



# Property Manager (FM)

QP Code: THC/Q5803

Version: 2.0

NSQF Level: 7

Tourism and Hospitality Skill Council || 404/407 4th Floor Mercantile House, KG Marg, Connaught Place  
New Delhi 110001. || email:assessment@thsc.in

## Qualification Pack

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## Qualification Pack

### THC/Q5803: Property Manager (FM)

#### Brief Job Description

The individual at work assists the senior management in developing the policies for profitable business and implement them to operate the business profitably. The incumbent also manages the resources, staff, finances, service contracts, and administrative tasks.

#### Personal Attributes

The job requires the individual to have a confident personality, service-oriented approach, politeness, communication skills, pleasing personality, and ability to work in a fast-paced environment.

#### Applicable National Occupational Standards (NOS)

##### Compulsory NOS:

1. [THC/N5809: Implement policies to operate the business profitably](#)
2. [THC/N5803: Manage resources, staff, finance, and administrative tasks](#)
3. [THC/N9902: Ensure effective communication and service standards at workplace](#)
4. [THC/N9910: Ensure to maintain organisational confidentiality and guest's privacy](#)
5. [THC/N9907: Monitor and maintain health, hygiene and safety at workplace](#)

#### Qualification Pack (QP) Parameters

<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Facility Management
<b>Occupation</b>	Property Management Operations
<b>Country</b>	India
<b>NSQF Level</b>	7
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/3334, 3334.0100

## Qualification Pack

<b>Minimum Educational Qualification &amp; Experience</b>	12th Class/I.T.I (two years after class 10th) with 3 Years of experience as an Assistant Facility Manager OR 12th Class/I.T.I (one year after class 10th with one year of relevant experience) with 3 Years of experience as an Assistant Facility Manager OR Certificate-NSQF (Level-6 Assistant Facility Manager) with 1 Year of experience in the relevant field (subject to Approval of NCVET)
<b>Minimum Level of Education for Training in School</b>	Not Applicable
<b>Pre-Requisite License or Training</b>	Not Applicable
<b>Minimum Job Entry Age</b>	21 Years
<b>Last Reviewed On</b>	30/09/2021
<b>Next Review Date</b>	30/09/2024
<b>NSQC Approval Date</b>	30/09/2021
<b>Version</b>	2.0
<b>Reference code on NQR</b>	2021/TH/THSC/04560
<b>NQR Version</b>	1

## Qualification Pack

### THC/N5809: Implement policies to operate the business profitably

#### Description

This OS unit is about assisting the senior management in the development of the strategies and policies and implementing them to expand a new or existing business and operate it profitably.

#### Scope

The scope covers the following :

- Assist in developing operational policies
- Implement the strategies and policies
- Operate business profitably

#### Elements and Performance Criteria

##### *Assist in developing operational policies*

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

- PC1.** assess the availability of resources and capability of the organization's property management business
- PC2.** draft business plan and strategies for the effective and efficient provision of property management services to the prospective tenants
- PC3.** assist senior management in drafting operational policies in line with the organization's mission and vision
- PC4.** establish the protocols, procedures, and processes for different activities of the department like energy management, rainwater harvesting, environmental conservation, etc.

##### *Implement the strategies and policies*

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

- PC5.** collaborate with management in order to formulate and implement policies, procedures, goals, and objectives
- PC6.** identify key roles for implementation of property management policies, processes, and procedures
- PC7.** develop a framework for evaluating and reporting the effectiveness of policies, processes, and procedures for property management
- PC8.** prepare a performance management system
- PC9.** establish an information and feedback system
- PC10.** allocate necessary resources to ensure property management processes and procedures are implemented effectively
- PC11.** monitor and review policies, processes, and procedures as per the market scenario to stay relevant and achieve operational objectives
- PC12.** develop and document standard and emergency operating procedures

##### *Operate business profitably*

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

- PC13.** ensure the organizational protocols, procedures, and processes are followed at all times

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- PC14.** prepare and implement the action plans for the day-to-day activities of the department
- PC15.** analyze the root cause of the problems hindering the quality of the processes, if any
- PC16.** suggest appropriate changes in the processes to the senior management, wherever required
- PC17.** assist senior management in preparing the business forecast
- PC18.** attract new tenants through advertising, property viewing, and encouraging referrals
- PC19.** monitor and control the operational cost of each activity in the department
- PC20.** monitor expenditures, variances and initiate corrective actions where necessary
- PC21.** conduct internal audits to identify anomalies
- PC22.** take corrective actions on non-conformities found during an internal and external audit
- PC23.** monitor operations to ensure that staff members comply with administrative policies and procedures, safety rules, service contracts, and government regulations

