

## Qualification Pack



# Ski Instructor

QP Code: THC/Q8702

Version: 1.0

NSQF Level: 6

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## Qualification Pack

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### THC/Q8702: Ski Instructor

#### Brief Job Description

A ski instructor is responsible for teaching people of all ages how to ski, or how to improve their skills. The job requires planning and preparation for skiing, handling equipment, following drills and techniques which will help their students/clients improve their skiing skills without putting them in risky situations and ensuring that safety practices are followed.

#### Personal Attributes

The job requires the individual to have a high level of fitness (both cardiovascular and motor) to withstand high endurance activity for long durations and the ability to adapt to extreme weather conditions in the mountains. The person should have a friendly/approachable and motivating personality to deal with all kinds of clients/students at various levels of ability and across age groups.

#### Applicable National Occupational Standards (NOS)

##### Compulsory NOS:

1. [THC/N8704: Prepare for Ski Trip/Course](#)
2. [THC/N8705: Conduct the Activities for Different Skiing Levels](#)
3. [THC/N8706: Complete Post Activity Requirements](#)
4. [THC/N8707: Assess and Mitigate Risks for Skiing](#)
5. [THC/N9913: Communicate with Customers and Colleagues](#)
6. [THC/N9915: Maintain Safe, Healthy and Hygienic Practices](#)
7. [THC/N9916: Follow and Maintain Green Practices](#)
8. [THC/N9914: Follow Gender and Age Sensitive Practices](#)

#### Qualification Pack (QP) Parameters

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

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<b>Country</b>	India
<b>NSQF Level</b>	6
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/4221.0100
<b>Minimum Educational Qualification &amp; Experience</b>	<p>12th Class/I.T.I (two years after class 10th) with 2 Years of experience and two full ski seasons of 6 months each from November to April as assistant instructor under supervision along with Basic Skiing Course (14 days), Intermediate Skiing Course (14 days), Advance Skiing Course (14 days), Avalanche Training Course (4days) and Wilderness First Aid Course (4days)</p> <p>OR</p> <p>12th Class/I.T.I ((one year after class 10th and with one year of any experience) with 2 Years of experience two full ski seasons of 6 months each from November to April as assistant instructor under supervision along with Basic Skiing Course (14 days), Intermediate Skiing Course (14 days), Advance Skiing Course (14 days), Avalanche Training Course (4days) and Wilderness First Aid Course (4days)</p>
<b>Minimum Level of Education for Training in School</b>	
<b>Pre-Requisite License or Training</b>	NA
<b>Minimum Job Entry Age</b>	18 Years
<b>Last Reviewed On</b>	21/04/2021
<b>Next Review Date</b>	29/07/2024
<b>NSQC Approval Date</b>	29/07/2021
<b>Version</b>	1.0
<b>Reference code on NQR</b>	2021/TH/THSC/04425
<b>NQR Version</b>	1

## Qualification Pack

### THC/N8704: Prepare for Ski Trip/Course

#### Description

This unit is about the tasks to be performed before the commencement of the skiing activity.

#### Scope

The scope covers the following :

- prepare before the trip/course.
- brief before commencing the trip/course.

#### Elements and Performance Criteria

##### *Prepare before the trip/course*

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

- PC1.** prepare lists of all the equipment and logistics required for the activity.
- PC2.** inspect the condition and certification of all equipment and arrange for alternatives if required.
- PC3.** assess whether pre-trip/course information has been sent to the students/clients, e.g., itinerary, weather and snow conditions, personal clothing list, ski equipment needed (if they are carrying their own).
- PC4.** collate and assess detailed information about the itinerary, students'/clients' age, gender, health issues (if any), height and weight, clothing sizes, special requests and previous experience in skiing (if any).
- PC5.** ensure that sufficient numbers and sizes of equipment such as ski pants, ski jackets, fitted ski boots and skis, poles, goggles, helmets, gloves, first-aid kit, ski repair kit, wax, etc., are procured for the students/clients as per the height/weight information available.
- PC6.** form instructional groups of the students/clients based on their age and previous experience/skill and assign colleagues accordingly.
- PC7.** coordinate with all third party service providers like equipment hire shops, transporters, hotels, porters, etc., to ensure delivery of services.
- PC8.** coordinate with local police, hospitals and district offices and provide travel and course information to them as required.
- PC9.** inspect and allocate the ski area based on the prior ski experience of the students/clients.
- PC10.** ensure that the ski lifts are working and if any closures are planned.

