

Qualification Pack



Tour Guide

QP Code: THC/Q4407

Version: 1.0

NSQF Level: 5

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

Qualification Pack

Contents

THC/Q4407: Tour Guide	3
<i>Brief Job Description</i>	3
Applicable National Occupational Standards (NOS)	3
<i>Compulsory NOS</i>	3
<i>Qualification Pack (QP) Parameters</i>	3
THC/N4420: Initiate tour guide operations	5
THC/N4204: Drive the customers to the destination	14
THC/N4421: Perform tour guide activities	22
THC/N9902: Ensure effective communication and service standards at workplace	33
THC/N9910: Ensure to maintain organisational confidentiality and guest's privacy	38
THC/N9907: Monitor and maintain health, hygiene and safety at workplace	42
DGT/VSQ/N0102: Employability Skills (60 Hours)	47
Assessment Guidelines and Weightage	54
<i>Assessment Guidelines</i>	54
<i>Assessment Weightage</i>	55
Acronyms	56
Glossary	57

Qualification Pack

THC/Q4407: Tour Guide

Brief Job Description

The individual at work coordinates with the travel partners, identify the tour requirements for tourists, drive the customers to the destination, guides them at the tourist spot, ensures safety of the tourists, collects payment, and records feedback from tourists.

Personal Attributes

The job requires the individual to be polite, with excellent conversational skills and multilingual capabilities, and have a humorous disposition, enthusiasm and a tourist centric approach. The person also needs to be passionate about travelling and have excellent time management skills and be physically fit to be able to walk and talk for long hours in different climates.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [THC/N4420: Initiate tour guide operations](#)
2. [THC/N4204: Drive the customers to the destination](#)
3. [THC/N4421: Perform tour guide activities](#)
4. [THC/N9902: Ensure effective communication and service standards at workplace](#)
5. [THC/N9910: Ensure to maintain organisational confidentiality and guest's privacy](#)
6. [THC/N9907: Monitor and maintain health, hygiene and safety at workplace](#)
7. [DGT/VSQ/N0102: Employability Skills \(60 Hours\)](#)

Qualification Pack (QP) Parameters

Sector	Tourism & Hospitality
Sub-Sector	Tours and Travels
Occupation	Tour Packaging
Country	India
NSQF Level	5

Qualification Pack

Credits	19
Aligned to NCO/ISCO/ISIC Code	NCO-2015/ 5113.0200
Minimum Educational Qualification & Experience	12th Class/I.T.I (two years after class 10th) with 2 Years of experience as a Customer Service Executive (Meet & Greet) OR 12th Class/I.T.I (one year after class 10th with one year of experience) with 2 Years of experience as a Customer Service Executive (Meet & Greet) OR Certificate-NSQF (level-4 Tour Escort) with 1 Year of experience as a Customer Service Executive (Meet & Greet)
Minimum Level of Education for Training in School	Not Applicable
Pre-Requisite License or Training	Driving license of two-wheeler and four- wheeler
Minimum Job Entry Age	20 Years
Last Reviewed On	30/12/2021
Next Review Date	30/12/2024
NSQC Approval Date	30/12/2021
Version	1.0
Reference code on NQR	2021/TH/THSC/04919
NQR Version	1

Qualification Pack

THC/N4420: Initiate tour guide operations

Description

This OS unit is about preparing for the tour operations by identifying tour and tourist requirements, escorting and guiding the tourists through the sites, ensuring tourist safety, estimating the cost and collecting the payment for the trip, and seeking tourist feedback.

Scope

The scope covers the following :

- Prepare for tour guide operations
- Engage with tourists
- Ensure guest safety
- Prepare invoice and receive payment

Elements and Performance Criteria

Prepare for tour guide operations

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

- PC1.** collect information on the type of tour to be conducted adventure, religious, heritage, etc.
- PC2.** obtain the tour plan with dates and duration from the agents and operators
- PC3.** select items and information that are relevant to include in the tour
- PC4.** obtain information on tourist or tour group's details like number of elderly and babies, interests, and requirements, special needs, names, contact number, emergency contacts, etc.
- PC5.** coordinate with the tour operator for the meeting point and time
- PC6.** confirm time required to complete the tour, accommodation, budget, dietary and access requirements with appropriate authority
- PC7.** coordinate with travel agents/tour operators to schedule visits and purchase tickets to museums, galleries, protected parks, and other attractions
- PC8.** select the route and sequence of the tour to meet tour objectives
- PC9.** determine the pace at which information will be provided to tourists to enable a better understanding
- PC10.** prepare the narratives and commentary for the tour sites
- PC11.** ensure that the format, content, and style of presentations are engaging and appropriate

Engage with tourists

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

- PC12.** arrange the requisite equipment for each tour like GPS units, variometer, radios, etc.
- PC13.** greet the tourists on arrival at the meeting point as per standards
- PC14.** build rapport with tourists through self-introduction and asking their names
- PC15.** assist tourists with transfers, seating arrangements in bus, vans, etc., as required
- PC16.** inform the tourists about the itinerary

Qualification Pack

- PC17.** issue identification badges and/or safety devices, if required
- PC18.** ensure tourists carry water, medicine and other essentials required for a specific trip (e.g. sunscreen, mosquito repellent cream, covered shoes, hat, sunglasses, jackets, etc.)
- PC19.** brief the tourists about the local rules and regulations, customs, etiquette, body language, appropriate dress code and weather conditions of the destination
- PC20.** provide the tourists a schedule of events and calendars with the dates of various cultural shows, fairs, exhibitions and festivals, closing and opening hours of sites
- PC21.** guide the tourists through traditional cultures like dance, music, festivals, architecture, customs, food, language, religion, rituals, etc. at the site
- PC22.** ensure the tourists interact with the local people to experience the rich culture, religion, beliefs and customs and tradition of the destination, participate in celebrating festivals, and taste the local cuisine
- PC23.** accompany the tourists to buy local handicraft or textile as souvenirs from local workshops or shops and organize cultural shows such as local music and dance to entertain the tourists
- PC24.** distribute brochures, show audio-visual presentations, and explain establishment processes and operations at tour sites
- PC25.** recognize the difficulties experienced by the tourists in adjusting to a new environment and the type of help that can be provided
- PC26.** handle tourists' complaints, if any, as per organizational SOP
- PC27.** take photographs of the tourists during the tour