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** legislation, standards, policies, regulations, and procedures followed in the organization
- KU2.** tools and techniques required for information gathering and preparation of a strategic plan
- KU3.** process of creating effective SOPs
- KU4.** tools and techniques required for information gathering and preparation of a strategic plan and business policies
- KU5.** how to develop business plans
- KU6.** strategy implementation process
- KU7.** resource allocation techniques
- KU8.** factors that support strategy implementation
- KU9.** fundamentals of design and implementation of performance management and information-feedback system
- KU10.** the methodologies used to identify and eliminate the root cause of errors
- KU11.** demand forecasting techniques
- KU12.** the internal auditing process and the role of auditing in successful operations
- KU13.** steps of action planning
- KU14.** process improvement techniques
- KU15.** cost control techniques

## Generic Skills (GS)

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

- GS1.** write criteria, application instructions, procedural manuals, and audit reports
- GS2.** communicate effectively with the senior management
- GS3.** analyze the requirement of the department
- GS4.** analyze effective ways of utilization of resources

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Assist in developing operational policies</i>	<b>10</b>	<b>10</b>	-	<b>5</b>
<b>PC1.</b> assess the availability of resources and capability of the organization's property management business	-	-	-	-
<b>PC2.</b> draft business plan and strategies for the effective and efficient provision of property management services to the prospective tenants	-	-	-	-
<b>PC3.</b> assist senior management in drafting operational policies in line with the organization's mission and vision	-	-	-	-
<b>PC4.</b> establish the protocols, procedures, and processes for different activities of the department like energy management, rainwater harvesting, environmental conservation, etc.	-	-	-	-
<i>Implement the strategies and policies</i>	<b>15</b>	<b>15</b>	-	<b>5</b>
<b>PC5.</b> collaborate with management in order to formulate and implement policies, procedures, goals, and objectives	-	-	-	-
<b>PC6.</b> identify key roles for implementation of property management policies, processes, and procedures	-	-	-	-
<b>PC7.</b> develop a framework for evaluating and reporting the effectiveness of policies, processes, and procedures for property management	-	-	-	-
<b>PC8.</b> prepare a performance management system	-	-	-	-
<b>PC9.</b> establish an information and feedback system	-	-	-	-
<b>PC10.</b> allocate necessary resources to ensure property management processes and procedures are implemented effectively	-	-	-	-
<b>PC11.</b> monitor and review policies, processes, and procedures as per the market scenario to stay relevant and achieve operational objectives	-	-	-	-

## Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC12.</b> develop and document standard and emergency operating procedures	-	-	-	-
<i>Operate business profitably</i>	<b>15</b>	<b>15</b>	-	<b>10</b>
<b>PC13.</b> ensure the organizational protocols, procedures, and processes are followed at all times	-	-	-	-
<b>PC14.</b> prepare and implement the action plans for the day-to-day activities of the department	-	-	-	-
<b>PC15.</b> analyze the root cause of the problems hindering the quality of the processes, if any	-	-	-	-
<b>PC16.</b> suggest appropriate changes in the processes to the senior management, wherever required	-	-	-	-
<b>PC17.</b> assist senior management in preparing the business forecast	-	-	-	-
<b>PC18.</b> attract new tenants through advertising, property viewing, and encouraging referrals	-	-	-	-
<b>PC19.</b> monitor and control the operational cost of each activity in the department	-	-	-	-
<b>PC20.</b> monitor expenditures, variances and initiate corrective actions where necessary	-	-	-	-
<b>PC21.</b> conduct internal audits to identify anomalies	-	-	-	-
<b>PC22.</b> take corrective actions on non-conformities found during an internal and external audit	-	-	-	-
<b>PC23.</b> monitor operations to ensure that staff members comply with administrative policies and procedures, safety rules, service contracts, and government regulations	-	-	-	-
<b>NOS Total</b>	<b>40</b>	<b>40</b>	-	<b>20</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	THC/N5809
<b>NOS Name</b>	Implement policies to operate the business profitably
<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Facility Management
<b>Occupation</b>	Property Management Operations
<b>NSQF Level</b>	7
<b>Credits</b>	TBD
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	30/09/2021
<b>Next Review Date</b>	30/09/2024
<b>NSQC Clearance Date</b>	30/09/2021

## Qualification Pack

### THC/N5803: Manage resources, staff, finance, and administrative tasks

#### Description

This OS is about managing resources, arranging and deploying adequate staff, handling finances and performing administrative tasks for property management business.

