



# Parasailing Launcher/Receiver

QP Code: THC/Q9001

Version: 1.0

NSQF Level: 3

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## Qualification Pack

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## Qualification Pack

### THC/Q9001: Parasailing Launcher/Receiver

#### Brief Job Description

A parasailing launcher/receiver is responsible for assisting the parasailing supervisor and driver in conducting the parasailing activity. A parasailing launcher/receiver helps in assembling the canopy wing/parachute of the parasail and attaches the canopy to the vehicle/boat. They are also responsible for assisting the students/clients in wearing the safety equipment and help them board and deboard for take-off and landing.

#### 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 a friendly/approachable and motivating personality to deal with all kinds of students/clients.

#### Applicable National Occupational Standards (NOS)

##### Compulsory NOS:

1. [THC/N9013: Prepare for Parasailing as a Launcher/Receiver](#)
2. [THC/N9022: Assist in Conducting Parasailing as a Parasailing Launcher/Receiver](#)
3. [THC/N9018: Complete Post Parasailing Closure as a Launcher/Receiver](#)
4. [THC/N9023: Assist in Assessing and Mitigating Risks as a Parasailing Launcher/Receiver](#)
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

<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Adventure Tourism
<b>Occupation</b>	Air-Based Activities

## Qualification Pack

<b>Country</b>	India
<b>NSQF Level</b>	3
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/4221.0100
<b>Minimum Educational Qualification &amp; Experience</b>	10th Class/I.T.I (two years after class 8th) OR 10th Class/I.T.I (one year after class 8th and one year of any experience)
<b>Minimum Level of Education for Training in School</b>	10th Class
<b>Pre-Requisite License or Training</b>	NA
<b>Minimum Job Entry Age</b>	19 Years
<b>Last Reviewed On</b>	25/11/2021
<b>Next Review Date</b>	25/11/2024
<b>NSQC Approval Date</b>	25/11/2021
<b>Version</b>	1.0
<b>Reference code on NQR</b>	2021/TH/THSC/04682
<b>NQR Version</b>	1

### Remarks:

The job requires the individual to withstand long working hours in open areas under the sun. The receiver/launcher should have an approachable personality to make the tourists comfortable for the activity.

## Qualification Pack

### THC/N9013: Prepare for Parasailing as a Launcher/Receiver

#### Description

This unit is about preparing the parasailing equipment and canopy wing/parachute for the parasailing activity.

#### Scope

The scope covers the following :

- equipment checks and prepare the canopy wing/parachute.

#### Elements and Performance Criteria

##### *Conduct equipment checks and prepare the canopy wing/parachute*

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.** inspect the canopy wing/parachute for damages and ensure that all the connections and fittings of the parachute are in place.
- PC3.** ensure to spread out the wing/parachute on the ground before the activity.
- PC4.** ensure that the canopy wing/parachute is properly secured to the vehicle/boat.
- PC5.** ensure that the safety gear like harness, carabiners, D-rings and helmets is inspected and laid out before the students/clients arrive.

#### 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.** the terminology used in parasailing operations.
- KU4.** the process for assembling and dismantling the canopy wing/parachute and how to check connections and fittings of the parachute.
- KU5.** how to attach the parachute to the vehicle/boat.
- KU6.** safety equipment used for parasailing, i.e., harness, helmet, elbow/knee pads, D-rings, parachute and how to identify faulty/damaged equipment.

#### Generic Skills (GS)

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

- GS1.** communicate effectively with the team.
- GS2.** be prompt, punctual and organized.

