



Model Curriculum

QP Name: Transport Coordinator - Tourism and Hospitality

QP Code: THC/Q4201

QP Version: 2.0

NSQF Level: 4

Model Curriculum Version: 2.0

Tourism & Hospitality Skill Council 404/407, 4th floor, Mercantile House, K.G. Marg, Connaught Place,
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Training Parameters

Sector	Tourism and Hospitality
Sub-Sector	Tours and Travels
Occupation	Transportation
Country	India
NSQF Level	4
Aligned to NCO/ISCO/ISIC Code	NCO-2015/4323.9900
Minimum Educational Qualification and Experience	<p>12th grade pass OR Completed 2nd year of 3-year diploma (after 10th) and pursuing regular diploma OR 10th grade pass and pursuing continuous schooling OR 10th Grade Pass with 2 years relevant experience OR Previous relevant Qualification of NSQF Level 3.0 – Assistant Chef with minimum education as 8th Grade pass with 3-year relevant experience</p>
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 years
Last Reviewed On	31/08/2021
Next Review Date	24/02/2025
NSQC Approval Date	31/08/2021
QP Version	2.0
Model Curriculum Creation Date	31/08/2021
Model Curriculum Valid Up to Date	24/02/2025

Model Curriculum Version	2.0
Minimum Duration of the Course	480 Hours, 0 Minutes (including 60 Hrs. Employability Skills & OJT)
Maximum Duration of the Course	480Hours, 0 Minutes (including 60 Hrs. Employability Skills & OJT)

Program Overview

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

Training Outcomes

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

- Apply appropriate practices to provide transportation to customers
- Describe maintenance procedure of vehicle
- Apply appropriate practices to supervise the administrative duties for transportation
- Prepare payment receipt for customers
- Employee suitable practices to communicate effectively with guests, colleagues, and superiors to achieve a smooth workflow
- Apply gender and age-sensitive service practices
- Describe the protocols related to confidentiality of the organizational information and guests' privacy
- Apply health, hygiene, and safety practices at the workplace

Compulsory Modules

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

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
THC/N4216: Arrange Transportation for Customers NOS Version No. 2.0 NSQF Level 4	45.00	75.00	30.00	0.00	150.00
Module 1: Introduction to Transport Coordinator - Tourism and Hospitality	5.00	0.00	0.00	0.00	5.00
Module 2: Assess Customer Needs	15.00	15.00	10.00	0.00	40.00
Module 3: Arrange for Transportation	10.00	25.00	10.00	0.00	45.00
Module 4: Perform the Transportation Monitoring and	15.00	35.00	10.00	0.00	60.00

Payment Coordination Activates					
THC/N4217: Supervise Administrative Duties NOS Version No. 2.0 NSQF Level 4	60.00	90.00	30.00	0.00	180.00
Module 5: Monitor Vehicle Maintenance	30.00	45.00	15.00	0.00	90.00
Module 6 : Manage Documentation and Staff	30.00	45.00	15.00	0.00	90.00
THC/N9901 – Communicate Effectively and Maintain Service Standards NOS Version No. 2.0 NSQF Level 3	15.00	15.00	00.00	0.00	30.00
Module 7: Maintain Effective Communication and Service Standard	15.00	15.00	00.00	0.00	30.00
THC/N9903- Maintain Organisational Confidentiality and Respect Customers' Privacy NOS Version No. 2.0 NSQF Level 3	15.00	15.00	00.00	0.00	30.00
Module 8: Organizational Confidentiality and Customer Privacy	15.00	15.00	00.00	0.00	30.00
THC/N9906 – Follow Health, Hygiene and Safety practices NOS Version No. 2.0 NSQF Level 3	15.00	15.00	00.00	0.00	30.00
Module 9: Basic Health and Safety Standards	15.00	15.00	00.00	0.00	30.00
DGT/VSQ/N0102: Employability Skills (60 Hours)	24:00	36:00	00:00	00:00	60:00