##### *Brief before commencing the trip/course*

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

- PC11.** welcome the students/clients in a friendly and approachable manner.
- PC12.** verify that the details provided for each student/client matches the actual profiles.
- PC13.** give a detailed brief on the course, weather conditions and expectations.
- PC14.** ensure that the students/clients have signed the indemnity waivers.
- PC15.** brief the students/clients about the local culture and dressing code in villages/markets.

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- PC16.** ensure that the students/clients collect required ski clothing, equipment and accessories from the store.
- PC17.** educate the students/clients on how to wear layered clothing which can be removed as the day gets warmer.
- PC18.** conduct a briefing about equipment/gear such as skis, ski boots, ski binding, ski poles, etc., and demonstrate how to use, carry and store it.
- PC19.** inspect the students'/clients' ski equipment and accessories, personal clothing and ensure that they have the appropriate equipment based on their skiing ability and snow conditions.
- PC20.** adjust the fitting of ski bindings, boots, helmets for all students/clients.
- PC21.** assess students'/clients' competency based on skill and age, divide them into groups and assign colleagues accordingly.

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** company SOPs for safety and service quality.
- KU2.** the importance of respecting students/clients, colleagues and local communities.
- KU3.** local customs, traditions and beliefs of the particular area.
- KU4.** the use of skiing equipment and personal gear.
- KU5.** the basis for forming instructional groups and allocating skiing areas to the students/clients.
- KU6.** how to arrange logistics required for the trip such as transportation, supplies, permits, important contacts, etc.
- KU7.** the importance of inspecting personal clothing and equipment of the students/clients.
- KU8.** how to conduct safety briefings and demonstration of gear, equipment and clothing before starting the activity for various levels of students/clients.
- KU9.** the importance of categorizing students/clients into different groups based on their skill level.

## Generic Skills (GS)

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

- GS1.** communicate effectively.
- GS2.** plan and organize logistics.
- GS3.** resolve issues related to the equipment.

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### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Prepare before the trip/course</i>	<b>13</b>	<b>13</b>	-	-
<b>PC1.</b> prepare lists of all the equipment and logistics required for the activity.	2	2	-	-
<b>PC2.</b> inspect the condition and certification of all equipment and arrange for alternatives if required.	2	2	-	-
<b>PC3.</b> assess whether pre-trip/course information has been sent to the students/clients, e.g., itinerary, weather and snow conditions, personal clothing list, ski equipment needed (if they are carrying their own).	2	2	-	-
<b>PC4.</b> collate and assess detailed information about the itinerary, students'/clients' age, gender, health issues (if any), height and weight, clothing sizes, special requests and previous experience in skiing (if any).	2	2	-	-
<b>PC5.</b> ensure that sufficient numbers and sizes of equipment such as ski pants, ski jackets, fitted ski boots and skis, poles, goggles, helmets, gloves, first-aid kit, ski repair kit, wax, etc., are procured for the students/clients as per the height/weight information available.	1	1	-	-
<b>PC6.</b> form instructional groups of the students/clients based on their age and previous experience/skill and assign colleagues accordingly.	2	2	-	-
<b>PC7.</b> coordinate with all third party service providers like equipment hire shops, transporters, hotels, porters, etc., to ensure delivery of services.	1	1	-	-
<b>PC8.</b> coordinate with local police, hospitals and district offices and provide travel and course information to them as required.	1	1	-	-
<b>PC9.</b> inspect and allocate the ski area based on the prior ski experience of the students/clients.	-	-	-	-
<b>PC10.</b> ensure that the ski lifts are working and if any closures are planned.	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Brief before commencing the trip/course</i>	<b>16</b>	<b>16</b>	-	-
<b>PC11.</b> welcome the students/clients in a friendly and approachable manner.	1	1	-	-
<b>PC12.</b> verify that the details provided for each student/client matches the actual profiles.	1	1	-	-
<b>PC13.</b> give a detailed brief on the course, weather conditions and expectations.	2	2	-	-
<b>PC14.</b> ensure that the students/clients have signed the indemnity waivers.	1	1	-	-
<b>PC15.</b> brief the students/clients about the local culture and dressing code in villages/markets.	1	1	-	-
<b>PC16.</b> ensure that the students/clients collect required ski clothing, equipment and accessories from the store.	1	1	-	-
<b>PC17.</b> educate the students/clients on how to wear layered clothing which can be removed as the day gets warmer.	2	2	-	-
<b>PC18.</b> conduct a briefing about equipment/gear such as skis, ski boots, ski binding, ski poles, etc., and demonstrate how to use, carry and store it.	2	2	-	-
<b>PC19.</b> inspect the students'/clients' ski equipment and accessories, personal clothing and ensure that they have the appropriate equipment based on their skiing ability and snow conditions.	2	2	-	-
<b>PC20.</b> adjust the fitting of ski bindings, boots, helmets for all students/clients.	2	2	-	-
<b>PC21.</b> assess students'/clients' competency based on skill and age, divide them into groups and assign colleagues accordingly.	1	1	-	-
<b>NOS Total</b>	<b>29</b>	<b>29</b>	-	-