Ensure tourist safety

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

- PC28.** inform the tourists about the various risks involved in the tour e.g. wind speed during hang-gliding, high tide, crevasses on the mountain trail, etc.
- PC29.** inform the tourists regarding emergency procedures
- PC30.** describe the local facilities available to deal with risks and process to access them
- PC31.** explain the different safety measures to be taken for the highlighted risks
- PC32.** arrange for safety equipment that the tourists may require, like harness, life jacket, etc. for a trip
- PC33.** inspect the safety equipment's for proper functioning before providing them to the tourists
- PC34.** demonstrate the use of safety equipment to the tourists, if required
- PC35.** warn tourists of pick-pockets, snatching, theft, or any other criminal activities at a tour spot e.g. in crowded historical sites, religious places, local markets, etc.
- PC36.** provide first aid instructions
- PC37.** handle health emergencies, if any
- PC38.** monitor tourists' activities to ensure compliance with establishment or tour regulations and safety practices

Prepare invoice and receive payment

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

- PC39.** coordinate with the tour operator on the cost if the tour is booked in advance
- PC40.** prepare an invoice for the trip
- PC41.** charge for various expenses for the tour e.g. museum tickets, entry fee for sports, cultural, and other events, etc

Qualification Pack

- PC42.** collect payment from tourists or travel agent/tour operator in cash or card, as applicable
- PC43.** complete all required tour records and customer information and keep them safe and secure
- PC44.** obtain and incorporate feedback from the tourists to rate the services offered

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** tourism management standards
- KU2.** tour guide association's policies with respect to tour guiding like UNWTO, WTTC, WFTGA, UFTAA, FEG, etc.
- KU3.** code of guiding practice for licensed tourist guides
- KU4.** standard tour guiding procedures
- KU5.** types and operating procedure of guiding gadgets and equipment
- KU6.** tour operator and travel agents handling techniques
- KU7.** formalities during arrival and departure of tourists
- KU8.** various risks associated with travelling like pick-pockets, weather condition, etc.
- KU9.** travel advisories for different destinations
- KU10.** types of tour itineraries like heritage, cultural, religious, wellness, etc.
- KU11.** logistic management involved in the tour package
- KU12.** pre-tour briefing and documents requirement
- KU13.** updated information on sites, hotels, cuisine, culture, etc. at the destination
- KU14.** tour route planning techniques
- KU15.** information details such as weather, language, culture, etc.
- KU16.** safety norms for tours at different destinations
- KU17.** types and use of different safety equipment
- KU18.** emergency and safety procedures
- KU19.** first-aid procedures
- KU20.** tourist handling techniques
- KU21.** information presentation and commentary preparation techniques
- KU22.** dynamics and elements of a commentary
- KU23.** methods to identify tourists' preference or interests
- KU24.** components of tour costs
- KU25.** invoice preparation methods
- KU26.** cash management process
- KU27.** digital payment methods
- KU28.** feedback capturing mechanism

Generic Skills (GS)

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



Qualification Pack

- GS1.** coordinate with tour operators and travel agents
- GS2.** communicate effectively and patiently with tourists
- GS3.** prepare a checklist of documents for tour operations
- GS4.** record customer information for tour planning

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Prepare for tour guide operations</i>	30	30	-	15
PC1. collect information on the type of tour to be conducted adventure, religious, heritage, etc.	-	-	-	-
PC2. obtain the tour plan with dates and duration from the agents and operators	-	-	-	-
PC3. select items and information that are relevant to include in the tour	-	-	-	-
PC4. obtain information on tourist or tour group's details like number of elderly and babies, interests, and requirements, special needs, names, contact number, emergency contacts, etc.	-	-	-	-
PC5. coordinate with the tour operator for the meeting point and time	-	-	-	-
PC6. confirm time required to complete the tour, accommodation, budget, dietary and access requirements with appropriate authority	-	-	-	-
PC7. coordinate with travel agents/tour operators to schedule visits and purchase tickets to museums, galleries, protected parks, and other attractions	-	-	-	-
PC8. select the route and sequence of the tour to meet tour objectives	-	-	-	-
PC9. determine the pace at which information will be provided to tourists to enable a better understanding	-	-	-	-
PC10. prepare the narratives and commentary for the tour sites	-	-	-	-
PC11. ensure that the format, content, and style of presentations are engaging and appropriate	-	-	-	-
<i>Engage with tourists</i>	25	25	-	15
PC12. arrange the requisite equipment for each tour like GPS units, variometer, radios, etc.	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. greet the tourists on arrival at the meeting point as per standards	-	-	-	-
PC14. build rapport with tourists through self-introduction and asking their names	-	-	-	-
PC15. assist tourists with transfers, seating arrangements in bus, vans, etc., as required	-	-	-	-
PC16. inform the tourists about the itinerary	-	-	-	-
PC17. issue identification badges and/or safety devices, if required	-	-	-	-
PC18. ensure tourists carry water, medicine and other essentials required for a specific trip (e.g. sunscreen, mosquito repellent cream, covered shoes, hat, sunglasses, jackets, etc.)	-	-	-	-
PC19. brief the tourists about the local rules and regulations, customs, etiquette, body language, appropriate dress code and weather conditions of the destination	-	-	-	-
PC20. provide the tourists a schedule of events and calendars with the dates of various cultural shows, fairs, exhibitions and festivals, closing and opening hours of sites	-	-	-	-
PC21. guide the tourists through traditional cultures like dance, music, festivals, architecture, customs, food, language, religion, rituals, etc. at the site	-	-	-	-
PC22. ensure the tourists interact with the local people to experience the rich culture, religion, beliefs and customs and tradition of the destination, participate in celebrating festivals, and taste the local cuisine	-	-	-	-
PC23. accompany the tourists to buy local handicraft or textile as souvenirs from local workshops or shops and organize cultural shows such as local music and dance to entertain the tourists	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC24. distribute brochures, show audio-visual presentations, and explain establishment processes and operations at tour sites	-	-	-	-
PC25. recognize the difficulties experienced by the tourists in adjusting to a new environment and the type of help that can be provided	-	-	-	-
PC26. handle tourists' complaints, if any, as per organizational SOP	-	-	-	-
PC27. take photographs of the tourists during the tour	-	-	-	-
<i>Ensure tourist safety</i>	30	30	-	15
PC28. inform the tourists about the various risks involved in the tour e.g. wind speed during hang-gliding, high tide, crevasses on the mountain trail, etc.	-	-	-	-
PC29. inform the tourists regarding emergency procedures	-	-	-	-
PC30. describe the local facilities available to deal with risks and process to access them	-	-	-	-
PC31. explain the different safety measures to be taken for the highlighted risks	-	-	-	-
PC32. arrange for safety equipment that the tourists may require, like harness, life jacket, etc. for a trip	-	-	-	-
PC33. inspect the safety equipment's for proper functioning before providing them to the tourists	-	-	-	-
PC34. demonstrate the use of safety equipment to the tourists, if required	-	-	-	-
PC35. warn tourists of pick-pockets, snatching, theft, or any other criminal activities at a tour spot e.g. in crowded historical sites, religious places, local markets, etc.	-	-	-	-
PC36. provide first aid instructions	-	-	-	-
PC37. handle health emergencies, if any	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC38. monitor tourists' activities to ensure compliance with establishment or tour regulations and safety practices	-	-	-	-
<i>Prepare invoice and receive payment</i>	15	15	-	5
PC39. coordinate with the tour operator on the cost if the tour is booked in advance	-	-	-	-
PC40. prepare an invoice for the trip	-	-	-	-
PC41. charge for various expenses for the tour e.g. museum tickets, entry fee for sports, cultural, and other events, etc	-	-	-	-
PC42. collect payment from tourists or travel agent/tour operator in cash or card, as applicable	-	-	-	-
PC43. complete all required tour records and customer information and keep them safe and secure	-	-	-	-
PC44. obtain and incorporate feedback from the tourists to rate the services offered	-	-	-	-
NOS Total	100	100	-	50