Module 10. Introduction to Employability Skills	0:30	01:00	00:00	00:00	01.30
Module 11. Constitutional values - Citizenship	0:30	01:00	00:00	00:00	01.30
Module 12. Becoming a Professional in the 21st Century	01:00	01:30	00:00	00:00	02.30
Module 13. Basic English Skills	04:00	06:00	00:00	00:00	10:00
Module 14. Career Development & Goal Setting	01:00	01:00	00:00	00:00	02:00
Module 15. Communication Skills	02:00	03:00	00:00	00:00	05:00
Module 16. Diversity & Inclusion	01:00	01:30	00:00	00:00	02.30
Module 17. Financial and Legal Literacy	02:00	03:00	00:00	00:00	05:00
Module 18. Essential Digital Skills	04:00	06:00	00:00	00:00	10:00
Module 19. Entrepreneurship	03:00	04:00	00:00	00:00	07:00
Module 20. Customer Service	02:00	03:00	00:00	00:00	05:00
Module 21. Getting Ready for Apprenticeship & Jobs	03:00	05:00	00:00	00:00	08:00
Total Duration	174.00	246.00	60.00	0.00	480.00

Module Details

Module 1: Introduction to Transport Coordinator - Tourism and Hospitality Bridge Module

Terminal Outcomes:

- Outline the overview of Skill India Mission
- Describe the scope of Transportation Industry
- Define the roles and responsibilities of a Transport Coordinator
- Explain the scope of work for a Transport Coordinator

Duration: 05:00	Duration: 00:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the objectives and benefits of the Skill India Mission • Describe the Tourism and Hospitality industry and its sub-sectors • Discuss the basic terminology used in the transportation parlance • Discuss various functions and organizational structure of a transportation organization • Elaborate on the job role and job opportunity for Transport Coordinator in the Tourism and Hospitality Industry • Explain the grooming standards for a Transport Coordinator 	NA
Classroom Aids	
Whiteboard, Markers, Duster, Projector, Laptop, Presentation	
Tools, Equipment and Other Requirements	
NA	

Module 2: Assess Customer Needs

Mapped to THC/N4216 v 2.0

Terminal Outcomes:

- Describe the procedure to greet, welcome and attend the guests
- Apply appropriate practices to check online bookings and travel enquiries
- Employ suitable practices to coordinate with tour operators and customers
- Prepare a travel plan for the Customers

Duration: 15:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain standard legislation, policies, and procedures, environmental, safety, and service quality standards followed by organization • Describe various government rules for road transportation • Discuss vehicle safety norms and maintenance standards and traffic regulations • Elaborate on the types of vehicles for transportation and their corresponding fare policies 	<ul style="list-style-type: none"> • Dramatize a situation on how to receive and greet the customers and coordinate with tour operators • Apply appropriate practices to check online bookings and travel enquiries • Employ appropriate practices to review all the transport schedules and update the same • Role play a situation on how to obtain travel plan from customers with travel dates, destination, duration, number of people travelling and vehicles preferences and suggest available vehicle options to them • Roll play on how to review all the transport schedules to accommodate the travel plan • Dramatize a situation on how to coordinate with customers about booking, pick-up and drop schedule, vehicles option, fare and other applicable charges like night shift, etc. • Show how to send booking confirmation with vehicle and driver details to the customer and receive advance or partial payments from the customers
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook	
Tools, Equipment and Other Requirements	
Sample Travel plan and transport schedule	



Module 3: Arrange for Transportation

Mapped to THC/N4216 v 2.0

Terminal Outcomes:

- Perform steps to plan appropriate routes
- Discuss about vehicle safety norms and maintenance standards
- Describe traffic regulation for safely driving
- Employ suitable practices to check vehicle for proper functioning

Duration: 10:00	Duration: 25:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the procedure to plan the travel routes • Elaborate the steps to perform routine inspection of vehicles • State the significance of being updated on the city maps, routes, and traffic condition • List various mandatory documents required for transportation like valid driver's license, insurance papers, etc. 	<ul style="list-style-type: none"> • Show how to select shortest transport route based on customer requirement • Dramatize a situation to inform the driver about the booking and associated details like pick up location, time, preferred route and any special request from the customer • Employ proper inspection practices to check vehicles' appropriateness for use like status of cleaning and sanitization, working condition, availability of safety gears like first aid, fire extinguishers, etc. • Apply appropriate procedure to ensure that vehicle papers are in order and driver carries his valid driving license • Apply proper practices to arrange maps, communication devices, etc. for drivers
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook	
Tools, Equipment and Other Requirements	
Sample vehicles paper and driving license	

Module 4: Perform the Transportation Monitoring and Payment Coordination Activities

