



# Model Curriculum

**QP Name: Property Manager (FM)**

**QP Code: THC/Q5803**

**QP Version: 1.0**

**NSQF Level: 7**

**Model Curriculum Version: 1.0**

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## Training Parameters

<b>Sector</b>	Tourism and Hospitality
<b>Sub-Sector</b>	Facility Management
<b>Occupation</b>	Property Management Operations
<b>Country</b>	India
<b>NSQF Level</b>	7
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/3334, 3334.0100
<b>Minimum Educational Qualification and Experience</b>	12th Class/I.T.I. (two years after class 10th) with 3 Years of experience as an Assistant Facility Manager OR 12th Class/I.T.I. (one year after class 10th with one year of relevant experience) with 3 Years of experience as an Assistant Facility Manager OR Certificate-NSQF (Level-6 Assistant Facility Manager) with 1 Years of experience in the relevant field (subject to Approval of NCVET)
<b>Pre-Requisite License or Training</b>	NA
<b>Minimum Job Entry Age</b>	21 years
<b>Last Reviewed On</b>	30/09/2021
<b>Next Review Date</b>	30/09/2024
<b>NSQC Approval Date</b>	30/09/2021
<b>QP Version</b>	1.0
<b>Model Curriculum Creation Date</b>	30/09/2021
<b>Model Curriculum Valid Up to Date</b>	30/09/2024
<b>Model Curriculum Version</b>	1.0
<b>Minimum Duration of the Course</b>	932 Hours, 0 Minutes
<b>Maximum Duration of the Course</b>	932 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:

- Employ appropriate practices to implement strategies and policies for smooth and profitable operations of business
- Discuss the procedures of estimating, monitoring and managing the budget of the different properties
- Prepare sample reports and documents, like expenditure report, staff duty roster, staff performance report, business plan, purchase order etc. for property management
- Perform the tasks to manage the resources and staff
- Apply appropriate practices to promote effective communication with guests, colleagues and superiors to achieve a smooth workflow
- Describe the protocols to protect 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
<b>Bridge Module</b>	<b>08:00</b>	<b>00:00</b>	<b>00:00</b>	<b>00:00</b>	<b>08:00</b>
Module 1: Introduction to Property Manager (FM)	08:00	00:00	00:00	00:00	08:00
<b>THC/N5809: Implement Policies to Operate the Business Profitably NOS Version No. 1.0 NSQF Level 7</b>	<b>88:00</b>	<b>136:00</b>	<b>80:00</b>	<b>00:00</b>	<b>304:00</b>
Module 2: Implement Business Strategies and Policies	48:00	72:00	48:00	00:00	168:00
Module 3: Operate Business Profitably	40:00	64:00	32:00	00:00	136:00
<b>THC/N5803: Manage Resources, Staff, Finance, and Administrative Tasks NOS Version No. 1.0 NSQF Level 7</b>	<b>112:00</b>	<b>208:00</b>	<b>112:00</b>	<b>00:00</b>	<b>432:00</b>
Module 4: Manage	40:00	80:00	48:00	00:00	168:00

Resources and Staff					
Module 5: Manage Service Contracts	24:00	40:00	24:00	00:00	88:00
Module 6: Handle Financial Matters and Administrative Tasks	48:00	88:00	40:00	00:00	176:00
<b>THC/N9902 – Ensure Effective Communication and Service Standard at Work Place NOS Version No. 2.0 NSQF Level 6</b>	<b>24:00</b>	<b>32:00</b>	<b>24:00</b>	<b>00:00</b>	<b>80:00</b>
Module 7: Promote Effective Communication and Service Standard	24:00	32:00	24:00	00:00	80:00
<b>THC/N9910 – Ensure to Maintain Organizational Confidentiality and Guest’s Privacy NOS Version No. 2.0 NSQF Level 6</b>	<b>16:00</b>	<b>04:00</b>	<b>08:00</b>	<b>00:00</b>	<b>28:00</b>
Module 8: Organizational Confidentiality and Guest’s privacy	16:00	04:00	08:00	00:00	28:00
<b>THC/N9907 – Monitor and Maintain Health, Hygiene and Safety at Workplace NOS Version No. 2.0 NSQF Level 6</b>	<b>24:00</b>	<b>40:00</b>	<b>16:00</b>	<b>00:00</b>	<b>80:00</b>
Module 9: Monitor Health and Safety Standard	24:00	40:00	16:00	00:00	80:00
<b>Total Duration</b>	<b>272:00</b>	<b>420:00</b>	<b>240:00</b>	<b>00:00</b>	<b>932:00</b>

