

Qualification Pack



Travel Consultant

QP Code: THC/Q4404

Version: 5.0

NSQF Level: 4.5

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Qualification Pack

Contents

THC/Q4404: Travel Consultant	3
<i>Brief Job Description</i>	3
Applicable National Occupational Standards (NOS)	3
<i>Compulsory NOS</i>	3
<i>Qualification Pack (QP) Parameters</i>	3
THC/N4410: Prepare itinerary and finalize tour package for customer	5
THC/N4418: Assess travel risks and arrange insurance policy for customer	14
THC/N4419: Arrange visa for customers	20
THC/N4413: Provide assistance to the customers during the tour	27
THC/N9902: Ensure effective communication and service standards at workplace	32
THC/N9910: Ensure to maintain organisational confidentiality and guest's privacy	37
THC/N9907: Monitor and maintain health, hygiene and safety at workplace	41
DGT/VSQ/N0102: Employability Skills (60 Hours)	46
Assessment Guidelines and Weightage	53
<i>Assessment Guidelines</i>	53
<i>Assessment Weightage</i>	54
Acronyms	55
Glossary	56

Qualification Pack

THC/Q4404: Travel Consultant

Brief Job Description

The individual at work plans and prepares tour packages and itinerary, arranges for travel insurance and visa, and also assists the customer during the tour to ensure customer satisfaction. This person is also known as Travel Consultant.

Personal Attributes

The job requires the individual to have service-oriented approach, politeness, good communication skills, pleasing personality, ability to work for long hours and attention to detail.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [THC/N4410: Prepare itinerary and finalize tour package for customer](#)
2. [THC/N4418: Assess travel risks and arrange insurance policy for customer](#)
3. [THC/N4419: Arrange visa for customers](#)
4. [THC/N4413: Provide assistance to the customers during the tour](#)
5. [THC/N9902: Ensure effective communication and service standards at workplace](#)
6. [THC/N9910: Ensure to maintain organisational confidentiality and guest's privacy](#)
7. [THC/N9907: Monitor and maintain health, hygiene and safety at workplace](#)
8. [DGT/VSQ/N0102: Employability Skills \(60 Hours\)](#)

Qualification Pack (QP) Parameters

Sector	Tourism & Hospitality
Sub-Sector	Tours and Travels
Occupation	Tour Packaging
Country	India
NSQF Level	4.5

Qualification Pack

Credits	17
Aligned to NCO/ISCO/ISIC Code	NCO-2015/4221.0100
Minimum Educational Qualification & Experience	UG Certificate in relevant field with 1 Year of experience including apprenticeship OR 12th grade Pass with 2 Years of experience including apprenticeship OR Previous relevant Qualification of NSQF Level 4 with 1.5 years of experience
Minimum Level of Education for Training in School	Not Applicable
Pre-Requisite License or Training	NA
Minimum Job Entry Age	19 Years
Last Reviewed On	NA
Next Review Date	30/04/2027
NSQC Approval Date	30/04/2024
Version	5.0
Reference code on NQR	QG-4.5-TH-02454-2024-V2-THSC
NQR Version	5.0

Qualification Pack

THC/N4410: Prepare itinerary and finalize tour package for customer

Description

The individual at work plans and prepares tour packages and itinerary, arranges for travel insurance and visa, and also assists the customer during the tour to ensure customer satisfaction. This person is also known as Travel Consultant.

Scope

The scope covers the following :

- Determine customer travel needs and plan the tour
- Estimate the tour package cost
- Prepare and finalize the itinerary
- Coordinate bookings with industry partners
- Handover final tour package to customer

Elements and Performance Criteria

Determine customer's travel needs and plan the tour

To be competent, the user/individual on the job must be able to:

- PC1.** arrange resources such as brochures, travel books/magazine, and other sources of information on famous destinations, along with railway timetables and airlines schedule
- PC2.** greet and welcome the customer as per standards
- PC3.** assess the type of travel the customers are looking for, such as leisure, business, adventure package, etc.
- PC4.** identify the travel details like preferred destination, planned duration and tentative dates, preferred mode of travel, accommodation preferences, estimated budget, and number of persons travelling etc.
- PC5.** determine the type of group of customers travelling together such as family, friends, colleagues, etc.
- PC6.** assess the customer's specifications and wishes
- PC7.** suggest travel options that best suit customer's needs
- PC8.** suggest some destinations with tourist attractions, experiences to have, etc. to customers who have not planned any particular travel destination
- PC9.** provide detailed information on climate, distance, tourist attractions, and any upcoming festival/entertainment event to help customer choose the package