#### Scope

The scope covers the following :

- Manage resources for property management
- Manage the staff
- Manage service contracts
- Handle financial matters of the department
- Handle administrative tasks

#### Elements and Performance Criteria

##### *Manage resources for property management*

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

- PC1.** analyze location-wise resource requirements received from Assistant Property Manager and review them against the service contracts
- PC2.** identify the resource requirement like equipment, materials, supplies, etc. at all locations
- PC3.** provide technical specifications for equipment, materials, and supplies to be procured for the provision of property management services at various locations
- PC4.** negotiate deals with suppliers to get the best prices and potentially reduce the operating cost
- PC5.** order supplies, material, and equipment to ensure round-the-clock availability in the organization
- PC6.** maintain records for purchases as per SOP
- PC7.** ensure availability of adequate resources at different locations at all times

##### *Manage the staff*

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

- PC8.** draft job descriptions to hire the staff
- PC9.** interview, select, and train departmental personnel as per the organization's SOP
- PC10.** develop performance parameters (KRAs and KPIs) for all the staff employed at different locations
- PC11.** communicate organizational policies and procedures to the staff
- PC12.** manage team's workload efficiently
- PC13.** develop a location-wise plan for managing the facilities as per service agreement
- PC14.** monitor staff performance and provide constructive feedback
- PC15.** handle conflicts among the staff effectively
- PC16.** conduct performance appraisal of human resources as per the organizational set timeline

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**PC17.** train staff on the on-property practices as per tenant's requirement

**PC18.** process attendance, payroll, etc. of the staff

### *Manage service contracts*

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

**PC19.** review critically all the contract documents with tenants and vendors

**PC20.** interview tenants and run credit checks

**PC21.** set rental rates and negotiate with the tenants

**PC22.** approve and sign contract documents as per organizational policy

**PC23.** prepare rent and lease agreements in accordance with property standards and regulations

**PC24.** terminate the lease and initiate eviction proceedings, if a tenant wants to vacate the property

### *Handle financial matters of the department*

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

**PC25.** assist senior management in budget preparation

**PC26.** prepare expenditure schedule

**PC27.** evaluate budget proposals prepared by the Assistant Property Manager for each location

**PC28.** analyze previous years' detailed tenant wise expenditure and check for any variance against the approved budget

**PC29.** monitor location-wise budget every quarter to ensure strict budgetary control

**PC30.** ensure property expenses such as taxes, mortgages, insurance premiums and maintenance cost, etc. are paid in a timely manner

**PC31.** monitor expenditure to ensure that expenses are consistent with approved budgets

**PC32.** control cost by reviewing the activities in the department

**PC33.** maintain records of income, expense, signed lease, complaints, maintenance, etc. as per organizational policy

**PC34.** prepare a report on the financial performance of properties

### *Handle administrative tasks*

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

**PC35.** ensure compliance with all the statutory and legal guidelines of Property Management

**PC36.** maintain a portfolio of the properties

**PC37.** inspect the properties periodically as per SOP

**PC38.** ensure proper maintenance of the properties

**PC39.** handle complaints from the tenants

**PC40.** inspect vacated units as per the standards

**PC41.** arrange for periodical maintenance and repairs in the property

**PC42.** liaise with tenants and vendors

**PC43.** prepare reports by collecting, analyzing, and summarizing data and trends

**PC44.** present financial reports, bookkeeping, and employee records to higher management/promoter and apprise them about the business performance

## Knowledge and Understanding (KU)

## Qualification Pack

The individual on the job needs to know and understand:

- KU1.** legislation, standards, policies, regulations, and procedures followed in the organization
- KU2.** resource management process
- KU3.** recruitment and selection process
- KU4.** human resource management
- KU5.** guidelines to craft effective job descriptions and performance parameters
- KU6.** performance appraisal methods
- KU7.** methods for managing conflict
- KU8.** techniques to provide constructive feedback
- KU9.** effective ways of the team handling
- KU10.** contract management and administration process and procedures
- KU11.** negotiation practices and methodologies
- KU12.** latest management practices
- KU13.** basic principles of the financial management
- KU14.** budgeting process
- KU15.** data gathering and analysis tools and techniques