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	THC/N4420
NOS Name	Initiate tour guide operations
Sector	Tourism & Hospitality
Sub-Sector	Tours and Travels
Occupation	Tour Packaging
NSQF Level	5
Credits	5
Version	1.0
Last Reviewed Date	30/12/2021
Next Review Date	30/12/2024
NSQC Clearance Date	30/12/2021

Qualification Pack

THC/N4204: Drive the customers to the destination

Description

This OS unit is about examining the vehicle before the tour, picking up the customers, driving them to the agreed destination, and ensuring customer satisfaction at all times.

Scope

The scope covers the following :

- Examine the vehicle before the trip
- Obtain tour and customer details
- Drive the customers to the destination
- Conform to traffic rules and regulations
- Complete the trip and take customer feedback
- Perform post-tour activities

Elements and Performance Criteria

Examine the vehicle before the trip

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

- PC1.** inspect the vehicle as per the organizational work instructions/health and safety guidelines before leaving for the tour
- PC2.** clean and sanitize the vehicle as per organizational SOPs or vehicle user manual
- PC3.** test vehicle equipment, such as lights, brakes, horns, or wind shield wipers, to ensure proper operation
- PC4.** check fuel, oil, and water levels prior to departure
- PC5.** confirm the availability and validity of all the vehicle related documents as per the standards
- PC6.** check vehicle service record for any history of technical defects or immediate need for servicing like oil/filter change
- PC7.** record any anomalies or technical/compliance issues observed during an examination and cleaning the vehicle or during the previous trip
- PC8.** perform minor vehicle repairs such as cleaning spark plugs, etc.
- PC9.** report actual or potential defects to determine road worthiness of the vehicle
- PC10.** inform superior about any requirements such as fuel refill or repair

Obtain tour and customer details

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

- PC11.** obtain the assigned booking details in advance from the authorized personnel
- PC12.** plan the best travel route based on location and estimated travel time

Drive the customers to the destination

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

- PC13.** wear proper uniform and PPE like mask, gloves, etc. as per organizational policy
- PC14.** reach the pre-arranged location to pick up the customers on time

Qualification Pack

- PC15.** greet and welcome the customers as per organizational standards
- PC16.** offer refreshments to the customers, if applicable
- PC17.** provide assistance to customers while entering or exiting the vehicle
- PC18.** help the customers with the luggage, if required
- PC19.** operate vehicles with specialized equipment, such as wheelchair lifts, to transport and secure customers with special needs
- PC20.** ensure the customers are seated in an orderly manner while on the vehicle
- PC21.** provide the customers with information about the local area and points of interest
- PC22.** brief the customers on the history and significance of the place
- PC23.** guide the customers to the famous shopping spots
- PC24.** handle customer's complaints and queries, if any

Conform to traffic rules and regulations

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

- PC25.** adhere to local and state driving laws and road regulations
- PC26.** ensure the customers follow safety regulations like wearing seat belt, etc.
- PC27.** follow lane discipline and change lanes safely at appropriate speed as per traffic conditions
- PC28.** overtake other road users legally, safely, and by using correct signaling (e.g. use of indicators while turning left/right)
- PC29.** control the speed limit and distance in relation to other vehicles ahead, behind, and on the sides and maintain a safe distance
- PC30.** brake the vehicle in a manner appropriate to the driving conditions and the distance available for braking the vehicle
- PC31.** report any road accidents and traffic violations to the superior promptly

Complete the trip and take customer feedback

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

- PC32.** determine the fare based on trip distances and time
- PC33.** collect fares or vouchers from the customers and make change or issue receipts as necessary
- PC34.** obtain feedback from the customers

Perform post-tour activities

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

- PC35.** inform the superior about customer's feedback
- PC36.** maintain mileage and kilometer logs
- PC37.** record and submit the vehicle logs, billing statements, etc. as per organizational standards
- PC38.** fill and submit the trip sheet with name, date, vehicle identification number and the destination of travel
- PC39.** record the time of pick up and drop, fare, the destination to which the customers travelled, and the kilometers travelled overall
- PC40.** fill in accident report in case of any accidents
- PC41.** park and cover the vehicle at the designated place in a safe manner as per the organizational SOP