Estimate the tour package cost

To be competent, the user/individual on the job must be able to:

- PC10.** stay updated with the latest/daily tariff market trend
- PC11.** collect information on other travel agency's package rates for the destination to offer a better deal
- PC12.** analyze the cost of travel by different modes of transportation to the destination

Qualification Pack

- PC13.** negotiate with partners/service provider for hotel bookings, tickets, transportation, guide/tour escort, etc. for the best rates
- PC14.** estimate and inform customer regarding cost of meal, shopping, entrance fees of tourist attractions, guides, etc. based on the destination's cost of living
- PC15.** prepare a ballpark estimate by adding up different cost factors including miscellaneous expenses and markup
- PC16.** inform the customers on the terms and conditions of payment and other details

Prepare and finalize the itinerary

To be competent, the user/individual on the job must be able to:

- PC17.** confirm the destination and the travel package, including the estimated cost with the customer
- PC18.** plan an end-to-end travel route such that nearby locations, important tourist attractions are clubbed and covered within the available time
- PC19.** consider details like interest and energy level of the tourists, etc. while planning the itinerary
- PC20.** update the itinerary with the details like distance between locations, estimated time for every activity, opening and closing time of places of attraction along with information on the background, various restaurant options, etc.
- PC21.** inform the customer about airlines' luggage limits, required travel and medical insurance details, visa processing, passport, currency, and other requirements
- PC22.** offer unique insights, trivia, and activity ideas, insider tips etc. for the destination

Coordinate bookings with industry partners

To be competent, the user/individual on the job must be able to:

- PC23.** inform the customers of the estimated cost and taxes of the ticket fare for the various travel options such as railway, airlines, bus, cab and cruise
- PC24.** check on the availability of tickets at the preferred dates
- PC25.** collect the documents and other required details from the customers for ticket booking as per standards
- PC26.** check the itinerary, insurance, visa etc. to book the tickets accordingly
- PC27.** inform the customer regarding the baggage restrictions, penalties for overweight luggage, prohibited items for cabin luggage
- PC28.** book tickets for flights/trains/other modes of transport, reserve accommodation in hotels/lodges, and arrange for local transportation
- PC29.** confirm booking with customer names and other details with hotels, airlines, and other transport agents
- PC30.** coordinate with the appropriate agencies on cultural events, entertainment, etc. arranged during the travel

Handover final tour package to customer

To be competent, the user/individual on the job must be able to:

- PC31.** coordinate with customers to collect payment
- PC32.** create and update records of clients manually or electronically, as applicable
- PC33.** handover the final package with tour details, and relevant documents like invoice, hotel booking confirmation, tickets, etc.

Qualification Pack

- PC34.** update the itinerary and add travel details like start and end dates, routes, reservation and confirmation numbers, types of transportation, connection information, rentals, etc. in the itinerary
- PC35.** mention lodging details like name of lodging, arrival and check-out dates, lodging address, phone number, fax, website, email ID, reservation numbers, etc.
- PC36.** provide relevant travel information, weather forecast and handy travel tools like destination maps/guides to the customer
- PC37.** advise customers on possible issues during the travel like safety, currency, etc., in specific locations
- PC38.** provide health related information such as medical facilities available at the destination, services like air ambulance, vaccination guidelines, etc.
- PC39.** provide details of consulate/high commission at the destination