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Conduct equipment checks and prepare the canopy wing/parachute</i>	<b>10</b>	<b>16</b>	-	-
<b>PC1.</b> access and assess work instructions and flight schedule from the parasailing supervisor.	2	2	-	-
<b>PC2.</b> inspect the canopy wing/parachute for damages and ensure that all the connections and fittings of the parachute are in place.	2	4	-	-
<b>PC3.</b> ensure to spread out the wing/parachute on the ground before the activity.	2	2	-	-
<b>PC4.</b> ensure that the canopy wing/parachute is properly secured to the vehicle/boat.	2	4	-	-
<b>PC5.</b> ensure that the safety gear like harness, carabiners, D-rings and helmets is inspected and laid out before the students/clients arrive.	2	4	-	-
<b>NOS Total</b>	<b>10</b>	<b>16</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	THC/N9013
<b>NOS Name</b>	Prepare for Parasailing as a Launcher/Receiver
<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Adventure Tourism
<b>Occupation</b>	Air-Based Activities
<b>NSQF Level</b>	3
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	25/11/2021
<b>Next Review Date</b>	25/11/2024
<b>NSQC Clearance Date</b>	25/11/2021

## Qualification Pack

# THC/N9022: Assist in Conducting Parasailing as a Parasailing Launcher/Receiver

## Description

This unit is about assisting the parasailing supervisor and driver in conducting the parasailing activity and ensuring safe flying and environmental practices.

## Scope

The scope covers the following :

- assist in conducting the parasailing activity.
- manage persons with disabilities.
- adhere to environmental conservation practices.

## Elements and Performance Criteria

### *Assist in conducting the parasailing activity*

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.** ensure to secure the student/client to the parachute and check their safety gear, i.e., harness, helmet, elbow/knee pads, etc., under the guidance of the parasailing supervisor.
- PC3.** coordinate with the supervisor and driver and lift the wing for take-off on their command.
- PC4.** ensure to be prepared at the landing site, receive the student/client and lower them down gently.
- PC5.** ensure to detach the student/client from the parachute and assist them with equipment removal.
- PC6.** ensure to gather the parachute and prepare it for the next student/client.

### *Manage persons with disabilities*

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

- PC7.** offer help to persons with disabilities, when asked for.
- PC8.** empathize with and respect persons with disabilities.
- PC9.** 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:

- PC10.** 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.
- PC11.** ensure not to cause damage to the fragile habitats and environments (animal life, flora and fauna) found there.

## Knowledge and Understanding (KU)

## Qualification Pack

The individual on the job needs to know and understand:

- KU1.** safety and service quality standards followed in the organization.
- KU2.** assembling and dismantling the canopy wing/parachute.
- KU3.** connections and fittings of the parachute to the vehicle/boat.
- KU4.** how to lift the parachute and bring down the student/client safely.
- KU5.** how to assist the students/client with wearing the harness, PFD and other safety equipment.

### Generic Skills (GS)

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

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

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Assist in conducting the parasailing activity</i>	<b>7</b>	<b>12</b>	-	-
<b>PC1.</b> welcome the students/clients and introduce oneself and the team in a loud, clear and friendly manner.	1	2	-	-
<b>PC2.</b> ensure to secure the student/client to the parachute and check their safety gear, i.e., harness, helmet, elbow/knee pads, etc., under the guidance of the parasailing supervisor.	2	2	-	-
<b>PC3.</b> coordinate with the supervisor and driver and lift the wing for take-off on their command.	1	2	-	-
<b>PC4.</b> ensure to be prepared at the landing site, receive the student/client and lower them down gently.	1	2	-	-
<b>PC5.</b> ensure to detach the student/client from the parachute and assist them with equipment removal.	1	2	-	-
<b>PC6.</b> ensure to gather the parachute and prepare it for the next student/client.	1	2	-	-
<i>Manage persons with disabilities</i>	<b>3</b>	<b>6</b>	-	-
<b>PC7.</b> offer help to persons with disabilities, when asked for.	1	2	-	-
<b>PC8.</b> empathize with and respect persons with disabilities.	1	2	-	-
<b>PC9.</b> accommodate persons with disabilities in the activities, as far as possible, without compromising safety.	1	2	-	-
<i>Adhere to environmental conservation practices</i>	<b>4</b>	<b>4</b>	-	-
<b>PC10.</b> 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	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC11.</b> ensure not to cause damage to the fragile habitats and environments (animal life, flora and fauna) found there.	2	2	-	-
<b>NOS Total</b>	<b>14</b>	<b>22</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	THC/N9022
<b>NOS Name</b>	Assist in Conducting Parasailing as a Parasailing Launcher/Receiver
<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Adventure Tourism
<b>Occupation</b>	Air-Based Activities
<b>NSQF Level</b>	3
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	25/11/2021
<b>Next Review Date</b>	25/11/2024
<b>NSQC Clearance Date</b>	25/11/2021

