



Model Curriculum

QP Name: Facility Manager

QP Code: THC/Q5707

QP Version: 2.0

NSQF Level: 6

Model Curriculum Version: 1.0

Table of Contents

| | |
|---|----|
| Training Parameters..... | 2 |
| Program Overview | 3 |
| Training Outcomes..... | 3 |
| Compulsory Modules..... | 3 |
| Module 1: Introduction to Facility Management and Facility Manager..... | 5 |
| Module 2: Monitor Facility Service Operations..... | 6 |
| Module 3: Perform Administrative Duties for Facility Department | 8 |
| Module 4: Develop New Business | 9 |
| Module 5: Manage the Relationship with the Clients and Vendors..... | 10 |
| Module 6: Manage the Facility Staff..... | 12 |
| Module 7: Promote Effective Communication and Service Standard | 13 |
| Module 8: Organizational Confidentiality and Guest’s Privacy | 14 |
| Module 9: Monitor Health and Safety Standard | 15 |
| Module 10: On-the-Job Training..... | 16 |
| Annexure..... | 18 |
| Trainer Requirements | 18 |
| Assessor Requirements..... | 19 |
| Assessment Strategy..... | 20 |
| References | 22 |
| Glossary..... | 22 |
| Acronyms and Abbreviations..... | 24 |

Training Parameters

| | |
|---|--|
| Sector | Tourism and Hospitality |
| Sub-Sector | Facility Management |
| Occupation | Property Management Operations |
| Country | India |
| NSQF Level | 6 |
| Aligned to NCO/ISCO/ISIC Code | NCO-2015/NIL |
| Minimum Educational Qualification and Experience | Graduate with 3 Years of experience as a Facility Management Executive OR Certificate-NSQF (Level-5 Facility Management Executive) with 2 Years of experience as a Facility Management Executive |
| Pre-Requisite License or Training | NA |
| Minimum Job Entry Age | 23 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 | 858 Hours, 0 Minutes |
| Maximum Duration of the Course | 858 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:

- Explain the procedures of monitoring and managing facility service operations
- Perform the administrative activities for the facilities
- Apply appropriate skills and knowledge to develop new business for facility services
- Perform the activities to handle clients, vendors, and facility staff
- Apply appropriate practices to promote effective communication with guests, colleagues, and superiors to achieve a smooth workflow
- Employ appropriate practices to ensure gender, PwD, and age-sensitivity
- Describe the protocols to protect the confidentiality of the organizational information and guests' privacy
- Apply appropriate practices to monitor health, hygiene, and safety standards 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 |
|--|-----------------|--------------------|--|--|----------------|
| Bridge Module | 08:00 | 00:00 | 00:00 | 00:00 | 08:00 |
| Module 1: Introduction to Facility Management and Facility Manager | 08:00 | 00:00 | 00:00 | 00:00 | 08:00 |
| THC/N5822 – Manage Facility Business Operation NOS Version No. 1.0 NSQF Level 6 | 128:00 | 162:00 | 120:00 | 00:00 | 410:00 |
| Module 2: Monitor Facility Service Operations | 48:00 | 60:00 | 40:00 | 00:00 | 148:00 |
| Module 3: Perform Administrative Duties for Facility Department | 48:00 | 56:00 | 40:00 | 00:00 | 144:00 |
| Module 4: Develop New Business | 32:00 | 46:00 | 40:00 | 00:00 | 118:00 |
| THC/N5823 – Manage Clients, Vendors and Staff NOS Version No. 1.0 | 80:00 | 100:00 | 72:00 | 00:00 | 252:00 |

| | | | | | |
|---|---------------|---------------|---------------|--------------|---------------|
| NSQF Level 6 | | | | | |
| Module 5 Manage Relationships with the Clients and Vendors | 48:00 | 56:00 | 36:00 | 00:00 | 140:00 |
| Module 6 Manage the Facility Staff | 32:00 | 44:00 | 36:00 | 00:00 | 112:00 |
| THC/N9902 – Ensure Effective Communication and Service Standard at Work Place NOS Version No. 2.0 NSQF Level 6 | 24:00 | 32:00 | 24:00 | 00:00 | 80:00 |
| Module 7: Promote Effective Communication and Service Standard | 24:00 | 32:00 | 24:00 | 00:00 | 80:00 |
| THC/N9910 – Ensure to Maintain Organizational Confidentiality and Guest’s Privacy NOS Version No. 2.0 NSQF Level 6 | 16:00 | 04:00 | 08:00 | 00:00 | 28:00 |
| Module 8: Organizational Confidentiality and Guest’s privacy | 16:00 | 04:00 | 08:00 | 00:00 | 28:00 |
| THC/N9907 – Monitor and Maintain Health, Hygiene, and Safety at Workplace NOS Version No. 2.0 NSQF Level 6 | 24:00 | 40:00 | 16:00 | 00:00 | 80:00 |
| Module 9: Monitor Health and Safety Standard | 24:00 | 40:00 | 16:00 | 00:00 | 80:00 |
| Total Duration | 280:00 | 338:00 | 240:00 | 00:00 | 858:00 |

