

Qualification Pack



Transport Coordinator-Tourism and Hospitality

QP Code: THC/Q4201

Version: 2.0

NSQF Level: 4

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Qualification Pack

Contents

THC/Q4201: Transport Coordinator-Tourism and Hospitality	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/N4216: Arrange transportation for customers	5
THC/N4217: Perform administrative duties	11
THC/N9901: Communicate effectively and maintain service standards	16
THC/N9903: Maintain organisational confidentiality and respect guests' privacy	21
THC/N9906: Follow Health, Hygiene and Safety practices	25
DGT/VSQ/N0102: Employability Skills (60 Hours)	30
Assessment Guidelines and Weightage	37
<i>Assessment Guidelines</i>	37
<i>Assessment Weightage</i>	38
Acronyms	39
Glossary	41

Qualification Pack

THC/Q4201: Transport Coordinator-Tourism and Hospitality

Brief Job Description

The individual at work takes bookings for customer travel, arranges for vehicle, monitors the trip and collects payment.

Personal Attributes

The job requires the individual to have customer centric approach, strong interpersonal and communication skills, and ability to prioritize and handle pressure at the workplace.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [THC/N4216: Arrange transportation for customers](#)
2. [THC/N4217: Perform administrative duties](#)
3. [THC/N9901: Communicate effectively and maintain service standards](#)
4. [THC/N9903: Maintain organisational confidentiality and respect guests' privacy](#)
5. [THC/N9906: Follow Health, Hygiene and Safety practices](#)
6. [DGT/VSQ/N0102: Employability Skills \(60 Hours\)](#)

Qualification Pack (QP) Parameters

Sector	Tourism & Hospitality
Sub-Sector	Tours and Travels
Occupation	Transportation
Country	India
NSQF Level	4
Credits	16
Aligned to NCO/ISCO/ISIC Code	NCO-2015/4323.9900

Qualification Pack

Minimum Educational Qualification & Experience	<p>11th grade pass OR Completed 1st year of 3-year diploma (after 10th) and pursuing regular diploma OR 10th grade pass plus 1-year NTC/ NAC OR 8th grade pass plus 2-year NTC plus 1 Year NAC OR 8th pass plus 1-year NTC plus 1-Year NAC plus CITS OR 10th grade pass and pursuing continuous schooling OR 10th grade pass with 2 Years of experience relevant experience</p>
Minimum Level of Education for Training in School	10th Class
Pre-Requisite License or Training	Not applicable
Minimum Job Entry Age	18 Years
Last Reviewed On	31/08/2021
Next Review Date	31/12/2024
NSQC Approval Date	31/12/2021
Version	2.0
Reference code on NQR	2021/TH/THSC/04463
NQR Version	1

Qualification Pack

THC/N4216: Arrange transportation for customers

Description

This OS unit is about interacting with the customers, assessing their travel needs and taking booking, scheduling and arranging for transportation, monitoring the transportation activities, and providing assistance to customers in case of any issues.

Scope

The scope covers the following :

- Assess customer needs and take booking
- Make arrangements for transportation
- Monitor transportation activities and provide assistance
- Coordinate for payment details

Elements and Performance Criteria

Assess customer needs and take booking

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

- PC1.** obtain travel plan from customers, with travel dates, destination, duration, and number of people travelling
- PC2.** obtain customers' vehicle preference and special request, if any
- PC3.** review all the transport schedules to accommodate the travel plan
- PC4.** suggest available vehicle options to the customer
- PC5.** brief the customer on the fare and other applicable charges like night shift, etc.
- PC6.** confirm booking, pick-up and drop schedule with customer
- PC7.** update the travel schedule
- PC8.** send booking confirmation with vehicle and driver details to the customer as per SOP
- PC9.** update the payment records after collecting advance or partial payment from the customer as per organizational standards

Make arrangements for transportation

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

- PC10.** brief the driver about booking details like pick up location, time, preferred route and any special request from the customer
- PC11.** ensure vehicle is in proper working condition and meets the required safety standards
- PC12.** make sure safety gears are in place, like first aid, fire extinguishers, etc.
- PC13.** check for cleanliness and sanitization of the vehicle
- PC14.** verify that the vehicle papers are in order
- PC15.** ensure the driver carries his valid driving license
- PC16.** arrange maps, communication devices, etc. for drivers, if required