Qualification Pack

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** vehicle safety norms and maintenance standards as per organization's SOP and traffic regulations
- KU2.** steps to perform the routine inspection of the vehicle
- KU3.** cleaning and sanitization process of the vehicle as per standards
- KU4.** preventive maintenance techniques for the vehicle
- KU5.** fuel consumption and other requirements of the vehicle
- KU6.** procedures to carry out minor repairs of the vehicle
- KU7.** vehicle documents checklist
- KU8.** city maps, routes, and traffic condition
- KU9.** application of GPS
- KU10.** importance of safe driving
- KU11.** local and state traffic rules and regulations
- KU12.** techniques for handling customer complaints
- KU13.** customer feedback procedure
- KU14.** type of records to be maintained on a day-to-day basis as per organizational SOP
- KU15.** ways to make trip sheet
- KU16.** procedures to greet the customers as per organizational standards
- KU17.** procedure to operate specialized equipment for customers with special needs
- KU18.** famous tourist spots and places of interest

Generic Skills (GS)

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

- GS1.** read road maps, signs, symbols, signboards and related information
- GS2.** fill log books for the maintenance of the vehicle
- GS3.** coordinate with transport coordinators to achieve smooth trip
- GS4.** communicate effectively with the customers
- GS5.** plan the shortest routes for the travel

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Examine the vehicle before the trip</i>	10	15	-	5
PC1. inspect the vehicle as per the organizational work instructions/health and safety guidelines before leaving for the tour	-	-	-	-
PC2. clean and sanitize the vehicle as per organizational SOPs or vehicle user manual	-	-	-	-
PC3. test vehicle equipment, such as lights, brakes, horns, or wind shield wipers, to ensure proper operation	-	-	-	-
PC4. check fuel, oil, and water levels prior to departure	-	-	-	-
PC5. confirm the availability and validity of all the vehicle related documents as per the standards	-	-	-	-
PC6. check vehicle service record for any history of technical defects or immediate need for servicing like oil/filter change	-	-	-	-
PC7. record any anomalies or technical/compliance issues observed during an examination and cleaning the vehicle or during the previous trip	-	-	-	-
PC8. perform minor vehicle repairs such as cleaning spark plugs, etc.	-	-	-	-
PC9. report actual or potential defects to determine road worthiness of the vehicle	-	-	-	-
PC10. inform superior about any requirements such as fuel refill or repair	-	-	-	-
<i>Obtain tour and customer details</i>	10	15	-	5
PC11. obtain the assigned booking details in advance from the authorized personnel	-	-	-	-
PC12. plan the best travel route based on location and estimated travel time	-	-	-	-
<i>Drive the customers to the destination</i>	20	20	-	10

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. wear proper uniform and PPE like mask, gloves, etc. as per organizational policy	-	-	-	-
PC14. reach the pre-arranged location to pick up the customers on time	-	-	-	-
PC15. greet and welcome the customers as per organizational standards	-	-	-	-
PC16. offer refreshments to the customers, if applicable	-	-	-	-
PC17. provide assistance to customers while entering or exiting the vehicle	-	-	-	-
PC18. help the customers with the luggage, if required	-	-	-	-
PC19. operate vehicles with specialized equipment, such as wheelchair lifts, to transport and secure customers with special needs	-	-	-	-
PC20. ensure the customers are seated in an orderly manner while on the vehicle	-	-	-	-
PC21. provide the customers with information about the local area and points of interest	-	-	-	-
PC22. brief the customers on the history and significance of the place	-	-	-	-
PC23. guide the customers to the famous shopping spots	-	-	-	-
PC24. handle customer's complaints and queries, if any	-	-	-	-
<i>Conform to traffic rules and regulations</i>	10	15	-	5
PC25. adhere to local and state driving laws and road regulations	-	-	-	-
PC26. ensure the customers follow safety regulations like wearing seat belt, etc.	-	-	-	-
PC27. follow lane discipline and change lanes safely at appropriate speed as per traffic conditions	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC28. overtake other road users legally, safely, and by using correct signaling (e.g. use of indicators while turning left/right)	-	-	-	-
PC29. control the speed limit and distance in relation to other vehicles ahead, behind, and on the sides and maintain a safe distance	-	-	-	-
PC30. brake the vehicle in a manner appropriate to the driving conditions and the distance available for braking the vehicle	-	-	-	-
PC31. report any road accidents and traffic violations to the superior promptly	-	-	-	-
<i>Complete the trip and take customer feedback</i>	10	15	-	5
PC32. determine the fare based on trip distances and time	-	-	-	-
PC33. collect fares or vouchers from the customers and make change or issue receipts as necessary	-	-	-	-
PC34. obtain feedback from the customers	-	-	-	-
<i>Perform post-tour activities</i>	10	15	-	5
PC35. inform the superior about customer's feedback	-	-	-	-
PC36. maintain mileage and kilometer logs	-	-	-	-
PC37. record and submit the vehicle logs, billing statements, etc. as per organizational standards	-	-	-	-
PC38. fill and submit the trip sheet with name, date, vehicle identification number and the destination of travel	-	-	-	-
PC39. record the time of pick up and drop, fare, the destination to which the customers travelled, and the kilometers travelled overall	-	-	-	-
PC40. fill in accident report in case of any accidents	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC41. park and cover the vehicle at the designated place in a safe manner as per the organizational SOP	-	-	-	-
NOS Total	70	95	-	35

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	THC/N4204
NOS Name	Drive the customers to the destination
Sector	Tourism & Hospitality
Sub-Sector	Tours and Travels
Occupation	Transportation
NSQF Level	5
Credits	5
Version	2.0
Last Reviewed Date	30/12/2021
Next Review Date	30/12/2024
NSQF Clearance Date	30/12/2021

Qualification Pack

THC/N4421: Perform tour guide activities

Description

This OS unit is about engaging with tourists while providing guide services for various types of tour operations like heritage, religious, cultural, nature, desert, sports, leisure /recreation, gastronomy, and wellness/medical.

