



Model Curriculum

QP Name: Team Leader- Travel

QP Code: THC/Q4304

QP Version: 2.0

NSQF Level: 5

Model Curriculum Version: 1.0

Table of Contents

Training Parameters	2
Program Overview	3
Training Outcomes	3
Compulsory Modules	3
Module 1: Introduction to Tours & Travels and Team Leader-Travel	5
Module 2: Perform Team Management Activities	6
Module 3: Perform Guest Management Activities	8
Module 4: Monitor Operational Activities	9
Module 5: Manage Budgetary and Sales Operations	10
Module 6: Promote Effective Communication and Service Standard	11
Module 7: Organizational Confidentiality and Guest's Privacy	12
Module 8: Monitor Health and Safety Standard	13
Module 9: On-the-Job Training	14
Annexure	15
Trainer Requirements	15
Assessor Requirements	16
Assessment Strategy	17
References	19
Glossary	19
Acronyms and Abbreviations	20

Training Parameters

Sector	Tourism and Hospitality
Sub-Sector	Tours and Travel
Occupation	Travel Agency Operations
Country	India
NSQF Level	5
Aligned to NCO/ISCO/ISIC Code	NCO-2015/NIL
Minimum Educational Qualification and Experience	12th Class/I.T.I. (two years after class 10th) with 3 Years of experience as a Travel Consultant/Travel Advisor OR 12th Class/I.T.I. (one year after class 10th with one year of experience) with 3 Years of experience as a Travel Consultant/Travel Advisor
Pre-Requisite License or Training	
Minimum Job Entry Age	23 years
Last Reviewed On	31/08/2021
Next Review Date	28/02/2022
NSQC Approval Date	31/08/2021
QP Version	1.0
Model Curriculum Creation Date	31/08/2021
Model Curriculum Valid Up to Date	28/02/2022
Model Curriculum Version	1.0
Minimum Duration of the Course	576 Hours, 0 Minutes
Maximum Duration of the Course	576 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 managing team members and guests
- Perform the tasks to manage operational and sales activities
- Prepare related sample reports, such as financial report
- 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 Tours & Travels and Team Leader- Travel	08:00	00:00	00:00	00:00	08:00
THC/N4310 – Manage Team and Guests NOS Version No. 1.0 NSQF Level 5	36:00	52:00	96:00	00:00	184:00
Module 2: Perform Team Management Activities	24:00	32:00	52:00	00:00	108:00
Module 3: Perform Guest Management Activities	12:00	20:00	44:00	00:00	76:00
THC/N4311 – Manage Operational and Sales Activities NOS Version No. 1.0 NSQF Level 5	44:00	56:00	96:00	00:00	196:00
Module 4: Monitor Operational Activities	20:00	24:00	48:00	00:00	92:00

Module 5: Manage Budgetary and Sales Operations	24:00	32:00	48:00	00:00	104:00
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 6: 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 7: 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 8: Monitor Health and Safety Standard	24:00	40:00	16:00	00:00	80:00
Total Duration	152:00	184:00	240:00	00:00	576:00

Module Details

Module 1: Introduction to Tours & Travels and Team Leader-Travel Bridge Module

Terminal Outcomes:

- Outline the overview of Skill India Mission
- Describe the scope of the Tours and Travels
- Define the roles and responsibilities of a Team Leader- Travel
- Explain the scope of work for a Team Leader- Travel

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 job role and job opportunities as a Team Leader- Travel in the Tourism and Hospitality Industry • Explain basic terminologies used in Tours and Travel • Elaborate standard business etiquette in Tours and Travel 	NA
Classroom Aids	
Whiteboard, Markers, Duster, Projector, Laptop, Presentation	
Tools, Equipment, and Other Requirements	
NA	

Module 2: Perform Team Management Activities

Mapped to THC/N4310 v 1.0

Terminal Outcomes:

- Employ appropriate procedure to prepare work schedules and duty roster for the team members
- Describe the staff performance monitoring procedures
- Perform the activities to conduct training sessions for the team members