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational policies on discounts, promotional packages, loyalty programs, etc.
- KU2.** government rules for travel to the target destinations (inbound and outbound) like visa, prohibited products, customs regulations for international travellers, etc.
- KU3.** international norms and practices for tour and travel industry
- KU4.** different customer categories and relevant tour packages/travel plans
- KU5.** customer's profile to make appropriate recommendations
- KU6.** categories of hotel, tariff plans for different types of rooms, applicable taxes, meal plans, season/off-season discounts/prices, etc. at the destination
- KU7.** popular seasonal packages and destinations
- KU8.** travel advisory and insurance requirements for the package
- KU9.** logistics involved in the tour package
- KU10.** documents required for travel booking and tour packaging
- KU11.** the process of invoicing and billing the customer
- KU12.** travel partner details, e.g., hotel, travel agents, transport providers, etc.
- KU13.** airline policies on domestic and international travel like baggage allowance, meals, etc.
- KU14.** currency and exchange rates of international destinations
- KU15.** grievance redressal for handling dissatisfied customer or partner
- KU16.** types of tour itinerary like adventure, health, cultural, religious etc.
- KU17.** factors to be considered for itinerary preparation
- KU18.** components and considerations for tour costs
- KU19.** travel pricing and distribution mechanism
- KU20.** types and characteristics of pricing strategies
- KU21.** cash management process
- KU22.** digital payment methods
- KU23.** GDS and other booking engines for e.g. Galileo, Amadeus, etc.



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Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** read company policies, instructions, etc.
- GS2.** communicate effectively and patiently with customers to assist in the tour planning
- GS3.** negotiate any customizations/modifications requested to minimize discount costs and losses
- GS4.** negotiate with service providers/partners like airlines, hotels, transport services for itinerary preparation and best deals
- GS5.** identify and solve issues to avoid delay in tour planning

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Determine customer's travel needs and plan the tour</i>	15	15	-	10
PC1. arrange resources such as brochures, travel books/magazine, and other sources of information on famous destinations, along with railway timetables and airlines schedule	-	-	-	-
PC2. greet and welcome the customer as per standards	-	-	-	-
PC3. assess the type of travel the customers are looking for, such as leisure, business, adventure package, etc.	-	-	-	-
PC4. identify the travel details like preferred destination, planned duration and tentative dates, preferred mode of travel, accommodation preferences, estimated budget, and number of persons travelling etc.	-	-	-	-
PC5. determine the type of group of customers travelling together such as family, friends, colleagues, etc.	-	-	-	-
PC6. assess the customer's specifications and wishes	-	-	-	-
PC7. suggest travel options that best suit customer's needs	-	-	-	-
PC8. suggest some destinations with tourist attractions, experiences to have, etc. to customers who have not planned any particular travel destination	-	-	-	-
PC9. provide detailed information on climate, distance, tourist attractions, and any upcoming festival/entertainment event to help customer choose the package	-	-	-	-
<i>Estimate the tour package cost</i>	15	15	-	15
PC10. stay updated with the latest/daily tariff market trend	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. collect information on other travel agency's package rates for the destination to offer a better deal	-	-	-	-
PC12. analyze the cost of travel by different modes of transportation to the destination	-	-	-	-
PC13. negotiate with partners/service provider for hotel bookings, tickets, transportation, guide/tour escort, etc. for the best rates	-	-	-	-
PC14. estimate and inform customer regarding cost of meal, shopping, entrance fees of tourist attractions, guides, etc. based on the destination's cost of living	-	-	-	-
PC15. prepare a ballpark estimate by adding up different cost factors including miscellaneous expenses and markup	-	-	-	-
PC16. inform the customers on the terms and conditions of payment and other details	-	-	-	-
<i>Prepare and finalize the itinerary</i>	15	15	-	10
PC17. confirm the destination and the travel package, including the estimated cost with the customer	-	-	-	-
PC18. plan an end-to-end travel route such that nearby locations, important tourist attractions are clubbed and covered within the available time	-	-	-	-
PC19. consider details like interest and energy level of the tourists, etc. while planning the itinerary	-	-	-	-
PC20. update the itinerary with the details like distance between locations, estimated time for every activity, opening and closing time of places of attraction along with information on the background, various restaurant options, etc.	-	-	-	-
PC21. inform the customer about airlines' luggage limits, required travel and medical insurance details, visa processing, passport, currency, and other requirements	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC22. offer unique insights, trivia, and activity ideas, insider tips etc. for the destination	-	-	-	-
<i>Coordinate bookings with industry partners</i>	5	5	-	5
PC23. inform the customers of the estimated cost and taxes of the ticket fare for the various travel options such as railway, airlines, bus, cab and cruise	-	-	-	-
PC24. check on the availability of tickets at the preferred dates	-	-	-	-
PC25. collect the documents and other required details from the customers for ticket booking as per standards	-	-	-	-
PC26. check the itinerary, insurance, visa etc. to book the tickets accordingly	-	-	-	-
PC27. inform the customer regarding the baggage restrictions, penalties for overweight luggage, prohibited items for cabin luggage	-	-	-	-
PC28. book tickets for flights/trains/other modes of transport, reserve accommodation in hotels/lodges, and arrange for local transportation	-	-	-	-
PC29. confirm booking with customer names and other details with hotels, airlines, and other transport agents	-	-	-	-
PC30. coordinate with the appropriate agencies on cultural events, entertainment, etc. arranged during the travel	-	-	-	-
<i>Handover final tour package to customer</i>	10	10	-	5
PC31. coordinate with customers to collect payment	-	-	-	-
PC32. create and update records of clients manually or electronically, as applicable	-	-	-	-
PC33. handover the final package with tour details, and relevant documents like invoice, hotel booking confirmation, tickets, etc.	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC34. update the itinerary and add travel details like start and end dates, routes, reservation and confirmation numbers, types of transportation, connection information, rentals, etc. in the itinerary	-	-	-	-
PC35. mention lodging details like name of lodging, arrival and check-out dates, lodging address, phone number, fax, website, email ID, reservation numbers, etc.	-	-	-	-
PC36. provide relevant travel information, weather forecast and handy travel tools like destination maps/guides to the customer	-	-	-	-
PC37. advise customers on possible issues during the travel like safety, currency, etc., in specific locations	-	-	-	-
PC38. provide health related information such as medical facilities available at the destination, services like air ambulance, vaccination guidelines, etc.	-	-	-	-
PC39. provide details of consulate/high commission at the destination	-	-	-	-
NOS Total	60	60	-	45

