

Qualification Pack



Rafting Guide/Safety Kayaker

Electives: Conduct the White-Water Trip/Expedition as a Rafting Guide/
Conduct the White-Water Trip/Expedition as a Safety Kayaker

QP Code: THC/Q4510

Version: 2.0

NSQF Level: 5

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Qualification Pack

Contents

THC/Q4510: Rafting Guide/Safety Kayaker	3
<i>Brief Job Description</i>	3
Applicable National Occupational Standards (NOS)	3
<i>Compulsory NOS</i>	3
<i>Elective 1: Conduct the White-Water Trip/Expedition as a Rafting Guide</i>	3
<i>Elective 2: Conduct the White-Water Trip/Expedition as a Safety Kayaker</i>	3
<i>Qualification Pack (QP) Parameters</i>	4
THC/N8901: Prepare for White-Water Trip/Expedition	6
THC/N8904: Conduct Post White-Water Trip/Expedition Closure and Debrief	14
THC/N8911: Assess and Mitigate Risks in White-Water Trip/Expedition	17
THC/N9913: Communicate with Customers and Colleagues	24
THC/N9914: Follow Gender and Age Sensitive Practices	29
THC/N9915: Maintain Safe, Healthy and Hygienic Practices	32
THC/N9916: Follow and Maintain Green Practices	39
THC/N8902: Conduct the White-Water Trip/Expedition as a Rafting Guide	43
THC/N8903: Conduct White-Water Trip/Expedition as a Safety Kayaker	51
Assessment Guidelines and Weightage	58
<i>Assessment Guidelines</i>	58
<i>Assessment Weightage</i>	59
Acronyms	61
Glossary	62

Qualification Pack

THC/Q4510: Rafting Guide/Safety Kayaker

Brief Job Description

A rafting guide or safety kayaker is a qualified white-water specialist who guides students/clients down technical white-water sections of a river and teaches maneuvers and techniques to the students/clients. A safety kayaker also provides safety back up to the students/clients in case someone falls over or the boat flips with multiple swimmers in the water.

Personal Attributes

The job requires the individual to have a high level of fitness (both cardiovascular and motor) to work in harsh (very hot and very cold) weather conditions. One must also possess exceptional swimming skills.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [THC/N8901: Prepare for White-Water Trip/Expedition](#)
2. [THC/N8904: Conduct Post White-Water Trip/Expedition Closure and Debrief](#)
3. [THC/N8911: Assess and Mitigate Risks in White-Water Trip/Expedition](#)
4. [THC/N9913: Communicate with Customers and Colleagues](#)
5. [THC/N9914: Follow Gender and Age Sensitive Practices](#)
6. [THC/N9915: Maintain Safe, Healthy and Hygienic Practices](#)
7. [THC/N9916: Follow and Maintain Green Practices](#)

Electives (mandatory to select at least one):

Elective 1: Conduct the White-Water Trip/Expedition as a Rafting Guide

This unit is about conducting the white-water expedition and following safe guiding and environmental practices as a rafting guide.

1. [THC/N8902: Conduct the White-Water Trip/Expedition as a Rafting Guide](#)

Elective 2: Conduct the White-Water Trip/Expedition as a Safety Kayaker

This unit is about conducting the white-water expedition and following safe guiding and environmental practices as a safety kayaker.

Qualification Pack

1. [THC/N8903: Conduct White-Water Trip/Expedition as a Safety Kayaker](#)

Qualification Pack (QP) Parameters

Sector	Tourism & Hospitality
Sub-Sector	Adventure Tourism
Occupation	Water-Based Activities
Country	India
NSQF Level	5
Aligned to NCO/ISCO/ISIC Code	NCO-2015/4221.0100
Minimum Educational Qualification & Experience	<p>10th Class/I.T.I (two years after class 8th) with 2 Years of experience and at least 500 hours of actual rafting time within 1 year as an Assistant Rafting Guide including rafting experience in 3 different rivers of grade 3 and beyond in various river scenarios, high altitude cold temperature rivers and technical rivers as well as Wilderness First-Aid courses from any Indian or globally recognized institute/center.</p> <p>OR</p> <p>10th Class/I.T.I (one year after class 8th and one year of any experience) with 2 Years of experience and at least 500 hours of actual rafting time within 1 year as an Assistant Rafting Guide including rafting experience in 3 different rivers of grade 3 and beyond in various river scenarios, high altitude cold temperature rivers and technical rivers as well as Wilderness First-Aid courses from any Indian or globally recognized institute/center.</p> <p>OR</p> <p>Certificate-NSQF (Level - 4 Assistant Rafting Guide) with 1 Year of experience and at least 500 hours of actual rafting time within 1 year as an Assistant Rafting Guide including rafting experience in 3 different rivers of grade 3 and beyond in various river scenarios, high altitude cold temperature rivers and technical rivers as well as Wilderness First-Aid courses from any Indian or globally recognized institute/center.</p>
Minimum Level of Education for Training in School	10th Class
Pre-Requisite License or Training	NA

Qualification Pack

Minimum Job Entry Age	20 Years
Last Reviewed On	25/11/2021
Next Review Date	25/11/2024
NSQC Approval Date	25/11/2021
Version	2.0
Reference code on NQR	2021/TH/THSC/04681
NQR Version	1

Qualification Pack

THC/N8901: Prepare for White-Water Trip/Expedition

Description

This unit is about assessing pre-trip information and performing the necessary equipment/logistics checks to pack all the supplies and equipment.

Scope

The scope covers the following :

- access and assess pre-trip/expedition information.
- conduct pre-trip/expedition logistics & equipment check.
- packing equipment and supplies.

Elements and Performance Criteria

Access and assess pre-trip/expedition information

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

- PC1.** receive and understand work instructions from the senior guide/expedition leader/tour operator.
- PC2.** collate and evaluate information on the detailed itinerary, route description and discuss daily programs.
- PC3.** collate and assess detailed information about the students'/clients' age, gender, health issues or special requests (if any) and experience in white-water rafting.
- PC4.** access and assess information about campsites and tent allocation (if on a multi-day trip).
- PC5.** collate contact details of local police, hospitals and district offices and communicate trip/expedition information to them in advance, if required.
- PC6.** collate and disseminate copies of all permits, permissions and insurance required for operations to the rest of the team.
- PC7.** access and discuss weather reports and expected river levels with the trip leader/assistant rafting guide to be prepared for all challenges on the water.
- PC8.** assess and discuss expected issues arising from client experience, prevailing weather conditions, river sections and river guide experience with the expedition leader/assistant rafting guide.

Conduct pre-trip/expedition logistics & equipment check

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

- PC9.** assist the expedition leader in purchasing and arranging for any last-minute supplies for the trip (if on a multi-day trip).
- PC10.** ensure the kitchen staff has procured all necessary rations required for the trip and resolve issues related to unavailability of supplies (if on a multi-day trip).
- PC11.** coordinate with all third party vendors and ensure that the local transport companies are up to date on all drop off/pick up locations, times and dates.
- PC12.** ensure any issues related to river access like clearing debris from access track, permissions from local authorities, etc., are resolved before the students/clients arrive.

Qualification Pack

- PC13.** assess and list the type and amount of equipment to be carried based on the trip/expedition, weather conditions, water levels and students'/clients' experience.
- PC14.** ensure that there are sufficient waterproof river bags and containers for keeping equipment dry, supervise the assistant guide in checking the condition of these bags and have them repaired, if needed.
- PC15.** collect the rafts and inspect the valves, baffles, chamber integrity and foot braces also check for punctures and tears, repair or replace as needed.
- PC16.** help the assistant guide to procure and inspect the condition of oars, paddles, frames and other technical equipment like flip lines, life lines, bow & stern lines, rescue bags, helmets, Personal Flotation Device (PFDs), etc., supervise all repairs/replacements.
- PC17.** ensure that sufficient spare and extra equipment is packed to avoid last minute rejection of gear at put in point.
- PC18.** ensure to check the condition of their personal PPE such as PFDs and helmets, etc.
- PC19.** inspect the inflation pump and its 'O' rings carefully, supervise the assistant guide to lubricate , if needed and pack spares.
- PC20.** ensure that drinking water/water filters have been packed on each raft.
- PC21.** ensure that sufficient quantities of snacks are packed for stops along the way.
- PC22.** ensure the kitchen staff and assistant guide check the quality and quantity of the kitchen equipment needed for the expedition.