Mapped to THC/N4216 v 2.0

Terminal Outcomes:

- Employ appropriate procedures to track driver's route progress
- Perform the tasks to handle customer complaints and resolve the issues
- Describe the procedure to calculate transportation cost

Duration: 15:00	Duration: 35:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • State the significance of ensuring vehicle departure from the garage at the designated time • Discuss professional etiquette to be maintained by the drivers • Discuss transportation co-ordination planning and scheduling process • Explain tracking system of vehicle and its monitoring procedures • Describe travel advisory for different routes • State different type of pick-ups and drop transport arrangements • Discuss the procedure to track the route progress of a vehicle • Discuss resource management techniques • Explain how to calculate the transit time and distance to arrive at transportation cost • Discuss the format of receipts and payment records 	<ul style="list-style-type: none"> • Apply appropriate practices to monitor the professional behaviour of driver • Employ appropriate practices to check and monitor the flight timings • Show how to notify the driver in case of airport transfers • Employ appropriate practices to ensure proper coordination between customer and driver • Demonstrate how to track driver's routes progress periodically to ensure on time service and schedule • Dramatize a situation on how to receive phone calls from drivers and customers and solve customer complaints • Apply appropriate methods to calculate the transit time and distance to arrive at transportation cost • Employ proper practices to inform the drivers on any discounts and deductions agreed with the customers and apprise final cost • Prepare a sample receipt of final amount • Show how to process for refund to the customer • Employ proper practices to receive the payment amount from the driver and update the payment records
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook	
Tools, Equipment and Other Requirements	
Required payment record, Sample Receipt	

Module 5: Monitor Vehicle Maintenance

Mapped to THC/N4217 v 2.0

Terminal Outcomes:

- Describe vehicles' safety norms and maintenance standards
- Discuss the procedure to check vehicle service record
- Explain techniques to calculate fuel and mileage

Duration: 30:00	Duration: 45:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • State the significance of timely maintenance of the vehicles • Describe vehicle safety norms and maintenance standards as per various authorities • Elaborate steps to perform the routine inspection of the vehicle • Explain standard procedure to record any anomalies observed during the inspection of the vehicle • State the importance of reporting the actual or potential defects of vehicle to the Transport Manager in a timely manner 	<ul style="list-style-type: none"> • Apply appropriate inspection methods to ensure that vehicle meets all security and operational standards • Employ proper practice to check vehicle papers and other documents for legal and standard compliance with relevant authorities like State Road Transport Undertaking (STU)s, Central Motor Vehicles Rule (CMVR)/other guidelines from Ministry of Road Transport and Highways (MORTH) and other guidelines issued by Road Transport Authorities like RTOs (including fast tag facility) • Show how to check vehicle service records or previous trip records for maintenance and repair requirements of the vehicle • Role play a situation on how to inform transport Manager about actual or potential defects of vehicles and any requirements of vehicles
6Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook	
Tools, Equipment and Other Requirements	
Sample of vehicle papers and other documents, Required vehicle service record	

Module 6: Manage Documentation and Staff

Mapped to THC/N4217 v 2.0

Terminal Outcomes:

- Describe rules, regulations and documents for transportation
- Explain how to maintain attendance sheet of driver and logbook of vehicles
- Perform steps to assign duties of driver and support staff
- Discuss various conflict management techniques

Duration: 30:00	Duration: 45:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss various formats for attendance sheets, driver logs, trip reports, mileage report etc. • Elaborate on the inspecting methods for trip sheets and logbooks • Elaborate on statutory rules and regulations for transportation • Describe valid documents required for transportation • Discuss grooming standards for drivers • Explain salary calculation methods • Describe common staff related problems and effective ways to handle them • Discuss various conflict management techniques 	<ul style="list-style-type: none"> • Show how to maintain attendance sheet of the drivers • Apply appropriate practices to review and arrange all transportation paperwork like driver logs, trip reports and invoices • Apply appropriate procedures to maintain vehicle in and out logbook with vehicle numbers for tracking • Employ proper practices to verify the transport documentation and the trip sheets submitted by the drivers • Apply appropriate practices to ensure that all drivers possess valid documents • Role play a situation on how to assign duties to drivers and support staff on a shift's basis • Show how to calculate the drivers' working hours for processing payrolls • Employ proper practices to monitor and report driver issues such as accidents, safety concerns, or licensing issues to the Transport Manager • Role play a situation on how to handle and resolve staff problems like absenteeism, schedule change etc.
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Handbook	
Tools, Equipment and Other Requirements	
Rules, Regulation and required documents guidelines and sample of log book	