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	THC/N4410
NOS Name	Prepare itinerary and finalize tour package for customer
Sector	Tourism & Hospitality
Sub-Sector	Tours and Travels
Occupation	Tour Packaging
NSQF Level	4.5
Credits	5
Version	4.0
Last Reviewed Date	30/04/2024
Next Review Date	30/04/2027
NSQC Clearance Date	30/04/2024

Qualification Pack

THC/N4418: Assess travel risks and arrange insurance policy for customer

Description

This OS unit is about assessing the possible risks in the customer's travel plan and arranging for suitable travel and medical insurance policy.

Scope

The scope covers the following :

- Assess customer needs and suggest insurance policy
- Complete application procedure
- Coordinate with insurance agent for processing and handover insurance policy to the customer

Elements and Performance Criteria

Assess customer needs and suggest insurance policy

To be competent, the user/individual on the job must be able to:

- PC1.** interact with the customers to understand their purpose, nature, destination, duration of travel, etc.
- PC2.** analyze the risks associated with the customer's travel plan
- PC3.** determine the areas of risk exposure through customer interaction
- PC4.** estimate the cost of insurance cover for the travel
- PC5.** explain various travel risks covered by the travel insurance policy to the customers such as trip cancellation, travel delays/interruptions, loss of baggage, unforeseen events, emergency medical expenses, accidents and death, etc. and the duration of cover
- PC6.** inform the customers about features of travel insurance policies like the type of policy, claims process, the amount that can be recovered, etc.
- PC7.** explain the differences in the various insurance policies and the amount that can be recovered via claims
- PC8.** brief the customers on complete terms and conditions of the policy and statutory requirements

Complete application procedure

To be competent, the user/individual on the job must be able to:

- PC9.** arrange for stipulated medical check-up of the customer as per company's policy or statutory requirements
- PC10.** check the eligibility of the customers to be insured
- PC11.** brief the customers on the expenses and the documents required for purchasing the travel insurance and the premium
- PC12.** collect all relevant documents from the customer, e.g., identity and address proof, medical test reports, photographs for application forms, etc., and cross-check for any missing or additional documents if required
- PC13.** ensure that the application form is completely filled and signed by the customer
- PC14.** verify the authenticity of the details in the application form

Qualification Pack

- PC15.** check photocopies against original documents like medical records, education records, travel documents, etc.
- PC16.** prepare the final quote and invoice for the customer
Coordinate with insurance agent for processing and handover insurance policy to the customer
- To be competent, the user/individual on the job must be able to:
- PC17.** submit documents to the insurance agent for processing within the specified time limit
- PC18.** follow up on the approval and process completion status using the application reference number
- PC19.** resolve any issues/rejections and reapply for the customer
- PC20.** coordinate with insurance agents for speedy processing of policy
- PC21.** collect the completed insurance policy documents from the agents and check if the details on the received policy matches the customer details
- PC22.** assure customer of all kinds of assistance in insurance claims processing if there is medical emergency/mishap during the tour
- PC23.** e-mail the original policy document to the customer