Packing equipment and supplies

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

- PC23.** supervise the assistant guide in collating a detailed equipment list for rafting and camping (if required) and ensure that sufficient quantities are procured and packed.
- PC24.** ensure all personal gear like PFDs, helmets, paddles, wet suits, spray jackets, etc., are packed based on the quantities and sizes required.
- PC25.** oversee that the assistant guide has packed all the required safety equipment, e.g., throw bags, pulleys, carabiners, extra ropes, flip lines, etc.
- PC26.** supervise the assistant guide in packing all required camping equipment like tents, mats, sleeping bags, kitchen gear, provisions, etc., for multi day trips.
- PC27.** ensure that the assistant guide has packed all daily provisions required during rafting like water, water filters, snacks, packed lunch, etc.
- PC28.** ensure that enough dry bags and dry storage boxes/coolers are packed for multi day and single day trips.
- PC29.** inspect the raft repair kit and ensure that sufficient spare valves, duct tape, glue, etc., have been packed.
- PC30.** ensure that the lashings and straps required for securing equipment on the trip have been packed.
- PC31.** inspect the first-aid kit and all medication for expiry dates and ensure the assistant guide packs at least one first-aid kit per raft.
- PC32.** ensure the cook and kitchen helpers have packed all kitchen supplies, backcountry stoves, fuel/LPG cylinder, utensils and ration for the trip/expedition for multi-day trips.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

Qualification Pack

- KU1.** reporting structure and hierarchy.
- KU2.** the various lists to be prepared while preparing and packing for the trip.
- KU3.** documents and permits required for rafting and camping.
- KU4.** the company SOP's on safety and service quality standards, e.g., quality and condition of all the equipment, weather reports, etc.
- KU5.** the importance of planning a rafting activity keeping in mind factors such as guest experience, weather, river levels, etc.
- KU6.** the importance of coordinating with colleagues, local communities and government officials.
- KU7.** the usage and maintenance of various types of rafting/kayaking equipment, safety gear, camping equipment like helmets, throw bags and PFDs, raft/kayak repair kit and pump, types of white-water kayaks, paddles (according to the type of kayak being used and the skill level of the participant).
- KU8.** how to assess the condition and suitability of equipment and gear, for the activity.
- KU9.** techniques for repairing punctures and tears in rafts/kayaks.
- KU10.** appropriate clothing and accessories required for the activity.
- KU11.** ideal weather conditions and river levels for rafting.
- KU12.** how to decipher river maps, river sections and its access.
- KU13.** camp locations, their identification and back up plans if the original location is unavailable, on multi day trips.
- KU14.** the use and repair of back-country stoves like MSR, LPG, etc.
- KU15.** how to pack all equipment and supplies including first-aid kits.

Generic Skills (GS)

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

- GS1.** create various lists.
- GS2.** maintain accounts of pre-trip expenditure.
- GS3.** communicate effectively with colleagues and third party vendors.
- GS4.** organize and pack logistics.
- GS5.** think quickly and take instant decisions.

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Access and assess pre-trip/expedition information</i>	15	15	-	-
PC1. receive and understand work instructions from the senior guide/expedition leader/tour operator.	2	2	-	-
PC2. collate and evaluate information on the detailed itinerary, route description and discuss daily programs.	2	2	-	-
PC3. collate and assess detailed information about the students'/clients' age, gender, health issues or special requests (if any) and experience in white-water rafting.	2	2	-	-
PC4. access and assess information about campsites and tent allocation (if on a multi-day trip).	3	3	-	-
PC5. collate contact details of local police, hospitals and district offices and communicate trip/expedition information to them in advance, if required.	1	1	-	-
PC6. collate and disseminate copies of all permits, permissions and insurance required for operations to the rest of the team.	1	1	-	-
PC7. access and discuss weather reports and expected river levels with the trip leader/assistant rafting guide to be prepared for all challenges on the water.	2	2	-	-
PC8. assess and discuss expected issues arising from client experience, prevailing weather conditions, river sections and river guide experience with the expedition leader/assistant rafting guide.	2	2	-	-
<i>Conduct pre-trip/expedition logistics & equipment check</i>	17	34	-	-
PC9. assist the expedition leader in purchasing and arranging for any last-minute supplies for the trip (if on a multi-day trip).	1	1	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. ensure the kitchen staff has procured all necessary rations required for the trip and resolve issues related to unavailability of supplies (if on a multi-day trip).	1	1	-	-
PC11. coordinate with all third party vendors and ensure that the local transport companies are up to date on all drop off/pick up locations, times and dates.	1	4	-	-
PC12. ensure any issues related to river access like clearing debris from access track, permissions from local authorities, etc., are resolved before the students/clients arrive.	2	-	-	-
PC13. assess and list the type and amount of equipment to be carried based on the trip/expedition, weather conditions, water levels and students'/clients' experience.	1	-	-	-
PC14. ensure that there are sufficient waterproof river bags and containers for keeping equipment dry, supervise the assistant guide in checking the condition of these bags and have them repaired, if needed.	1	4	-	-
PC15. collect the rafts and inspect the valves, baffles, chamber integrity and foot braces also check for punctures and tears, repair or replace as needed.	1	6	-	-
PC16. help the assistant guide to procure and inspect the condition of oars, paddles, frames and other technical equipment like flip lines, life lines, bow & stern lines, rescue bags, helmets, Personal Flotation Device (PFDs), etc., supervise all repairs/replacements.	1	6	-	-
PC17. ensure that sufficient spare and extra equipment is packed to avoid last minute rejection of gear at put in point.	1	1	-	-
PC18. ensure to check the condition of their personal PPE such as PFDs and helmets, etc.	1	1	-	-
PC19. inspect the inflation pump and its 'O' rings carefully, supervise the assistant guide to lubricate , if needed and pack spares.	1	4	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC20. ensure that drinking water/water filters have been packed on each raft.	1	2	-	-
PC21. ensure that sufficient quantities of snacks are packed for stops along the way.	2	2	-	-
PC22. ensure the kitchen staff and assistant guide check the quality and quantity of the kitchen equipment needed for the expedition.	2	2	-	-
<i>Packing equipment and supplies</i>	11	40	-	-
PC23. supervise the assistant guide in collating a detailed equipment list for rafting and camping (if required) and ensure that sufficient quantities are procured and packed.	2	4	-	-
PC24. ensure all personal gear like PFDs, helmets, paddles, wet suits, spray jackets, etc., are packed based on the quantities and sizes required.	1	4	-	-
PC25. oversee that the assistant guide has packed all the required safety equipment, e.g., throw bags, pulleys, carabiners, extra ropes, flip lines, etc.	1	4	-	-
PC26. supervise the assistant guide in packing all required camping equipment like tents, mats, sleeping bags, kitchen gear, provisions, etc., for multi day trips.	1	4	-	-
PC27. ensure that the assistant guide has packed all daily provisions required during rafting like water, water filters, snacks, packed lunch, etc.	1	4	-	-
PC28. ensure that enough dry bags and dry storage boxes/coolers are packed for multi day and single day trips.	1	4	-	-
PC29. inspect the raft repair kit and ensure that sufficient spare valves, duct tape, glue, etc., have been packed.	1	4	-	-
PC30. ensure that the lashings and straps required for securing equipment on the trip have been packed.	1	4	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC31. inspect the first-aid kit and all medication for expiry dates and ensure the assistant guide packs at least one first-aid kit per raft.	1	4	-	-
PC32. ensure the cook and kitchen helpers have packed all kitchen supplies, backcountry stoves, fuel/LPG cylinder, utensils and ration for the trip/expedition for multi-day trips.	1	4	-	-
NOS Total	43	89	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	THC/N8901
NOS Name	Prepare for White-Water Trip/Expedition
Sector	Tourism & Hospitality
Sub-Sector	Adventure Tourism
Occupation	Water-Based Activities
NSQF Level	5
Credits	TBD
Version	1.0
Last Reviewed Date	25/11/2021
Next Review Date	25/11/2024
NSQC Clearance Date	25/11/2021

Qualification Pack

THC/N8904: Conduct Post White-Water Trip/Expedition Closure and Debrief

Description

This unit is about preparing a detailed trip report, counting and returning all equipment and closing accounts.