# Module Details

## Module 1: Introduction to Property Manager (FM)

### Bridge Module

#### Terminal Outcomes:

- Outline the overview of Skill India Mission
- Describe the scope of Facility Management
- Define the roles and responsibilities of a Property Manager (FM)
- Explain the scope of work for a Property Manager (FM)

<b>Duration:</b> 08:00	<b>Duration:</b> 00:00
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Discuss the objectives and benefits of the Skill India Mission</li> <li>• Describe the Tourism and Hospitality Industry and its sub-sectors</li> <li>• Explain the basics of hotel property management system</li> <li>• Discuss the job role and job opportunity for a Property Manager (FM) in the Tourism and Hospitality Industry</li> <li>• Elaborate the basic terminology used in the Facility Management and property Management Industry</li> <li>• Explain the grooming standards for a Property Manager (FM)</li> </ul>	NA
<b>Classroom Aids</b>	
Whiteboard, Markers, Duster, Projector, Laptop, Presentation	
<b>Tools, Equipment and Other Requirements</b>	
NA	

## Module 2: Implement Business Strategies and Policies

Mapped to THC/N5809 v 1.0

### Terminal Outcomes:

- Describe business plan and strategies for property management business
- Employ appropriate practices for using available resources effectively for planning business policies and strategies

<b>Duration: 48:00</b>	<b>Duration: 72:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Describe the process of creating effective standard operational policies and business plan for property management</li> <li>• State the significance and procedure for establishing the protocols, procedures, and processes for different activities of the department, like energy management, rainwater harvesting, environmental conservation, etc.</li> <li>• Describe tools and techniques required for information gathering and preparation of a strategic plan and business policies</li> <li>• Describe strategy implementation process, its supporting factors and resource allocation techniques</li> <li>• State the significance of allocating necessary resources for property management processes and procedures for effectively implementation</li> </ul>	<ul style="list-style-type: none"> <li>• Apply appropriate methods to assess the availability of resources and capability of an organization’s property management business</li> <li>• Draft a sample business strategic plan for property management services</li> <li>• Employ proper procedures to collaborate with the management for formulating and implementing policies, procedures, goals, and objectives and identifying the key roles for the same</li> <li>• Develop a sample framework to evaluate and report the effectiveness of policies, processes, and procedures for property management</li> <li>• Prepare a sample performance management system for property management business</li> <li>• Apply appropriate procedures for establishing an information and feedback system</li> <li>• Employ proper techniques for monitoring and reviewing policies, processes, and procedures as per the market scenario to achieve operational objectives</li> <li>• Prepare sample standard documentation and emergency operating procedures</li> </ul>
<b>Classroom Aids</b>	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook and Related Standard Operating Procedures	
<b>Tools, Equipment and Other Requirements</b>	
Sample business strategic plan, Sample performance management system, etc.	

## Module 3: Operate Business Profitably

### Mapped to THC/N5809 v 1.0

#### Terminal Outcomes:

- Explain method used to identify the root cause of problem of policies and strategies
- Discuss the internal auditing process of property business management
- Describe all techniques which help in cost control for property business management

<b>Duration: 40:00</b>	<b>Duration: 64:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Explain legislation, standards, policies, regulations, and procedures followed in an organization for property manager and the significance of following the same</li> <li>• Elaborate on the steps of action planning and techniques for process improvement</li> <li>• Explain the methodologies to identify and eliminate the root cause of a problem</li> <li>• Describe the demand forecasting as well as cost control techniques</li> <li>• Discuss effective ways for attracting new tenants through advertising, property viewing, and encouraging referrals</li> <li>• Discuss the internal auditing process and the role of auditing in successful operations</li> </ul>	<ul style="list-style-type: none"> <li>• Draft a sample action plan for day-to-day activities of the department</li> <li>• Apply appropriate procedure to analyze the root cause of the problems hindering the quality of the processes</li> <li>• Role play on how to suggest appropriate changes in the processes to the senior management</li> <li>• Employ appropriate procedure for assisting the senior management in preparing the business forecast</li> <li>• Apply applicable methods to monitor and control operational cost, expenditures, variances and initiate corrective actions</li> <li>• Employ proper auditing techniques to conduct internal audits to identify anomalies and take corrective actions on non-conformities</li> <li>• Apply appropriate methods to monitor operations for ensuring that staff members comply with the administrative policies and procedures, safety rules, service contracts and government regulations</li> </ul>
<b>Classroom Aids</b>	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook and Related Standard Operating Procedures	
<b>Tools, Equipment and Other Requirements</b>	
Sample action plan for day to day activities, Sample business forecast plan, etc.	