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### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	THC/N8704
<b>NOS Name</b>	Prepare for Ski Trip/Course
<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Adventure Tourism
<b>Occupation</b>	Land-Based Activities
<b>NSQF Level</b>	5
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	21/04/2021
<b>Next Review Date</b>	29/07/2024
<b>NSQC Clearance Date</b>	29/07/2021

## Qualification Pack

### THC/N8705: Conduct the Activities for Different Skiing Levels

#### Description

This unit is about carrying out the skiing training and activity for different levels while following safe guiding and environmental practices.

#### Scope

The scope covers the following :

- perform daily tasks.
- perform the activities with students/clients of various skill levels.
- manage persons with disabilities.
- adhere to environmental conservation practices.

#### Elements and Performance Criteria

##### *Perform daily tasks*

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

- PC1.** access weather reports and snow conditions to ensure safe skiing areas.
- PC2.** guide assigned groups to an appropriate and safe training area.
- PC3.** ensure that all students/clients are properly warmed up before starting the activity.
- PC4.** plan daily route selection as per the group's dynamics and evolving skill levels.
- PC5.** manage time effectively and conduct the ski activity on schedule.
- PC6.** ensure that students/clients are well hydrated at all times and give rest breaks as per age and skill levels.
- PC7.** document photos and/or videos of the trip with their phone camera or with the company provided one such as GoPro/DSLR, ensuring not to take selfies.
- PC8.** ensure that satellite phone/two way radios are working carried by all colleagues along with spare batteries.

##### *Perform the activities with students/clients of various skill levels*

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

- PC9.** demonstrate and instruct the students'/clients on basic, intermediate or advance level skiing techniques based on their skill level.
- PC10.** conduct a refresher session for intermediate and advance level students/clients and assist in improving any shortfalls.
- PC11.** demonstrate ski position, body posture and hand position corresponding to each skiing technique.
- PC12.** demonstrate and instruct speed control and stopping techniques.
- PC13.** demonstrate and instruct ascending techniques like herring bone and side stepping.
- PC14.** demonstrate and instruct turning techniques.
- PC15.** demonstrate and instruct techniques used on steep slopes like traversing and side slipping.
- PC16.** demonstrate and instruct independent use of ski lift, chair lift and Gondola.

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**PC17.** brief the students/clients about ski run difficulty and categorization e.g., Blue, Red, Black, etc.