## Generic Skills (GS)

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

- GS1.** communicate effectively with the suppliers, clients, and staff
- GS2.** handle problems arising among internal staff
- GS3.** analyze the client requirements
- GS4.** break complex problems into a manageable piece

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Manage resources for property management</i>	<b>5</b>	<b>5</b>	-	-
<b>PC1.</b> analyze location-wise resource requirements received from Assistant Property Manager and review them against the service contracts	-	-	-	-
<b>PC2.</b> identify the resource requirement like equipment, materials, supplies, etc. at all locations	-	-	-	-
<b>PC3.</b> provide technical specifications for equipment, materials, and supplies to be procured for the provision of property management services at various locations	-	-	-	-
<b>PC4.</b> negotiate deals with suppliers to get the best prices and potentially reduce the operating cost	-	-	-	-
<b>PC5.</b> order supplies, material, and equipment to ensure round-the-clock availability in the organization	-	-	-	-
<b>PC6.</b> maintain records for purchases as per SOP	-	-	-	-
<b>PC7.</b> ensure availability of adequate resources at different locations at all times	-	-	-	-
<i>Manage the staff</i>	<b>10</b>	<b>10</b>	-	<b>5</b>
<b>PC8.</b> draft job descriptions to hire the staff	-	-	-	-
<b>PC9.</b> interview, select, and train departmental personnel as per the organization's SOP	-	-	-	-
<b>PC10.</b> develop performance parameters (KRAs and KPIs) for all the staff employed at different locations	-	-	-	-
<b>PC11.</b> communicate organizational policies and procedures to the staff	-	-	-	-
<b>PC12.</b> manage team's workload efficiently	-	-	-	-
<b>PC13.</b> develop a location-wise plan for managing the facilities as per service agreement	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC14.</b> monitor staff performance and provide constructive feedback	-	-	-	-
<b>PC15.</b> handle conflicts among the staff effectively	-	-	-	-
<b>PC16.</b> conduct performance appraisal of human resources as per the organizational set timeline	-	-	-	-
<b>PC17.</b> train staff on the on-property practices as per tenant's requirement	-	-	-	-
<b>PC18.</b> process attendance, payroll, etc. of the staff	-	-	-	-
<i>Manage service contracts</i>	<b>5</b>	<b>10</b>	-	-
<b>PC19.</b> review critically all the contract documents with tenants and vendors	-	-	-	-
<b>PC20.</b> interview tenants and run credit checks	-	-	-	-
<b>PC21.</b> set rental rates and negotiate with the tenants	-	-	-	-
<b>PC22.</b> approve and sign contract documents as per organizational policy	-	-	-	-
<b>PC23.</b> prepare rent and lease agreements in accordance with property standards and regulations	-	-	-	-
<b>PC24.</b> terminate the lease and initiate eviction proceedings, if a tenant wants to vacate the property	-	-	-	-
<i>Handle financial matters of the department</i>	<b>10</b>	<b>10</b>	-	<b>5</b>
<b>PC25.</b> assist senior management in budget preparation	-	-	-	-
<b>PC26.</b> prepare expenditure schedule	-	-	-	-
<b>PC27.</b> evaluate budget proposals prepared by the Assistant Property Manager for each location	-	-	-	-
<b>PC28.</b> analyze previous years' detailed tenant wise expenditure and check for any variance against the approved budget	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC29.</b> monitor location-wise budget every quarter to ensure strict budgetary control	-	-	-	-
<b>PC30.</b> ensure property expenses such as taxes, mortgages, insurance premiums and maintenance cost, etc. are paid in a timely manner	-	-	-	-
<b>PC31.</b> monitor expenditure to ensure that expenses are consistent with approved budgets	-	-	-	-
<b>PC32.</b> control cost by reviewing the activities in the department	-	-	-	-
<b>PC33.</b> maintain records of income, expense, signed lease, complaints, maintenance, etc. as per organizational policy	-	-	-	-
<b>PC34.</b> prepare a report on the financial performance of properties	-	-	-	-
<i>Handle administrative tasks</i>	<b>10</b>	<b>10</b>	-	<b>5</b>
<b>PC35.</b> ensure compliance with all the statutory and legal guidelines of Property Management	-	-	-	-
<b>PC36.</b> maintain a portfolio of the properties	-	-	-	-
<b>PC37.</b> inspect the properties periodically as per SOP	-	-	-	-
<b>PC38.</b> ensure proper maintenance of the properties	-	-	-	-
<b>PC39.</b> handle complaints from the tenants	-	-	-	-
<b>PC40.</b> inspect vacated units as per the standards	-	-	-	-
<b>PC41.</b> arrange for periodical maintenance and repairs in the property	-	-	-	-
<b>PC42.</b> liaise with tenants and vendors	-	-	-	-
<b>PC43.</b> prepare reports by collecting, analyzing, and summarizing data and trends	-	-	-	-
<b>PC44.</b> present financial reports, bookkeeping, and employee records to higher management/promoter and apprise them about the business performance	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>NOS Total</b>	<b>40</b>	<b>45</b>	<b>-</b>	<b>15</b>