## Qualification Pack

### THC/N9018: Complete Post Parasailing Closure as a Launcher/Receiver

#### Description

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

#### Scope

The scope covers the following :

- equipment pack up and submit activity report.

#### Elements and Performance Criteria

##### *equipment Pack up and submit activity report*

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

- PC1.** ensure to inspect the equipment, fold and pack the parachute and return to the supervisor.
- PC2.** maintain a log of students/clients towed, any damaged/faulty equipment, incidents, accidents and health related problems and submit the report to the parasailing supervisor.
- PC3.** ensure to get written feedback from the supervisor on their performance and implement in future activities.

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

#### Generic Skills (GS)

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

- GS1.** write logbooks.

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>equipment Pack up and submit activity report</i>	<b>6</b>	<b>6</b>	-	-
<b>PC1.</b> ensure to inspect the equipment, fold and pack the parachute and return to the supervisor.	2	2	-	-
<b>PC2.</b> maintain a log of students/clients towed, any damaged/faulty equipment, incidents, accidents and health related problems and submit the report to the parasailing supervisor.	2	2	-	-
<b>PC3.</b> ensure to get written feedback from the supervisor on their performance and implement in future activities.	2	2	-	-
<b>NOS Total</b>	<b>6</b>	<b>6</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	THC/N9018
<b>NOS Name</b>	Complete Post Parasailing Closure as a Launcher/Receiver
<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Adventure Tourism
<b>Occupation</b>	Air-Based Activities
<b>NSQF Level</b>	3
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	25/11/2021
<b>Next Review Date</b>	25/11/2024
<b>NSQC Clearance Date</b>	25/11/2021

## Qualification Pack

# THC/N9023: Assist in Assessing and Mitigating Risks as a Parasailing Launcher/Receiver

## Description

This unit is about assisting in 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.

## 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.** assist the supervisor in ensure the parasailing site, take-off and landing zones are free from any hazard or obstruction such as trees, rocks, other tourists or vehicles/boats.
- PC2.** ensure to always keep the two-way radio on and stay alert for any instructions from the parasailing supervisor/driver in case of an emergency.
- PC3.** assist the supervisor in evacuating students/clients from danger zones.
- PC4.** ensure to follow the supervisor's instructions and the organization's emergency action plan in case of an accident.
- PC5.** assist in establishing communication and organizing air and land rescue in case of any disaster.
- PC6.** maintain calm and be composed in an emergency situation.

## 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, wilderness first-aid methods in a parasailing activity.
- KU4.** how to approach and assist a struggling student/client in case an emergency.
- KU5.** 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.** handle complicated situations in a sensitive manner.

## Qualification Pack

### 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>	<b>11</b>	<b>11</b>	-	-
<b>PC1.</b> assist the supervisor in ensure the parasailing site, take-off and landing zones are free from any hazard or obstruction such as trees, rocks, other tourists or vehicles/boats.	2	2	-	-
<b>PC2.</b> ensure to always keep the two-way radio on and stay alert for any instructions from the parasailing supervisor/driver in case of an emergency.	2	2	-	-
<b>PC3.</b> assist the supervisor in evacuating students/clients from danger zones.	2	2	-	-
<b>PC4.</b> ensure to follow the supervisor's instructions and the organization's emergency action plan in case of an accident.	2	2	-	-
<b>PC5.</b> assist in establishing communication and organizing air and land rescue in case of any disaster.	2	2	-	-
<b>PC6.</b> maintain calm and be composed in an emergency situation.	1	1	-	-
<b>NOS Total</b>	<b>11</b>	<b>11</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	THC/N9023
<b>NOS Name</b>	Assist in Assessing and Mitigating Risks as a Parasailing Launcher/Receiver
<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Adventure Tourism
<b>Occupation</b>	Air-Based Activities
<b>NSQF Level</b>	3
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	25/11/2021
<b>Next Review Date</b>	25/11/2024
<b>NSQC Clearance Date</b>	25/11/2021