Scope

The scope covers the following :

- pack up equipment and submit trip report.

Elements and Performance Criteria

Pack up equipment and submit trip report

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

- PC1.** ensure all equipment used in the trip/expedition is counted and returned.
- PC2.** maintain a day to day trip report including incidents/accidents or health related problems.
- PC3.** provide feedback regarding route, personal experience, things to improve and recommend changes in itinerary, if any.
- PC4.** ensure that accounts with all third-party vendors are closed and that no payments are pending.
- PC5.** ensure to collect written feedback from students/clients.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** proper methods for post trip/expedition equipment check and return.
- KU2.** company's documentation procedures including submitting trip reports and recording logbook entries.
- KU3.** importance of conducting debrief and feedback sessions with the students/clients.

Generic Skills (GS)

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

- GS1.** perform basic calculations and documentation.
- GS2.** communicate effectively.

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Pack up equipment and submit trip report</i>	5	9	-	-
PC1. ensure all equipment used in the trip/expedition is counted and returned.	1	4	-	-
PC2. maintain a day to day trip report including incidents/accidents or health related problems.	1	2	-	-
PC3. provide feedback regarding route, personal experience, things to improve and recommend changes in itinerary, if any.	1	1	-	-
PC4. ensure that accounts with all third-party vendors are closed and that no payments are pending.	1	1	-	-
PC5. ensure to collect written feedback from students/clients.	1	1	-	-
NOS Total	5	9	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	THC/N8904
NOS Name	Conduct Post White-Water Trip/Expedition Closure and Debrief
Sector	Tourism & Hospitality
Sub-Sector	Adventure Tourism
Occupation	Water-Based Activities
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	25/11/2021
Next Review Date	25/11/2024
NSQC Clearance Date	25/11/2021

Qualification Pack

THC/N8911: Assess and Mitigate Risks in White-Water Trip/Expedition

Description

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

Scope

The scope covers the following :

- to take all safety measures.
- respond to emergency situations and manage disasters.

Elements and Performance Criteria

Ensure to take all safety measures

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

- PC1.** identify hazards associated with the river route, weather conditions, water levels, equipment, negotiating grade 1,2 and 3 rapids and capsizing, before starting the activity.
- PC2.** ensure that no white-water rafting activity is undertaken without wearing a PFD (Personal Floatation Device) and a helmet.
- PC3.** ensure to follow self-safety protocols before rescuing the students/clients.
- PC4.** ensure the PFDs have adequate buoyancy, are fastened properly and checked prior to commencement of rafting and again before all major rapids (grade III and above).
- PC5.** ensure that the PFDs are of the appropriate size for each the intended user.
- PC6.** ensure that no rafting activity takes place without a safety kayak and that company guidelines on the ratio of rafts to safety kayaks are followed.
- PC7.** ensure to complete the day's river run at least an hour before sundown and that no rafting trip/expedition is conducted in the dark.
- PC8.** ensure that the team refrains from consuming alcohol/drugs during rafting and at least six hours prior to the activity.
- PC9.** ensure that only standardized and certified equipment is used (Indian Standards Institute, US coast guard, British Canoe Union or Equivalent).
- PC10.** evaluate rescue and evacuation procedures for each day of the trip and ensure to properly communicate these to the rest of the team.
- PC11.** collate emergency contacts to handle any logistics, transportation or safety issues.
- PC12.** ensure to follow instructions from the expedition leader during an emergency, in the absence of the leader provide relief according to one's role and responsibility.
- PC13.** identify and respond promptly to emergency situations and manage student/client movement away from the emergency.
- PC14.** administer first-aid/CPR/oxygen, whenever required and supervise the assistant guide with the same.

Qualification Pack

- PC15.** evaluate the students'/clients' health forms carefully and ensure that company SOPs on conducting the activity with persons with comorbidities are followed, e.g., pregnant ladies should not be allowed at all and persons with heart and back issues should not be taken on any rapids above Grade 3.
- PC16.** initiate basic swift water and swimmer rescue promptly while rafting and throw a rescue bag accurately, supervise the assistant guide on the same.

Respond to emergency situations and manage disasters

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

- PC17.** assist the expedition leader in choosing camp site carefully to safeguard from rockfall, flooding and lightning during multi-day trips.
- PC18.** establish communication with the senior guide/safety kayaker/organizer and organize air, water and land rescue in case of emergencies.
- PC19.** evacuate people from danger zones and provide shelter till rescue arrives.
- PC20.** ensure to organize food, provisions and medicines and instruct/supervise the cook to improvise the menu to ensure supplies are used judiciously during disaster situations.
- PC21.** deal with all eventualities in a calm and composed manner.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the hazards associated with white water rafting.
- KU2.** organizational policies and procedures to enable safe response to an emergency situation according to one's role and level of responsibility.
- KU3.** the use of safety equipment and their certifications.
- KU4.** how to carry out the rafting activity in a timely manner.
- KU5.** safety signs symbols associated with white-water rafting.
- KU6.** the minimum rafts to safety kayaks ratio required to carry out a rafting trip safely.
- KU7.** contingency management techniques.
- KU8.** local call-out procedures and information to access emergency services personnel.
- KU9.** the importance of proving wilderness first-aid, swift water rescue basics and throwing a rescue bag accurately.
- KU10.** the importance of identifying hazards associated with the river route, weather conditions, water levels, equipment, negotiating grade 1,2 and 3 rapids and capsizing.
- KU11.** self-safety techniques protocols.
- KU12.** rescue techniques and protocols including basic swift water and swimmer rescue techniques.
- KU13.** techniques for using PDFs.
- KU14.** the importance of choosing safe camp sites.

Generic Skills (GS)

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

- GS1.** analyze potential hazards and incidents.



Qualification Pack

- GS2.** take prompt decisions to resolve issues during emergencies and mitigate potential risks.
- GS3.** be polite but firm with the students/clients without compromising safety.