## Module 4: Manage Resources and Staff

### Mapped to THC/N5803 v 1.0

#### Terminal Outcomes:

- Describe resource management process and techniques for property business management
- Prepare a purchase record for property management business
- Discuss staff recruitment process
- Create sample job descriptions for various job roles
- Apply appropriate procedure to train and manage the staff for property management business

<b>Duration: 40:00</b>	<b>Duration: 80:00</b>
<p><b>Theory – Key Learning Outcomes</b></p> <ul style="list-style-type: none"> <li>• Explain resource management process, as well as latest management practices</li> <li>• Discuss process and techniques of human resource management, recruitment and selection</li> <li>• State the significance of providing proper technical specifications for equipment, materials, and supplies to be procured</li> <li>• Discuss various negotiation practices and methodologies</li> <li>• State the importance of ensuring availability of adequate resources at different locations at all times</li> <li>• Describe performance parameters (KRAs and KPIs) for the staff and performance appraisal methods</li> <li>• Discuss guidelines to craft effective job descriptions and performance parameters</li> <li>• State the significance of communicating organizational policies and procedures to the staff</li> <li>• Describe effective ways of team handling and conflict management</li> </ul>	<p><b>Practical – Key Learning Outcomes</b></p> <ul style="list-style-type: none"> <li>• Apply appropriate procedure to analyse and review the location-wise resource requirements for identifying overall resource requirement of equipment, materials, supplies, etc. at all locations</li> <li>• Role-play a situation to negotiate deals with suppliers to get the best price and hence reducing the operating cost</li> <li>• Apply appropriate techniques to order and maintain records of purchases for required supplies, material, and equipment to ensure round-the-clock availability</li> <li>• Draft sample job descriptions and KRA/KPI for job roles related to property management department</li> <li>• Demonstrate how to take interview of candidates for selection of staff members and train them as per requirements</li> <li>• Apply appropriate techniques to manage team's workload, attendance, payroll etc.</li> <li>• Prepare a sample location-wise plan for managing the facilities</li> <li>• Apply appropriate methods to monitor staff performance, providing them feedback and conduct their performance appraisal</li> </ul>
<p><b>Classroom Aids</b></p> <p>Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook and Related Standard Operating Procedures</p>	
<p><b>Tools, Equipment and Other Requirements</b></p> <p>Sample purchase record, sample draft on job description, sample location-wise plan for manage</p>	

staff, sample staff attendance and payroll record

## Module 5: Manage Service Contracts

*Mapped to THC/N5803 v 1.0*

### Terminal Outcomes:

- Discuss contract management and administration process and procedures
- Create a rent and lease agreement for tenants

<b>Duration: 24:00</b>	<b>Duration: 40:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Describe contract management and administration process and procedures</li> <li>• Discuss the significance and procedure of terminating the lease agreement and initiate eviction proceedings, in case any tenant wants to vacate the property</li> </ul>	<ul style="list-style-type: none"> <li>• Apply appropriate procedure to review all the contract documents with tenants and vendors</li> <li>• Employ proper method to interview the tenants, run credit checks and negotiate and set rental rate with them</li> <li>• Prepare a sample rent and lease agreement</li> <li>• Apply appropriate procedure to approve and sign contract documents</li> </ul>
<b>Classroom Aids</b>	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook and Related Standard Operating Procedures	
<b>Tools, Equipment and Other Requirements</b>	
Sample rent and lease agreement, Sample terminate lease agreement	

## Module 6: Handle Financial Matters and Administrative Tasks

### Mapped to THC/N5803 v 1.0

#### Terminal Outcomes:

- Discuss basic principles of the financial management and budgeting process
- Prepare expenditure schedule for Property Management business
- Explain procedure to inspection and maintaining properties