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

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC14.</b> inform the guests on any issues or problems before hand and also on the developments involving them	2	1	-	-
<b>PC15.</b> ensure minimum response time to guests for any messages/feedback	1	1	-	-
<b>PC16.</b> seek regular feedback from guests on current service, complaints, and improvements to be made, etc.	1	1	-	-
<b>PC17.</b> engage with guests without intruding on their privacy	2	2	-	-
<b>NOS Total</b>	<b>34</b>	<b>39</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	THC/N9913
<b>NOS Name</b>	Communicate with Customers and Colleagues
<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Tours and Travels
<b>Occupation</b>	Generic
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	24/02/2022
<b>Next Review Date</b>	24/02/2025
<b>NSQC Clearance Date</b>	24/02/2022

## 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

## Qualification Pack

### 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	-	-
<b>PC1.</b> provide appropriate service keeping in mind their unique needs and diverse cultural backgrounds	4	1	-	-
<b>PC2.</b> make arrangement to cater for varied age group	1	1	-	-
<b>PC3.</b> conduct activities so as to involve guests across all age groups and genders	2	1	-	-
<b>NOS Total</b>	<b>7</b>	<b>3</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	THC/N9914
<b>NOS Name</b>	Follow Gender and Age Sensitive Practices
<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Tours and Travels
<b>Occupation</b>	Generic
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	24/02/2022
<b>Next Review Date</b>	24/02/2025
<b>NSQC Clearance Date</b>	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>	<b>10</b>	<b>2</b>	-	-
<b>PC1.</b> assess the various hazards in the work areas and take necessary steps to eliminate or minimize them	6	1	-	-
<b>PC2.</b> follow organisational safety procedures	4	1	-	-
<b>PC3.</b> ensure guests have access to first aid kit when needed	-	-	-	-
<b>PC4.</b> implement correct emergency procedures	-	-	-	-
<b>PC5.</b> read the manufacturer's manual carefully before using any equipment	-	-	-	-
<b>PC6.</b> use health and safety practices for storing, cleaning, and maintaining tools, equipment, and supplies	-	-	-	-
<b>PC7.</b> practice ergonomic lifting, bending, or moving equipment and supplies	-	-	-	-
<b>PC8.</b> display safety signs at places where necessary	-	-	-	-
<b>PC9.</b> comply with the established safety procedures of the workplace	-	-	-	-
<b>PC10.</b> report to the supervisor on any problems and hazards identified	-	-	-	-
<b>PC11.</b> use physical safety equipment/personal protective equipment and clothing, wash hands etc.	-	-	-	-
<b>PC12.</b> use fire safety equipment such as fire extinguisher, fire blanket, fire hose, etc.	-	-	-	-
<b>PC13.</b> 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
<b>PC14.</b> • 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>	<b>7</b>	<b>4</b>	-	-
<b>PC15.</b> keep the surroundings clean and clear of food waste or other litter	1	1	-	-
<b>PC16.</b> ensure that waste is disposed-off as per prescribed standards for waste disposal	1	1	-	-
<b>PC17.</b> maintain cleanliness records	1	1	-	-
<b>PC18.</b> ensure safe and clean handling of accommodation, public areas etc.	4	1	-	-
<i>Following personal hygiene practices</i>	<b>7</b>	<b>4</b>	-	-
<b>PC19.</b> clean hands on a regular basis using soap, sanitisers and other accepted industry and government norms to run adventure operations	1	1	-	-
<b>PC20.</b> clean cups, glasses or other cutlery before and after using them	2	1	-	-
<b>PC21.</b> maintain personal hygiene by taking daily bath, using clean clothing, footwear, head gear, trimming nails, etc.	2	1	-	-
<b>PC22.</b> maintain dental hygiene in terms of brushing teeth every day, avoiding smoke at workplace, etc.	2	1	-	-
<i>Taking precautionary health measures</i>	<b>8</b>	<b>6</b>	-	-
<b>PC23.</b> report personal health issues related to injury and infectious diseases	2	1	-	-