**PC18.** ensure the students/clients become proficient in handling runs appropriate for their level.

**PC19.** demonstrate and instruct Slalom techniques to advance level students/clients.

### *Manage persons with disabilities*

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

**PC20.** offer help to persons with disabilities when asked for.

**PC21.** accommodate persons with disabilities in the activities, as far as possible, without compromising safety.

### *Adhere to environmental conservation practices*

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

**PC22.** adhere to “minimum impact” policies and not throw/burn non bio-degradable waste materials such as wrappers and plastic bottles into the valley, cliffs, trails or any of the activity areas.

**PC23.** ensure to not cause damage to the fragile habitats and environments (animal life, flora and fauna) found there.

**PC24.** ensure all waste is disposed appropriately into garbage bins.

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

**KU1.** use of skiing equipment and accessories.

**KU2.** methods of instructing various skiing techniques including movements, positions and postures for all levels of students/clients on different slopes.

**KU3.** the use of toe lifts/chairlifts/gondolas.

**KU4.** the importance of daily route selection based on the group's expertise and comfort level.

**KU5.** methods of instructing persons with disabilities and choice of appropriate activities for them without compromising safety.

**KU6.** basic photography/videography skills.

## Generic Skills (GS)

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

**GS1.** plan daily activities.

**GS2.** communicate effectively with students/clients and colleagues.

**GS3.** think quickly and take instant decisions.

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### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Perform daily tasks</i>	9	9	-	-
<b>PC1.</b> access weather reports and snow conditions to ensure safe skiing areas.	1	1	-	-
<b>PC2.</b> guide assigned groups to an appropriate and safe training area.	1	1	-	-
<b>PC3.</b> ensure that all students/clients are properly warmed up before starting the activity.	1	1	-	-
<b>PC4.</b> plan daily route selection as per the group's dynamics and evolving skill levels.	1	1	-	-
<b>PC5.</b> manage time effectively and conduct the ski activity on schedule.	1	1	-	-
<b>PC6.</b> ensure that students/clients are well hydrated at all times and give rest breaks as per age and skill levels.	1	1	-	-
<b>PC7.</b> document photos and/or videos of the trip with their phone camera or with the company provided one such as GoPro/DSLR, ensuring not to take selfies.	1	1	-	-
<b>PC8.</b> ensure that satellite phone/two way radios are working carried by all colleagues along with spare batteries.	2	2	-	-
<i>Perform the activities with students/clients of various skill levels</i>	20	24	-	-
<b>PC9.</b> demonstrate and instruct the students'/clients on basic, intermediate or advance level skiing techniques based on their skill level.	2	4	-	-
<b>PC10.</b> conduct a refresher session for intermediate and advance level students/clients and assist in improving any shortfalls.	2	4	-	-
<b>PC11.</b> demonstrate ski position, body posture and hand position corresponding to each skiing technique.	2	2	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC12.</b> demonstrate and instruct speed control and stopping techniques.	2	2	-	-
<b>PC13.</b> demonstrate and instruct ascending techniques like herring bone and side stepping.	2	2	-	-
<b>PC14.</b> demonstrate and instruct turning techniques.	2	2	-	-
<b>PC15.</b> demonstrate and instruct techniques used on steep slopes like traversing and side slipping.	2	2	-	-
<b>PC16.</b> demonstrate and instruct independent use of ski lift, chair lift and Gondola.	1	1	-	-
<b>PC17.</b> brief the students/clients about ski run difficulty and categorization e.g., Blue, Red, Black, etc.	1	1	-	-
<b>PC18.</b> ensure the students/clients become proficient in handling runs appropriate for their level.	2	2	-	-
<b>PC19.</b> demonstrate and instruct Slalom techniques to advance level students/clients.	2	2	-	-
<i>Manage persons with disabilities</i>	<b>2</b>	<b>4</b>	-	-
<b>PC20.</b> offer help to persons with disabilities when asked for.	1	2	-	-
<b>PC21.</b> accommodate persons with disabilities in the activities, as far as possible, without compromising safety.	1	2	-	-
<i>Adhere to environmental conservation practices</i>	<b>6</b>	<b>6</b>	-	-
<b>PC22.</b> adhere to “minimum impact” policies and not throw/burn non bio-degradable waste materials such as wrappers and plastic bottles into the valley, cliffs, trails or any of the activity areas.	2	2	-	-
<b>PC23.</b> ensure to not cause damage to the fragile habitats and environments (animal life, flora and fauna) found there.	2	2	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC24.</b> ensure all waste is disposed appropriately into garbage bins.	2	2	-	-
<b>NOS Total</b>	<b>37</b>	<b>43</b>	-	-