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Insurance Regulatory and Development Authority of India (IRDA) regulations
- KU2.** international travel and safety norms as per International Air Transport Association (IATA), World Health Organization (WHO), International Civil Aviation Organization (ICAO)
- KU3.** various risks associated with travelling
- KU4.** different types of travel policies and their features
- KU5.** factors affecting the cost of travel insurance
- KU6.** insurance premium calculation procedure based on travel type, age of customer, etc.
- KU7.** epidemic or regional outbreak of diseases that may affect the terms of the policy
- KU8.** essential documents and other requirements for travel insurance policy application
- KU9.** travel insurance claims procedure
- KU10.** insurance coverage details like flight cancellation, lost luggage, sudden illness, and hospitalization, etc.
- KU11.** health check-ups and vaccinations required for particular destinations
- KU12.** the process to create quotes and invoices
- KU13.** methods to identify fraudulent claims
- KU14.** different modes of receiving payment
- KU15.** daily cash management process
- KU16.** MS Office and other software for insurance policy claims

Generic Skills (GS)

User/individual on the job needs to know how to:



Qualification Pack

- GS1.** read and interpret all insurance policies
- GS2.** communicate effectively with customers to assist in insurance application and claims process
- GS3.** identify immediate or temporary solutions to resolve delay, rejections or other problems related to insurance application processing
- GS4.** fill-up the checklist of the documents to be submitted for insurance
- GS5.** fill-in forms and other travel insurance documents to complete the processing
- GS6.** record customer's information related to the booking

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Assess customer needs and suggest insurance policy</i>	20	20	-	15
PC1. interact with the customers to understand their purpose, nature, destination, duration of travel, etc.	-	-	-	-
PC2. analyze the risks associated with the customer's travel plan	-	-	-	-
PC3. determine the areas of risk exposure through customer interaction	-	-	-	-
PC4. estimate the cost of insurance cover for the travel	-	-	-	-
PC5. explain various travel risks covered by the travel insurance policy to the customers such as trip cancellation, travel delays/interruptions, loss of baggage, unforeseen events, emergency medical expenses, accidents and death, etc. and the duration of cover	-	-	-	-
PC6. inform the customers about features of travel insurance policies like the type of policy, claims process, the amount that can be recovered, etc.	-	-	-	-
PC7. explain the differences in the various insurance policies and the amount that can be recovered via claims	-	-	-	-
PC8. brief the customers on complete terms and conditions of the policy and statutory requirements	-	-	-	-
<i>Complete application procedure</i>	20	30	-	10
PC9. arrange for stipulated medical check-up of the customer as per company's policy or statutory requirements	-	-	-	-
PC10. check the eligibility of the customers to be insured	-	-	-	-
PC11. brief the customers on the expenses and the documents required for purchasing the travel insurance and the premium	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. collect all relevant documents from the customer, e.g., identity and address proof, medical test reports, photographs for application forms, etc., and cross-check for any missing or additional documents if required	-	-	-	-
PC13. ensure that the application form is completely filled and signed by the customer	-	-	-	-
PC14. verify the authenticity of the details in the application form	-	-	-	-
PC15. check photocopies against original documents like medical records, education records, travel documents, etc.	-	-	-	-
PC16. prepare the final quote and invoice for the customer	-	-	-	-
<i>Coordinate with insurance agent for processing and handover insurance policy to the customer</i>	20	20	-	10
PC17. submit documents to the insurance agent for processing within the specified time limit	-	-	-	-
PC18. follow up on the approval and process completion status using the application reference number	-	-	-	-
PC19. resolve any issues/rejections and reapply for the customer	-	-	-	-
PC20. coordinate with insurance agents for speedy processing of policy	-	-	-	-
PC21. collect the completed insurance policy documents from the agents and check if the details on the received policy matches the customer details	-	-	-	-
PC22. assure customer of all kinds of assistance in insurance claims processing if there is medical emergency/mishap during the tour	-	-	-	-
PC23. e-mail the original policy document to the customer	-	-	-	-
NOS Total	60	70	-	35

