

Qualification Pack



Tour Manager

QP Code: THC/Q4405

Version: 2.0

NSQF Level: 6

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

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THC/Q4405: Tour Manager

Brief Job Description

The individual at work is responsible for administering the staff and administrative operations, managing the tour operations and ensuring proper execution of the planned tour.

Personal Attributes

The job requires the individual to be enthusiastic, and self-motivated with an eye to detail and good communication, organizational, time-management, problem-solving and interpersonal skills.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [THC/N4414: Administer the staff and operations](#)
2. [THC/N4415: Manage tour operations](#)
3. [THC/N4416: Manage tour execution](#)
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](#)

Qualification Pack (QP) Parameters

Sector	Tourism & Hospitality
Sub-Sector	Tours and Travels
Occupation	Tour Packaging
Country	India
NSQF Level	6
Aligned to NCO/ISCO/ISIC Code	NCO-2015/NIL

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Minimum Educational Qualification & Experience	Graduate with 3 Years of experience as a Tour Guide OR Certificate-NSQF (level-5 Tour Guide) with 2 Years of experience as a Customer Service Executive (Meet & Greet)
Minimum Level of Education for Training in School	Not Applicable
Pre-Requisite License or Training	Not applicable
Minimum Job Entry Age	30 Years
Last Reviewed On	30/12/2021
Next Review Date	30/12/2024
Deactivation Date	30/12/2024
NSQC Approval Date	30/12/2021
Version	2.0
Reference code on NQR	2021/TH/THSC/04920
NQR Version	1.0

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THC/N4414: Administer the staff and operations

Description

This OS unit is about managing the tour staff and administrative operations of the organization to ensure smooth and profitable business.

Scope

The scope covers the following :

- Administer the staff
- Manage administrative operations

Elements and Performance Criteria

Administer the staff

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

- PC1.** assess the staffing needs based on the tourist season and needs
- PC2.** select the staff as per organizational SOP in conjunction with HR
- PC3.** assign targets to the team leaders
- PC4.** monitor the performance of the staff and give constructive feedback for improvement
- PC5.** ensure all staff are well trained, aware and well informed about the tour packages offered as well as on cash handling, tour organizing, and customer management procedures
- PC6.** administer the performance appraisal of the staff
- PC7.** handle conflicts among the staff, if any
- PC8.** address the grievances and problems of the staff

Manage administrative operations

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

- PC9.** review the itinerary prepared by the Travel Advisor
- PC10.** decide the sequence of various tour ingredients and essential information such as assembling point, departure point, date of departure and duration of tour, legal requirements, features of destinations, optional activities, meal inclusions, etc.
- PC11.** make sure the bookings are taken as per SOP
- PC12.** verify that the payments are taken as per the agreed terms of fund transfer
- PC13.** ascertain appropriate maintenance of the inventory
- PC14.** handle customer complaints as per organizational standards
- PC15.** coordinate the resources of the organization to achieve the set targets
- PC16.** prepare the budget for the department comprising of various costs for the financial year
- PC17.** oversee the various arrangements made for all the activities and tours organized
- PC18.** inspect the reports and documents submitted by the team leaders
- PC19.** ensure the customer complaints and concerns are addressed promptly
- PC20.** maintain good rapport and strong relationships with the customers

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PC21. ensure the customers are satisfied at all times with the services offered

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** staffing need analysis methods
- KU2.** human resource management procedures
- KU3.** impact of appropriate training of the staff
- KU4.** ways of giving effective feedback
- KU5.** appraisal and performance criteria
- KU6.** methods for performance appraisal
- KU7.** debriefing and target allocation methods
- KU8.** conflict management procedures
- KU9.** components of an itinerary
- KU10.** organizational SOP on booking, payments, customer service, etc.
- KU11.** budget preparation process

Generic Skills (GS)

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

- GS1.** read and interpret policies, procedures, information, SOP, itinerary, etc.
- GS2.** communicate effectively with the staff and customers
- GS3.** solve day-to-day operational problems related to the work area