Scope

The scope covers the following :

- Guide tourists on heritage, religious, and culture tours
- Guide tourists at leisure and recreation tours
- Guide tourists on cruise
- Guide tourists on desert tours
- Guide tourists for sporting events
- Guide tourists on gastronomical tours
- Guide tourists on wellness and medical tours

Elements and Performance Criteria

Guide tourists on heritage, religious, and culture tours

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

- PC1.** check for entry restrictions, dress code, prohibitions (e.g. photography, video shoot, mobile, etc.) closure at tour sites
- PC2.** guide through the important areas at site like monuments, archaeological sites, museum, fort, etc.
- PC3.** explain the site's history and rich heritage, ancient culture, festivals and fairs and stories/anecdotes for each building, paintings, artifact, etc. and their significance
- PC4.** read and explain any inscriptions, if written in local language
- PC5.** arrange for cultural programs or events organized at the site like light and sound shows, etc.
- PC6.** offer any available video/ audio presentation to the tourists to explain the significance of the place
- PC7.** brief the tourists about the other heritage sites in and around the destination and city and their links with current site
- PC8.** assist the tourists in buying souvenirs or special mementos from site museum shop or shopping areas
- PC9.** explain the various religious festivals and faith-based activities at holy sites
- PC10.** inform the tourists on the offerings and vows that can be made at the site
- PC11.** brief the tourists about the prayer timings if they wish to be part of the prayer offerings
- PC12.** assist with the purchase of requirements for performing religious rituals and other faith-based activities
- PC13.** coordinate with priests and religious leaders at the holy site to interact with tourists for the rituals

Qualification Pack

PC14. brief tourists on pilgrim requirements, duties, and other pilgrim spots nearby

Guide tourists at leisure and recreation tours

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

PC15. explain the day-to-day lifestyle, occupation, local art and culture, religion of the inhabitants and the heritage and history of the location

PC16. introduce the tourists to the villagers or localities to help mingle and interact with them for first-hand experience

PC17. assist the tourists with translation or interpretation of the local language if required

PC18. make tourists aware of the environmental and social aspects of the region

PC19. organize for local cultural events and shows

PC20. guide the tourists through various attractions in and around the location

PC21. arrange for rural activities like agriculture e. g., paddy cultivation, sowing or harvesting, other attractions like horticulture, fisheries for the tourists

PC22. brief the tourists on the various eco-tour activities such as bird watching, photography, camping, star gazing, recycling, water reuse, energy efficiency, etc.

PC23. inform tourists about the destination's beaches, waterfalls, resorts, famous local cuisines, nightlife, health clubs, shopping, amusement and theme parks, boating, etc.

PC24. brief the tourists on the various species and their habitat at the tourist spot

PC25. arrange for games, entertainment and sporting activities like tennis, swimming, etc. for interested tourists at the resort or hotel

PC26. conduct walking tours through various scenic locations

PC27. take interested tourists to other leisure places such as theatres, pubs, discotheques, galleries, museums, parks, etc. based on their preference

PC28. arrange for a candle light dinner or a beach side dinner or a themed dinner for tourists, if required

Guide tourists on cruise

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

PC29. brief the tourists on the cruise destination, tour highlights, and duration of travel, etc.

PC30. escort the tourists through the cruise ship

PC31. provide a map of the cruise ship to tourists for easy access to various areas in the ship

PC32. introduce the ship's captain and various facilitators on the ship

PC33. ensure the tourists are comfortable in the allotted cabin

PC34. explain the various facilities available on the cruise ship such as cabins, restaurant and various cuisines, casino, events and entertainment areas, gaming zone, etc.

PC35. provide the rates of the various facilities to the tourists, if not included in the trip cost

PC36. highlight the possible risks and emergency situations involved with traveling in a cruise

PC37. explain the various safety measures and use of safety equipment on board

PC38. provide a list and timing of events on the ship for the tourists to participate in e.g. music and dance performance, plays, competitions, etc.

Guide tourists on desert tours

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

Qualification Pack

- PC39.** explain the significance, associated history, festivals and the area coverage of the desert and the bordering locations
- PC40.** ensure the tourists get a taste of local culture through interaction with the inhabitants and learn about their lifestyle
- PC41.** explain the major occupation such as agriculture, animal husbandry, etc. of the desert inhabitants
- PC42.** check the arrangement for accommodation in tents or mud huts, if the tourist wishes to experience night life in the desert

Guide tourists for sporting events

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

- PC43.** check the type of sport the tourists are interested in such as cricket, football, tennis, chess, golf, hockey, etc.
- PC44.** brief the tourists on the schedule and timings of each sporting event
- PC45.** provide the tourists with entry ticket and passes for a preferred sports event, if required
- PC46.** brief on the history and the significance of any major sports events attended by the tourists such as Olympics, FIFA World cup, ICC World Cup, etc.
- PC47.** explain the various rules and regulations of the sport if the tourist is new to witnessing a sport event
- PC48.** provide the names of the players in the event and the details of famous players in the team
- PC49.** brief the tourists on the current status, score, competitors, rank and position and other details about the sports event that the tourist is visiting
- PC50.** arrange for transportation of the tourists from the place of stay to the sporting venue, if required

Guide tourists on gastronomic tours

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

- PC51.** brief the tourist on the various cuisines available at the tourist spot such as Indian, Italian, Mexican, Thai, Continental, etc.
- PC52.** encourage tourists to explore various kinds of cuisine
- PC53.** arrange for a sample food tasting for tourists to determine their preference
- PC54.** provide the tourists with food festival schedule
- PC55.** inform the tourists about the popular food items and their ingredients and health benefits
- PC56.** explain the heritage and history of the different cuisines
- PC57.** ensure the tourists experience their food with the best ambience such as beachside, riverside, candlelight, etc. for a memorable eating and drinking experience

Guide tourists on wellness and medical tours

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

- PC58.** obtain the medical records of the tourists before and kind of wellness or medical treatment the tourist is visiting for
- PC59.** ensure tourists have appropriate accommodation as part of the wellness package
- PC60.** explain the various types of wellness activities and therapies such as yoga, Ayurveda, naturopathy, spa, siddha, etc.
- PC61.** brief on the origin, significance and the benefits of each wellness activity

Qualification Pack

- PC62.** escort the tourists to the appropriate activity centers as per their needs such as weight loss, pain and stress relief, beauty treatment, ageing
- PC63.** introduce the tourists to the wellness facilitators
- PC64.** check the accommodation and food arrangements are as per the requirement of the tourists

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** different types of tourism
- KU2.** steps in tour guiding
- KU3.** structure of tour guiding
- KU4.** information regarding travel destinations such as weather, language, culture, etc.
- KU5.** rules and regulations to be followed at the destination
- KU6.** safety norms for all destinations
- KU7.** behavioural etiquettes at destinations
- KU8.** various type of heritage sites namely fort, museum, monuments, palace, etc.
- KU9.** environment, eco and social aspects of a destination
- KU10.** types of eco-friendly tour activities
- KU11.** relationship between culture, society and tour guiding
- KU12.** types of natural products
- KU13.** different types of cuisine such as Thai, Indian, Italian, etc.
- KU14.** health benefits of different dishes
- KU15.** food festival and events updates
- KU16.** types of wellness activities
- KU17.** health awareness and tips
- KU18.** types of medical treatments
- KU19.** types and use of safety gear