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	THC/N4418
NOS Name	Assess travel risks and arrange insurance policy for customer
Sector	Tourism & Hospitality
Sub-Sector	Tours and Travels
Occupation	Tour Packaging
NSQF Level	4.5
Credits	3
Version	2.0
Last Reviewed Date	30/04/2024
Next Review Date	30/04/2027
NSQC Clearance Date	30/04/2024

Qualification Pack

THC/N4419: Arrange visa for customers

Description

This OS unit is about engaging with the customers to understand their visa requirements, process visa application for the desired destination, receive payment from customers. It also includes collecting the visa and handing it over to the customers.

Scope

The scope covers the following :

- Brief about visa requirements and collect relevant documents and fees
- Arrange visa interview and liaise with the embassy and consulate
- Collect and hand over the approved visas
- Record and document the visa process

Elements and Performance Criteria

Brief about visa requirements and collect relevant documents and fees

To be competent, the user/individual on the job must be able to:

- PC1.** check required visa type (tourist, business, student, work permit, dependent, sponsored, etc.) based on customer's purpose of travel, duration of stay, and number of destinations
- PC2.** prepare the list of the required documents based on the type of travel and the specified destination
- PC3.** conduct a test interview with the customers to understand and ensure their stand on the suitability and eligibility for the visa approval
- PC4.** brief the customer on visa regulations/requirements of the destination(s) like immigration policy, sponsorship obligations, etc.
- PC5.** inform the customer about the required documents such as passport, photograph, supporting documents, etc. based on the type of travel and the specified destination
- PC6.** brief the customer on the typical waiting time for visa processing based on the destination and country of origin
- PC7.** explain the non-refundable policies of visa application (even if a visa is denied)
- PC8.** collect all relevant documents from the customer, e.g., identity and address proof, medical test reports, photographs for application forms, educational certificates, etc.
- PC9.** cross-check for any missing documents
- PC10.** check the validity of passport and eligibility to apply visa for the specified destination
- PC11.** ensure the details given in the application form is accurate and true
- PC12.** fill up the application form for the customer, if required
- PC13.** collect visa processing fee from the customers
- PC14.** submit the required documents to the consulate

Arrange visa interview and liaise with the embassy and consulate

To be competent, the user/individual on the job must be able to:

Qualification Pack

- PC15.** check with embassy/consulate for visa interview date for customer on submission of the documents
- PC16.** brief the customer about the date and time of the scheduled visa interview
- PC17.** inform the consulate in case the customer is unable to keep the scheduled appointment
- PC18.** coordinate for an alternate day to schedule the interview
- PC19.** track the visa processing status, using the reference number of the application submitted
- PC20.** take corrective action in case visa is rejected
- PC21.** follow-up on pending visa and stamped passport to be received

Collect and hand over the approved visas

To be competent, the user/individual on the job must be able to:

- PC22.** collect the stamped passport on receiving information from the consulate (over phone or email)
- PC23.** check if received visa details correctly match with the customer's travel plan
- PC24.** inform the customers on receipt of visa approval and passport
- PC25.** brief the customer on the various terms and conditions and validity of the visa, category, legal guidelines, etc.

Record and document the visa process

To be competent, the user/individual on the job must be able to:

- PC26.** record and update the customer's information related to the booking for future reference and ensure data protection
- PC27.** prepare monthly reports on visa applications/approvals for the management records

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** types of visas (business, tourist, work permit, family, etc.)
- KU2.** visa requirement and eligibility criteria to visit different countries
- KU3.** visa application and processing procedure for different destinations
- KU4.** immigration laws and procedures of different countries
- KU5.** modalities of short term/ long term visa
- KU6.** consulate and embassy rules and regulations
- KU7.** MS office and softwares related to visa and immigration

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** read the visa requirements, documents, and policies
- GS2.** prepare a checklist of the documents to be submitted for visa
- GS3.** communicate effectively with customers to assist in the visa application process
- GS4.** fill-in forms and other visa documents for customers to complete the visa processing



Qualification Pack

GS5. identify immediate or temporary solutions to resolve delay or other problems related to the visa processing