Module Details

Module 1: Introduction to Facility Management and Facility Manager Bridge Module

Terminal Outcomes:

- Outline the overview of Skill India Mission
- Describe the scope of the Facility Management
- Define the roles and responsibilities of an Facility Manager
- Explain the scope of work for an Facility Manager

| Duration: 08:00 | 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 • Elaborate the hierarchy of Facility Management in commercial and residential properties • Elaborate the job role and job opportunities as a Facility Manager in the Tourism and Hospitality Industry • Explain basic terminologies used in Facility Management • Elaborate standard business etiquette in the Facility Management Industry • Discuss the workflow and departmental organization of the Facility Management | NA |
| Classroom Aids | |
| Whiteboard, Markers, Duster, Projector, Laptop, Presentation | |
| Tools, Equipment, and Other Requirements | |
| NA | |

Module 2: Monitor Facility Service Operations

Mapped to THC/N5822 v 1.0

Terminal Outcomes:

- Employ appropriate procedures to monitor facility service standards
- Perform the activities to review and recommend improvements regarding facility operations
- Prepare annual work plan for the facility department
- Apply appropriate practices to manage planned and preventive maintenance schedule for all facilities

| Duration: 48:00 | Duration: 60:00 |
|---|---|
| Theory – Key Learning Outcomes | Practical – Key Learning Outcomes |
| <ul style="list-style-type: none"> • List the statutory and regulatory requirements for facility management services • Explain various techniques to analyze client requirements • Describe types and SOPs of soft facility management services • State the importance of ensuring the implementation of best practices to increase efficiency and service quality of the facility department • Discuss different types of tools and equipment required for various facility services • Explain different types of tools and techniques of process management • Discuss various project planning techniques • Explain the procedure of site operations management • Discuss the importance of timely repair, maintenance, and replacement of office equipment, appliances, furniture, furnishings, vehicles, etc. • Explain the inspection procedures of the designated premises • State the significance of assisting and liaising with the management to comply with the existing Health and Safety policy, safe working practices, etc. | <ul style="list-style-type: none"> • Prepare a sample annual work plan for the client facility as per standards • Employ appropriate practices to oversee the acquisition, installation, and commissioning procedures of facility equipment • Employ appropriate inspection method, like walk rounds to ensure the facility is in good order • Show how to note the defects and raise the concern with the management • Apply appropriate practices to monitor the service standards in Front of House areas, including reception, meeting, office, changing, and washrooms • Roleplay a situation on how to review and recommend improvements for the soft facility services (like cleaning, engineering, security services), facility integrity, etc. to the Head of Facilities • Apply appropriate practices to maintain records of facility services • Apply appropriate practices to manage the planned and preventative maintenance schedule on-site for all facilities |
| Classroom Aids | |



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

Tools, Equipment and Other Requirements

Sample annual work plan, Sample format of review report for facility services, etc.

Module 3: Perform Administrative Duties for Facility Department

Mapped to THC/N5822 v 1.0

Terminal Outcomes:

- Describe the procedure of cost estimation of the projects
- Explain the budget planning and management process
- Apply appropriate practices to provide administrative support to the Head of Facilities