<b>Duration: 48:00</b>	<b>Duration: 88:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Describe legislation, standards, policies, regulations, and procedures followed in the organization and importance of following the same</li> <li>• Discuss the procedure to evaluate budget proposal of different locations</li> <li>• State the significance of analysing previous year's tenant's wise expenditure to check for any variance</li> <li>• Describe basic principles of the financial management and budgeting process</li> <li>• State the significance of paying all property expenses such as taxes, mortgages, insurance premiums and maintenance cost, etc. on time and maintenance of records of income, expense, signed lease, complaints, maintenance, etc.</li> <li>• Describe effective data gathering and analysis tools and techniques</li> <li>• State the significance of inspecting the rented as well as vacated properties periodically, arranging for periodic repairs and ensuring proper maintenance</li> </ul>	<ul style="list-style-type: none"> <li>• Apply appropriate procedure to assist senior management in budget preparation</li> <li>• Draft a sample expenditure schedule</li> <li>• Employ proper techniques to monitor location wise budget and expenditure for ensuring strict budgetary control</li> <li>• Apply appropriate procedures to control costs by reviewing the activities in the department and maintain various financial records related to department</li> <li>• Prepare a sample report on the financial performance of properties</li> <li>• Show how to maintain a portfolio of the properties</li> <li>• Role-play on how to liaise with tenants and vendors and handle their complaints</li> <li>• Prepare a sample property performance report by collecting, analysing, and summarizing data and trends</li> <li>• Apply appropriate procedure for presenting financial reports, bookkeeping, and employee records to higher management/promoter and inform them about the business performance</li> </ul>
<b>Classroom Aids</b>	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook and Related Standard Operating Procedures	
<b>Tools, Equipment and Other Requirements</b>	
Sample expenditure schedule, Sample budget proposal, Sample financial reports	

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

<b>Duration: 16:00</b>	<b>Duration: 04:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Explain the significance of ensuring organizational confidentiality and guest privacy in the hospitality industry</li> <li>• Discuss the Intellectual Property issues and policies affecting the organization and guest privacy</li> <li>• Explain the procedures to protect the infringement of IPR to the concerned person</li> <li>• Discuss the usage, storage and disposal procedures of confidential information as per specification</li> </ul>	<ul style="list-style-type: none"> <li>• Employ appropriate ways to ensure usage, storage and disposal of the organisational and guest information</li> </ul>
<b>Classroom Aids</b>	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook and Related Standard Operating Procedures	
<b>Tools, Equipment and Other Requirements</b>	
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
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> <li>• Discuss the concept and importance of personal and workplace hygiene</li> <li>• Discuss procedure to maintain personal hygiene</li> <li>• Explain the compliance norms to ensure cleanliness and sanitization of the workplace and related equipment</li> <li>• Describe standard safety procedures to be followed while handling tools, material, and equipment</li> <li>• Outline the purpose and usage of various Personal Protective Equipment (PPE) required at the workplace</li> <li>• Explain the importance of preventive health check-up organized by the company</li> <li>• List the components of the first-aid kit</li> <li>• Describe the methods to minimize accidental risks and potential hazards in the workplace</li> <li>• Explain different safety warning signs and labels at workplace</li> <li>• Discuss ways to identify and segregate different types of waste at the workplace</li> <li>• Explain the procedure to report accident and other health related issues as per SOP</li> </ul>	<ul style="list-style-type: none"> <li>• Employ appropriate inspection method to ensure routine cleaning and sanitization of tools, equipment, crockery and other articles</li> <li>• Dramatize a situation to ensure work area is clean, hygienic and hazard free</li> <li>• Demonstrate how to use and dispose of relevant protective equipment as per tasks and work conditions</li> <li>• Apply appropriate practices to follow basic first-aid procedures by self and team members</li> <li>• Apply effective waste management procedures at the workplace depending on the types of waste</li> <li>• Role play a situation on reporting safety and security issues to the concerned authority</li> <li>• Prepare a sample incident report</li> </ul>
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 10: On-the-Job Training