Module 7: Maintain Effective Communication and Service Standard

Mapped to THC/N9901 v 2.0

Terminal Outcomes:

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

Duration: 15:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the importance of professionalism, etiquette and ethical behaviour at the workplace • Discuss the importance of effective communication • Explain the importance of customer satisfaction and customer feedback • Outline the procedure of receiving feedback and complaints constructively • Describe various ways to handle customer complaints • Discuss different ways to improve the customer experience • Explain the importance of gender and age sensitivity • Discuss gender and age-specific requirements of the customers • Discuss the specific needs of People with Disabilities • Discuss the importance of reporting Sexual harassment at workplace • Discuss ways of escalating problems, reporting workplace issues, and receiving feedback from the superiors 	<ul style="list-style-type: none"> • Demonstrate the standard procedure to welcome and greet the customers • Dramatize appropriate communication skills and etiquette while interacting with customers, colleagues, and superiors • Role play a situation on how to handle customer complaints effectively • Role play appropriate behavioural etiquette towards all ages, genders and differently abled people as per specification
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook	
Tools, Equipment and Other Requirements	
Sample of escalation matrix, Organisation structure	

Module 8: Organizational Confidentiality and Customer's Privacy

Mapped to THC/N9903 v 2.0

Terminal Outcomes:

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

Duration: 15:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the significance of maintaining organizational confidentiality and customer privacy in the hospitality industry • Discuss the Intellectual Property issues and policies affecting the organization and customer privacy • Explain the procedures to report the infringement of IPR to the concerned person • Discuss the usage, storage and disposal procedures of confidential information as per specification 	<ul style="list-style-type: none"> • Employ appropriate ways to use, store and dispose of the organizational and customer information
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook	
Tools, Equipment and Other Requirements	
Handouts of IPR guidelines and regulations	

Module 9: Basic Health and Safety Standard

Mapped to THC/N9906 v 2.0

Terminal Outcomes:

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

Duration: 15:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the concept and importance of personal and workplace hygiene • Discuss best practices to maintain personal hygiene • Explain the ways to clean and sanitize the workplace and related equipment • Describe standard safety procedures to be followed while handling tools, material, and equipment • Outline the purpose and usage of various Personal Protective Equipment (PPE)required at the workplace • Explain the importance of preventive health check-up organized by the company • Describe the causes of risks and potential hazards in the workplace and ways to prevent them • List different safety warning signs and labels at workplace • Discuss ways to identify hazards at the workplace • List the components of the first-aid kit Explain the procedure to report accident and other health related issues as per SOP 	<ul style="list-style-type: none"> • Demonstrate the procedure of routine cleaning and sanitization of tools, equipment, and other articles • Employ different ways to keep work area clean, hygienic and hazard free • Demonstrate how to use and dispose of relevant protective equipment as per tasks and work conditions • Perform basic first-aid procedures • Dramatize a situation on mock safety drills for emergency situations • Dramatize a situation on mock safety drills for emergency situations • Perform waste disposal procedures at the workplace depending on the types of waste • Role play a situation on reporting safety and security breaches to the supervisor Prepare a sample incident report
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook	

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: Introduction to Employability Skills

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Discuss about Employability Skills in meeting the job requirements

Duration: 00:30	Duration: 01:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the Employability Skills required for jobs in various industries. 	<ul style="list-style-type: none"> • List different learning and employability related GOI and private portals and their usage.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 11: Constitutional values - Citizenship

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Discuss about constitutional values to be followed to become a responsible citizen

Duration: 00:30	Duration: 01:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the constitutional values, including civic rights and duties, citizenship, responsibility towards society and personal values and ethics such as honesty, integrity, caring and respecting others that are required to become a responsible citizen 	<ul style="list-style-type: none"> • Show how to practice different environmentally sustainable practices.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 12: Becoming a Professional in the 21st Century

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Demonstrate professional skills required in 21st century

Duration: 01:00	Duration: 01:30
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss importance of relevant 21st century skills. • Describe the benefits of continuous learning. 	<ul style="list-style-type: none"> • Exhibit 21st century skills like Self-Awareness, Behavior Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn etc. in personal or professional life.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 13: Basic English Skills

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Practice basic English speaking.