| Duration: 48:00 | Duration: 56:00 |
|---|--|
| Theory – Key Learning Outcomes | Practical – Key Learning Outcomes |
| <ul style="list-style-type: none"> • Discuss the standard process to define the scope of work for Facility Department • State the significance and procedure of obtaining monthly reports from various suppliers outlining the service used or provided by the Facility Department • Discuss various methods of cost estimation of the projects • Explain budget planning and management process for Facility Department • Describe various budget adherence and cost control methods • Discuss the administration and maintenance methods of the Facility Department • Describe different types of contracts, invoices, payment and billing methods | <ul style="list-style-type: none"> • Demonstrate how to operate and maintain an effective filing system for the facility department • Apply appropriate practices to record and monitor various costs and expenses (such as Administration, Cleaning, Security, Engineering, and Building) for all facilities budgets • Employ appropriate practices to process the invoices for the facility department • Prepare the reports for all the facility budgets together with the management • Apply appropriate practices to manage and maintain supplies for the Facilities Department • Dramatize a situation on providing administrative support to the Head of facilities • Role play on how to assist to management in all administrative functions, security issues and facility services deemed by the client |
| Classroom Aids | |
| Training kit (Trainer guide, Presentations), Whiteboard, Marker, Projector, Laptop, Presentation, Participant Handbook, and Related Standard Operating Procedures | |
| Tools, Equipment, and Other Requirements | |
| Sample invoices, Sample cost and expenses reports, sample budget, etc. | |

Module 4: Develop New Business

Mapped to THC/N5822 v 1.0

Terminal Outcomes:

- Apply appropriate practices to develop new business for the facility services
- Prepare a sample marketing pitch regarding facility services

| | |
|--|--|
| Duration: 32:00 | Duration: 46:00 |
| Theory – Key Learning Outcomes | Practical – Key Learning Outcomes |
| <ul style="list-style-type: none"> • State the importance of obtaining information from the industry network and secondary research about the latest trends in the soft facility management services • Discuss the importance of collecting the reference from the existing client about the potential clients to provide facilities management services • Elaborate various ways (like, tenders, etc.) of business development and their significance • Describe various upselling and cross-selling techniques | <ul style="list-style-type: none"> • Dramatize how to pitch additional services provided by the organization to the client to get more business, e.g., provision of technical facility management services at the same location • Dramatize a situation on how to collect information about the businesses in the local area and find out the opportunity for business development |
| Classroom Aids | |
| Training kit (Trainer guide, Presentations), Whiteboard, Marker, Projector, Laptop, Presentation, Participant Handbook, and Related Standard Operating Procedures | |
| Tools, Equipment and Other Requirements | |
| Sample marketing pitch, Sample format of tenders, etc. | |

Module 5: Manage the Relationship with the Clients and Vendors

Mapped to THC/N5823 v 1.0

Terminal Outcomes:

- Describe the ways to manage good rapport with the clients
- Explain the methods to monitor the services provided by the vendor
- Prepare sample status report for delivered services

| Duration: 48:00 | Duration: 56:00 |
|--|--|
| Theory – Key Learning Outcomes | Practical – Key Learning Outcomes |
| <ul style="list-style-type: none"> • Discuss the significance and procedure of establishing processes to identify client’s needs and priorities • State the importance of implementing systems to measure and manage client relationships • Explain the significance of meeting the client’s needs and expectations • Discuss the importance of informing the clients about any potential issues in advance • State the significance of informing the clients about the resolution of the issues and enhancing client’s experiences • Describe various methods of analyzing operational excellence • Elaborate the vendor and client management methods and process as well as the ways to improve supplier relationship management • Describe the factors to be considered and the procedure for selecting the vendors • Discuss various methods of maintaining and monitoring vendor performance • State the significance of paying the vendors/suppliers on times | <ul style="list-style-type: none"> • Apply appropriate practices to review client management strategies, structures, and systems to identify opportunities to manage clients • Prepare a sample status report of service delivery for the clients • Show how to identify and address critical service issues • Dramatize how to suggest operational improvements at the client’s facility • Apply appropriate practices to solicit and incorporate client feedback to enhance performance and client experience • Show how to select the vendors based on the quality and costing of work to be done • Apply appropriate practices to ensure that vendors provide all services and submit all required operational data as per the service contract • Show how to ensure that the vendor is complying with all workplace-related statutory and regulatory requirements by the vendors • Employ proper practices to monitor delays and effort variations in the service delivery of vendors • Apply appropriate approaches to manage and review service contracts to ensure facility management needs are met • Employ standard techniques to check for the discrepancies in the invoices received from the vendor |
| Classroom Aids | |
| Training kit (Trainer guide, Presentations), Whiteboard, Marker, Projector, Laptop, Presentation, Participant Handbook, and Related Standard Operating Procedures | |

Tools, Equipment and Other Requirements

Sample status report of service delivery, Sample service contracts, Sample invoices, Vending machine, etc.