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Ensure to take all safety measures</i>	33	46	-	-
PC1. identify hazards associated with the river route, weather conditions, water levels, equipment, negotiating grade 1,2 and 3 rapids and capsizing, before starting the activity.	2	4	-	-
PC2. ensure that no white-water rafting activity is undertaken without wearing a PFD (Personal Floatation Device) and a helmet.	2	4	-	-
PC3. ensure to follow self-safety protocols before rescuing the students/clients.	2	2	-	-
PC4. ensure the PFDs have adequate buoyancy, are fastened properly and checked prior to commencement of rafting and again before all major rapids (grade III and above).	2	4	-	-
PC5. ensure that the PFDs are of the appropriate size for each the intended user.	2	4	-	-
PC6. ensure that no rafting activity takes place without a safety kayak and that company guidelines on the ratio of rafts to safety kayaks are followed.	2	2	-	-
PC7. ensure to complete the day's river run at least an hour before sundown and that no rafting trip/expedition is conducted in the dark.	2	4	-	-
PC8. ensure that the team refrains from consuming alcohol/drugs during rafting and at least six hours prior to the activity.	2	-	-	-
PC9. ensure that only standardized and certified equipment is used (Indian Standards Institute, US coast guard, British Canoe Union or Equivalent).	1	4	-	-
PC10. evaluate rescue and evacuation procedures for each day of the trip and ensure to properly communicate these to the rest of the team.	2	2	-	-
PC11. collate emergency contacts to handle any logistics, transportation or safety issues.	2	2	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. ensure to follow instructions from the expedition leader during an emergency, in the absence of the leader provide relief according to one's role and responsibility.	2	2	-	-
PC13. identify and respond promptly to emergency situations and manage student/client movement away from the emergency.	2	4	-	-
PC14. administer first-aid/CPR/oxygen, whenever required and supervise the assistant guide with the same.	2	4	-	-
PC15. evaluate the students'/clients' health forms carefully and ensure that company SOPs on conducting the activity with persons with comorbidities are followed, e.g., pregnant ladies should not be allowed at all and persons with heart and back issues should not be taken on any rapids above Grade 3.	2	-	-	-
PC16. initiate basic swift water and swimmer rescue promptly while rafting and throw a rescue bag accurately, supervise the assistant guide on the same.	4	4	-	-
<i>Respond to emergency situations and manage disasters</i>	10	12	-	-
PC17. assist the expedition leader in choosing camp site carefully to safeguard from rockfall, flooding and lightning during multi-day trips.	2	4	-	-
PC18. establish communication with the senior guide/safety kayaker/organizer and organize air, water and land rescue in case of emergencies.	4	4	-	-
PC19. evacuate people from danger zones and provide shelter till rescue arrives.	2	2	-	-
PC20. ensure to organize food, provisions and medicines and instruct/supervise the cook to improvise the menu to ensure supplies are used judiciously during disaster situations.	1	1	-	-
PC21. deal with all eventualities in a calm and composed manner.	1	1	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
NOS Total	43	58	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	THC/N8911
NOS Name	Assess and Mitigate Risks in White-Water Trip/Expedition
Sector	Tourism & Hospitality
Sub-Sector	Adventure Tourism
Occupation	Water-Based Activities
NSQF Level	5
Credits	TBD
Version	1.0
Last Reviewed Date	25/11/2021
Next Review Date	25/11/2024
NSQC Clearance Date	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>	13	8	-	-
PC1. exhibit trust, support and respect to all colleagues and superiors	4	2	-	-
PC2. escalate unresolved problems or complaints to the relevant senior	1	1	-	-
PC3. respond positively to the feedback and seek assistance from colleagues/superiors when required	1	1	-	-
PC4. maintain etiquette with colleagues and superiors	3	3	-	-
PC5. identify potential and existing conflicts with the colleagues and resolve them	4	1	-	-
<i>Communicating effectively with guests</i>	21	31	-	-
PC6. brief guests clearly and in a polite, professional and friendly manner	2	4	-	-
PC7. build effective and impersonal relationship with the guests	1	1	-	-
PC8. use appropriate language and tone with guests	2	4	-	-
PC9. listen actively in a two-way communication	2	4	-	-
PC10. identify guest's expectations correctly and provide appropriate solutions	2	4	-	-
PC11. Identify reasons for guest's dissatisfaction and address their complaints effectively	2	4	-	-
PC12. maintain proper body language, dress code, gestures and etiquette while interacting with guests	2	4	-	-
PC13. ensure guests are not subjected to any negative questions and statements	2	1	-	-

Qualification Pack

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

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	THC/N9913
NOS Name	Communicate with Customers and Colleagues
Sector	Tourism & Hospitality
Sub-Sector	Tours and Travels
Occupation	Generic
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	24/02/2022
Next Review Date	24/02/2025
NSQC Clearance Date	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	-	-
PC1. provide appropriate service keeping in mind their unique needs and diverse cultural backgrounds	4	1	-	-
PC2. make arrangement to cater for varied age group	1	1	-	-
PC3. conduct activities so as to involve guests across all age groups and genders	2	1	-	-
NOS Total	7	3	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	THC/N9914
NOS Name	Follow Gender and Age Sensitive Practices
Sector	Tourism & Hospitality
Sub-Sector	Tours and Travels
Occupation	Generic
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	24/02/2022
Next Review Date	24/02/2025
NSQC Clearance Date	24/02/2022

Qualification Pack

THC/N9915: Maintain Safe, Healthy and Hygienic Practices

Description

This OS unit is about following workplace safety standards and maintaining hygiene to have a hazard-free work environment and avoid downtime because of disruption from personal injuries, health issues and hazardous system failures.

Scope

The scope covers the following :

- Following standard safety procedures to avoid work hazards
- Ensuring cleanliness around workplace
- Following personal hygiene practices
- Taking precautionary health measures

Elements and Performance Criteria

Following standard safety procedures to avoid work hazards

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

- PC1.** assess the various hazards in the work areas and take necessary steps to eliminate or minimize them
- PC2.** follow organisational safety procedures
- PC3.** ensure guests have access to first aid kit when needed
- PC4.** implement correct emergency procedures
- PC5.** read the manufacturer's manual carefully before using any equipment
- PC6.** use health and safety practices for storing, cleaning, and maintaining tools, equipment, and supplies
- PC7.** practice ergonomic lifting, bending, or moving equipment and supplies
- PC8.** display safety signs at places where necessary
- PC9.** comply with the established safety procedures of the workplace
- PC10.** report to the supervisor on any problems and hazards identified
- PC11.** use physical safety equipment/personal protective equipment and clothing, wash hands etc.
- PC12.** use fire safety equipment such as fire extinguisher, fire blanket, fire hose, etc.
- PC13.** use first aid equipment such as Automated External Defibrillator (AED) at emergency meeting points
- PC14.** • follow hazard symbols such as general warning, health hazard, biohazard, harmful irritant, poison/toxic material, carcinogen hazard, explosive hazard, electrical hazard, hot surface, low temperature warning symbol
• etc.

Ensuring cleanliness around workplace

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

- PC15.** keep the surroundings clean and clear of food waste or other litter

Qualification Pack

PC16. ensure that waste is disposed-off as per prescribed standards for waste disposal

PC17. maintain cleanliness records

PC18. ensure safe and clean handling of accommodation, public areas etc.

Following personal hygiene practices

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

PC19. clean hands on a regular basis using soap, sanitisers and other accepted industry and government norms to run adventure operations

PC20. clean cups, glasses or other cutlery before and after using them

PC21. maintain personal hygiene by taking daily bath, using clean clothing, footwear, head gear, trimming nails, etc.

PC22. maintain dental hygiene in terms of brushing teeth every day, avoiding smoke at workplace, etc.

Taking precautionary health measures

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

PC23. report personal health issues related to injury and infectious diseases

PC24. ensure not to go to work if unwell, to avoid the risk of spreading infection to other people

PC25. cover the mouth with elbow/handkerchief and/or turn away from people while sneezing or coughing

PC26. coordinate for the provision of adequate clean drinking water

PC27. ensure regular vaccinations to avoid transmission of diseases

PC28. undergo preventive health check-ups at regular intervals and take prompt treatment from the doctor in case of illness

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. company's policies on safety procedures at the workplace

KU2. methods to minimize accidental risks

KU3. standard operating procedure (SOP) for maintaining cleanliness

KU4. precautionary activities to be followed for workplace safety

KU5. emergency procedures to be followed in case of a mishap

KU6. health risks to the employees and customers

KU7. healthy work practices

KU8. safe disposal methods for waste

KU9. municipal or community rules for handling and disposing-of waste

KU10. symbols and use of physical safety equipment/ personal protective equipment such as gloves required, protective clothing, safety glasses, wash hands etc.