### Mapped to Property Manager (FM)

**Mandatory Duration: 240:00**

**Recommended Duration: 00:00**

**Location: On Site**

#### Terminal Outcomes

- Apply appropriate methods to assess the availability of resources and capability of an organization's property management business
- Draft a sample business strategic plan for property management services
- Employ proper procedures to collaborate with the management for formulating and implementing policies, procedures, goals, and objectives and identifying the key roles for the same
- Develop a sample framework to evaluate and report the effectiveness of policies, processes, and procedures for property management
- Prepare a sample performance management system for property management business
- Apply appropriate procedures for establishing an information and feedback system
- Employ proper techniques for monitoring and reviewing policies, processes, and procedures as per the market scenario to achieve operational objectives
- Prepare sample standard documentation and emergency operating procedures
- Draft a sample action plan for day-to-day activities of the department
- Apply appropriate procedure to analyze the root cause of the problems hindering the quality of the processes
- Role play on how to suggest appropriate changes in the processes to the senior management
- Employ appropriate procedure for assisting the senior management in preparing the business forecast
- Apply applicable methods to monitor and control operational cost, expenditures, variances and initiate corrective actions
- Employ proper auditing techniques to conduct internal audits to identify anomalies and take corrective actions on non-conformities
- Apply appropriate methods to monitor operations for ensuring that staff members comply with the administrative policies and procedures, safety rules, service contracts and government regulations
- Apply appropriate procedure to analyse and review the location-wise resource requirements for identifying overall resource requirement of equipment, materials, supplies, etc. at all locations
- Role-play a situation to negotiate deals with suppliers to get the best price and hence reducing the operating cost
- Apply appropriate techniques to order and maintain records of purchases for required supplies, material, and equipment to ensure round-the-clock availability
- Draft sample job descriptions and KRA/KPI for job roles related to property management department
- Demonstrate how to take interview of candidates for selection of staff members and train them as per requirements
- Apply appropriate techniques to manage team's workload, attendance, payroll etc.
- Prepare a sample location-wise plan for managing the facilities
- Apply appropriate methods to monitor staff performance, providing them feedback and



- conduct their performance appraisal
- Apply appropriate procedure to review all the contract documents with tenants and vendors
  - Employ proper method to interview the tenants, run credit checks and negotiate and set rental rate with them
  - Prepare a sample rent and lease agreement
  - Apply appropriate procedure to approve and sign contract documents
  - Apply appropriate procedure to assist senior management in budget preparation
  - Draft a sample expenditure schedule
  - Employ proper techniques to monitor location wise budget and expenditure for ensuring strict budgetary control
  - Apply appropriate procedures to control costs by reviewing the activities in the department and maintain various financial records related to department
  - Prepare a sample report on the financial performance of properties
  - Show how to maintain a portfolio of the properties
  - Role-play on how to liaise with tenants and vendors and handle their complaints
  - Prepare a sample property performance report by collecting, analysing, and summarizing data and trends
  - Apply appropriate procedure for presenting financial reports, bookkeeping, and employee records to higher management/promoter and inform them about the business performance
  - Apply appropriate techniques to promote effective communication standard and etiquette while interacting with guests, colleagues, and superiors
  - Role play on how to segregate and dispose of the waste as per the standards
  - 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 <sup>th</sup> Class/I.T.I. OR Certificate/ Diploma/ Degree	Property Management / Facility Management/ Tourism & Hospitality	5	Property Management / Facility Management / Tourism & Hospitality	1	Property Management / Facility Management/ Tourism & Hospitality	

Trainer Certification	
Domain Certification	Platform Certification
“Property Manager (FM)”, “THC/Q5803, V1.0”, 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 <sup>th</sup> Class/I.T.I. OR Certificate/ Diploma/ Degree	Property Management / Facility Management/ Tourism & Hospitality	5	Property Management / Facility Management/ Tourism & Hospitality	1	Property Management / Facility Management/ Tourism & Hospitality	

Assessor Certification	
Domain Certification	Platform Certification
“Property Manager (FM)”, “THC/Q5803, V1.0”, 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
<b>Declarative Knowledge</b>	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.
<b>Key Learning Outcome</b>	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).
<b>OJT (M)</b>	On-the-job training (Mandatory); trainees are mandated to complete specified hours of training on site
<b>OJT (R)</b>	On-the-job training (Recommended); trainees are recommended the specified hours of training on site
<b>Procedural Knowledge</b>	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.
<b>Training Outcome</b>	Training outcome is a statement of what a learner will know, understand and be able to do upon the completion of the training.
<b>Terminal Outcome</b>	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
ISO	International Standards Organization