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### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	THC/N8705
<b>NOS Name</b>	Conduct the Activities for Different Skiing Levels
<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Adventure Tourism
<b>Occupation</b>	Land-Based Activities
<b>NSQF Level</b>	6
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	21/04/2021
<b>Next Review Date</b>	29/07/2024
<b>NSQC Clearance Date</b>	29/07/2021

## Qualification Pack

### THC/N8706: Complete Post Activity Requirements

#### Description

This unit is about completing post skiing activities, including equipment pack up, submission of activity report and guest formalities.

#### Scope

The scope covers the following :

- equipment pack up and maintenance.
- submission of activity report and distribution of certificates.

#### Elements and Performance Criteria

##### *Equipment pack up and maintenance*

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

- PC1.** ensure all the equipment used during the activity is checked, counted and packed.
- PC2.** ensure that all equipment has undergone proper maintenance before packing and report any damages.

##### *Submission of activity report and distribution of certificates*

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

- PC3.** create an activity report with details such as – number of participants, activity location, duration of the activity, skiing techniques taught, incidents (if any), suggestions and any inputs for future programs, etc.
- PC4.** ensure skiers share their experience and log all feedback.
- PC5.** ensure to hand over certificates to guests.

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** methods to check equipment before pack up.
- KU2.** the process of packing up equipment.
- KU3.** company's documentation procedures including post activity equipment record logbook entries, activity reports, feedback forms and guests' certificates.

#### Generic Skills (GS)

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

- GS1.** organize information and create reports.

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### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Equipment pack up and maintenance</i>	<b>4</b>	<b>4</b>	-	-
<b>PC1.</b> ensure all the equipment used during the activity is checked, counted and packed.	2	2	-	-
<b>PC2.</b> ensure that all equipment has undergone proper maintenance before packing and report any damages.	2	2	-	-
<i>Submission of activity report and distribution of certificates</i>	<b>3</b>	<b>3</b>	-	-
<b>PC3.</b> create an activity report with details such as - number of participants, activity location, duration of the activity, skiing techniques taught, incidents (if any), suggestions and any inputs for future programs, etc.	1	1	-	-
<b>PC4.</b> ensure skiers share their experience and log all feedback.	1	1	-	-
<b>PC5.</b> ensure to hand over certificates to guests.	1	1	-	-
<b>NOS Total</b>	<b>7</b>	<b>7</b>	-	-

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### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	THC/N8706
<b>NOS Name</b>	Complete Post Activity Requirements
<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	
<b>Occupation</b>	Land-Based Activities
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	21/04/2021
<b>Next Review Date</b>	29/07/2024
<b>NSQC Clearance Date</b>	29/07/2021

## Qualification Pack

### THC/N8707: Assess and Mitigate Risks for Skiing

#### Description

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

#### Scope

The scope covers the following :

- ensure 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.** conduct a basic risk assessment of the route, skiing area, weather conditions and hazards e.g., avalanches, snow condition, blizzards, etc., before starting the activity.
- PC2.** perform safety checks of equipment and ensure that only standardized and certified equipment is used (UIAA or CE certified).
- PC3.** ensure a detailed evacuation/emergency plan is carried for each day of skiing, including contact numbers of emergency services.
- PC4.** ensure that everyone on the team is briefed about the emergency plan.
- PC5.** ensure first-aid and trauma kits are fully equipped and within reach at all times.
- PC6.** instruct the students/clients to remain hydrated in sun exposed areas and ensure that all staff and students/clients get enough rest and proper meals.