KU11. symbols and use of fire safety equipment such as fire extinguisher, fire blanket, fire hose, etc.

KU12. symbols and use of first aid equipment such as Automated External Defibrillator (AED) at emergency meeting points

Qualification Pack

KU13. • use of waste disposal equipment at workplace such as large bins, waste disposal stations, and
• others

KU14. eco-friendly practices

Generic Skills (GS)

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

GS1. fill up any documentation required to maintain health and hygiene

GS2. communicate effectively with colleagues and supervisor about work safety issues

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Following standard safety procedures to avoid work hazards</i>	10	2	-	-
PC1. assess the various hazards in the work areas and take necessary steps to eliminate or minimize them	6	1	-	-
PC2. follow organisational safety procedures	4	1	-	-
PC3. ensure guests have access to first aid kit when needed	-	-	-	-
PC4. implement correct emergency procedures	-	-	-	-
PC5. read the manufacturer's manual carefully before using any equipment	-	-	-	-
PC6. use health and safety practices for storing, cleaning, and maintaining tools, equipment, and supplies	-	-	-	-
PC7. practice ergonomic lifting, bending, or moving equipment and supplies	-	-	-	-
PC8. display safety signs at places where necessary	-	-	-	-
PC9. comply with the established safety procedures of the workplace	-	-	-	-
PC10. report to the supervisor on any problems and hazards identified	-	-	-	-
PC11. use physical safety equipment/personal protective equipment and clothing, wash hands etc.	-	-	-	-
PC12. use fire safety equipment such as fire extinguisher, fire blanket, fire hose, etc.	-	-	-	-
PC13. use first aid equipment such as Automated External Defibrillator (AED) at emergency meeting points	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. <ul style="list-style-type: none"> follow hazard symbols such as general warning, health hazard, biohazard, harmful irritant, poison/toxic material, carcinogen hazard, explosive hazard, electrical hazard, hot surface, low temperature warning symbol etc. 	-	-	-	-
<i>Ensuring cleanliness around workplace</i>	7	4	-	-
PC15. keep the surroundings clean and clear of food waste or other litter	1	1	-	-
PC16. ensure that waste is disposed-off as per prescribed standards for waste disposal	1	1	-	-
PC17. maintain cleanliness records	1	1	-	-
PC18. ensure safe and clean handling of accommodation, public areas etc.	4	1	-	-
<i>Following personal hygiene practices</i>	7	4	-	-
PC19. clean hands on a regular basis using soap, sanitisers and other accepted industry and government norms to run adventure operations	1	1	-	-
PC20. clean cups, glasses or other cutlery before and after using them	2	1	-	-
PC21. maintain personal hygiene by taking daily bath, using clean clothing, footwear, head gear, trimming nails, etc.	2	1	-	-
PC22. maintain dental hygiene in terms of brushing teeth every day, avoiding smoke at workplace, etc.	2	1	-	-
<i>Taking precautionary health measures</i>	8	6	-	-
PC23. report personal health issues related to injury and infectious diseases	2	1	-	-
PC24. ensure not to go to work if unwell, to avoid the risk of spreading infection to other people	1	1	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC25. cover the mouth with elbow/handkerchief and/or turn away from people while sneezing or coughing	1	1	-	-
PC26. coordinate for the provision of adequate clean drinking water	1	1	-	-
PC27. ensure regular vaccinations to avoid transmission of diseases	1	1	-	-
PC28. undergo preventive health check-ups at regular intervals and take prompt treatment from the doctor in case of illness	2	1	-	-
NOS Total	32	16	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	THC/N9915
NOS Name	Maintain Safe, Healthy and Hygienic Practices
Sector	Tourism & Hospitality
Sub-Sector	Tours and Travels
Occupation	Generic
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	24/02/2022
Next Review Date	24/02/2025
NSQC Clearance Date	24/02/2022

Qualification Pack

THC/N9916: Follow and Maintain Green Practices

Description

This unit is about adopting sustainable practices and optimizing use of resources, especially energy and waste, in day-to-day operations at work.

Scope

The scope covers the following :

- Following material conservation practices
- Ensuring effective waste management/recycling practices
- Ensuring use of eco-friendly practices

Elements and Performance Criteria

Following material conservation practices

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

- PC1.** identify ways to optimize usage of material including water in various tasks/activities
- PC2.** check for spills/leakages, plug them and escalate to appropriate authority if unable to rectify
- PC3.** ensure electrical equipment and appliances are switched off when not in use

Ensuring effective waste management/recycling practices

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

- PC4.** identify recyclable and non-recyclable, and hazardous waste generated
- PC5.** dispose non-recyclable waste appropriately
- PC6.** follow processes specified for disposal of hazardous waste
- PC7.** ensure reuse and recycling of waste wherever applicable

Ensuring use of eco-friendly practices

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

- PC8.** identify materials which can be replaced by environment friendly substitutes
- PC9.** follow SOPs to conserve and re-use water

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organization's procedures for minimizing waste
- KU2.** common sources of pollution and ways to minimize it
- KU3.** methods of optimum utilization of waste and best practices for waste disposal
- KU4.** categorization of waste into dry, wet, recyclable, non-recyclable and items of single-use plastics

Generic Skills (GS)



Qualification Pack

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

- GS1.** decide on appropriate waste disposal methods
- GS2.** analyse and select best suited environment friendly practices

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Following material conservation practices</i>	7	4	-	-
PC1. identify ways to optimize usage of material including water in various tasks/activities	4	1	-	-
PC2. check for spills/leakages, plug them and escalate to appropriate authority if unable to rectify	2	2	-	-
PC3. ensure electrical equipment and appliances are switched off when not in use	1	1	-	-
<i>Ensuring effective waste management/recycling practices</i>	13	5	-	-
PC4. identify recyclable and non-recyclable, and hazardous waste generated	4	1	-	-
PC5. dispose non-recyclable waste appropriately	4	2	-	-
PC6. follow processes specified for disposal of hazardous waste	1	1	-	-
PC7. ensure reuse and recycling of waste wherever applicable	4	1	-	-
<i>Ensuring use of eco-friendly practices</i>	8	2	-	-
PC8. identify materials which can be replaced by environment friendly substitutes	4	1	-	-
PC9. follow SOPs to conserve and re-use water	4	1	-	-
NOS Total	28	11	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	THC/N9916
NOS Name	Follow and Maintain Green Practices
Sector	Tourism & Hospitality
Sub-Sector	Tours and Travels
Occupation	Generic
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	24/02/2022
Next Review Date	24/02/2025
NSQC Clearance Date	24/02/2022

Qualification Pack

THC/N8902: Conduct the White-Water Trip/Expedition as a Rafting Guide

Description

This unit is about conducting the white-water expedition and following safe guiding and environmental practices as a rafting guide.

Scope

The scope covers the following :

- preparation at roadhead.
- welcome the guests.
- guide the trip/expedition.
- manage persons with disabilities.
- adhere to environmental conservation practices.

Elements and Performance Criteria

Preparation at roadhead

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

- PC1.** ensure that the vehicles are ready at the road head to take the students/clients to the starting point of the trip/expedition.
- PC2.** oversee that all the rafts, equipment and general camp equipment (for multi day trips) have been pre-loaded.
- PC3.** ensure that enough packed lunch, snacks and drinking water are available for the journey in case of a long drive.
- PC4.** supervise and assist the assistant rafting guide in ensuring that the rafts are inflated with equal pressure in all chambers and the bow and stern lines are secure, before the students/clients arrive.
- PC5.** inspect the rafts to ensure that all equipment and bags are secure and there are no loose items.
- PC6.** ensure that all equipment is neatly laid out for students/clients before they arrive.

