



Model Curriculum

QP Name: Billing Executive

QP Code: THC/Q5801

QP Version: 2.0

NSQF Level: 4

Model Curriculum Version: 1.0



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Training Parameters

| | |
|---|--|
| Sector | Tourism and Hospitality |
| Sub-Sector | Facility Management |
| Occupation | Property and Facility Management Operations |
| Country | India |
| NSQF Level | 4 |
| Aligned to NCO/ISCO/ISIC Code | NCO-2015/4311.0700, 4132.1400 |
| Minimum Educational Qualification and Experience | 12th Class/I.T.I. (two years after class 10th) OR 12th Class/I.T.I. (one year after class 10th with one year of relevant experience) |
| Pre-Requisite License or Training | NA |
| Minimum Job Entry Age | 18 years |
| Last Reviewed On | 30/12/2021 |
| Next Review Date | 30/12/2024 |
| NSQC Approval Date | 30/12/2021 |
| QP Version | 2.0 |
| Model Curriculum Creation Date | 30/12/2021 |
| Model Curriculum Valid Up to Date | 30/12/2024 |
| Model Curriculum Version | 1.0 |
| Minimum Duration of the Course | 540 Hours, 0 Minutes |
| Maximum Duration of the Course | 540 Hours, 0 Minutes |

Program Overview

This section summarizes the end objectives of the program along with its duration.

Training Outcomes

At the end of the program, the learner will be able to:

- Apply appropriate practices to create and handle billing accounts for customers, service providers, contractual staff, vendors, etc.
- Employ proper techniques to manage finance related administrative works
- Prepare an invoice, inventory and account statement for customers
- Employ suitable practices to communicate effectively with guests, colleagues, and superiors to achieve a smooth workflow
- Apply gender and age-sensitive service practices
- Describe the protocols related to confidentiality of the organizational information and guests' privacy
- Apply health, hygiene, and safety practices at the workplace

Compulsory Modules

The table lists the modules, their duration and mode of delivery.

| NOS and Module Details | Theory Duration | Practical Duration | On-the-Job Training Duration (Mandatory) | On-the-Job Training Duration (Recommended) | Total Duration |
|--|-----------------|--------------------|--|--|----------------|
| THC/N5802: Manage and Maintain Accounts NOS Version No. 2.0 NSQF Level 4 | 60:00 | 120:00 | 150:00 | 00:00 | 330:00 |
| Module 1: Introduction to Billing Executive | 06:00 | 00:00 | 00:00 | 00:00 | 06:00 |
| Module 2: Create Billing Accounts | 15:00 | 30:00 | 30:00 | 00:00 | 75:00 |
| Module 3: Handle Billing and Payment | 18:00 | 36:00 | 60:00 | 00:00 | 114:00 |
| Module 4: Manage Finance Related Administrative Works | 21:00 | 54:00 | 60:00 | 00:00 | 135:00 |
| THC/N9901 – Communicate Effectively and Maintain Service Standards NOS Version No. 2.0 NSQF Level 3 | 30:00 | 30:00 | 30:00 | 00:00 | 90:00 |

| | | | | | |
|---|---------------|---------------|---------------|--------------|---------------|
| Module 5: Maintain Effective Communication and Service Standard | 30:00 | 30:00 | 30:00 | 00:00 | 90:00 |
| THC/N9903- Maintain Organizational Confidentiality and Respect Customers' Privacy NOS Version No. 2.0 NSQF Level 3 | 18:00 | 12:00 | 30:00 | 00:00 | 60:00 |
| Module 6: Organizational Confidentiality and Customer Privacy | 18:00 | 12:00 | 30:00 | 00:00 | 60:00 |
| THC/N9906 – Follow Health, Hygiene and Safety practices NOS Version No. 2.0 NSQF Level 3 | 12:00 | 18:00 | 30:00 | 00:00 | 60:00 |
| Module 7: Basic Health and Safety Standards | 12:00 | 18:00 | 30:00 | 00:00 | 60:00 |
| Total Duration | 120:00 | 180:00 | 240:00 | 00:00 | 540:00 |

Module Details

Module 1: Introduction to Billing Executive

Bridge Module

Terminal Outcomes:

- Outline the overview of Skill India Mission
- Describe the scope of Facility Management
- Define the roles and responsibilities of a Billing Executive
- Explain the scope of work for a Billing Executive

| Duration: 06:00 | Duration: 00:00 |
|--|-----------------------------------|
| Theory – Key Learning Outcomes | Practical – Key Learning Outcomes |
| <ul style="list-style-type: none"> • Discuss the objectives and benefits of the Skill India Mission • Describe the Tourism and Hospitality industry and its sub-sectors • Discuss the basic terminology used in the Facility Management parlance • Elaborate on the job role and job opportunity for Billing Executive in the Tourism and Hospitality Industry • Explain the grooming standards for a Billing Executive | NA |
| Classroom Aids | |
| Whiteboard, Markers, Duster, Projector, Laptop, Presentation | |
| Tools, Equipment and Other Requirements | |
| NA | |

Module 2: Create Billing Accounts

Mapped to THC/N5802 v 2.0

Terminal Outcomes:

- Describe account management procedures
- Prepare billing account for customer, service provider, vendor etc.
- Create a sample spread sheet to maintain financial account of customers

| Duration: 15:00 | Duration: 30:00 |
|--|--|
| Theory – Key Learning Outcomes <ul style="list-style-type: none"> • Discuss accounts management procedures • Elaborate on the method to select payment term and options for various types of accounts • Explain the process of implementing tracing procedures • Elaborate on the effective ways of analysing history of orders, services, and transactions like invoices, payments, and adjustments for the billing accounts | Practical – Key Learning Outcomes <ul style="list-style-type: none"> • Create a sample billing account for customer, service provider, contractual staff, vendor, etc. in accounting system or ledger • Apply appropriate methods to complete relevant information for payroll, purchase orders, cheques, invoices, bills, cheque requisitions, and bank statements in a ledger or computer system • Demonstrate on how to use secure payment point procedures for online transactions • Prepare a sample spread sheet for maintaining customer's account |
| Classroom Aids <p>Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook and Related Standard Operating Procedures</p> | |
| Tools, Equipment and Other Requirements <p>Sample billing account, Sample ledger, Sample financial account spread sheet</p> | |

Module 3: Handle Billing and Payment

Mapped to THC/N5802 v 2.0

Terminal Outcomes:

- Discuss cost management tools and methods for handling bill and payment
- Explain applicable taxes for all invoices, bills and payments
- Discuss type of payment methods and tracking techniques for payment
- Create an invoice for customers and demand notice for payment of taxes
- Prepare credit memos and cheque for the person/company

| Duration: 18:00 | Duration: 36:00 |
|--|--|
| Theory – Key Learning Outcomes | Practical – Key Learning Outcomes |
| <ul style="list-style-type: none"> • Discuss applicable taxes like GST, TDS, etc. for all invoices, bills and payments • State the significance of verifying the data input in the accounting system to ensure the accuracy of the final bill • Explain techniques to spot discrepancies between logs and invoice registers • State the significance of issuing invoices to customers, cheques, demand notice for payment of taxes and account statements in a timely manner • Discuss the types of payment methods- online, cash, etc. and payment exception tracking techniques • Explain accounts and billing record-keeping procedures including methods to process and monitor bills related to credit memos and updating accounting records with new payments, balances, customer information, etc • Describe vendor and contractor billing procedures • Discuss the procedures to issue invoices and signed cheques to the person/company | <ul style="list-style-type: none"> • Show how to compile all information needed to calculate bills receivable (order amounts, discount rates etc.) • Apply applicable approaches to tally the bill and calculate if any discounts or any special rates apply • Employ appropriate procedures to check outstanding account balances and billing timeline for each service and • Prepare sample invoices demand notice and account statements • Demonstrate how to collect payment through various mode • Apply appropriate techniques to check the credibility of payments received, investigate payment discrepancies and take remedial actions • Employ proper procedures to track status of bill/invoice and handle billing inquiries from the customers • Show how to check bills/invoices received from vendors, service providers, contractual staff, etc. against the contract agreement and payment timelines for any errors or discrepancies • Apply proper procedure to write and issue a cheque with name of payee and account to the respective person/company after getting it signed by the authorized personnel |



Classroom Aids

Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook and Related Standard Operating Procedures

Tools, Equipment and Other Requirements

Sample invoice/bill, credit memo, cheque etc.