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### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	THC/N5803
<b>NOS Name</b>	Manage resources, staff, finance, and administrative tasks
<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Facility Management
<b>Occupation</b>	Property Management Operations
<b>NSQF Level</b>	7
<b>Credits</b>	TBD
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	30/09/2021
<b>Next Review Date</b>	30/09/2024
<b>NSQC Clearance Date</b>	30/09/2021

## Qualification Pack

# THC/N9902: Ensure effective communication and service standards at workplace

## Description

This OS unit is about communicating effectively, maintaining standards of etiquette at workplace, and engaging with guests to provide specific services.

## Scope

The scope covers the following :

- Promote effective communication
- Maintain professional etiquette
- Ensure rendering of specific services as per the guests' requirements

## Elements and Performance Criteria

### *Promote effective communication*

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

- PC1.** greet the guests promptly and appropriately as per organization's procedure
- PC2.** communicate with the guests in a polite and professional manner
- PC3.** build effective yet impersonal relationship with guests
- PC4.** identify guests' dissatisfactions and address complaints effectively
- PC5.** inform guests of any issue/problem well in advance
- PC6.** seek feedback from the guests and incorporate them to improve the guest experience
- PC7.** ensure essential information is passed on in a timely manner
- PC8.** ensure team members to maintain etiquette while interacting with each other
- PC9.** ensure the team members provide feedback to their peers

### *Maintain professional etiquette*

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

- PC10.** ensure self and team members report to work on time
- PC11.** use the guests' names as many times as possible during the conversation with proper salutation
- PC12.** maintain personal integrity & ethical behaviour
- PC13.** make sure personal hygiene is maintained by self and others at all times
- PC14.** ensure self and team members adhere to the dress code as per organizational policy
- PC15.** respect privacy of others at the workplace

### *Ensure rendering of specific services as per the guests' requirements*

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

- PC16.** provide assistance to Persons with Disability, if asked
- PC17.** ensure self and team members comply to the organizational policies towards Persons with Disability

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- PC18.** make sure gender and age sensitive service practices are followed at all times
- PC19.** ensure compliance to the organizational policies related to prevention of sexual harassment, both physical and verbal by self and team members
- PC20.** support PwD team members in overcoming any challenges faced at work
- PC21.** make sure the workplace is accessible for the Persons with Disability

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational policies on behavioural etiquette and professionalism
- KU2.** organizational policies on gender sensitive service practices at workplace
- KU3.** organizational reporting and hierarchy structure
- KU4.** documentation policy and procedures of the organization
- KU5.** service quality standards as per organizational policies
- KU6.** complaint handling policy and procedures
- KU7.** SOP on personal hygiene
- KU8.** procedure of giving and receiving feedback positively
- KU9.** specific requirements of different age-groups of guests
- KU10.** age and gender specific etiquette
- KU11.** organizational policy with regards to Persons with disability
- KU12.** significance of professional etiquette and behaviour

## Generic Skills (GS)

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

- GS1.** read job sheets, organization policy documents, information displayed at the workplace and comments received from the supervisor or guest
- GS2.** fill up documentation pertaining to job requirement
- GS3.** interact with team members to work efficiently
- GS4.** communicate effectively with the guests
- GS5.** spot and report potential areas of disruption to work process proactively
- GS6.** improve work processes by incorporating guest feedback
- GS7.** motivate self and colleagues to work effectively

