faulty parts, incidents, accidents and health related problems and submit the report to the parasailing supervisor.
- PC4.** ensure to implement all job performance and student/client related feedback in future parasailing activities.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** proper methods of post activity vehicle/boat cleaning, equipment check and pack up.
- KU2.** company's documentation procedures including post trip vehicle/boat record logbook entries, incidents/injuries, if any.

Generic Skills (GS)

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

- GS1.** organize and report information.
- GS2.** courteously accept parasailing supervisor feedback.

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Inspect vehicle/boat and submit activity report</i>	8	12	-	-
PC1. ensure to inspect, clean and return the vehicle/boat to the organizer, post the activity.	2	4	-	-
PC2. assist the parasailing launcher/receiver in packing all equipment and return it to the parasailing supervisor.	2	2	-	-
PC3. maintain a log of students/clients towed, how many hours the vehicle/boat was used for, any damaged/faulty parts, incidents, accidents and health related problems and submit the report to the parasailing supervisor.	2	4	-	-
PC4. ensure to implement all job performance and student/client related feedback in future parasailing activities.	2	2	-	-
NOS Total	8	12	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	THC/N9020
NOS Name	Conduct Post-Flight Closure as a Parasailing Driver
Sector	Tourism & Hospitality
Sub-Sector	Adventure Tourism
Occupation	Air-Based Activities
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	31/08/2021
Next Review Date	31/08/2024
NSQC Clearance Date	31/08/2021

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THC/N9021: Assess and Mitigate Risks as a Parasailing Driver

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.** access and assess weather/wind reports and coordinate with the parasailing supervisor about feasibility of conducting the parasailing activity.
- PC2.** perform a risk assessment of the parasailing site and ensure take-off and landing zones are free from any hazard or obstruction such as trees, rocks, other tourists or vehicles/boats.
- PC3.** ensure that all safety equipment such as PFD's are worn by self, team and students/clients before operating the water/land parasailing activity.
- PC4.** ensure to stop the vehicle/boat in a hazardous situation or if the weather becomes unfavorable and if there are technical issues with the vehicle/boat.
- PC5.** ensure to stay alert for signals from the supervisor/student/client in case of any emergency or hazards.
- PC6.** ensure to act quickly in case of line break and rescue the student/client back from water to the boat.
- PC7.** ensure to follow the supervisor's instructions and the organization's emergency action plan in case of an accident.
- PC8.** ensure that one's first aid/CPR certifications are up to date.
- PC9.** ensure that contacts for emergency response providers, transportation vendors, etc., are up to date and easily accessible at all times.
- PC10.** ensure that the two-way radio is on at all times during the activity and follow all emergency call out procedure in an emergency.

Disaster management

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

- PC11.** identify emergency situations and respond promptly, e.g., manage students'/clients' movement away from the emergency and provide the necessary on spot first-aid/CPR to the students/clients in case of injuries.
- PC12.** evacuate students/clients from the danger zone and provide shelter till rescue arrives, in case of disasters.
- PC13.** establish communication and organize air and land rescue in case of any disaster.
- PC14.** maintain calm and be composed in an emergency situation.

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Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational policies and procedures to enable safe response to an emergency situation according to one's own work role and level of responsibility.
- KU2.** call-out procedures and information to access emergency services personnel.
- KU3.** the use of two-way radios, emergency protocols, safety signs and symbols, safety equipment, rescue techniques and wilderness first-aid methods in a parasailing activity.
- KU4.** how to assess unfavourable wind and weather conditions.
- KU5.** the use of safety equipment like PFD, helmets, knee and elbow pads, etc.
- KU6.** how to approach and rescue a struggling student/client in case of a line break or any other emergency.
- KU7.** communicate effectively with the students/clients/team to be risk averse.
- KU8.** be polite but firm with the students/clients without compromising safety.

Generic Skills (GS)

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

- GS1.** perform risk assessment of different situations.
- GS2.** take decisions to mitigate potential risks.
- GS3.** handle complicated situations in a sensitive manner.