Module 4: Manage Finance Related Administrative Works

Mapped to THC/N5802 v 2.0

Terminal Outcomes:

- Apply appropriate practice to to implement quality billing practices and procedures
- Discuss report creation and audit procedures for bills and billing data
- Prepare a daily/weekly/monthly billing, invoicing, inventory reports, account statements for the company

| Duration: 21:00 | Duration: 54:00 |
|---|--|
| Theory – Key Learning Outcomes | Practical – Key Learning Outcomes |
| <ul style="list-style-type: none"> • Describe cost management tools and methods • Discuss legal, statutory and regulatory requirements for maintaining company accounts • Explain stakeholder management techniques for payments and deadlines • State the significance of informing stakeholders on their outstanding debts and deadlines • Describe report creation and audit procedures • State the significance of updating all files with current invoices, bills, contact information and service, and payment terms • Discuss significance and procedure of maintaining account security and confidentiality • Describe book keeping techniques for maintain account • Elaborate on the procedure to perform duties of a billing executive like word processing, maintaining filing and record systems, faxing and photocopying | <ul style="list-style-type: none"> • Apply proper procedures to check billing account status (pending, active suspended, deactivated, etc.) and monitor payments (mode-credit card or bank transfer etc.) • Show how to calculate costs of materials, overhead and other expenses based on estimates, quotations, and price lists • Dramatize a situation on how to contact parties involved for payment due and for the status of their accounts • Apply proper techniques to investigate security breaches in system or payment modes and take appropriate action • Role play on how to assist and support audit teams in verifying bills and billing data • Demonstrate how to perform daily and monthly closing and balancing at the end of day's work and month respectively • Prepare a sample daily/weekly/monthly billing, invoicing, inventory reports, account statements • Dramatize a situation on how to assist the manager in preparing account statements and financial reports |
| Classroom Aids | |
| Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook and Related Standard Operating Procedures | |
| Tools, Equipment and Other Requirements | |



Sample bills, Sample inventory report, Sample invoice and account statement

Module 5: Maintain Effective Communication and Service Standard Mapped to THC/N9901 v 2.0

Terminal Outcomes:

- Explain professional protocols and etiquette of effective communication with customers, colleagues, and superiors
- Describe the ways to show sensitization towards different age groups, gender and persons with disabilities

| Duration: 30:00 | Duration: 30:00 |
|---|--|
| Theory – Key Learning Outcomes | Practical – Key Learning Outcomes |
| <ul style="list-style-type: none"> • Discuss the importance of professionalism, etiquette and ethical behaviour at the workplace • Discuss the importance of effective communication • Explain the importance of customer satisfaction and customer feedback • Outline the procedure of receiving feedback and complaints constructively • Describe various ways to handle customer complaints • Discuss different ways to improve the customer experience • Explain the importance of gender and age sensitivity • Discuss gender and age-specific requirements of the customers • Discuss the specific needs of People with Disabilities • Discuss the importance of reporting Sexual harassment at workplace • Discuss ways of escalating problems, reporting workplace issues, and receiving feedback from the superiors | <ul style="list-style-type: none"> • Demonstrate the standard procedure to welcome and greet the customers • Dramatize appropriate communication skills and etiquette while interacting with customers, colleagues, and superiors • Role play a situation on how to handle customer complaints effectively • Role play appropriate behavioural etiquette towards all ages, genders and differently abled people as per specification |
| Classroom Aids | |
| Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook and Related Standard Operating Procedures | |
| Tools, Equipment and Other Requirements | |
| Sample of escalation matrix, Organisation structure | |

Module 6: Organizational Confidentiality and Customer's Privacy

Mapped to THC/N9903 v 2.0

Terminal Outcomes:

- Explain how to maintain the confidentiality of the organization
- Describe the protocols related to the privacy of customer information

| Duration: 18:00 | Duration: 12:00 |
|---|--|
| Theory – Key Learning Outcomes | Practical – Key Learning Outcomes |
| <ul style="list-style-type: none"> • Explain the significance of maintaining organizational confidentiality and customer privacy in the hospitality industry • Discuss the Intellectual Property issues and policies affecting the organization and customer privacy • Explain the procedures to report the infringement of IPR to the concerned person • Discuss the usage, storage and disposal procedures of confidential information as per specification | <ul style="list-style-type: none"> • Employ appropriate ways to use, store and dispose of the organizational and customer information |
| Classroom Aids | |
| Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook and Related Standard Operating Procedures | |
| Tools, Equipment and Other Requirements | |
| Handouts of IPR guidelines and regulations | |

Module 7: Basic Health and Safety Standard

Mapped to THC/N9906 v 2.0

Terminal Outcomes:

- Employ appropriate health, hygiene, and safety practices at workplace
- Apply precautionary health measures
- Employ effective waste management practices

| Duration: 12:00 | Duration: 18:00 |
|--|---|
| Theory – Key Learning Outcomes | Practical – Key Learning Outcomes |
| <ul style="list-style-type: none"> • Discuss the concept and importance of personal and workplace hygiene • Discuss best practices to maintain personal hygiene • Explain the ways to clean and sanitize the workplace and related equipment • Describe standard safety procedures to be followed while handling tools, material, and equipment • Outline the purpose and usage of various Personal Protective Equipment (PPE) required at the workplace • Explain the importance of preventive health check-up organized by the company • Describe the causes of risks and potential hazards in the workplace and ways to prevent them • List different safety warning signs and labels at workplace • Discuss ways to identify hazards at the workplace • List the components of the first-aid kit Explain the procedure to report accident and other health related issues as per SOP | <ul style="list-style-type: none"> • Demonstrate the procedure of routine cleaning and sanitization of tools, equipment, and other articles • Employ different ways to keep work area clean, hygienic and hazard free • Demonstrate how to use and dispose of relevant protective equipment as per tasks and work conditions • Perform basic first-aid procedures • Dramatize a situation on mock safety drills for emergency situations • Dramatize a situation on mock safety drills for emergency situations • Perform waste disposal procedures at the workplace depending on the types of waste • Role play a situation on reporting safety and security breaches to the supervisor Prepare a sample incident report |
| Classroom Aids | |
| Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook and Related Standard Operating Procedures | |

Tools, Equipment and Other Requirements

Personal Protection Equipment: Safety glasses, Head protection, Rubber gloves, Safety footwear, Warning signs and tapes, Fire extinguisher, First aid kit, Relevant Standard Operating Procedures and Sample reports

Module 8: On-the-Job Training

Mapped to Billing Executive

Mandatory Duration: 240:00

Recommended Duration: 00:00

Location: On Site

Terminal Outcomes

- Create a sample billing account for customer, service provider, contractual staff, vendor, etc. in accounting system or ledger
- Apply appropriate methods to complete relevant information for payroll, purchase orders, cheques, invoices, bills, cheque requisitions, and bank statements in a ledger or computer system
- Demonstrate on how to use secure payment point procedures for online transactions
- Prepare a sample spread sheet for maintaining customer's account
- Show how to compile all information needed to calculate bills receivable (order amounts, discount rates etc.)
- Apply applicable approaches to tally the bill and calculate if any discounts or any special rates apply
- Employ appropriate procedures to check outstanding account balances and billing timeline for each service and
- Prepare sample invoices demand notice and account statements
- Demonstrate how to collect payment through various mode
- Apply appropriate techniques to and check the credibility of payments received, investigate payment discrepancies and take remedial actions
- Employ proper procedures to track status of bill/invoice and handle billing inquiries from the customers
- Show how to check bills/invoices received from vendors, service providers, contractual staff, etc. against the contract agreement and payment timelines for any errors or discrepancies
- Apply proper procedure to write and issue a cheque with name of payee and account to the respective person/company after getting it signed by the authorized personnel
- Apply proper procedures to check billing account status (pending, active suspended, deactivated, etc.) and monitor payments (mode-credit card or bank transfer etc.)
- Show how to calculate costs of materials, overhead and other expenses based on estimates, quotations, and price lists
- Dramatize a situation on how to contact parties involved for payment due and for the status of their accounts
- Apply proper techniques to investigate security breaches in system or payment modes and take appropriate action
- Role play on how to assist and support audit teams in verifying bills and billing data
- Demonstrate how to perform daily and monthly closing and balancing at the end of day's work and month respectively
- Prepare a sample daily/weekly/monthly billing, invoicing, inventory reports, account statements
- Dramatize a situation on how to assist the manager in preparing account statements and

financial reports

- Perform the activities to maintain personal hygiene at workplace
- Role play on identifying hazards at workplace and reporting to the supervisor
- Demonstrate strong Communication skills and workplace etiquette to achieve a smooth workflow
- Perform basic activities to apply gender and age-sensitive service practices
- Demonstrate the process of maintaining confidentiality of the organizational information and guests' privacy

Annexure

Trainer Requirements

| Trainer Prerequisites | | | | | | |
|--|--|------------------------------|--|---------------------|--|---------|
| Minimum Educational Qualification | Specialization | Relevant Industry Experience | | Training Experience | | Remarks |
| | | Years | Specialization | Years | Specialization | |
| 12th Class /I.T.I. OR Certificate/ Diploma/ Degree | Facility Management / Hospitality Management/ Hotel management | 5 | Facility Management / Hospitality Management/ Hotel management | 1 | Facility Management / Hospitality Management/ Hotel management | |

| Trainer Certification | |
|---|---|
| Domain Certification | Platform Certification |
| “Billing Executive”, “THC/Q5801, v2.0”, Minimum accepted score is 80% | “Assessor”, “MEP/Q2701. v1.0” with the scoring of minimum 80% |