Monitor transportation activities and provide assistance

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

Qualification Pack

- PC17.** ensure the vehicles leave the garage at the designated time
- PC18.** check and monitor the flight timings and notify the driver, in case of airport transfers
- PC19.** ensure customer and driver coordination
- PC20.** track driver's routes progress periodically to ensure service as per schedule
- PC21.** attend phone calls promptly from drivers or customers during the trip
- PC22.** attend to customer complaints and resolve the issues promptly

Coordinate for payment details

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

- PC23.** calculate the transit time and distance to arrive at transportation cost
- PC24.** inform the drivers on any discounts and deductions agreed with the customers
- PC25.** apprise the driver of the final cost
- PC26.** issue final receipt to the customer of the amount paid
- PC27.** process for refunds, if any

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** legislation, standards, policies, and procedures, service standards to be followed in the organization
- KU2.** safety, and service quality standards norms followed in the organization
- KU3.** government rules for road transportation
- KU4.** transportation co-ordination planning process
- KU5.** types of pick-ups and drop transport arrangements e. g. airport transfer, railway station drops, etc.
- KU6.** transport scheduling procedures
- KU7.** types of vehicles for transportation and their fares
- KU8.** vehicle safety norms and maintenance standards and traffic regulations
- KU9.** steps to perform the routine inspection of vehicles
- KU10.** city maps, routes, and traffic condition
- KU11.** procedure to plan travel routes
- KU12.** documents required for transportation like valid driver's license, insurance papers, etc.
- KU13.** vehicle tracking and monitoring procedures
- KU14.** travel advisory for different routes

Generic Skills (GS)

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

- GS1.** read and interpret instructions, procedures, and information at the workplace
- GS2.** coordinate with customers, tour operators and travel agents
- GS3.** communicate effectively with customers



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GS4. plan travel routes

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Assess customer needs and take booking</i>	25	25	-	10
PC1. obtain travel plan from customers, with travel dates, destination, duration, and number of people travelling	-	-	-	-
PC2. obtain customers' vehicle preference and special request, if any	-	-	-	-
PC3. review all the transport schedules to accommodate the travel plan	-	-	-	-
PC4. suggest available vehicle options to the customer	-	-	-	-
PC5. brief the customer on the fare and other applicable charges like night shift, etc.	-	-	-	-
PC6. confirm booking, pick-up and drop schedule with customer	-	-	-	-
PC7. update the travel schedule	-	-	-	-
PC8. send booking confirmation with vehicle and driver details to the customer as per SOP	-	-	-	-
PC9. update the payment records after collecting advance or partial payment from the customer as per organizational standards	-	-	-	-
<i>Make arrangements for transportation</i>	25	25	-	10
PC10. brief the driver about booking details like pick up location, time, preferred route and any special request from the customer	-	-	-	-
PC11. ensure vehicle is in proper working condition and meets the required safety standards	-	-	-	-
PC12. make sure safety gears are in place, like first aid, fire extinguishers, etc.	-	-	-	-
PC13. check for cleanliness and sanitization of the vehicle	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. verify that the vehicle papers are in order	-	-	-	-
PC15. ensure the driver carries his valid driving license	-	-	-	-
PC16. arrange maps, communication devices, etc. for drivers, if required	-	-	-	-
<i>Monitor transportation activities and provide assistance</i>	15	15	-	10
PC17. ensure the vehicles leave the garage at the designated time	-	-	-	-
PC18. check and monitor the flight timings and notify the driver, in case of airport transfers	-	-	-	-
PC19. ensure customer and driver coordination	-	-	-	-
PC20. track driver's routes progress periodically to ensure service as per schedule	-	-	-	-
PC21. attend phone calls promptly from drivers or customers during the trip	-	-	-	-
PC22. attend to customer complaints and resolve the issues promptly	-	-	-	-
<i>Coordinate for payment details</i>	15	15	-	10
PC23. calculate the transit time and distance to arrive at transportation cost	-	-	-	-
PC24. inform the drivers on any discounts and deductions agreed with the customers	-	-	-	-
PC25. apprise the driver of the final cost	-	-	-	-
PC26. issue final receipt to the customer of the amount paid	-	-	-	-
PC27. process for refunds, if any	-	-	-	-
NOS Total	80	80	-	40

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	THC/N4216
NOS Name	Arrange transportation for customers
Sector	Tourism & Hospitality
Sub-Sector	Tours and Travels
Occupation	Transportation
NSQF Level	4
Credits	5
Version	2.0
Last Reviewed Date	31/08/2021
Next Review Date	31/12/2024
NSQC Clearance Date	31/12/2021

Qualification Pack

THC/N4217: Perform administrative duties

Description

This OS unit is about performing administrative duties like monitoring vehicle maintenance and upkeep, maintaining documentation like attendance sheet, log sheets, etc. and reporting any issues to the management workflow.