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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>	18	20	-	-
PC1. access and assess weather/wind reports and coordinate with the parasailing supervisor about feasibility of conducting the parasailing activity.	2	2	-	-
PC2. perform a risk assessment of the parasailing site and ensure take-off and landing zones are free from any hazard or obstruction such as trees, rocks, other tourists or vehicles/boats.	2	2	-	-
PC3. ensure that all safety equipment such as PFD's are worn by self, team and students/clients before operating the water/land parasailing activity.	2	2	-	-
PC4. ensure to stop the vehicle/boat in a hazardous situation or if the weather becomes unfavorable and if there are technical issues with the vehicle/boat.	2	2	-	-
PC5. ensure to stay alert for signals from the supervisor/student/client in case of any emergency or hazards.	2	2	-	-
PC6. ensure to act quickly in case of line break and rescue the student/client back from water to the boat.	2	2	-	-
PC7. ensure to follow the supervisor's instructions and the organization's emergency action plan in case of an accident.	2	2	-	-
PC8. ensure that one's first aid/CPR certifications are up to date.	1	2	-	-
PC9. ensure that contacts for emergency response providers, transportation vendors, etc., are up to date and easily accessible at all times.	1	2	-	-
PC10. ensure that the two-way radio is on at all times during the activity and follow all emergency call out procedure in an emergency.	2	2	-	-
<i>Disaster management</i>	8	8	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. identify emergency situations and respond promptly, e.g., manage students'/clients' movement away from the emergency and provide the necessary on spot first-aid/CPR to the students/clients in case of injuries.	2	2	-	-
PC12. evacuate students/clients from the danger zone and provide shelter till rescue arrives, in case of disasters.	2	2	-	-
PC13. establish communication and organize air and land rescue in case of any disaster.	2	2	-	-
PC14. maintain calm and be composed in an emergency situation.	2	2	-	-
NOS Total	26	28	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	THC/N9021
NOS Name	Assess and Mitigate Risks as a Parasailing Driver
Sector	Tourism & Hospitality
Sub-Sector	Adventure Tourism
Occupation	Air-Based Activities
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	31/08/2021
Next Review Date	31/08/2024
NSQC Clearance Date	31/08/2021

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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)

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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

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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	-	-

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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	24/02/2022
Next Review Date	24/02/2025
NSQC Clearance Date	24/02/2022

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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	-	-

Qualification Pack

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	24/02/2022
Next Review Date	24/02/2025
NSQC Clearance Date	24/02/2022

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

Qualification Pack

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	-	-	-	-

Qualification Pack

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	-	-

Qualification Pack

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	24/02/2022
Next Review Date	24/02/2025
NSQC Clearance Date	24/02/2022

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	4
Credits	TBD
Version	1.0
Last Reviewed Date	24/02/2022
Next Review Date	24/02/2025
NSQ Clearance Date	24/02/2022

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each 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.

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/N9005. Conduct Pre-flight Vehicle/Boat Checks as a Parasailing Driver	15	17	-	-	32	15
THC/N9010. Operate the Vehicle/Boat for a Parasailing Flight	33	39	-	-	72	20
THC/N9020. Conduct Post-Flight Closure as a Parasailing Driver	8	12	-	-	20	10
THC/N9021. Assess and Mitigate Risks as a Parasailing Driver	26	28	-	-	54	15
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	183	165	-	-	348	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 Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training
OS	Occupational Standards
CPR	Cardiopulmonary Resuscitation
PFD	Personal Flotation device
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.
NOS	National Occupation Standards
NSQF	National Skills Qualifications Framework
NOS	National Occupation Standards
NSQF	National Skills Qualifications Framework
QP	Qualification Pack
NSQF	National Skills Qualifications Framework
QP	Qualification Pack
OS	Occupational Standards
NOS	National Occupational Standards

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.
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 are statements that together specify the standard of performance required when carrying out a task.

Qualification Pack

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 & 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/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

Qualification Pack

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.
Core Skills or 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.
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.
NOS	NOS are Occupational Standards which apply uniquely in the Indian context
Core Skills or 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.
Job Role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
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