Duration: 24:00	Duration: 32:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the significance and procedure of preparing work schedules and duty roster for the team • Explain the effective ways to delegate and debrief the team on their assigned tasks • Discuss employees’ performance parameters • State the significance of implementing new initiatives to improve the performance of the team • Describe various methods to monitor staffing levels • Elaborate the procedure to conduct team meetings, orientations, and trainings • Explain various team management and conflict management techniques • Describe effective ways to give constructive feedback 	<ul style="list-style-type: none"> • Apply appropriate methods to assess the resource requirement for performing the assigned tasks • Prepare a sample work plan and work schedule with deadlines for the team • Employ appropriate method to set clear team goals and targets to be achieved • Role play on how to delegate tasks with clear deadlines to the team members and ensure that they follow the standard procedures to finish the assigned task • Apply appropriate practices to monitor staffing levels and workload of the travel counsellors or consultants • Dramatize a situation on how to arrange orientations for the new team members and train the staff in all technical and non-technical aspects of their role, including standards of quality and service • Role play a situation on how to analyse and resolve a conflict in the team • Dramatize a situation on how to organize a meeting with the team to get feedback, update, information and maintain a good relationship • Employ appropriate practices to complete and administer employee performance appraisals and provide feedback to the team members
Classroom Aids	
Training kit (Trainer guide, Presentations), Whiteboard, Marker, Projector, Laptop, Participant Handbook	
Tools, Equipment and Other Requirements	



Sample duty roster, Sample performance appraisal format, etc.

Module 3: Perform Guest Management Activities

Mapped to THC/N4310 v 1.0

Terminal Outcomes:

- Describe the procedure to handle guest issues and complaints

Duration: 12:00	Duration: 20:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> Elaborate the guest management process State the significance of ensuring that the guest is well supported during the trip Describe the procedure to address the guest's issues State the importance of maintaining a consistently high-quality level of guest service delivery Explain effective ways to collect feedback from the guest State the significance of dealing with guests' queries and complaints timely, and taking appropriate remedial actions 	<ul style="list-style-type: none"> Roleplay on how to meet the existing guests as per schedule Apply appropriate expertise to collect, analyse and incorporate feedback from the guests Employ appropriate practices to address the problems raised by the Guest Show how to convey the resolution to the guest regarding their complaint
Classroom Aids	
Training kit (Trainer guide, Presentations), Whiteboard, Marker, Projector, Laptop, Participant Handbook	
Tools, Equipment, and Other Requirements	
Guest feedback form	

Module 4: Monitor Operational Activities

Mapped to THC/N4311 v 1.0

Terminal Outcomes:

- Describe the business management activities in travel
- Apply appropriate practices to supervise the travel operations

Duration: 20:00	Duration: 24:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the policies and SOP for travel bookings • State the significance of following the latest process of ticketing, visa, and insurance to finish the tasks • Describe the vendor management process • State the importance of keeping the track of any updates or offers from various airlines, railways, or bus transport regarding the travel • Discuss the procedure for travel bookings, visa, and insurance arrangements • Explain effective travel business management strategies • Describe application and operating procedure of latest booking, payment, and global distribution systems • State the importance of ensuring that bookings are processed in line with Standard Operating Procedures 	<ul style="list-style-type: none"> • Apply appropriate practices to plan and implement travel policies in accordance with the standards • Apply appropriate practices to verify all the travel arrangements with the specified plan • Dramatize a situation on how to maintain strong relationships with the consulate members and vendors • Apply appropriate method to monitor the volume of the bookings • Employ appropriate practices to keep abreast of the latest booking and payment technologies • Show how to streamline processes and procedures preferably within a structure of a GDS • Apply appropriate practices to develop strategies to promote team members' adherence to company regulations and performance goals • Role play a situation on how to liaise with travel partners, including airlines and hotels, to manage bookings and schedules of the travel • Employ appropriate techniques to ensure smooth, and efficient running of the business
Classroom Aids	
Training kit (Trainer guide, Presentations), Whiteboard, Marker, Projector, Laptop, Participant Handbook	
Tools, Equipment and Other Requirements	
Sample booking record, Sample travel itinerary, Sample ticket, Visa, etc.	