Welcome the guests

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

- PC7.** welcome the students/clients in a friendly and approachable manner and introduce oneself and the assistant guide in a loud and clear voice.
- PC8.** ensure to collect the students'/clients' personal bags/belongings to be further packed into waterproof river bags (if needed).
- PC9.** ensure that the assistant guide collects all electronic gadgets safely stows them in waterproof bags, in each raft.
- PC10.** ensure that all students/clients get properly sized and fitted wet suits, PFDs, helmets and paddles, check the fittings and supervise all adjustments.
- PC11.** ensure that the students/clients have signed the indemnity waivers, collect them and pass them to the organizer/tour operator.

Qualification Pack

PC12. ensure that water, snacks and packed lunch have been securely packed in each raft by the assistant guide.

Guide the trip/expedition

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

- PC13.** conduct a briefing for the team and ensure that clear and precise instructions are given for the next day's plan, estimated time on river, rapids to be negotiated and estimated time till the next camp both for single day and multi-day trips/expeditions.
- PC14.** conduct a briefing on river orientation for the students/clients.
- PC15.** ensure that everybody's PFD and helmet is secure and fastened.
- PC16.** brief the students/clients and then demonstrate where they should sit and how to secure themselves on the raft.
- PC17.** conduct an orientation and safety briefing for the students/clients and provide detailed trip information, river information, river signals, paddling commands, sitting positions, swimmer rescue, kayak rescue, flip drills, etc.
- PC18.** demonstrate each command and rescue position in coordination with the trip safety kayaker.
- PC19.** brief the students/clients on the characteristics of each rapid before approaching it and explain any maneuvers to be made.
- PC20.** ensure that the "hold on" and "drop" commands are clearly explained, demonstrated and practiced before every big rapid.
- PC21.** ensure that the students/clients practice and warm up through all paddling strokes before every rapid.
- PC22.** ensure that non-swimmers walk around every rapid above grade 4.
- PC23.** communicate frequently with the students/clients to check on their well-being and ensure that they are drinking sufficient water to avoid dehydration.
- PC24.** assist the students/clients on challenging sections of the river and promptly approach them after a capsized.
- PC25.** document photos and/or videos of the trip/expedition with their own waterproof camera or with the company provided one, ensure not to take selfies.
- PC26.** respond promptly in case of an emergency, e.g., coordinate with the rescue team/safety kayaker, perform swimming rescue, provide on spot safety and make use of sat phones/two way radios for communication as needed.
- PC27.** perform safety and rescue maneuvers like re-flipping the raft, unhinging a pinned/wrapped raft and accurately throwing a rescue/throw bag to the student/client during rescue.
- PC28.** utilize safety and rescue knots, carabiners and pulleys during rescues, wherever necessary.
- PC29.** maintain calm and be composed in case of emergencies and generate possible solutions during any crisis.
- PC30.** ensure to maintain a trip and personal log with entries of trip expenditures, incidents or injuries, if any.

Manage persons with disabilities

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

- PC31.** offer help to persons with disabilities, when asked for.
- PC32.** empathize with and respect persons with disabilities.
- PC33.** accommodate persons with disabilities in the activities, as far as possible, without compromising safety.

Qualification Pack

- PC34.** coordinate and employ additional personnel and safety measures to cater to the requirements of persons with disabilities.

Adhere to environmental conservation practices

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

- PC35.** adhere to “minimum impact” policies at every level, do not burn/throw waste materials, discarded wrappers and plastic bottles into the river or any of the camping grounds.
- PC36.** ensure all non-biodegradable items like plastic, glass and tins are carried back to be disposed on reaching a town/city and that all leftover food/vegetables are buried in shallow pits covered with earth.
- PC37.** ensure not to cause damage to the fragile habitats and environments (animal life, flora and fauna) found there.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the company’s SOPs on safety and service quality standards at all stages of the rafting trip/expedition, emergency evacuation and rescue procedures and minimum impact travel and camping policies.
- KU2.** the importance of demonstrations of the correct use of PPEs and safety commands in rafting.
- KU3.** methods and techniques to get a raft ready for the rafting activity.
- KU4.** navigating the river route and challenges like rapids, rocks, boulders and fallen trees.
- KU5.** river reading techniques and river features like waves, haystacks, hydraulics, strainers, pour overs, etc.
- KU6.** the use of safety equipment in rafting like PFDs, helmets, throw bags, whistles, etc.
- KU7.** techniques and maneuvers for raft rescue after it capsizes, flip drills and releasing a wrapped/pinned raft.
- KU8.** the importance of swimming, river crossing, river rescue techniques, the use of ropes and knots and how to set up a Z Drag rescue system.
- KU9.** the importance of keeping contacts of local transporters and other emergency contacts.
- KU10.** camp set up techniques.
- KU11.** basic photography/videography skills and the use of sat phones/two-way radios.
- KU12.** the importance of maintaining daily logs.
- KU13.** call out procedures for rescue, in case of an emergency.
- KU14.** methods of accommodating persons with disabilities in a rafting activity.

Generic Skills (GS)

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

- GS1.** communicate and coordinate with students/clients/colleagues and local communities.
- GS2.** resolve issues and manage ground logistics.
- GS3.** anticipate problems in advance.
- GS4.** analyse and generate solutions during any crisis.