Generic Skills (GS)

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

- GS1.** read and interpret all instructions, reports, regulations
- GS2.** communicate effectively with tourists to assist during tour
- GS3.** organize information relevant to the site

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Guide tourists on heritage, religious, and culture tours</i>	22	25	-	10
PC1. check for entry restrictions, dress code, prohibitions (e.g. photography, video shoot, mobile, etc.) closure at tour sites	-	-	-	-
PC2. guide through the important areas at site like monuments, archaeological sites, museum, fort, etc.	-	-	-	-
PC3. explain the site's history and rich heritage, ancient culture, festivals and fairs and stories/anecdotes for each building, paintings, artifact, etc. and their significance	-	-	-	-
PC4. read and explain any inscriptions, if written in local language	-	-	-	-
PC5. arrange for cultural programs or events organized at the site like light and sound shows, etc.	-	-	-	-
PC6. offer any available video/ audio presentation to the tourists to explain the significance of the place	-	-	-	-
PC7. brief the tourists about the other heritage sites in and around the destination and city and their links with current site	-	-	-	-
PC8. assist the tourists in buying souvenirs or special mementos from site museum shop or shopping areas	-	-	-	-
PC9. explain the various religious festivals and faith-based activities at holy sites	-	-	-	-
PC10. inform the tourists on the offerings and vows that can be made at the site	-	-	-	-
PC11. brief the tourists about the prayer timings if they wish to be part of the prayer offerings	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. assist with the purchase of requirements for performing religious rituals and other faith-based activities	-	-	-	-
PC13. coordinate with priests and religious leaders at the holy site to interact with tourists for the rituals	-	-	-	-
PC14. brief tourists on pilgrim requirements, duties, and other pilgrim spots nearby	-	-	-	-
<i>Guide tourists at leisure and recreation tours</i>	22	25	-	10
PC15. explain the day-to-day lifestyle, occupation, local art and culture, religion of the inhabitants and the heritage and history of the location	-	-	-	-
PC16. introduce the tourists to the villagers or localities to help mingle and interact with them for first-hand experience	-	-	-	-
PC17. assist the tourists with translation or interpretation of the local language if required	-	-	-	-
PC18. make tourists aware of the environmental and social aspects of the region	-	-	-	-
PC19. organize for local cultural events and shows	-	-	-	-
PC20. guide the tourists through various attractions in and around the location	-	-	-	-
PC21. arrange for rural activities like agriculture e. g., paddy cultivation, sowing or harvesting, other attractions like horticulture, fisheries for the tourists	-	-	-	-
PC22. brief the tourists on the various eco-tour activities such as bird watching, photography, camping, star gazing, recycling, water reuse, energy efficiency, etc.	-	-	-	-
PC23. inform tourists about the destination's beaches, waterfalls, resorts, famous local cuisines, nightlife, health clubs, shopping, amusement and theme parks, boating, etc.	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC24. brief the tourists on the various species and their habitat at the tourist spot	-	-	-	-
PC25. arrange for games, entertainment and sporting activities like tennis, swimming, etc. for interested tourists at the resort or hotel	-	-	-	-
PC26. conduct walking tours through various scenic locations	-	-	-	-
PC27. take interested tourists to other leisure places such as theatres, pubs, discotheques, galleries, museums, parks, etc. based on their preference	-	-	-	-
PC28. arrange for a candle light dinner or a beach side dinner or a themed dinner for tourists, if required	-	-	-	-
<i>Guide tourists on cruise</i>	20	24	-	5
PC29. brief the tourists on the cruise destination, tour highlights, and duration of travel, etc.	-	-	-	-
PC30. escort the tourists through the cruise ship	-	-	-	-
PC31. provide a map of the cruise ship to tourists for easy access to various areas in the ship	-	-	-	-
PC32. introduce the ship's captain and various facilitators on the ship	-	-	-	-
PC33. ensure the tourists are comfortable in the allotted cabin	-	-	-	-
PC34. explain the various facilities available on the cruise ship such as cabins, restaurant and various cuisines, casino, events and entertainment areas, gaming zone, etc.	-	-	-	-
PC35. provide the rates of the various facilities to the tourists, if not included in the trip cost	-	-	-	-
PC36. highlight the possible risks and emergency situations involved with traveling in a cruise	-	-	-	-
PC37. explain the various safety measures and use of safety equipment on board	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC38. provide a list and timing of events on the ship for the tourists to participate in e.g. music and dance performance, plays, competitions, etc.	-	-	-	-
<i>Guide tourists on desert tours</i>	20	23	-	5
PC39. explain the significance, associated history, festivals and the area coverage of the desert and the bordering locations	-	-	-	-
PC40. ensure the tourists get a taste of local culture through interaction with the inhabitants and learn about their lifestyle	-	-	-	-
PC41. explain the major occupation such as agriculture, animal husbandry, etc. of the desert inhabitants	-	-	-	-
PC42. check the arrangement for accommodation in tents or mud huts, if the tourist wishes to experience night life in the desert	-	-	-	-
<i>Guide tourists for sporting events</i>	20	22	-	5
PC43. check the type of sport the tourists are interested in such as cricket, football, tennis, chess, golf, hockey, etc.	-	-	-	-
PC44. brief the tourists on the schedule and timings of each sporting event	-	-	-	-
PC45. provide the tourists with entry ticket and passes for a preferred sports event, if required	-	-	-	-
PC46. brief on the history and the significance of any major sports events attended by the tourists such as Olympics, FIFA World cup, ICC World Cup, etc.	-	-	-	-
PC47. explain the various rules and regulations of the sport if the tourist is new to witnessing a sport event	-	-	-	-
PC48. provide the names of the players in the event and the details of famous players in the team	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC49. brief the tourists on the current status, score, competitors, rank and position and other details about the sports event that the tourist is visiting	-	-	-	-
PC50. arrange for transportation of the tourists from the place of stay to the sporting venue, if required	-	-	-	-
<i>Guide tourists on gastronomical tours</i>	20	22	-	5
PC51. brief the tourist on the various cuisines available at the tourist spot such as Indian, Italian, Mexican, Thai, Continental, etc.	-	-	-	-
PC52. encourage tourists to explore various kinds of cuisine	-	-	-	-
PC53. arrange for a sample food tasting for tourists to determine their preference	-	-	-	-
PC54. provide the tourists with food festival schedule	-	-	-	-
PC55. inform the tourists about the popular food items and their ingredients and health benefits	-	-	-	-
PC56. explain the heritage and history of the different cuisines	-	-	-	-
PC57. ensure the tourists experience their food with the best ambience such as beachside, riverside, candlelight, etc. for a memorable eating and drinking experience	-	-	-	-
<i>Guide tourists on wellness and medical tours</i>	20	20	-	5
PC58. obtain the medical records of the tourists before and kind of wellness or medical treatment the tourist is visiting for	-	-	-	-
PC59. ensure tourists have appropriate accommodation as part of the wellness package	-	-	-	-
PC60. explain the various types of wellness activities and therapies such as yoga, Ayurveda, naturopathy, spa, siddha, etc.	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC61. brief on the origin, significance and the benefits of each wellness activity	-	-	-	-
PC62. escort the tourists to the appropriate activity centers as per their needs such as weight loss, pain and stress relief, beauty treatment, ageing	-	-	-	-
PC63. introduce the tourists to the wellness facilitators	-	-	-	-
PC64. check the accommodation and food arrangements are as per the requirement of the tourists	-	-	-	-
NOS Total	144	161	-	45