Duration: 04:00	Duration: 06:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss need of basic English skills 	<ul style="list-style-type: none"> • Show how to use basic English sentences for everyday conversation in different contexts, in person and over the telephone. • Read and interpret text written in basic English. • Write a short note/paragraph / letter/e - mail using basic English.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 14: Career Development & Goal Setting

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Understand the importance of career development & goal setting

Duration: 01:00	Duration: 01:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the importance of career development & goal setting 	<ul style="list-style-type: none"> • Create a career development plan with well-defined short- and long-term goals
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 15: Communication Skills

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Practice basic communication skills

Duration: 02:00	Duration: 03:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the importance of active listening for effective communication • Discuss the significance of working collaboratively with others in a team 	<ul style="list-style-type: none"> • Demonstrate how to communicate effectively using verbal and nonverbal communication etiquette.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 16: Diversity & Inclusion

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Describe PwD and gender sensitization

Duration: 01:00	Duration: 01:30
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the significance of escalating sexual harassment issues as per POSH act. 	<ul style="list-style-type: none"> • Demonstrate how to behave, communicate, and conduct oneself appropriately with all genders and PwD
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 17: Financial and Legal Literacy

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Describe ways of managing expenses, income, and savings.

Duration: 02:00	Duration: 03:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • List the common components of salary and compute income, expenditure, taxes, investments etc. • Discuss the legal rights, laws, and aids. 	<ul style="list-style-type: none"> • Outline the importance of selecting the right financial institution, product, and service. • Demonstrate how to carry out offline and online financial transactions, safely and securely.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 18: Essential Digital Skills

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Demonstrate procedure of operating digital devices and associated applications safely.

Duration: 04:00	Duration: 06:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe the role of digital technology in today's life • Demonstrate how to operate digital devices and use the associated applications and features, safely and securely. • Discuss the significance of displaying responsible online behavior while browsing, using various social media platforms, e-mails, etc., safely and securely. 	<ul style="list-style-type: none"> • Create sample word documents, excel sheets and presentations using basic features. • Utilize virtual collaboration tools to work effectively.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 19: Entrepreneurship

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Demonstrate procedure of operating digital devices and associated applications safely.

Duration: 03:00	Duration: 04:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the types of entrepreneurships and enterprises • Discuss how to identify opportunities for potential business, sources of funding and associated financial and legal risks with its mitigation plan. • Describe the 4Ps of Marketing-Product, Price, Place and Promotion and apply them as per requirement. 	<ul style="list-style-type: none"> • Create a sample business plan, for the selected business opportunity.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 20: Customer Service

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Demonstrate procedure of operating digital devices and associated applications safely.

Duration: 02:00	Duration: 03:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe the significance of analyzing different types and needs of customers • Explain the significance of identifying customer needs and responding to them in a professional manner. • Discuss the significance of maintaining hygiene and dressing appropriately 	<ul style="list-style-type: none"> • Demonstrate how to deal with different customers and their needs
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 21: Getting ready for Apprenticeship & jobs

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Describe ways of preparing for apprenticeship & Jobs appropriately.

Duration: 03:00	Duration: 05:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the significance of maintaining hygiene and confidence during an interview. • List the steps for searching and registering for apprenticeship opportunities. 	<ul style="list-style-type: none"> • Create a professional Curriculum Vitae (CV) • Perform a mock interview • Use various offline and online job search sources such as employment exchanges, recruitment agencies, and job portals respectively
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 22: On-the-Job Training