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Preparation at roadhead</i>	9	14	-	-
PC1. ensure that the vehicles are ready at the road head to take the students/clients to the starting point of the trip/expedition.	1	1	-	-
PC2. oversee that all the rafts, equipment and general camp equipment (for multi day trips) have been pre-loaded.	2	2	-	-
PC3. ensure that enough packed lunch, snacks and drinking water are available for the journey in case of a long drive.	1	1	-	-
PC4. supervise and assist the assistant rafting guide in ensuring that the rafts are inflated with equal pressure in all chambers and the bow and stern lines are secure, before the students/clients arrive.	1	2	-	-
PC5. inspect the rafts to ensure that all equipment and bags are secure and there are no loose items.	2	4	-	-
PC6. ensure that all equipment is neatly laid out for students/clients before they arrive.	2	4	-	-
<i>Welcome the guests</i>	7	14	-	-
PC7. welcome the students/clients in a friendly and approachable manner and introduce oneself and the assistant guide in a loud and clear voice.	1	1	-	-
PC8. ensure to collect the students'/clients' personal bags/belongings to be further packed into waterproof river bags (if needed).	1	1	-	-
PC9. ensure that the assistant guide collects all electronic gadgets safely stows them in waterproof bags, in each raft.	1	2	-	-
PC10. ensure that all students/clients get properly sized and fitted wet suits, PFDs, helmets and paddles, check the fittings and supervise all adjustments.	1	4	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. ensure that the students/clients have signed the indemnity waivers, collect them and pass them to the organizer/tour operator.	2	2	-	-
PC12. ensure that water, snacks and packed lunch have been securely packed in each raft by the assistant guide.	1	4	-	-
<i>Guide the trip/expedition</i>	27	68	-	-
PC13. conduct a briefing for the team and ensure that clear and precise instructions are given for the next day's plan, estimated time on river, rapids to be negotiated and estimated time till the next camp both for single day and multi-day trips/expeditions.	-	4	-	-
PC14. conduct a briefing on river orientation for the students/clients.	1	4	-	-
PC15. ensure that everybody's PFD and helmet is secure and fastened.	1	4	-	-
PC16. brief the students/clients and then demonstrate where they should sit and how to secure themselves on the raft.	4	6	-	-
PC17. conduct an orientation and safety briefing for the students/clients and provide detailed trip information, river information, river signals, paddling commands, sitting positions, swimmer rescue, kayak rescue, flip drills, etc.	2	6	-	-
PC18. demonstrate each command and rescue position in coordination with the trip safety kayaker.	2	4	-	-
PC19. brief the students/clients on the characteristics of each rapid before approaching it and explain any maneuvers to be made.	2	4	-	-
PC20. ensure that the "hold on" and "drop" commands are clearly explained, demonstrated and practiced before every big rapid.	1	4	-	-
PC21. ensure that the students/clients practice and warm up through all paddling strokes before every rapid.	1	4	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC22. ensure that non-swimmers walk around every rapid above grade 4.	2	4	-	-
PC23. communicate frequently with the students/clients to check on their well-being and ensure that they are drinking sufficient water to avoid dehydration.	2	2	-	-
PC24. assist the students/clients on challenging sections of the river and promptly approach them after a capsized.	1	-	-	-
PC25. document photos and/or videos of the trip/expedition with their own waterproof camera or with the company provided one, ensure not to take selfies.	2	6	-	-
PC26. respond promptly in case of an emergency, e.g., coordinate with the rescue team/safety kayaker, perform swimming rescue, provide on spot safety and make use of sat phones/two way radios for communication as needed.	2	2	-	-
PC27. perform safety and rescue maneuvers like re-flipping the raft, unhinging a pinned/wrapped raft and accurately throwing a rescue/throw bag to the student/client during rescue.	1	-	-	-
PC28. utilize safety and rescue knots, carabiners and pulleys during rescues, wherever necessary.	1	6	-	-
PC29. maintain calm and be composed in case of emergencies and generate possible solutions during any crisis.	1	4	-	-
PC30. ensure to maintain a trip and personal log with entries of trip expenditures, incidents or injuries, if any.	1	4	-	-
<i>Manage persons with disabilities</i>	4	12	-	-
PC31. offer help to persons with disabilities, when asked for.	1	4	-	-
PC32. empathize with and respect persons with disabilities.	1	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC33. accommodate persons with disabilities in the activities, as far as possible, without compromising safety.	1	4	-	-
PC34. coordinate and employ additional personnel and safety measures to cater to the requirements of persons with disabilities.	1	4	-	-
<i>Adhere to environmental conservation practices</i>	3	3	-	-
PC35. adhere to “minimum impact” policies at every level, do not burn/throw waste materials, discarded wrappers and plastic bottles into the river or any of the camping grounds.	1	1	-	-
PC36. ensure all non-biodegradable items like plastic, glass and tins are carried back to be disposed on reaching a town/city and that all leftover food/vegetables are buried in shallow pits covered with earth.	1	1	-	-
PC37. ensure not to cause damage to the fragile habitats and environments (animal life, flora and fauna) found there.	1	1	-	-
NOS Total	50	111	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	THC/N8902
NOS Name	Conduct the White-Water Trip/Expedition as a Rafting Guide
Sector	Tourism & Hospitality
Sub-Sector	Adventure Tourism
Occupation	Water-Based Activities
NSQF Level	5
Credits	TBD
Version	1.0
Last Reviewed Date	25/11/2021
Next Review Date	25/11/2024
NSQC Clearance Date	25/11/2021

Qualification Pack

THC/N8903: Conduct White-Water Trip/Expedition as a Safety Kayaker

Description

This unit is about conducting the white-water expedition and following safe guiding and environmental practices.

Scope

The scope covers the following :

- preparation at roadhead.
- welcome the guests.
- guide the trip/expedition.
- manage persons with disabilities.
- adhere to environmental conservation practices.

Elements and Performance Criteria

Preparation at roadhead

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

- PC1.** inspect the kayak thoroughly for leaks, tears, etc.
- PC2.** inspect the hip pads, spray skirt and foot braces, make adjustments and repairs as needed.
- PC3.** inspect the skirt carefully and ensure it is as per cockpit size.
- PC4.** inspect the kayak paddle for cracks and bends and ensure a spare paddle is packed.
- PC5.** ensure that the tow line for student/client rescue is in good condition, replace if required.
- PC6.** ensure that the quick release system of the kayaking PFD is in working condition.
- PC7.** ensure to carry a knife for emergencies.
- PC8.** ensure that the kayak's equipment and the general camp equipment for multi-day trips are loaded before the students/clients arrive.

Welcome the guests

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

- PC9.** welcome the students/clients in a friendly and approachable manner and introduce themselves in a loud and clear voice.
- PC10.** brief the students/clients about the role of a safety kayak during a rafting trip.
- PC11.** demonstrate the techniques to be used by the students/clients while swimming behind the kayak during a rescue.
- PC12.** demonstrate how to do an Eskimo roll.
- PC13.** assist the rafting guides to launch the trip/expedition.

Guide the trip/expedition

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

- PC14.** ensure to follow instructions given by the rafting guide for the next day's plan, estimated time on river, rapids to be negotiated and estimated time till the next camp both for single day and multi-day trips/expeditions.

Qualification Pack

- PC15.** assist in checking the fittings of the students'/clients' safety gear before getting into the river.
- PC16.** demonstrate kayak paddle techniques and roll.
- PC17.** ensure to maintain eye contact with rafts and follow their signals.
- PC18.** ensure to scout ahead into the rapid and show the line that the rafts need to take by pointing to the safe line with their paddle.
- PC19.** ensure to periodically find an eddy to stop and wait for all the rafts to pass through.
- PC20.** communicate river signals using whistles, hands and paddles.
- PC21.** communicate frequently with the students/clients to check on their well-being and ensure that they are drinking sufficient water to avoid dehydration.
- PC22.** assist the students/clients on challenging sections of the river and promptly approach them after a capsized.
- PC23.** ensure to act upon daily feedback from the students/clients and rafting guide.
- PC24.** initiate and execute rescue as per agreed SOPs in case of a swimmer or boat flips, collect and deposit swimmers to the rafts or the shore whichever is closer.
- PC25.** ensure to paddle close, shout encouragement and directions if you can't reach the student/client.
- PC26.** respond promptly in case of an emergency, e.g., coordinate with the rescue team, perform swimming rescue and provide on spot safety.
- PC27.** utilize safety and rescue knots wherever necessary.
- PC28.** ensure the rescue student/client holds onto the back loop of the kayak during rescue.
- PC29.** maintain calm and be composed in case of emergencies and generate possible solutions during any crisis.
- PC30.** ensure to maintain a trip and personal log with entries of trip expenditures, incidents or injuries, if any.

Manage persons with disabilities

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

- PC31.** offer help to persons with disabilities, when asked for.
- PC32.** empathize with and respect persons with disabilities.
- PC33.** accommodate persons with disabilities in the activities, as far as possible, without compromising safety.
- PC34.** coordinate and employ additional personnel and safety measures to cater to the requirements of persons with disabilities.

Adhere to environmental conservation practices

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

- PC35.** adhere to "minimum impact" policies at every level, do not burn/throw waste materials, discarded wrappers and plastic bottles into the river or any of the camping grounds.
- PC36.** ensure all non-biodegradable items like plastic, glass and tins are carried back to be disposed on reaching a town/city and that all leftover food/vegetables are buried in shallow pits covered with earth.
- PC37.** ensure not to cause damage to the fragile habitats and environments (animal life, flora and fauna) found there.

Qualification Pack

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the company's SOPs on safety and service quality standards at all stages of the rafting trip/expedition, emergency evacuation and rescue procedures with a safety kayak and minimum impact travel and camping policies.
- KU2.** the importance of following safety commands, demonstrations and river signals between the safety kayaker and the student/client being rescued.
- KU3.** navigating the river route and challenges like rapids, rocks, boulders and fallen trees.
- KU4.** river features like waves, haystacks, hydraulics, strainers, pour overs etc.
- KU5.** the use of safety equipment like PFDs, helmets, throw bags, whistles and other equipment used in kayaking.
- KU6.** methods and techniques to rescue the kayak after it capsizes.
- KU7.** the importance of swimming, river crossing, river rescue techniques, the use of ropes and knots and how to set up a Z Drag rescue system.
- KU8.** the importance of keeping contacts of local transporters, and other emergency contacts.
- KU9.** camp set up techniques.
- KU10.** the importance of maintaining daily logs.
- KU11.** call out procedures for rescue, in case of an emergency.
- KU12.** methods of accommodating persons with disabilities in a rafting activity.