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Administer the staff</i>	15	15	-	10
PC1. assess the staffing needs based on the tourist season and needs	-	-	-	-
PC2. select the staff as per organizational SOP in conjunction with HR	-	-	-	-
PC3. assign targets to the team leaders	-	-	-	-
PC4. monitor the performance of the staff and give constructive feedback for improvement	-	-	-	-
PC5. ensure all staff are well trained, aware and well informed about the tour packages offered as well as on cash handling, tour organizing, and customer management procedures	-	-	-	-
PC6. administer the performance appraisal of the staff	-	-	-	-
PC7. handle conflicts among the staff, if any	-	-	-	-
PC8. address the grievances and problems of the staff	-	-	-	-
<i>Manage administrative operations</i>	25	25	-	10
PC9. review the itinerary prepared by the Travel Advisor	-	-	-	-
PC10. decide the sequence of various tour ingredients and essential information such as assembling point, departure point, date of departure and duration of tour, legal requirements, features of destinations, optional activities, meal inclusions, etc.	-	-	-	-
PC11. make sure the bookings are taken as per SOP	-	-	-	-
PC12. verify that the payments are taken as per the agreed terms of fund transfer	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. ascertain appropriate maintenance of the inventory	-	-	-	-
PC14. handle customer complaints as per organizational standards	-	-	-	-
PC15. coordinate the resources of the organization to achieve the set targets	-	-	-	-
PC16. prepare the budget for the department comprising of various costs for the financial year	-	-	-	-
PC17. oversee the various arrangements made for all the activities and tours organized	-	-	-	-
PC18. inspect the reports and documents submitted by the team leaders	-	-	-	-
PC19. ensure the customer complaints and concerns are addressed promptly	-	-	-	-
PC20. maintain good rapport and strong relationships with the customers	-	-	-	-
PC21. ensure the customers are satisfied at all times with the services offered	-	-	-	-
NOS Total	40	40	-	20

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National Occupational Standards (NOS) Parameters

NOS Code	THC/N4414
NOS Name	Administer the staff and operations
Sector	Tourism & Hospitality
Sub-Sector	Tours and Travels
Occupation	Tour Packaging
NSQF Level	6
Credits	TBD
Version	2.0
Last Reviewed Date	30/12/2021
Next Review Date	30/12/2024
NSQF Clearance Date	30/12/2021

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THC/N4415: Manage tour operations

Description

This OS unit is about researching the destinations and markets, developing and pricing tour packages, and developing marketing strategies.

Scope

The scope covers the following :

- Research destination and market
- Develop tour package
- Price the tour package
- Develop marketing strategies

Elements and Performance Criteria

Research destination and market

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

- PC1.** perform target and potential market research analysis
- PC2.** analyze the key elements associated with a particular tourist market and destination
- PC3.** identify the economic, political, social and climatic factors that influence the future development of package tours
- PC4.** perform client and competitor analysis
- PC5.** identify key destinations and perform a comparative study of alternative destinations
- PC6.** identify the suppliers and tourist resources at the destination area

Develop tour package

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

- PC7.** visit the destination and undertake the familiarization tour
- PC8.** evaluate the vendors and their services and classify the vendors
- PC9.** negotiate with the tourism suppliers or vendors like airlines, lodging companies, transport operators, car rentals, ground operators, sightseeing vendors, etc.
- PC10.** plan the tour packages to meet the exact needs of the target market
- PC11.** develop the tour package mentioning the origin points, destinations, route points, accommodation, transportation, sightseeing activities and other services

Price the tour package

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

- PC12.** identify the elements that make up the total cost of a tour package like air travel cost, accommodation cost, local arrangement cost, payroll cost, research cost, marketing cost and other expenses
- PC13.** design the cost sheet to show the total cost/cost structure along with the break-up of individual cost elements
- PC14.** fix the profit margin as per industry standards

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- PC15.** evaluate the financial risks such as foreign exchange, for payment of airlines, hotels, and other destination agencies
- PC16.** determine the tour price on the basis of expected goals such as Rate of return, Market share (both domestic and international) and Price competitiveness of the tour package
- PC17.** determine exchange rates, estimate future selling prices and finalizes tour prices

Develop marketing strategies

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

- PC18.** determine tourist flows to a particular destination
- PC19.** design a tour marketing plan for individual as well as mass tours in conjunction with the marketing team considering the budget, packages offered and target market
- PC20.** assist in developing, integrated marketing, advertising, media and public relations strategies and tactics
- PC21.** participate in Computerized Reservation Networks (CRN) and in Global Distribution Systems (GDS)
- PC22.** ensure that marketing activities match the resources, time requirements and objectives of the organization
- PC23.** identify target demographic, monitors competition, and adjusts strategy accordingly
- PC24.** ensure the tour brochure contains comprehensive information to persuade and motivate potential holiday makers to purchase tourist products/services