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### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Promote effective communication</i>	<b>20</b>	<b>20</b>	-	<b>10</b>
<b>PC1.</b> greet the guests promptly and appropriately as per organization's procedure	-	-	-	-
<b>PC2.</b> communicate with the guests in a polite and professional manner	-	-	-	-
<b>PC3.</b> build effective yet impersonal relationship with guests	-	-	-	-
<b>PC4.</b> identify guests' dissatisfactions and address complaints effectively	-	-	-	-
<b>PC5.</b> inform guests of any issue/problem well in advance	-	-	-	-
<b>PC6.</b> seek feedback from the guests and incorporate them to improve the guest experience	-	-	-	-
<b>PC7.</b> ensure essential information is passed on in a timely manner	-	-	-	-
<b>PC8.</b> ensure team members to maintain etiquette while interacting with each other	-	-	-	-
<b>PC9.</b> ensure the team members provide feedback to their peers	-	-	-	-
<i>Maintain professional etiquette</i>	<b>10</b>	<b>10</b>	-	<b>5</b>
<b>PC10.</b> ensure self and team members report to work on time	-	-	-	-
<b>PC11.</b> use the guests' names as many times as possible during the conversation with proper salutation	-	-	-	-
<b>PC12.</b> maintain personal integrity & ethical behaviour	-	-	-	-
<b>PC13.</b> make sure personal hygiene is maintained by self and others at all times	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC14.</b> ensure self and team members adhere to the dress code as per organizational policy	-	-	-	-
<b>PC15.</b> respect privacy of others at the workplace	-	-	-	-
<i>Ensure rendering of specific services as per the guests' requirements</i>	<b>10</b>	<b>10</b>	-	<b>5</b>
<b>PC16.</b> provide assistance to Persons with Disability, if asked	-	-	-	-
<b>PC17.</b> ensure self and team members comply to the organizational policies towards Persons with Disability	-	-	-	-
<b>PC18.</b> make sure gender and age sensitive service practices are followed at all times	-	-	-	-
<b>PC19.</b> ensure compliance to the organizational policies related to prevention of sexual harassment, both physical and verbal by self and team members	-	-	-	-
<b>PC20.</b> support PwD team members in overcoming any challenges faced at work	-	-	-	-
<b>PC21.</b> make sure the workplace is accessible for the Persons with Disability	-	-	-	-
<b>NOS Total</b>	<b>40</b>	<b>40</b>	-	<b>20</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	THC/N9902
<b>NOS Name</b>	Ensure effective communication and service standards at workplace
<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
<b>Occupation</b>	Generic
<b>NSQF Level</b>	6
<b>Credits</b>	TBD
<b>Version</b>	2.0
<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/N9910: Ensure to maintain organisational confidentiality and guest's privacy

## Description

This unit is about ensuring that confidentiality of the organisational information and the privacy of the guests is maintained at all times.

## Scope

The scope covers the following :

- Ensure organisational confidentiality
- Ensure guests' privacy

## Elements and Performance Criteria

### *Maintain organisational confidentiality*

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

- PC1.** prevent leak of new plans and designs to competitors
- PC2.** ensure protection of employee information
- PC3.** prevent leak of organisation's policies like pricing strategies, revenue management policies, marketing plans etc.
- PC4.** take immediate and appropriate action in case of any IPR violation
- PC5.** make sure that the subordinates report any infringement observed by anyone in the organisation to the immediate supervisor
- PC6.** protect sensitive data with strong passwords and change passwords on a regular basis
- PC7.** ensure policies around confidential information are followed by all staff members

### *Maintain guests' privacy*

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

- PC8.** ensure the team refrains from infringing upon guest's professional deals and plans
- PC9.** make sure guest's personal information and financial data is protected all times
- PC10.** ensure proper disposal of guest's information like booking details, credit card slips etc.