##### *Respond to emergency situations and manage disasters*

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

- PC7.** respond promptly to emergency situations e.g., manage student/client movement away from any emergency and provide first-aid and CPR, whenever required.
- PC8.** choose activity sites carefully to safeguard from avalanche, rock-fall, lightning, etc.
- PC9.** establish communication and organize air and land rescue in case of a disaster.
- PC10.** evacuate students/clients from danger zones and provide shelter till rescue arrives, in case of any disaster/emergency.
- PC11.** organize food, provisions and first-aid and ensure supplies are used judiciously during disaster situations.
- PC12.** deal with all eventualities in a calm and composed manner.
- PC13.** handle the media and family members of the injured person in a sensitive manner, in case of a serious accident.

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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- KU1.** organisational policies and procedures to enable a safe response to an emergency situation.
- KU2.** contingency management techniques.
- KU3.** use of first-aid kits, rescue techniques, wilderness first-aid and CPR methods.
- KU4.** the importance of conducting risk assessment of the activity area and all equipment used.
- KU5.** how to identify emergency situations and respond to them.
- KU6.** communication norms for handling media and family members of an injured person in a sensitive manner.

## Generic Skills (GS)

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

- GS1.** communicate effectively with the team, students/clients and media.
- GS2.** plan and organize risk assessment of different situations and activity areas.
- GS3.** take decisions to resolve issues during emergencies.

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### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Ensure to take all safety measures</i>	<b>9</b>	<b>9</b>	-	-
<b>PC1.</b> conduct a basic risk assessment of the route, skiing area, weather conditions and hazards e.g., avalanches, snow condition, blizzards, etc., before starting the activity.	2	2	-	-
<b>PC2.</b> perform safety checks of equipment and ensure that only standardized and certified equipment is used (UIAA or CE certified).	2	2	-	-
<b>PC3.</b> ensure a detailed evacuation/emergency plan is carried for each day of skiing, including contact numbers of emergency services.	1	1	-	-
<b>PC4.</b> ensure that everyone on the team is briefed about the emergency plan.	1	1	-	-
<b>PC5.</b> ensure first-aid and trauma kits are fully equipped and within reach at all times.	2	2	-	-
<b>PC6.</b> instruct the students/clients to remain hydrated in sun exposed areas and ensure that all staff and students/clients get enough rest and proper meals.	1	1	-	-
<i>Respond to emergency situations and manage disasters</i>	<b>10</b>	<b>10</b>	-	-
<b>PC7.</b> respond promptly to emergency situations e.g., manage student/client movement away from any emergency and provide first-aid and CPR, whenever required.	2	2	-	-
<b>PC8.</b> choose activity sites carefully to safeguard from avalanche, rock-fall, lightning, etc.	2	2	-	-
<b>PC9.</b> establish communication and organize air and land rescue in case of a disaster.	2	2	-	-
<b>PC10.</b> evacuate students/clients from danger zones and provide shelter till rescue arrives, in case of any disaster/emergency.	1	1	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC11.</b> organize food, provisions and first-aid and ensure supplies are used judiciously during disaster situations.	1	1	-	-
<b>PC12.</b> deal with all eventualities in a calm and composed manner.	1	1	-	-
<b>PC13.</b> handle the media and family members of the injured person in a sensitive manner, in case of a serious accident.	1	1	-	-
<b>NOS Total</b>	<b>19</b>	<b>19</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	THC/N8707
<b>NOS Name</b>	Assess and Mitigate Risks for Skiing
<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Adventure Tourism
<b>Occupation</b>	Land-Based Activities
<b>NSQF Level</b>	6
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	21/04/2021
<b>Next Review Date</b>	29/07/2024
<b>NSQC Clearance Date</b>	29/07/2021

## Qualification Pack

### THC/N9913: Communicate with Customers and Colleagues

#### Description

This OS unit is about communicating effectively with superiors, colleagues and customers while maintaining a customer-centric service orientation.