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** primary and secondary research methods
- KU2.** key elements of a tourist market
- KU3.** factors influencing the tour packages
- KU4.** methods to perform client, market, and competitor analysis
- KU5.** comparative analysis techniques
- KU6.** effective ways to identify, evaluate, categories and deciding the suppliers and vendors
- KU7.** components of a tour package
- KU8.** effective Negotiation techniques
- KU9.** procedure to prepare tour package
- KU10.** cost elements of a tour package
- KU11.** format and components of cost sheet
- KU12.** tour pricing approaches like cost-oriented, market-oriented etc.
- KU13.** financial risks associated with tour planning
- KU14.** types of marketing strategies
- KU15.** format and components of a tour marketing plan
- KU16.** operating procedure of CRN and GDS

Generic Skills (GS)



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

- GS1.** read and interpret policies, procedures, information, SOP, etc.
- GS2.** communicate effectively with the staff, suppliers, vendors and others
- GS3.** solve day-to-day operational problems related to the work area

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Research destination and market</i>	10	10	-	5
PC1. perform target and potential market research analysis	-	-	-	-
PC2. analyze the key elements associated with a particular tourist market and destination	-	-	-	-
PC3. identify the economic, political, social and climatic factors that influence the future development of package tours	-	-	-	-
PC4. perform client and competitor analysis	-	-	-	-
PC5. identify key destinations and perform a comparative study of alternative destinations	-	-	-	-
PC6. identify the suppliers and tourist resources at the destination area	-	-	-	-
<i>Develop tour package</i>	10	10	-	5
PC7. visit the destination and undertake the familiarization tour	-	-	-	-
PC8. evaluate the vendors and their services and classify the vendors	-	-	-	-
PC9. negotiate with the tourism suppliers or vendors like airlines, lodging companies, transport operators, car rentals, ground operators, sightseeing vendors, etc.	-	-	-	-
PC10. plan the tour packages to meet the exact needs of the target market	-	-	-	-
PC11. develop the tour package mentioning the origin points, destinations, route points, accommodation, transportation, sightseeing activities and other services	-	-	-	-
<i>Price the tour package</i>	10	10	-	5

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. identify the elements that make up the total cost of a tour package like air travel cost, accommodation cost, local arrangement cost, payroll cost, research cost, marketing cost and other expenses	-	-	-	-
PC13. design the cost sheet to show the total cost/cost structure along with the break-up of individual cost elements	-	-	-	-
PC14. fix the profit margin as per industry standards	-	-	-	-
PC15. evaluate the financial risks such as foreign exchange, for payment of airlines, hotels, and other destination agencies	-	-	-	-
PC16. determine the tour price on the basis of expected goals such as Rate of return, Market share (both domestic and international) and Price competitiveness of the tour package	-	-	-	-
PC17. determine exchange rates, estimate future selling prices and finalizes tour prices	-	-	-	-
<i>Develop marketing strategies</i>	10	10	-	5
PC18. determine tourist flows to a particular destination	-	-	-	-
PC19. design a tour marketing plan for individual as well as mass tours in conjunction with the marketing team considering the budget, packages offered and target market	-	-	-	-
PC20. assist in developing, integrated marketing, advertising, media and public relations strategies and tactics	-	-	-	-
PC21. participate in Computerized Reservation Networks (CRN) and in Global Distribution Systems (GDS)	-	-	-	-
PC22. ensure that marketing activities match the resources, time requirements and objectives of the organization	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC23. identify target demographic, monitors competition, and adjusts strategy accordingly	-	-	-	-
PC24. ensure the tour brochure contains comprehensive information to persuade and motivate potential holiday makers to purchase tourist products/services	-	-	-	-
NOS Total	40	40	-	20

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National Occupational Standards (NOS) Parameters

NOS Code	THC/N4415
NOS Name	Manage tour operations
Sector	Tourism & Hospitality
Sub-Sector	Tours and Travels
Occupation	Tour Packaging
NSQF Level	6
Credits	TBD
Version	2.0
Last Reviewed Date	30/12/2021
Next Review Date	30/12/2024
NSQC Clearance Date	30/12/2021

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THC/N4416: Manage tour execution

Description

This OS unit is about managing the operations and execution of a tour and carrying out post-tour activities.

Scope

The scope covers the following :

- Operation and execution of the tour
- Post tour management

Elements and Performance Criteria

Operation and execution of the tour

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

- PC1.** develop tour manual for tour escort, tour guide and for other services to provide an understanding of how the organization wants to operate and handle tours
- PC2.** co-ordinate all travels arrangements with respect to flights, accommodation, meals & services, etc. as per the itinerary promised by the organization
- PC3.** ensure the tour is conducted in a professional manner
- PC4.** make sure whatever had been promised in the package tour is offered to the customers
- PC5.** handle critical issues such as over-booking by airlines, lost baggage by airlines, stolen passports, stolen travel documents
- PC6.** complete all billing & payment formalities with all partner vendors such as hotel partners, meal & service partners, etc.