Scope

The scope covers the following :

- Monitor vehicle maintenance
- Maintain documentation and report to management

Elements and Performance Criteria

Monitor vehicle maintenance

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

- PC1.** ensure timely maintenance of vehicles
- PC2.** check that all vehicles meet security and operational standards
- PC3.** ensure all vehicle papers and documents meets basic legal and compliance e. g. rule books of State Road Transport Undertaking (STU)s, Central Motor Vehicles Rule (CMVR)/other guidelines from Ministry of Road Transport and Highways (MORTH) and other guidelines issued by Road Transport Authorities like RTOs (including fast tag facility) or any other safety, security and environmental guidelines
- PC4.** inspect vehicle service record for any history of technical defects or immediate need for servicing like oil/filter change
- PC5.** examine records of any technical/compliance issues observed during the previous trip
- PC6.** report actual or potential defects to Transport Manager in detail to determine road worthiness of the vehicle
- PC7.** inform Transport Manager about any requirements such as fuel refill or repair

Maintain documentation and report to management

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

- PC8.** maintain attendance sheet of the drivers
- PC9.** review and arrange all transportation paperwork inclusive of driver logs, trip reports and invoices
- PC10.** maintain vehicle logbook with vehicle numbers for tracking
- PC11.** verify the transport documentation and the trip sheets submitted by the drivers
- PC12.** maintain records of the driving license, Aadhar card, etc. and other necessary documents of the drivers
- PC13.** report driver issues such as accidents, safety concerns, or licensing issues to the Transport Manager

Knowledge and Understanding (KU)

Qualification Pack

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 at the start and end of the day redress mechanism in case of customer complaints
- KU3.** statutory rules and regulations for transportation
- KU4.** valid documents required for transportation
- KU5.** grooming standards for drivers
- KU6.** inspecting methods for trip sheets and logbooks

Generic Skills (GS)

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

- GS1.** communicate effectively with staff and supervisors
- GS2.** fill log sheets, checklists etc. regarding vehicle maintenance or fuel consumption
- GS3.** interact with colleagues and supervisors

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Monitor vehicle maintenance</i>	30	30	-	15
PC1. ensure timely maintenance of vehicles	-	-	-	-
PC2. check that all vehicles meet security and operational standards	-	-	-	-
PC3. ensure all vehicle papers and documents meets basic legal and compliance e. g. rule books of State Road Transport Undertaking (STU)s, Central Motor Vehicles Rule (CMVR)/other guidelines from Ministry of Road Transport and Highways (MORTH) and other guidelines issued by Road Transport Authorities like RTOs (including fast tag facility) or any other safety, security and environmental guidelines	-	-	-	-
PC4. inspect vehicle service record for any history of technical defects or immediate need for servicing like oil/filter change	-	-	-	-
PC5. examine records of any technical/compliance issues observed during the previous trip	-	-	-	-
PC6. report actual or potential defects to Transport Manager in detail to determine road worthiness of the vehicle	-	-	-	-
PC7. inform Transport Manager about any requirements such as fuel refill or repair	-	-	-	-
<i>Maintain documentation and report to management</i>	30	30	-	15
PC8. maintain attendance sheet of the drivers	-	-	-	-
PC9. review and arrange all transportation paperwork inclusive of driver logs, trip reports and invoices	-	-	-	-
PC10. maintain vehicle logbook with vehicle numbers for tracking	-	-	-	-
PC11. verify the transport documentation and the trip sheets submitted by the drivers	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. maintain records of the driving license, Aadhar card, etc. and other necessary documents of the drivers	-	-	-	-
PC13. report driver issues such as accidents, safety concerns, or licensing issues to the Transport Manager	-	-	-	-
NOS Total	60	60	-	30

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	THC/N4217
NOS Name	Perform administrative duties
Sector	Tourism & Hospitality
Sub-Sector	Tours and Travels
Occupation	Transportation
NSQF Level	4
Credits	6
Version	2.0
Last Reviewed Date	31/08/2021
Next Review Date	31/12/2024
NSQC Clearance Date	31/12/2021

Qualification Pack

THC/N9901: Communicate effectively and maintain service standards

Description

This OS unit is about communicating effectively, maintaining standard of etiquette at workplace and attending to specific guest requirements.