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** basics of IPR Laws, Trademark Laws, Patent Laws, etc. in the country, and penalties associated with them
- KU2.** organisation's policies on intellectual property rights and confidential information
- KU3.** organisation's product, service or design patents
- KU4.** how Intellectual property protection is important for competitiveness of an organisation
- KU5.** guidelines for crafting effective SOPs regarding IPR

## Qualification Pack

**KU6.** procedure for disposal of confidential documents

**KU7.** confidential data protection methods

### Generic Skills (GS)

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

**GS1.** read and follow IPR and related information documents

**GS2.** manage communication regarding IPR infringement, prevention, and management

**GS3.** identify measures that can prevent potential infringements within the team

**GS4.** evaluate organisation policies and procedures and assess its robustness to prevent IPR infringements

**GS5.** analyse the impact of IPR infringement on the guests and the organization

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain organisational confidentiality</i>	<b>6</b>	<b>3</b>	-	<b>3</b>
<b>PC1.</b> prevent leak of new plans and designs to competitors	-	-	-	-
<b>PC2.</b> ensure protection of employee information	-	-	-	-
<b>PC3.</b> prevent leak of organisation's policies like pricing strategies, revenue management policies, marketing plans etc.	-	-	-	-
<b>PC4.</b> take immediate and appropriate action in case of any IPR violation	-	-	-	-
<b>PC5.</b> make sure that the subordinates report any infringement observed by anyone in the organisation to the immediate supervisor	-	-	-	-
<b>PC6.</b> protect sensitive data with strong passwords and change passwords on a regular basis	-	-	-	-
<b>PC7.</b> ensure policies around confidential information are followed by all staff members	-	-	-	-
<i>Maintain guests' privacy</i>	<b>4</b>	<b>2</b>	-	<b>2</b>
<b>PC8.</b> ensure the team refrains from infringing upon guest's professional deals and plans	-	-	-	-
<b>PC9.</b> make sure guest's personal information and financial data is protected all times	-	-	-	-
<b>PC10.</b> ensure proper disposal of guest's information like booking details, credit card slips etc.	-	-	-	-
<b>NOS Total</b>	<b>10</b>	<b>5</b>	-	<b>5</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	THC/N9910
<b>NOS Name</b>	Ensure to maintain organisational confidentiality and guest's privacy
<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
<b>Occupation</b>	Generic
<b>NSQF Level</b>	6
<b>Credits</b>	TBD
<b>Version</b>	4.0
<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/N9907: Monitor and maintain health, hygiene and safety at workplace

## Description

This OS unit is about ensuring a hazard free working environment along with maintaining health and hygiene and adoption of sustainable practices at workplace.

## Scope

The scope covers the following :

- Ensure personal and workplace hygiene
- Maintain safe and secure working environment
- Follow effective waste management and recycling practices at workplace

## Elements and Performance Criteria

### *Ensure personal and workplace hygiene*

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

- PC1.** ensure that self and team's work area is clean and tidy
- PC2.** ensure washing and sanitizing hands at regular intervals using hand wash & alcohol-based sanitizers by self as well as team members
- PC3.** make sure workplace is cleaned with appropriate cleaning solution and disinfectants as recommended
- PC4.** ascertain cleaning of the crockery and other articles as per established standards
- PC5.** monitor sanitization of all tools, equipment and machine touch-points at regular intervals
- PC6.** ensure that the trashcans are cleared regularly following the cleanliness and maintenance schedule
- PC7.** maintain personal hygiene and ensure the team members do the same
- PC8.** report to the concerned authority in case any co-worker is unwell
- PC9.** report personal health issues related to injury, food, air and infectious disease and avoid going to work if unwell

### *Maintain safe and secure working environment*

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

- PC10.** ensure safety procedures are followed while handling materials, tools, acids etc. and lifting or moving equipment and supplies
- PC11.** ensure use of appropriate PPE (gloves, three layered masks, long gown, headwear, glasses, goggles, footwear, etc.) by self and others at all times
- PC12.** make sure first aid procedures are followed appropriately
- PC13.** identify hazards at the workplace and report to the concerned person in time

### *Follow effective waste management and recycling practices at workplace*

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

- PC14.** identify and segregate recyclable, non-recyclable and hazardous waste at workplace

## Qualification Pack

- PC15.** segregate waste into different coloured dustbins
- PC16.** handle waste as per SOP
- PC17.** recycle waste wherever applicable
- PC18.** dispose of PPEs in a plastic bag, sealed and labelled as infectious waste

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational policies on safety procedures at workplace
- KU2.** procedure to maintain cleanliness standards at workplace
- KU3.** compliance norms for established health and hygiene procedures at workplace
- KU4.** importance of preventive health check-up and healthy living
- KU5.** purpose and usage of PPE such as gloves, protective goggles, masks, etc.
- KU6.** basic first aid procedures
- KU7.** methods to minimize accidental risks
- KU8.** the significance of safe handling of chemicals, acids, etc. for cleaning
- KU9.** instructions for operating and handling equipment as per standard
- KU10.** emergency procedures to be followed in case of a mishappening such as fire accidents, etc.