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	THC/N4421
NOS Name	Perform tour guide activities
Sector	Tourism & Hospitality
Sub-Sector	Tours and Travels
Occupation	Tour Packaging
NSQF Level	5
Credits	4
Version	1.0
Last Reviewed Date	30/12/2021
Next Review Date	30/12/2024
NSQC Clearance Date	30/12/2021

Qualification Pack

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

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Promote effective communication

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

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

Maintain professional etiquette

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

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

Ensure rendering of specific services as per the guests' requirements

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

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

Qualification Pack

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

Generic Skills (GS)

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

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

Qualification Pack

Assessment Criteria

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

Qualification Pack

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

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	THC/N9902
NOS Name	Ensure effective communication and service standards at workplace
Sector	Tourism & Hospitality
Sub-Sector	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
Occupation	Generic
NSQF Level	6
Credits	1
Version	2.0
Last Reviewed Date	31/08/2021
Next Review Date	30/12/2024
NSQF Clearance Date	30/12/2021

Qualification Pack

THC/N9910: Ensure to maintain organisational confidentiality and guest's privacy

Description

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

Scope

The scope covers the following :

- Ensure organisational confidentiality
- Ensure guests' privacy

Elements and Performance Criteria

Maintain organisational confidentiality

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

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

Maintain guests' privacy

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

Qualification Pack

KU6. procedure for disposal of confidential documents

KU7. confidential data protection methods

Generic Skills (GS)

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

GS1. read and follow IPR and related information documents

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

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

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

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

Qualification Pack

Assessment Criteria

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

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	THC/N9910
NOS Name	Ensure to maintain organisational confidentiality and guest's privacy
Sector	Tourism & Hospitality
Sub-Sector	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
Occupation	Generic
NSQF Level	6
Credits	1
Version	4.0
Last Reviewed Date	31/08/2021
Next Review Date	30/12/2024
NSQF Clearance Date	30/12/2021

Qualification Pack

THC/N9907: Monitor and maintain health, hygiene and safety at workplace

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Ensure personal and workplace hygiene

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

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

Maintain safe and secure working environment

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

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

Follow effective waste management and recycling practices at workplace

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

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

Qualification Pack

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

Generic Skills (GS)

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

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

Qualification Pack

Assessment Criteria

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

Qualification Pack

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

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	THC/N9907
NOS Name	Monitor and maintain health, hygiene and safety at workplace
Sector	Tourism & Hospitality
Sub-Sector	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
Occupation	Generic
NSQF Level	6
Credits	1
Version	2.0
Last Reviewed Date	31/08/2021
Next Review Date	30/12/2024
NSQF Clearance Date	30/12/2021

Qualification Pack

DGT/VSQ/N0102: Employability Skills (60 Hours)

Description

This unit is about employability skills, Constitutional values, becoming a professional in the 21st Century, digital, financial, and legal literacy, diversity and Inclusion, English and communication skills, customer service, entrepreneurship, and apprenticeship, getting ready for jobs and career development.

Scope

The scope covers the following :

- Introduction to Employability Skills
- Constitutional values - Citizenship
- Becoming a Professional in the 21st Century
- Basic English Skills
- Career Development & Goal Setting
- Communication Skills
- Diversity & Inclusion
- Financial and Legal Literacy
- Essential Digital Skills
- Entrepreneurship
- Customer Service
- Getting ready for Apprenticeship & Jobs

Elements and Performance Criteria

Introduction to Employability Skills

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

- PC1.** identify employability skills required for jobs in various industries
- PC2.** identify and explore learning and employability portals

Constitutional values - Citizenship

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

- PC3.** recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.
- PC4.** follow environmentally sustainable practices

Becoming a Professional in the 21st Century

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

- PC5.** recognize the significance of 21st Century Skills for employment
- PC6.** practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life

Basic English Skills

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

Qualification Pack

- PC7.** use basic English for everyday conversation in different contexts, in person and over the telephone
- PC8.** read and understand routine information, notes, instructions, mails, letters etc. written in English
- PC9.** write short messages, notes, letters, e-mails etc. in English

Career Development & Goal Setting

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

- PC10.** understand the difference between job and career
- PC11.** prepare a career development plan with short- and long-term goals, based on aptitude

Communication Skills

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

- PC12.** follow verbal and non-verbal communication etiquette and active listening techniques in various settings
- PC13.** work collaboratively with others in a team

Diversity & Inclusion

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

- PC14.** communicate and behave appropriately with all genders and PwD
- PC15.** escalate any issues related to sexual harassment at workplace according to POSH Act

Financial and Legal Literacy

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

- PC16.** select financial institutions, products and services as per requirement
- PC17.** carry out offline and online financial transactions, safely and securely
- PC18.** identify common components of salary and compute income, expenses, taxes, investments etc
- PC19.** identify relevant rights and laws and use legal aids to fight against legal exploitation

Essential Digital Skills

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

- PC20.** operate digital devices and carry out basic internet operations securely and safely
- PC21.** use e-mail and social media platforms and virtual collaboration tools to work effectively
- PC22.** use basic features of word processor, spreadsheets, and presentations

Entrepreneurship

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

- PC23.** identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research
- PC24.** develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion
- PC25.** identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity

Customer Service

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

- PC26.** identify different types of customers
- PC27.** identify and respond to customer requests and needs in a professional manner.