Scope

The scope covers the following :

- Communicate effectively with guests, colleagues and superiors
- Maintain professional etiquette
- Provide specific services as per the guests' requirements

Elements and Performance Criteria

Communicate effectively with guests, colleagues and superiors

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.** clarify guest's requirements by asking appropriate questions
- PC4.** address guest's dissatisfactions and complaints effectively
- PC5.** build effective yet impersonal relationship with guests
- PC6.** inform guests on any issue/problem beforehand including any developments involving them
- PC7.** seek feedback from the guests and incorporate them to improve the guest experience
- PC8.** escalate any negative feedback received from the guests to immediate reporting authority on high priority
- PC9.** pass on essential information to the colleagues timely
- PC10.** report any workplace issues to the superior immediately

Maintain professional etiquette

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

- PC11.** report to work on time
- PC12.** follow proper etiquette while interacting with colleagues and superiors
- PC13.** follow the dress code as per organizational policy
- PC14.** maintain personal hygiene
- PC15.** respect privacy of others at the workplace

Provide specific services as per the guests' requirements

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

- PC16.** offer services and maintain the quality of facilities to cater to specific needs of every individual, across all gender and age group as per company standards
- PC17.** provide assistance to Persons with Disability, if required
- PC18.** follow the organisational policies specified for Persons with Disability

Qualification Pack

PC19. follow gender and age sensitive service practices at all times

PC20. adhere to the company policies related to prevention of sexual harassment

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 hierarchy and reporting 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. gender specific requirements of different types of guest

KU10. specific requirements of different age-groups of guests

KU11. age and gender specific etiquette

KU12. key helpline numbers

KU13. organizational policy with regards to Persons with disability

Generic Skills (GS)

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

GS1. read job sheets, company policy, notes and comments received from the supervisor or guest, documents and information displayed at the workplace

GS2. interact with coworkers to work efficiently

GS3. communicate effectively with the guests

GS4. solve problem when required

GS5. improve work processes by incorporating guests' feedback

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Communicate effectively with guests, colleagues and superiors</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. clarify guest's requirements by asking appropriate questions	-	-	-	-
PC4. address guest's dissatisfactions and complaints effectively	-	-	-	-
PC5. build effective yet impersonal relationship with guests	-	-	-	-
PC6. inform guests on any issue/problem beforehand including any developments involving them	-	-	-	-
PC7. seek feedback from the guests and incorporate them to improve the guest experience	-	-	-	-
PC8. escalate any negative feedback received from the guests to immediate reporting authority on high priority	-	-	-	-
PC9. pass on essential information to the colleagues timely	-	-	-	-
PC10. report any workplace issues to the superior immediately	-	-	-	-
<i>Maintain professional etiquette</i>	10	10	-	5
PC11. report to work on time	-	-	-	-
PC12. follow proper etiquette while interacting with colleagues and superiors	-	-	-	-
PC13. follow the dress code as per organizational policy	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. maintain personal hygiene	-	-	-	-
PC15. respect privacy of others at the workplace	-	-	-	-
<i>Provide specific services as per the guests' requirements</i>	10	10	-	5
PC16. offer services and maintain the quality of facilities to cater to specific needs of every individual, across all gender and age group as per company standards	-	-	-	-
PC17. provide assistance to Persons with Disability, if required	-	-	-	-
PC18. follow the organisational policies specified for Persons with Disability	-	-	-	-
PC19. follow gender and age sensitive service practices at all times	-	-	-	-
PC20. adhere to the company policies related to prevention of sexual harassment	-	-	-	-
NOS Total	40	40	-	20

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	THC/N9901
NOS Name	Communicate effectively and maintain service standards
Sector	Tourism & Hospitality
Sub-Sector	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
Occupation	Generic
NSQF Level	3
Credits	1
Version	2.0
Last Reviewed Date	24/02/2022
Next Review Date	31/12/2024
NSQF Clearance Date	31/12/2021

Qualification Pack

THC/N9903: Maintain organisational confidentiality and respect guests' privacy

Description

This OS unit is about maintaining the confidentiality of the organisation and respecting the privacy of the guest.