### Generic Skills (GS)

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

- GS1.** read organizational policy documents, manuals, instructions and information displayed at the workplace
- GS2.** fill in relevant forms, formats and checklist accurately
- GS3.** communicate effectively with visitors, co-workers and supervisors
- GS4.** analyze importance of personal hygiene
- GS5.** analyze the impact of not adhering to the health and safety procedures

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Ensure personal and workplace hygiene</i>	<b>15</b>	<b>15</b>	-	<b>5</b>
<b>PC1.</b> ensure that self and team's work area is clean and tidy	-	-	-	-
<b>PC2.</b> ensure washing and sanitizing hands at regular intervals using hand wash & alcohol-based sanitizers by self as well as team members	-	-	-	-
<b>PC3.</b> make sure workplace is cleaned with appropriate cleaning solution and disinfectants as recommended	-	-	-	-
<b>PC4.</b> ascertain cleaning of the crockery and other articles as per established standards	-	-	-	-
<b>PC5.</b> monitor sanitization of all tools, equipment and machine touch-points at regular intervals	-	-	-	-
<b>PC6.</b> ensure that the trashcans are cleared regularly following the cleanliness and maintenance schedule	-	-	-	-
<b>PC7.</b> maintain personal hygiene and ensure the team members do the same	-	-	-	-
<b>PC8.</b> report to the concerned authority in case any co-worker is unwell	-	-	-	-
<b>PC9.</b> report personal health issues related to injury, food, air and infectious disease and avoid going to work if unwell	-	-	-	-
<i>Maintain safe and secure working environment</i>	<b>10</b>	<b>10</b>	-	<b>5</b>
<b>PC10.</b> ensure safety procedures are followed while handling materials, tools, acids etc. and lifting or moving equipment and supplies	-	-	-	-
<b>PC11.</b> ensure use of appropriate PPE (gloves, three layered masks, long gown, headwear, glasses, goggles, footwear, etc.) by self and others at all times	-	-	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC12.</b> make sure first aid procedures are followed appropriately	-	-	-	-
<b>PC13.</b> identify hazards at the workplace and report to the concerned person in time	-	-	-	-
<i>Follow effective waste management and recycling practices at workplace</i>	<b>5</b>	<b>10</b>	-	<b>5</b>
<b>PC14.</b> identify and segregate recyclable, non-recyclable and hazardous waste at workplace	-	-	-	-
<b>PC15.</b> segregate waste into different coloured dustbins	-	-	-	-
<b>PC16.</b> handle waste as per SOP	-	-	-	-
<b>PC17.</b> recycle waste wherever applicable	-	-	-	-
<b>PC18.</b> dispose of PPEs in a plastic bag, sealed and labelled as infectious waste	-	-	-	-
<b>NOS Total</b>	<b>30</b>	<b>35</b>	-	<b>15</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	THC/N9907
<b>NOS Name</b>	Monitor and maintain health, hygiene and safety at workplace
<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
<b>Occupation</b>	Generic
<b>NSQF Level</b>	6
<b>Credits</b>	TBD
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	24/02/2022
<b>Next Review Date</b>	24/02/2025
<b>NSQC Clearance Date</b>	24/02/2022

## 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.

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

### Minimum Aggregate Passing % at QP Level : 70

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

### Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
THC/N5809.Implement policies to operate the business profitably	40	40	-	20	100	25
THC/N5803.Manage resources, staff, finance, and administrative tasks	40	45	-	15	100	25
THC/N9902.Ensure effective communication and service standards at workplace	40	40	-	20	100	20
THC/N9910.Ensure to maintain organisational confidentiality and guest's privacy	10	5	-	5	20	15
THC/N9907.Monitor and maintain health, hygiene and safety at workplace	30	35	-	15	80	15
<b>Total</b>	<b>160</b>	<b>165</b>	<b>-</b>	<b>75</b>	<b>400</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>OH&amp;S</b>	Occupational Health and Safety
<b>PPE</b>	Personal Protective Equipment
<b>FSSAI</b>	Food Safety and Standards Authority of India
<b>HACCP</b>	Hazard Analysis and Critical Control Points
<b>SOP</b>	Standard Operating Procedure
<b>ISO</b>	International Standards Organization

## 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.