Module 5: Manage Budgetary and Sales Operations

Mapped to THC/N4311 v 1.0

Terminal Outcomes:

- Apply appropriate practices to manage budget and sales for travel business
- Prepare the financial and sales report for travel

Duration: 24:00	Duration: 32:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the importance and methods of maintaining financial records for the travel department • Elaborate the budget management and monitoring process • State the importance of implementing alternatives and innovative ideas for achieving new business • Discuss the procedure to prepare various financial and sales reports • Describe the effective techniques of cross-selling and upselling the items or production in the tour package 	<ul style="list-style-type: none"> • Apply appropriate practices to manage budgets for travel department • Show how to monitor the budget for each activity performed by the team • Dramatize a situation on how to analyse and discuss with the manager on various operational and resource usage expenses incurred • Prepare sample financial and sales reports • Create a sample cost-benefit analysis on the expenditure • Role play on how to brief the team members on their expenses, allowances, and budgets • Employ appropriate practices to promote and market the business in both existing and new markets • Demonstrate how to cross-sell or upsell the items or products in the tour package
Classroom Aids	
Training kit (Trainer guide, Presentations), Whiteboard, Marker, Projector, Laptop, Participant Handbook	
Tools, Equipment and Other Requirements	
Sample financial report, Sample sales report, Sample expenditure record, etc.	

Module 6: Promote Effective Communication and Service Standard

Mapped to NOS/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, Participant Handbook	
Tools, Equipment and Other Requirements	
Sample of escalation matrix, Organisation structure	

Module 7: Organizational Confidentiality and Guest's Privacy

Mapped to NOS/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, Participant Handbook	
Tools, Equipment and Other Requirements	
Handouts of IPR guidelines and regulations	

Module 8: Monitor Health and Safety Standard

Mapped to NOS/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 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, Participant Handbook</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 9: On-the-Job Training

Mapped to Team Leader- Travel

Mandatory Duration: 240:00	Recommended Duration: 00:00
Location: On Site	
Terminal Outcomes	
<ul style="list-style-type: none"> • Role play on how to obtain targets and work requirements from the management • Apply appropriate practices to assess the resource requirement for performing the assigned tasks • Prepare a sample work plan and work schedule with deadlines for the team • Apply appropriate practices to monitor staffing levels and workload of the travel counsellors or consultants • Dramatize a situation on how to arrange orientations for the new team members • Dramatize a situation on how to manage and train the staff, suggest and organize team-building activities, and also, analyse and resolve the conflict in the team • Apply appropriate practices to organize a meeting with the team to get feedback, update, information and maintain a good relationship • Roleplay on how to meet the existing guests as per schedule • Apply appropriate expertise to collect, analyse and incorporate feedback from the guests • Employ appropriate practices to address the problems raised by the guest • Apply appropriate practices to ensure that the guest calls are handled efficiently by the team members • Apply appropriate practices to plan and implement travel policies in accordance with the standards • Apply appropriate practices to verify all the travel arrangements with the specified plan • Dramatize a situation on how to ensure bookings are processed in line with Standard Operating Procedures • Apply appropriate method to monitor the volume of the bookings • Employ appropriate practices to keep abreast of the latest booking and payment technologies like conferma, sabre, etc. • Show how to streamline processes and procedures preferably within a structure of a GDS like Amadeus and Galileo • Employ appropriate techniques to ensure smooth, and efficient running of the business • Prepare cost benefit analysis and sales report • 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	Tours and Travel/Hospitality Management/ Hotel Management	5	Tours and Travel/Hospitality Management / Hotel Management	1	Tours and Travel/Hospitality Management/ Hotel Management	

Trainer Certification	
Domain Certification	Platform Certification
“Team Leader- Travel”, “THC/Q4304, 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 th Class/I.T.I OR Certificate/ Diploma/ Degree	Tours and Travel/Hospitality Management/ Hotel Management	5	Tours and Travel/Hospit ality Management/ Hotel Management	1	Tours and Travel/Hospit ality Management/ Hotel Management	

Assessor Certification	
Domain Certification	Platform Certification
“Team Leader- Travel”, “THC/Q4304, 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

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	Standard Operating Procedure
OH&S	Occupational Health and Safety
PPE	Personal Protective Equipment
HACCP	Hazard Analysis and Critical Control Points
ISO	International Standards Organization
IPR	Intellectual Property Rights