<b>PC24.</b> 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
<b>PC25.</b> cover the mouth with elbow/handkerchief and/or turn away from people while sneezing or coughing	1	1	-	-
<b>PC26.</b> coordinate for the provision of adequate clean drinking water	1	1	-	-
<b>PC27.</b> ensure regular vaccinations to avoid transmission of diseases	1	1	-	-
<b>PC28.</b> undergo preventive health check-ups at regular intervals and take prompt treatment from the doctor in case of illness	2	1	-	-
<b>NOS Total</b>	<b>32</b>	<b>16</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	THC/N9915
<b>NOS Name</b>	Maintain Safe, Healthy and Hygienic Practices
<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Tours and Travels
<b>Occupation</b>	Generic
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	24/02/2022
<b>Next Review Date</b>	24/02/2025
<b>NSQC Clearance Date</b>	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>	<b>7</b>	<b>4</b>	-	-
<b>PC1.</b> identify ways to optimize usage of material including water in various tasks/activities	4	1	-	-
<b>PC2.</b> check for spills/leakages, plug them and escalate to appropriate authority if unable to rectify	2	2	-	-
<b>PC3.</b> ensure electrical equipment and appliances are switched off when not in use	1	1	-	-
<i>Ensuring effective waste management/recycling practices</i>	<b>13</b>	<b>5</b>	-	-
<b>PC4.</b> identify recyclable and non-recyclable, and hazardous waste generated	4	1	-	-
<b>PC5.</b> dispose non-recyclable waste appropriately	4	2	-	-
<b>PC6.</b> follow processes specified for disposal of hazardous waste	1	1	-	-
<b>PC7.</b> ensure reuse and recycling of waste wherever applicable	4	1	-	-
<i>Ensuring use of eco-friendly practices</i>	<b>8</b>	<b>2</b>	-	-
<b>PC8.</b> identify materials which can be replaced by environment friendly substitutes	4	1	-	-
<b>PC9.</b> follow SOPs to conserve and re-use water	4	1	-	-
<b>NOS Total</b>	<b>28</b>	<b>11</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	THC/N9916
<b>NOS Name</b>	Follow and Maintain Green Practices
<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Tours and Travels
<b>Occupation</b>	Generic
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	24/02/2022
<b>Next Review Date</b>	24/02/2025
<b>NSQ Clearance Date</b>	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 Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down the proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on the knowledge bank of questions created by the SSC.
3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
4. Individual assessment agencies will create unique question papers for the theory part for each candidate at each examination/training center (as per assessment criteria below).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.
6. To pass the Qualification Pack assessment, every trainee should score a minimum of 70% of % aggregate marks to successfully clear the assessment.

## Qualification Pack

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

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

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

## Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
THC/N9013.Prepare for Parasailing as a Launcher/Receiver	10	16	-	-	26	15
THC/N9022.Assist in Conducting Parasailing as a Parasailing Launcher/Receiver	14	22	-	-	36	20
THC/N9018.Complete Post Parasailing Closure as a Launcher/Receiver	6	6	-	-	12	10
THC/N9023.Assist in Assessing and Mitigating Risks as a Parasailing Launcher/Receiver	11	11	-	-	22	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
<b>Total</b>	<b>142</b>	<b>124</b>	<b>-</b>	<b>-</b>	<b>266</b>	<b>100</b>

## Qualification Pack

### Acronyms

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

## Qualification Pack

### Glossary

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

## Qualification Pack

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

## Qualification Pack

### 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.