#### Scope

The scope covers the following :

- Interacting with superiors and colleagues
- Communicating effectively with guests

#### Elements and Performance Criteria

##### *Interacting with superiors and colleagues*

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

- PC1.** exhibit trust, support and respect to all colleagues and superiors
- PC2.** escalate unresolved problems or complaints to the relevant senior
- PC3.** respond positively to the feedback and seek assistance from colleagues/superiors when required
- PC4.** maintain etiquette with colleagues and superiors
- PC5.** identify potential and existing conflicts with the colleagues and resolve them

##### *Communicating effectively with guests*

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

- PC6.** brief guests clearly and in a polite, professional and friendly manner
- PC7.** build effective and impersonal relationship with the guests
- PC8.** use appropriate language and tone with guests
- PC9.** listen actively in a two-way communication
- PC10.** identify guest's expectations correctly and provide appropriate solutions
- PC11.** Identify reasons for guest's dissatisfaction and address their complaints effectively
- PC12.** maintain proper body language, dress code, gestures and etiquette while interacting with guests
- PC13.** ensure guests are not subjected to any negative questions and statements
- PC14.** inform the guests on any issues or problems before hand and also on the developments involving them
- PC15.** ensure minimum response time to guests for any messages/feedback
- PC16.** seek regular feedback from guests on current service, complaints, and improvements to be made, etc.
- PC17.** engage with guests without intruding on their privacy

#### Knowledge and Understanding (KU)

## Qualification Pack

The individual on the job needs to know and understand:

- KU1.** company's policies on personnel management, effective teamwork at workplace
- KU2.** importance of customer centricity
- KU3.** methods for effective communication with various people
- KU4.** importance of effective listening, use of appropriate voice tone and pitch for communication
- KU5.** methods of engaging with the guests effectively and professionally

### Generic Skills (GS)

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

- GS1.** engage with guests to set their expectations
- GS2.** handle concerns effectively

## Qualification Pack

### Assessment Criteria

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

### Qualification Pack

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

## Qualification Pack

### National Occupational Standards (NOS) Parameters

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

## Qualification Pack

### THC/N9915: Maintain Safe, Healthy and Hygienic Practices

#### Description

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

#### Scope

The scope covers the following :

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

#### Elements and Performance Criteria

##### *Following standard safety procedures to avoid work hazards*

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

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

##### *Ensuring cleanliness around workplace*

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

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

## Qualification Pack

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

**PC17.** maintain cleanliness records

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

### *Following personal hygiene practices*

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

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

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

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

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

### *Taking precautionary health measures*

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

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

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

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

**PC26.** coordinate for the provision of adequate clean drinking water

**PC27.** ensure regular vaccinations to avoid transmission of diseases

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

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

**KU2.** methods to minimize accidental risks

**KU3.** standard operating procedure (SOP) for maintaining cleanliness

**KU4.** precautionary activities to be followed for workplace safety

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

**KU6.** health risks to the employees and customers

**KU7.** healthy work practices

**KU8.** safe disposal methods for waste

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

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

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

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

## Qualification Pack

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

**KU14.** eco-friendly practices

### Generic Skills (GS)

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

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

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

## Qualification Pack

### Assessment Criteria

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

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC14.</b> • follow hazard symbols such as general warning, health hazard, biohazard, harmful irritant, poison/toxic material, carcinogen hazard, explosive hazard, electrical hazard, hot surface, low temperature warning symbol • etc.	-	-	-	-
<i>Ensuring cleanliness around workplace</i>	<b>7</b>	<b>4</b>	-	-
<b>PC15.</b> keep the surroundings clean and clear of food waste or other litter	1	1	-	-
<b>PC16.</b> ensure that waste is disposed-off as per prescribed standards for waste disposal	1	1	-	-
<b>PC17.</b> maintain cleanliness records	1	1	-	-
<b>PC18.</b> ensure safe and clean handling of accommodation, public areas etc.	4	1	-	-
<i>Following personal hygiene practices</i>	<b>7</b>	<b>4</b>	-	-
<b>PC19.</b> clean hands on a regular basis using soap, sanitisers and other accepted industry and government norms to run adventure operations	1	1	-	-
<b>PC20.</b> clean cups, glasses or other cutlery before and after using them	2	1	-	-
<b>PC21.</b> maintain personal hygiene by taking daily bath, using clean clothing, footwear, head gear, trimming nails, etc.	2	1	-	-
<b>PC22.</b> maintain dental hygiene in terms of brushing teeth every day, avoiding smoke at workplace, etc.	2	1	-	-
<i>Taking precautionary health measures</i>	<b>8</b>	<b>6</b>	-	-
<b>PC23.</b> report personal health issues related to injury and infectious diseases	2	1	-	-
<b>PC24.</b> ensure not to go to work if unwell, to avoid the risk of spreading infection to other people	1	1	-	-