Mapped to Transport Coordinator - Tourism and Hospitality

Mandatory Duration: 60:00	Recommended Duration: 00:00
Location: On Site	
Terminal Outcomes	
<ul style="list-style-type: none"> • Dramatize a situation on how to receive and greet the customers and coordinate with tour operators • Apply appropriate practices to check online bookings and travel enquiries • Employ appropriate practices to review all the transport schedules and update the same • Apply appropriate procedure to get travel plan for customers with travel dates, destination, duration, number of people travelling and vehicles preferences and suggest available vehicle options to them • Dramatize a situation on how to coordinate with customers about booking, pick-up and drop schedule, vehicles option, fare and other applicable charges like night shift, etc. • Show how to send booking confirmation with vehicle and driver details to the customer and receive advance or partial payments from the customers • Dramatize a situation to inform the driver about the booking and associated details like pick up location, time, preferred route and any special request from the customer • Employ proper inspection practices to check vehicles' appropriateness for use like status of cleaning and sanitization, working condition, availability of safety gears like first aid, fire extinguishers, etc. • Demonstrate how to track driver's routes progress periodically to ensure on time service and schedule • Dramatize a situation on how to receive phone calls from drivers and customers and solve issues of customer complaints • Apply appropriate methods to calculate the transit time and distance to arrive at transportation cost • Prepare a sample receipt of final amount for the customer • Show how to process for refund to the customer • Employ proper practices to receive the payment amount from the driver and update the payment records • Employ appropriate techniques to ensure about timely maintenance and security of vehicles • Apply appropriate inspection methods to ensure that vehicle meets all security and operational standards • Show how to check vehicle service records or previous trip records for maintenance and repair requirements of the vehicle • Role play a situation on how to inform transport Manager about actual or potential defects of vehicles and any requirements of vehicles 	

- Demonstrate how to conduct internal audits and take corrective actions on non-conformities found during an internal and external audit
- Employ appropriate practices to identify resource requirements and technical specification for property management services at various locations
- Show how to maintain attendance sheet of the drivers
- Show how to record mileage for calculating fuel consumption
- Apply appropriate practice to maintain vehicle in and out logbook
- Employ proper practices to verify the transport documentation and the trip sheets submitted by the drivers
- Role play a situation on how to assign duties to drivers and support staff on a shift's basis
- Show how to calculate the driver working hours for processing payrolls
- Dramatize appropriate communication skills and etiquette while interacting with customers, colleagues, and superiors
- Role play a situation on how to handle customer complaints effectively
- Role play appropriate behavioural etiquette towards all ages, genders and differently abled people as per specification
- Employ appropriate ways to use, store and dispose of the organizational and customer information
- Demonstrate the procedure of routine cleaning and sanitization of tools, equipment, and other articles
- Employ different ways to keep work area clean, hygienic and hazard free
- Demonstrate how to use and dispose of relevant protective equipment as per tasks and work conditions
- Perform basic first-aid procedures
- Dramatize a situation on mock safety drills for emergency situations
- Perform waste disposal procedures at the workplace depending on the types of waste
- Role play a situation on reporting safety and security breaches to the supervisor
- Prepare a sample incident report

Annexure

Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
12th Class /I.T.I OR Certificate/ Diploma/ Degree	Transport Coordinator / Tours and Travels / Transportation	5	Transport Coordinator / Tours and Travels / Transportati on	1	Transport Coordinator / Tours and Travels / Transportation	

Trainer Certification	
Domain Certification	Platform Certification
“Transport Coordinator - Tourism and Hospitality”, “THC/Q4201, v2.0”, Minimum accepted score is 80%	“Assessor”, “MEP/Q2701. v1.0” with the scoring of minimum 80%

Assessor Requirements

Assessor Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
12th Class /I.T.I OR Certificate/ Diploma/ Degree	Transport Coordinator / Tours and Travels / Transportation	5	Transport Coordinator / Tours and Travels / Transportation	1	Transport Coordinator / Tours and Travels / Transportation	

Assessor Certification	
Domain Certification	Platform Certification
“Transport Coordinator - Tourism and Hospitality”, “THC/Q4201, V2.0”, Minimum accepted score is 80%	“Assessor”, “MEP/Q2701. V1.0” with the scoring of minimum 80%

Assessment Strategy

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

1. Assessment System Overview:

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

2. Testing Environment: Assessor must:

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

3. Assessment Quality Assurance levels / Framework:

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

4. Types of evidence or evidence-gathering protocol:

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

5. Method of verification or validation:

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

6. Method for assessment documentation, archiving, and access

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

References

Glossary

Sector	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the Knowledge and Understanding (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria(PC)	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
Unit Title	Unit title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.

Scope	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.
Knowledge and Understanding (KU)	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform to the required standard.

Acronyms and Abbreviations

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training
SOP	Standard Operating Procedure
OH&S	Occupational Health and Safety
PPE	Personal Protective Equipment
HACCP	Hazard Analysis and Critical Control Points
FSSAI	Food Safety and Standards Authority of India
ISO	International Standards Organization
IPR	Intellectual Property Rights