Scope

The scope covers the following :

- Maintain organisational confidentiality
- Respect guest's privacy

Elements and Performance Criteria

Maintain organisational confidentiality

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

- PC1.** ensure not leaving any confidential information visible and unattended on the workstation
- PC2.** comply to organizational IPR policy at all times
- PC3.** report any infringement of IPR observed by anyone in the company to the concerned person
- PC4.** maintain the confidentiality of the organisational information through appropriate use, storage and disposal

Respect guest's privacy

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

- PC5.** protect personal and financial information of the guest
- PC6.** refrain self from infringing upon guest's professional deals and plans

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organisation's policies on intellectual property rights and confidential information
- KU2.** IPR infringement reporting procedure
- KU3.** storage and disposal procedures for confidential information
- KU4.** importance of maintaining confidentiality for competitiveness of an organisation
- KU5.** significance of damages resulting from confidentiality infringement

Generic Skills (GS)

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



Qualification Pack

- GS1.** read organisational policy documents, information displayed at the workplace, and comments received from guest and supervisor
- GS2.** communicate effectively with the guests regarding confidentiality
- GS3.** resolve conflicts related to confidentiality and privacy by reporting the issue in time

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain organisational confidentiality</i>	6	6	-	3
PC1. ensure not leaving any confidential information visible and unattended on the workstation	-	-	-	-
PC2. comply to organizational IPR policy at all times	-	-	-	-
PC3. report any infringement of IPR observed by anyone in the company to the concerned person	-	-	-	-
PC4. maintain the confidentiality of the organisational information through appropriate use, storage and disposal	-	-	-	-
<i>Respect guest's privacy</i>	4	4	-	2
PC5. protect personal and financial information of the guest	-	-	-	-
PC6. refrain self from infringing upon guest's professional deals and plans	-	-	-	-
NOS Total	10	10	-	5

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	THC/N9903
NOS Name	Maintain organisational confidentiality and respect guests' privacy
Sector	Tourism & Hospitality
Sub-Sector	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
Occupation	Generic
NSQF Level	3
Credits	1
Version	2.0
Last Reviewed Date	24/02/2022
Next Review Date	31/12/2024
NSQC Clearance Date	31/12/2021

Qualification Pack

THC/N9906: Follow Health, Hygiene and Safety practices

Description

This OS unit is about ensuring a hazard free working environment along with maintaining health and hygiene.

Scope

The scope covers the following :

- Maintain personal and workplace hygiene
- Take precautionary health measures
- Follow standard safety procedure
- Follow effective waste management

Elements and Performance Criteria

Maintain personal and workplace hygiene

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

- PC1.** wash and sanitize hands at regular intervals using hand wash & alcohol-based sanitizers
- PC2.** clean the workplace with appropriate cleaning solution and disinfectants as recommended
- PC3.** clean the crockery and other articles as per established standards
- PC4.** sanitize all tools and equipment requiring touch points at regular intervals
- PC5.** ensure that the trashcans are cleared regularly following the cleanliness and maintenance schedule
- PC6.** use appropriate PPE (headwear, glasses, goggles, footwear etc.) considering the task to be performed and the working environment
- PC7.** dispose of the waste as per the prescribed standards
- PC8.** maintain personal hygiene by brushing teeth regularly, wearing clean clothes, following a healthy diet etc.

Take precautionary health measures

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

- PC9.** attend regular health check-ups organized by the management
- PC10.** report personal health issues related to injury, food, air and infectious disease
- PC11.** report to the concerned authority in case any coworker is unwell

Follow standard safety procedure

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

- PC12.** follow safety procedures while handling materials, tools, equipment etc.
- PC13.** follow first aid procedures appropriately
- PC14.** identify hazards at the workplace and report to the concerned person in time

Follow effective waste management

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

- PC15.** identify and segregate recyclable, non-recyclable and hazardous waste at workplace

Qualification Pack

- PC16.** segregate waste into different coloured dustbins
- PC17.** handle the waste as per SOP
- PC18.** recycle waste wherever applicable
- PC19.** 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.** organisation's policy on reporting and managing safety issues
- KU2.** procedure to maintain cleanliness standards at workplace
- KU3.** SOP on personal hygiene
- KU4.** importance of preventive health checkup and healthy living
- KU5.** procedure to report health issues
- KU6.** instructions for operating and handling equipment as per standard
- KU7.** purpose and usage of PPE
- KU8.** basic first-aid procedures
- KU9.** standard waste management policy