Generic Skills (GS)

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

- GS1.** communicate and coordinate with students/clients/colleagues and local communities.
- GS2.** resolve issues and manage ground logistics.
- GS3.** anticipate problems in advance.
- GS4.** analyse and generate solutions during any crisis.

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Preparation at roadhead</i>	11	36	-	-
PC1. inspect the kayak thoroughly for leaks, tears, etc.	1	6	-	-
PC2. inspect the hip pads, spray skirt and foot braces, make adjustments and repairs as needed.	1	6	-	-
PC3. inspect the skirt carefully and ensure it is as per cockpit size.	1	6	-	-
PC4. inspect the kayak paddle for cracks and bends and ensure a spare paddle is packed.	1	6	-	-
PC5. ensure that the tow line for student/client rescue is in good condition, replace if required.	1	4	-	-
PC6. ensure that the quick release system of the kayaking PFD is in working condition.	1	4	-	-
PC7. ensure to carry a knife for emergencies.	4	2	-	-
PC8. ensure that the kayak's equipment and the general camp equipment for multi-day trips are loaded before the students/clients arrive.	1	2	-	-
<i>Welcome the guests</i>	4	25	-	-
PC9. welcome the students/clients in a friendly and approachable manner and introduce themselves in a loud and clear voice.	1	1	-	-
PC10. brief the students/clients about the role of a safety kayak during a rafting trip.	1	4	-	-
PC11. demonstrate the techniques to be used by the students/clients while swimming behind the kayak during a rescue.	1	8	-	-
PC12. demonstrate how to do an Eskimo roll.	1	8	-	-
PC13. assist the rafting guides to launch the trip/expedition.	-	4	-	-
<i>Guide the trip/expedition</i>	35	50	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. ensure to follow instructions given by the rafting guide for the next day's plan, estimated time on river, rapids to be negotiated and estimated time till the next camp both for single day and multi-day trips/expeditions.	1	4	-	-
PC15. assist in checking the fittings of the students'/clients' safety gear before getting into the river.	2	6	-	-
PC16. demonstrate kayak paddle techniques and roll.	4	-	-	-
PC17. ensure to maintain eye contact with rafts and follow their signals.	2	2	-	-
PC18. ensure to scout ahead into the rapid and show the line that the rafts need to take by pointing to the safe line with their paddle.	2	2	-	-
PC19. ensure to periodically find an eddy to stop and wait for all the rafts to pass through.	2	2	-	-
PC20. communicate river signals using whistles, hands and paddles.	2	-	-	-
PC21. communicate frequently with the students/clients to check on their well-being and ensure that they are drinking sufficient water to avoid dehydration.	2	4	-	-
PC22. assist the students/clients on challenging sections of the river and promptly approach them after a capsized.	2	2	-	-
PC23. ensure to act upon daily feedback from the students/clients and rafting guide.	1	-	-	-
PC24. initiate and execute rescue as per agreed SOPs in case of a swimmer or boat flips, collect and deposit swimmers to the rafts or the shore whichever is closer.	2	6	-	-
PC25. ensure to paddle close, shout encouragement and directions if you can't reach the student/client.	2	4	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC26. respond promptly in case of an emergency, e.g., coordinate with the rescue team, perform swimming rescue and provide on spot safety.	1	-	-	-
PC27. utilize safety and rescue knots wherever necessary.	4	4	-	-
PC28. ensure the rescue student/client holds onto the back loop of the kayak during rescue.	4	4	-	-
PC29. maintain calm and be composed in case of emergencies and generate possible solutions during any crisis.	1	6	-	-
PC30. ensure to maintain a trip and personal log with entries of trip expenditures, incidents or injuries, if any.	1	4	-	-
<i>Manage persons with disabilities</i>	4	12	-	-
PC31. offer help to persons with disabilities, when asked for.	1	4	-	-
PC32. empathize with and respect persons with disabilities.	1	-	-	-
PC33. accommodate persons with disabilities in the activities, as far as possible, without compromising safety.	1	4	-	-
PC34. coordinate and employ additional personnel and safety measures to cater to the requirements of persons with disabilities.	1	4	-	-
<i>Adhere to environmental conservation practices</i>	3	3	-	-
PC35. adhere to “minimum impact” policies at every level, do not burn/throw waste materials, discarded wrappers and plastic bottles into the river or any of the camping grounds.	1	1	-	-
PC36. ensure all non-biodegradable items like plastic, glass and tins are carried back to be disposed on reaching a town/city and that all leftover food/vegetables are buried in shallow pits covered with earth.	1	1	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC37. ensure not to cause damage to the fragile habitats and environments (animal life, flora and fauna) found there.	1	1	-	-
NOS Total	57	126	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	THC/N8903
NOS Name	Conduct White-Water Trip/Expedition as a Safety Kayaker
Sector	Tourism & Hospitality
Sub-Sector	Adventure Tourism
Occupation	Water-Based Activities
NSQF Level	5
Credits	TBD
Version	1.0
Last Reviewed Date	25/11/2021
Next Review Date	25/11/2024
NSQC Clearance Date	25/11/2021

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Element/ Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each Element/ PC.
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
4. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.
6. To pass the Qualification Pack assessment, every trainee should score the Recommended Pass % aggregate for the QP.
7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

Qualification Pack

Minimum Aggregate Passing % at QP Level : 70

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

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
THC/N8901.Prepare for White-Water Trip/Expedition	43	89	-	-	132	15
THC/N8904.Conduct Post White-Water Trip/Expedition Closure and Debrief	5	9	-	-	14	10
THC/N8911.Assess and Mitigate Risks in White-Water Trip/Expedition	43	58	-	-	101	15
THC/N9913.Communicate with Customers and Colleagues	34	39	-	-	73	10
THC/N9914.Follow Gender and Age Sensitive Practices	7	3	-	-	10	10
THC/N9915.Maintain Safe, Healthy and Hygienic Practices	32	16	-	-	48	10
THC/N9916.Follow and Maintain Green Practices	28	11	-	-	39	10
Total	192	225	-	-	417	80

Elective: 1 Conduct the White-Water Trip/Expedition as a Rafting Guide

Qualification Pack

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
THC/N8902. Conduct the White-Water Trip/Expedition as a Rafting Guide	50	111	-	-	161	20
Total	50	111	0	0	161	20

Elective: 2 Conduct the White-Water Trip/Expedition as a Safety Kayaker

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
THC/N8903. Conduct White-Water Trip/Expedition as a Safety Kayaker	57	126	-	-	183	20
Total	57	126	0	0	183	20

Qualification Pack

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training
NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training
OS	Occupational Standards
NOLS	National Outdoor Leadership School
WFR	Wilderness First Responder
PPE	Personal Protective Equipment
PFD	Personal Flotation device
AED	Automated External Defibrillator
NOS	National Occupational Standards
Qualifications Pack	Qualifications Pack comprises the set of NOS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.

Qualification Pack

Glossary

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

Qualification Pack

Knowledge and Understanding (KU)	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
Organisational Context	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/ Generic Skills (GS)	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
Electives	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
Options	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.
Sector	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the Knowledge and Understanding (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria (PC)	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.

Qualification Pack

Qualifications Pack (QP)	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
Unit Title	Unit title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Scope	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.
Knowledge & Understanding (KU)	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
Organisational Context	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
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Options	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.
NOS	NOS are Occupational Standards which apply uniquely in the Indian context

Qualification Pack

Knowledge and Understanding	Knowledge and Understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform to the required standard.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
NOS	NOS are Occupational Standards which apply uniquely in the Indian context
Job Role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.
Qualifications Pack	Qualifications Pack comprises the set of NOS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.