Module 6: Manage the Facility Staff

Mapped to THC/N5823 v 2.0

Terminal Outcomes:

- Describe the procedure to manage the staff and team members

| Duration: 32:00 | Duration: 44:00 |
|--|--|
| Theory – Key Learning Outcomes | Practical – Key Learning Outcomes |
| <ul style="list-style-type: none"> Explain the procedure of staff selection and recruitment for the Facility Department Discuss the procedure of human resource management and effective ways of team handling Describe the procedure to prepare workloads and duty rosters Discuss the procedure of maintaining the daily and weekly punch details for staff Elaborate the tools and techniques for performance management Discuss the performance appraisal methods Explain various techniques to provide constructive feedback to the facility staff Describe the methods for managing conflict among the team members State the importance of organizing regular meetings with the team to get feedback, updates, and other related information and maintaining a good relationship with team members | <ul style="list-style-type: none"> Employ appropriate practices to assess staffing needs in the facility Dramatize how to assist the management in the recruiting process Dramatize a situation on how to train the facility staff regarding their role and quality and service standards Create sample job descriptions and Key Result Areas (KRAs) for facility staff Prepare a sample workload and duty rosters for the staff Apply appropriate practices to evaluate and supervise staff performance Show how to carry out disciplinary action against the staff as per standard policies and applicable laws Roleplay on how to provide feedback to the staff to help them improve their performance Prepare a sample employee performance appraisal Dramatize a situation on how to analyze and resolve staff problems |
| Classroom Aids | |
| Training kit (Trainer guide, Presentations), Whiteboard, Marker, Projector, Laptop, Presentation, Participant Handbook, and Related Standard Operating Procedures | |
| Tools, Equipment and Other Requirements | |
| Sample feedback form, Sample employee performance appraisal, Sample Job description, etc. | |

Module 7: Promote Effective Communication and Service Standard

Mapped to THC/N9902 v 2.0

Terminal Outcomes:

- Apply appropriate practices while communicating effectively with guests, team members, and superiors
- Employ appropriate expertise to promote professional etiquette
- Perform the steps of ensuring sensitization towards different age groups, gender and persons with disabilities

| Duration: 24:00 | Duration: 32:00 |
|--|---|
| 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 • Explain the importance of maintaining hygiene and wearing designated uniform • Discuss the importance of effective communication • Explain the importance of guest satisfaction and guest feedback • Outline the procedure and policy of handling complaints and feedback constructively • Discuss different ways to enhance guest experience • Describe various ways to handle team members • Discuss different ways to provide feedback to the team members • Explain the importance of gender and age sensitivity • Discuss gender and age-specific requirements of the guests • Discuss the specific needs of People with Disabilities • Discuss the standard policy to prevent Sexual harassment at workplace • Discuss the importance of timely submission of guests' feedback | <ul style="list-style-type: none"> • Demonstrate the standard procedure to welcome and greet the guests • Dramatize personal integrity and communication etiquette while interacting with guests, colleagues, and superiors • Role play a situation on how to handle guests' dissatisfaction and complaints effectively • Employ appropriate practices to motivate the team members to maintain communication etiquette, provide peer feedback, and adhere to the dress code • Role play how to ensure behavioural etiquette towards all ages, genders and differently abled people as per specification • Prepare a sample report regarding guests' feedback |
| Classroom Aids | |
| Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures | |
| Tools, Equipment and Other Requirements | |
| Sample of escalation matrix, Organisation structure | |

Module 8: Organizational Confidentiality and Guest's Privacy

Mapped to THC/N9910 v 2.0

Terminal Outcomes:

- Explain how to protect the confidentiality of the organization
- Perform the activities to protect the privacy of guest information

| Duration: 16:00 | Duration: 04:00 |
|---|---|
| Theory – Key Learning Outcomes | Practical – Key Learning Outcomes |
| <ul style="list-style-type: none"> • Explain the significance of ensuring organizational confidentiality and guest privacy in the hospitality industry • Discuss the Intellectual Property issues and policies affecting the organization and guest privacy • Explain the procedures to protect 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 ensure usage, storage and disposal of the organisational and guest information |
| Classroom Aids | |
| Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures | |
| Tools, Equipment and Other Requirements | |
| Handouts of IPR guidelines and regulations | |

Module 9: Monitor Health and Safety Standard

Mapped to THC/N9907 v 2.0

Terminal Outcomes:

- Perform the activities of ensuring health, hygiene, and safety practices at workplace
- Explain standard ways to prevent health issues
- Describe how to minimize potential risks and hazards
- Employ effective waste management techniques

| Duration: 24:00 | Duration: 40:00 |
|---|--|
| <p>Theory – Key Learning Outcomes</p> <ul style="list-style-type: none"> • Discuss the concept and importance of personal and workplace hygiene • Discuss procedure to maintain personal hygiene • Explain the compliance norms to ensure cleanliness and sanitization of 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 • List the components of the first-aid kit • Describe the methods to minimize accidental risks and potential hazards in the workplace • Explain different safety warning signs and labels at workplace • Discuss ways to im and segregate different types of waste at the workplace • Explain the procedure to report accident and other health related issues as per SOP | <p>Practical – Key Learning Outcomes</p> <ul style="list-style-type: none"> • Employ appropriate inspection method to ensure routine cleaning and sanitization of tools, equipment, crockery and other articles • Dramatize a situation to ensure work area is clean, hygienic and hazard free • Demonstrate how to use and dispose of relevant protective equipment as per tasks and work conditions • Apply appropriate practices to follow basic first-aid procedures by self and team members • Apply effective waste management procedures at the workplace depending on the types of waste • Role play a situation on reporting safety and security issues to the concerned authority • Prepare a sample incident report |
| <p>Classroom Aids</p> <p>Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures</p> | |
| <p>Tools, Equipment and Other Requirements</p> <p>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</p> | |

Module 10: On-the-Job Training

Mapped to Facility Manager

Mandatory Duration: 240:00

Recommended Duration: 00:00

Location: On Site

Terminal Outcomes

- Prepare a sample annual work plan for the client facility as per organizational Standard Operating Procedure (SOP)
- Employ appropriate practices to oversee acquisition, installation, and commissioning procedures of facility equipment
- Apply appropriate practices to monitor the service standards in Front of House areas, including reception, meeting, office, changing and wash rooms
- Role play on how to recommend improvements for the soft facility services like cleaning, engineering and security services to the Head of Facilities
- Apply appropriate practices to manage the planned and preventative maintenance schedule on-site for all facilities
- Show how to operate and maintain an effective filing system for facility department
- Apply appropriate practices to record and monitor various costs and expenses (such as, Administration, Cleaning, Security, Engineering and Building) for all facility budgets
- Prepare the reports for all the facility budgets together with the management
- Apply appropriate practices to manage and maintain supplies for the Facilities Department
- Prepare the pitch regarding additional services provided by the organization to the client to get more business
- Dramatize a situation on how to collect information about the businesses in the local area and find out the opportunity for business development
- Apply appropriate practices to get tenders and other means for developing the business
- Prepare a sample status report of service delivery
- Show how to identify and address critical service issues
- Dramatize how to suggest operational improvements at client facility
- Apply appropriate practices to solicit and incorporate client feedback to enhance performance and client experience
- Show how to select the vendors based on the quality and costing of work to be done
- Apply appropriate inspection method to ensure that vendors provide all services and submit all required operational data as per the service contract
- Apply appropriate practices to manage and review service contracts to ensure facility management needs are met
- Employ appropriate practices to assess staffing needs and assist the management in the recruiting process
- Dramatize a situation on how to train the facility staff in regarding their role and quality standards of services
- Apply appropriate practices to evaluate and supervise staff performance and carry out disciplinary action as needed, as per standard policies and applicable laws
- Prepare a sample employee performance appraisal
- Dramatize a situation on how to analyze and resolve staff problems

- Demonstrate strong communication skills and workplace etiquette to achieve a smooth workflow
- Perform the steps to ensure sensitization towards different age groups, gender, and persons with disabilities
- Demonstrate the process of monitoring confidentiality of the organizational information and guests' privacy
- Employ appropriate practices to maintain personal and team hygiene and grooming at workplace
- Dramatize a situation on how to identify hazards at workplace and report to the higher authority
- Perform basic activities to ensure gender and age-sensitive service practices
- Perform all the activities to ensure health, hygiene, and safety standards at the workplace

Annexure

Trainer Requirements

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

| Trainer Certification | |
|--|--|
| Domain Certification | Platform Certification |
| “Facility Manager”, “THC/Q5707, V2.0”, Minimum accepted score is 80% | “Trainer”, “MEP/Q2601, V1.0” with a scoring of minimum 80% |

Assessor Requirements

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

| Assessor Certification | |
|--|---|
| Domain Certification | Platform Certification |
| “Facility Manager”, “THC/Q5707, 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 ToA 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 ToA 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 |
| SOP | 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 |
| IPR | Intellectual Property Rights |