Generic Skills (GS)

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

- GS1.** read organisation policy, procedure manuals and instructions, documents and information displayed at the workplace
- GS2.** fill in relevant forms, formats and checklist accurately
- GS3.** communicate effectively with guests and co-workers
- GS4.** 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>Maintain personal and workplace hygiene</i>	10	10	-	5
PC1. wash and sanitize hands at regular intervals using hand wash & alcohol-based sanitizers	-	-	-	-
PC2. clean the workplace with appropriate cleaning solution and disinfectants as recommended	-	-	-	-
PC3. clean the crockery and other articles as per established standards	-	-	-	-
PC4. sanitize all tools and equipment requiring touch points at regular intervals	-	-	-	-
PC5. ensure that the trashcans are cleared regularly following the cleanliness and maintenance schedule	-	-	-	-
PC6. use appropriate PPE (headwear, glasses, goggles, footwear etc.) considering the task to be performed and the working environment	-	-	-	-
PC7. dispose of the waste as per the prescribed standards	-	-	-	-
PC8. maintain personal hygiene by brushing teeth regularly, wearing clean clothes, following a healthy diet etc.	-	-	-	-
<i>Take precautionary health measures</i>	5	5	-	-
PC9. attend regular health check-ups organized by the management	-	-	-	-
PC10. report personal health issues related to injury, food, air and infectious disease	-	-	-	-
PC11. report to the concerned authority in case any coworker is unwell	-	-	-	-
<i>Follow standard safety procedure</i>	5	10	-	5

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. follow safety procedures while handling materials, tools, equipment etc.	-	-	-	-
PC13. follow first aid procedures appropriately	-	-	-	-
PC14. identify hazards at the workplace and report to the concerned person in time	-	-	-	-
<i>Follow effective waste management</i>	5	10	-	5
PC15. identify and segregate recyclable, non-recyclable and hazardous waste at workplace	-	-	-	-
PC16. segregate waste into different coloured dustbins	-	-	-	-
PC17. handle the waste as per SOP	-	-	-	-
PC18. recycle waste wherever applicable	-	-	-	-
PC19. dispose of PPEs in a plastic bag, sealed and labelled as infectious waste	-	-	-	-
NOS Total	25	35	-	15

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	THC/N9906
NOS Name	Follow Health, Hygiene and Safety practices
Sector	Tourism & Hospitality
Sub-Sector	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
Occupation	Generic
NSQF Level	3
Credits	1
Version	2.0
Last Reviewed Date	24/02/2022
Next Review Date	31/12/2024
NSQF Clearance Date	31/12/2021

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:

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- 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.

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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



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- 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

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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

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/N4216.Arrange transportation for customers	80	80	-	40	200	30
THC/N4217.Perform administrative duties	60	60	-	30	150	30
THC/N9901.Communicate effectively and maintain service standards	40	40	-	20	100	15
THC/N9903.Maintain organisational confidentiality and respect guests' privacy	10	10	-	5	25	10
THC/N9906.Follow Health, Hygiene and Safety practices	25	35	-	15	75	10
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	-	-	50	5
Total	235	255	-	110	600	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
OH&S	Occupational Health and Safety
PPE	Personal Protective Equipment
HACCP	Hazard Analysis and Critical Control Points
FSSAI	Food Safety and Standards Authority of India
ISO	International Standards Organization
OH&S	Occupational Health and Safety
PPE	Personal Protective Equipment
HACCP	Hazard Analysis and Critical Control Points
IPR	Intellectual Property Rights
ISO	International Standards Organization
OH&S	Occupational Health and Safety
PPE	Personal Protective Equipment
HACCP	Hazard Analysis and Critical Control Points
FSSAI	Food Safety and Standards Authority of India
ISO	International Standards Organization
OH&S	Occupational Health and Safety
PPE	Personal Protective Equipment
HACCP	Hazard Analysis and Critical Control Points
IPR	Intellectual Property Rights
ISO	International Standards Organization

Qualification Pack

OH&S	Occupational Health and Safety
PPE	Personal Protective Equipment
HACCP	Hazard Analysis and Critical Control Points
FSSAI	Food Safety and Standards Authority of India
ISO	International Standards Organization

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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.
ISO	The International Organization for Standardization