Qualification Pack

PC28. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

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

PC29. create a professional Curriculum vitae (Résumé)

PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively

PC31. apply to identified job openings using offline /online methods as per requirement

PC32. answer questions politely, with clarity and confidence, during recruitment and selection

PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. need for employability skills and different learning and employability related portals

KU2. various constitutional and personal values

KU3. different environmentally sustainable practices and their importance

KU4. Twenty first (21st) century skills and their importance

KU5. how to use English language for effective verbal (face to face and telephonic) and written communication in formal and informal set up

KU6. importance of career development and setting long- and short-term goals

KU7. about effective communication

KU8. POSH Act

KU9. Gender sensitivity and inclusivity

KU10. different types of financial institutes, products, and services

KU11. how to compute income and expenditure

KU12. importance of maintaining safety and security in offline and online financial transactions

KU13. different legal rights and laws

KU14. different types of digital devices and the procedure to operate them safely and securely

KU15. how to create and operate an e- mail account and use applications such as word processors, spreadsheets etc.

KU16. how to identify business opportunities

KU17. types and needs of customers

KU18. how to apply for a job and prepare for an interview

KU19. apprenticeship scheme and the process of registering on apprenticeship portal

Generic Skills (GS)

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

GS1. read and write different types of documents/instructions/correspondence

GS2. communicate effectively using appropriate language in formal and informal settings



Qualification Pack

- GS3.** behave politely and appropriately with all
- GS4.** how to work in a virtual mode
- GS5.** perform calculations efficiently
- GS6.** solve problems effectively
- GS7.** pay attention to details
- GS8.** manage time efficiently
- GS9.** maintain hygiene and sanitization to avoid infection

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction to Employability Skills</i>	1	1	-	-
PC1. identify employability skills required for jobs in various industries	-	-	-	-
PC2. identify and explore learning and employability portals	-	-	-	-
<i>Constitutional values - Citizenship</i>	1	1	-	-
PC3. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.	-	-	-	-
PC4. follow environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	2	4	-	-
PC5. recognize the significance of 21st Century Skills for employment	-	-	-	-
PC6. practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life	-	-	-	-
<i>Basic English Skills</i>	2	3	-	-
PC7. use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-
PC8. read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
PC9. write short messages, notes, letters, e-mails etc. in English	-	-	-	-
<i>Career Development & Goal Setting</i>	1	2	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. understand the difference between job and career	-	-	-	-
PC11. prepare a career development plan with short- and long-term goals, based on aptitude	-	-	-	-
<i>Communication Skills</i>	2	2	-	-
PC12. follow verbal and non-verbal communication etiquette and active listening techniques in various settings	-	-	-	-
PC13. work collaboratively with others in a team	-	-	-	-
<i>Diversity & Inclusion</i>	1	2	-	-
PC14. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC15. escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
<i>Financial and Legal Literacy</i>	2	3	-	-
PC16. select financial institutions, products and services as per requirement	-	-	-	-
PC17. carry out offline and online financial transactions, safely and securely	-	-	-	-
PC18. identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
PC19. identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
<i>Essential Digital Skills</i>	3	4	-	-
PC20. operate digital devices and carry out basic internet operations securely and safely	-	-	-	-
PC21. use e- mail and social media platforms and virtual collaboration tools to work effectively	-	-	-	-
PC22. use basic features of word processor, spreadsheets, and presentations	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Entrepreneurship</i>	2	3	-	-
PC23. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
PC24. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
PC25. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
<i>Customer Service</i>	1	2	-	-
PC26. identify different types of customers	-	-	-	-
PC27. identify and respond to customer requests and needs in a professional manner.	-	-	-	-
PC28. follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship & Jobs</i>	2	3	-	-
PC29. create a professional Curriculum vitae (Résumé)	-	-	-	-
PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
PC31. apply to identified job openings using offline /online methods as per requirement	-	-	-	-
PC32. answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
NOS Total	20	30	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0102
NOS Name	Employability Skills (60 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	4
Credits	2
Version	1.0
Last Reviewed Date	NA
Next Review Date	24/02/2025
NSQC Clearance Date	24/02/2022

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down the proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on the knowledge bank of questions created by the SSC.
3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
4. Individual assessment agencies will create unique question papers for the theory part for each candidate at each examination/training center (as per assessment criteria below).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.
6. To pass the Qualification Pack assessment, every trainee should score a minimum of 70% of % aggregate marks to successfully clear the assessment.

Qualification Pack

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

Minimum Aggregate Passing % at QP Level : 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/N4420.Initiate tour guide operations	100	100	-	50	250	20
THC/N4204.Drive the customers to the destination	70	95	-	35	200	20
THC/N4421.Perform tour guide activities	144	161	-	45	350	20
THC/N9902.Ensure effective communication and service standards at workplace	40	40	-	20	100	15
THC/N9910.Ensure to maintain organisational confidentiality and guest's privacy	10	5	-	5	20	10
THC/N9907.Monitor and maintain health, hygiene and safety at workplace	30	35	-	15	80	10
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	-	-	50	5
Total	414	466	-	170	1050	100

Qualification Pack

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training
UNWTO	United Nations World Tourism Organization
WTTC	World Travel and Tourism Council
WFTGA	World federation of tourist guide associations
UFTAA	United Federation of Travel Agents' Association
FEG	The Framework for Economic Growth
OH&S	Occupational Health and Safety
PPE	Personal Protective Equipment
NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualification Pack
TVET	Technical and Vocational Education and Training
IPR	Intellectual Property Rights
OH&S	Occupational Health and Safety
PPE	Personal Protective Equipment
FSSAI	Food Safety and Standards Authority of India
HACCP	Hazard analysis and critical control points
ISO	The International Organization for Standardization

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.