### Qualification Pack

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

## Qualification Pack

### National Occupational Standards (NOS) Parameters

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

## Qualification Pack

### THC/N9916: Follow and Maintain Green Practices

#### Description

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

#### Scope

The scope covers the following :

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

#### Elements and Performance Criteria

##### *Following material conservation practices*

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

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

##### *Ensuring effective waste management/recycling practices*

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

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

##### *Ensuring use of eco-friendly practices*

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

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

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

#### Generic Skills (GS)



## Qualification Pack

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

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

## Qualification Pack

### Assessment Criteria

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

## Qualification Pack

### National Occupational Standards (NOS) Parameters

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

## Qualification Pack

### THC/N9914: Follow Gender and Age Sensitive Practices

#### Description

This OS unit is about following gender and age sensitivity practices by treating all genders, children and senior citizens appropriately and offering them service as per their unique requirements.

#### Scope

The scope covers the following :

- Providing different age and gender specific customer service

#### Elements and Performance Criteria

##### *Providing different age and gender specific customer service*

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

- PC1.** provide appropriate service keeping in mind their unique needs and diverse cultural backgrounds
- PC2.** make arrangement to cater for varied age group
- PC3.** conduct activities so as to involve guests across all age groups and genders

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** company's policies on gender sensitive practices at workplace
- KU2.** safety measures and procedures available for female colleagues and customers
- KU3.** how to brief female customers and colleagues on available facilities so that they feel safe and secure
- KU4.** how to be vigilant for breach of safety at smallest level
- KU5.** the unique needs and wants of each category of customer, e.g., for an infant, for a young woman, for an old person, for others

#### Generic Skills (GS)

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

- GS1.** communicate effectively with different age groups.
- GS2.** analyse the needs of different genders and age groups

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Providing different age and gender specific customer service</i>	7	3	-	-
<b>PC1.</b> provide appropriate service keeping in mind their unique needs and diverse cultural backgrounds	4	1	-	-
<b>PC2.</b> make arrangement to cater for varied age group	1	1	-	-
<b>PC3.</b> conduct activities so as to involve guests across all age groups and genders	2	1	-	-
<b>NOS Total</b>	<b>7</b>	<b>3</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

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

## Assessment Guidelines and Assessment Weightage

### Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down a proportion of marks for each PC.
2. Each NOS will be assessed both for theoretical knowledge and practical which is being proportionately demonstrated in the table below.
3. The assessment for the theory part will be based on a knowledge bank of questions created by the SSC.

### Minimum Aggregate Passing % at QP Level : 60

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

## Qualification Pack

### Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
THC/N8704.Prepare for Skiing Activity	29	29	-	-	58	20
THC/N8705.Conduct the Skiing Activity	37	43	-	-	80	25
THC/N8706.Conduct Post-skiing Closure and Debrief	7	7	-	-	14	15
THC/N8707.Assess and Mitigate Risk During Skiing Activity	19	19	-	-	38	15
THC/N9913.Communicate with Customers and Colleagues	34	39	-	-	73	7
THC/N9915.Maintain Safe, Healthy and Hygienic Practices	32	16	-	-	48	7
THC/N9916.Follow and Maintain Green Practices	28	11	-	-	39	5
THC/N9914.Follow Gender and Age Sensitive Practices	7	3	-	-	10	6
<b>Total</b>	<b>193</b>	<b>167</b>	<b>-</b>	<b>-</b>	<b>360</b>	<b>100</b>

## Qualification Pack

### Acronyms

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

## Qualification Pack

### Glossary

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

## Qualification Pack

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

## Qualification Pack

### Qualifications Pack

Qualifications Pack comprises the set of NOS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.