Assessor Requirements

| Assessor Prerequisites | | | | | | |
|--|--|------------------------------|--|---------------------|--|---------|
| Minimum Educational Qualification | Specialization | Relevant Industry Experience | | Training Experience | | Remarks |
| | | Years | Specialization | Years | Specialization | |
| 12th Class /I.T.I. OR Certificate/ Diploma/ Degree | Facility Management / Hospitality Management/ Hotel management | 5 | Facility Management / Hospitality Management/ Hotel management | 1 | Facility Management / Hospitality Management/ Hotel management | |

| Assessor Certification | |
|---|---|
| Domain Certification | Platform Certification |
| “Billing Executive”, “THC/Q5801, v2.0”, Minimum accepted score is 80% | “Assessor”, “MEP/Q2701. v1.0” with the scoring of minimum 80% |

Assessment Strategy

This section includes the processes involved in identifying, gathering and interpreting information to evaluate the learner on the required competencies of the program.

1. Assessment System Overview:

- Batches assigned to the assessment agencies for conducting the assessment on SDSM/SIP or email
- Assessment agencies send the assessment confirmation to VTP/TC looping SSC
- Assessment agency deploys the To A certified Assessor for executing the assessment
- SSC monitors the assessment process & records
- If the batch size is more than 30, then there should be 2 Assessors.

2. Testing Environment: Assessor must:

- Confirm that the centre is available at the same address as mentioned on SDMS or SIP
- Check the duration of the training.
- Check the Assessment Start and End time to be as 10 a.m. and 5 p.m.
- Check that the allotted time to the candidates to complete Theory & Practical Assessment is correct.
- Check the mode of assessment—Online (TAB/Computer) or Offline (OMR/PP).
- Confirm the number of TABs on the ground are correct to execute the Assessment smoothly.
- Check the availability of the Lab Equipment for the particular Job Role.

3. Assessment Quality Assurance levels / Framework:

- Question papers created by the Subject Matter Experts (SME)
- Question papers created by the SME should be verified by the other subject Matter Experts along with the approval required from THSC
- Questions are mapped with NOS and PC
- Question papers are prepared considering that level 1 to 3 is for the unskilled & semi-skilled individuals, and level 4 and above are for the skilled, supervisor & higher management
- Assessor must be To A certified
- Assessment agency must follow the assessment guidelines to conduct the assessment

4. Types of evidence or evidence-gathering protocol:

- Time-stamped & geotagged reporting of the assessor from assessment location
- Centre photographs with signboards and scheme specific branding
- Biometric or manual attendance sheet (stamped by TP) of the trainees during the training period
- Time-stamped & geotagged assessment (Theory + Viva + Practical) photographs & videos



5. Method of verification or validation:

- Surprise visit to the assessment location
- Random audit of the batch
- Random audit of any candidate

6. Method for assessment documentation, archiving, and access

- Hard copies of the documents are stored
- Soft copies of the documents & photographs of the assessment are uploaded / accessed from Cloud Storage and are stored in the Hard Drives

References

Glossary

| Term | Description |
|------------------------------|---|
| Declarative Knowledge | Declarative knowledge refers to facts, concepts and principles that need to be known and/or understood in order to accomplish a task or to solve a problem. |
| Key Learning Outcome | Key learning outcome is the statement of what a learner needs to know, understand and be able to do in order to achieve the terminal outcomes. A set of key learning outcomes will make up the training outcomes. Training outcome is specified in terms of knowledge, understanding (theory) and skills (practical application). |
| OJT (M) | On-the-job training (Mandatory); trainees are mandated to complete specified hours of training on site |
| OJT (R) | On-the-job training (Recommended); trainees are recommended the specified hours of training on site |
| Procedural Knowledge | Procedural knowledge addresses how to do something, or how to perform a task. It is the ability to work, or produce a tangible work output by applying cognitive, affective or psychomotor skills. |
| Training Outcome | Training outcome is a statement of what a learner will know, understand and be able to do upon the completion of the training . |
| Terminal Outcome | Terminal outcome is a statement of what a learner will know, understand and be able to do upon the completion of a module . A set of terminal outcomes help to achieve the training outcome. |



Acronyms and Abbreviations

| Term | Description |
|-------|---|
| QP | Qualification Pack |
| NSQF | National Skills Qualification Framework |
| NSQC | National Skills Qualification Committee |
| NOS | National Occupational Standards |
| TVET | Technical and Vocational Education and Training |
| 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 |