Post tour management

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

- PC7.** review the customers' feedback to ensure the quality of the tour
- PC8.** statistically analyze the data to calculate a mean average in determining an overall tour members opinion
- PC9.** evaluate the services rendered and products provided by the vendors
- PC10.** conduct comparative analysis of the perceived goals, actual achievement and assessing the customer satisfaction level, the financial gains, and the effectiveness of the tour packages
- PC11.** identify the problems and modify the planning, designing or marketing of the upcoming tours, as required

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** procedure to develop tour manuals
- KU2.** methods to coordinate travel arrangements
- KU3.** ways to handle critical issues during the tour

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- KU4.** billing and payment procedures
- KU5.** methods to review customer feedback
- KU6.** statistical analysis tours
- KU7.** problem identification methods
- KU8.** comparative evaluation methods

Generic Skills (GS)

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

- GS1.** read and interpret policies, procedures, information, SOP, etc.
- GS2.** communicate effectively with staff and others
- GS3.** solve day-to-day operational problems related to the work area

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Operation and execution of the tour</i>	20	20	-	10
PC1. develop tour manual for tour escort, tour guide and for other services to provide an understanding of how the organization wants to operate and handle tours	-	-	-	-
PC2. co-ordinate all travels arrangements with respect to flights, accommodation, meals & services, etc. as per the itinerary promised by the organization	-	-	-	-
PC3. ensure the tour is conducted in a professional manner	-	-	-	-
PC4. make sure whatever had been promised in the package tour is offered to the customers	-	-	-	-
PC5. handle critical issues such as over-booking by airlines, lost baggage by airlines, stolen passports, stolen travel documents	-	-	-	-
PC6. complete all billing & payment formalities with all partner vendors such as hotel partners, meal & service partners, etc.	-	-	-	-
<i>Post tour management</i>	20	20	-	10
PC7. review the customers' feedback to ensure the quality of the tour	-	-	-	-
PC8. statistically analyze the data to calculate a mean average in determining an overall tour members opinion	-	-	-	-
PC9. evaluate the services rendered and products provided by the vendors	-	-	-	-
PC10. conduct comparative analysis of the perceived goals, actual achievement and assessing the customer satisfaction level, the financial gains, and the effectiveness of the tour packages	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. identify the problems and modify the planning, designing or marketing of the upcoming tours, as required	-	-	-	-
NOS Total	40	40	-	20

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National Occupational Standards (NOS) Parameters

NOS Code	THC/N4416
NOS Name	Manage tour execution
Sector	Tourism & Hospitality
Sub-Sector	Tours and Travels
Occupation	Tour Packaging
NSQF Level	6
Credits	TBD
Version	2.0
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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

Generic Skills (GS)

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

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

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Promote effective communication</i>	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	-	-	-	-

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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

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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	TBD
Version	2.0
Last Reviewed Date	24/02/2022
Next Review Date	24/02/2025
NSQC Clearance Date	24/02/2022

Qualification Pack

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

Description

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

Scope

The scope covers the following :

- Ensure organisational confidentiality
- Ensure guests' privacy

Elements and Performance Criteria

Maintain organisational confidentiality

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

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

Maintain guests' privacy

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

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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

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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	TBD
Version	4.0
Last Reviewed Date	24/02/2022
Next Review Date	24/02/2025
NSQC Clearance Date	24/02/2022

Qualification Pack

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

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Ensure personal and workplace hygiene

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

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

Maintain safe and secure working environment

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

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

Follow effective waste management and recycling practices at workplace

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

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

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- 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

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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	-	-	-	-

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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	TBD
Version	2.0
Last Reviewed Date	24/02/2022
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.

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

Minimum Aggregate Passing % at QP Level : 70

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

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
THC/N4414.Administer the staff and operations	40	40	-	20	100	20
THC/N4415.Manage tour operations	40	40	-	20	100	20
THC/N4416.Manage tour execution	40	40	-	20	100	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	15
Total	200	200	-	100	500	100

Qualification Pack

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training
SOP	Standard Operating Procedure
IPR	Intellectual Property Rights
PPE	Personal protective equipment
PwD	Persons with Disability
HR	Human Resource
CRN	Computerized Reservation Networks
GDS	Global Distribution Systems

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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.

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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.