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Brief about visa requirements and collect relevant documents and fees</i>	20	20	-	15
PC1. check required visa type (tourist, business, student, work permit, dependent, sponsored, etc.) based on customer's purpose of travel, duration of stay, and number of destinations	-	-	-	-
PC2. prepare the list of the required documents based on the type of travel and the specified destination	-	-	-	-
PC3. conduct a test interview with the customers to understand and ensure their stand on the suitability and eligibility for the visa approval	-	-	-	-
PC4. brief the customer on visa regulations/requirements of the destination(s) like immigration policy, sponsorship obligations, etc.	-	-	-	-
PC5. inform the customer about the required documents such as passport, photograph, supporting documents, etc. based on the type of travel and the specified destination	-	-	-	-
PC6. brief the customer on the typical waiting time for visa processing based on the destination and country of origin	-	-	-	-
PC7. explain the non-refundable policies of visa application (even if a visa is denied)	-	-	-	-
PC8. collect all relevant documents from the customer, e.g., identity and address proof, medical test reports, photographs for application forms, educational certificates, etc.	-	-	-	-
PC9. cross-check for any missing documents	-	-	-	-
PC10. check the validity of passport and eligibility to apply visa for the specified destination	-	-	-	-
PC11. ensure the details given in the application form is accurate and true	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. fill up the application form for the customer, if required	-	-	-	-
PC13. collect visa processing fee from the customers	-	-	-	-
PC14. submit the required documents to the consulate	-	-	-	-
<i>Arrange visa interview and liaise with the embassy and consulate</i>	10	10	-	5
PC15. check with embassy/consulate for visa interview date for customer on submission of the documents	-	-	-	-
PC16. brief the customer about the date and time of the scheduled visa interview	-	-	-	-
PC17. inform the consulate in case the customer is unable to keep the scheduled appointment	-	-	-	-
PC18. coordinate for an alternate day to schedule the interview	-	-	-	-
PC19. track the visa processing status, using the reference number of the application submitted	-	-	-	-
PC20. take corrective action in case visa is rejected	-	-	-	-
PC21. follow-up on pending visa and stamped passport to be received	-	-	-	-
<i>Collect and hand over the approved visas</i>	5	5	-	5
PC22. collect the stamped passport on receiving information from the consulate (over phone or email)	-	-	-	-
PC23. check if received visa details correctly match with the customer's travel plan	-	-	-	-
PC24. inform the customers on receipt of visa approval and passport	-	-	-	-
PC25. brief the customer on the various terms and conditions and validity of the visa, category, legal guidelines, etc.	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Record and document the visa process</i>	5	5	-	5
PC26. record and update the customer's information related to the booking for future reference and ensure data protection	-	-	-	-
PC27. prepare monthly reports on visa applications/approvals for the management records	-	-	-	-
NOS Total	40	40	-	30

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	THC/N4419
NOS Name	Arrange visa for customers
Sector	Tourism & Hospitality
Sub-Sector	Tours and Travels
Occupation	Tour Packaging
NSQF Level	4.5
Credits	2
Version	2.0
Last Reviewed Date	30/04/2024
Next Review Date	30/04/2027
NSQC Clearance Date	30/04/2024

Qualification Pack

THC/N4413: Provide assistance to the customers during the tour

Description

This OS unit is about monitoring the tour and assisting the customers if required. It also involves updating all records for creating reports and seeking customer feedback.

Scope

The scope covers the following :

- Apprise customers of any change in the planned itinerary
- Assist the customers during tour
- Record customer information and feedback

Elements and Performance Criteria

Apprise customers of any change in the planned itinerary

To be competent, the user/individual on the job must be able to:

- PC1.** keep track of the customers' tour to ensure smooth journey
- PC2.** inform the customers regarding any alteration in the planned itinerary like cancellations, delays, rescheduling, etc. while they are on trip
- PC3.** convince the customers politely in case of any deviation in the planned itinerary
- PC4.** suggest an appropriate alternative to the customer as compensation

Assist the customers during tour

To be competent, the user/individual on the job must be able to:

- PC5.** assist the customers in changing or/upgrading the planned itinerary while on tour, if required
- PC6.** ensure the altered service offer matches customer expectations
- PC7.** help customer with any health, legal, transportation, cancellations, or any other issue that they may face during tour
- PC8.** provide prompt support in processing insurance claims in case of medical emergency
- PC9.** coordinate with local police or embassy or any other authority for any legal assistance to the customer
- PC10.** arrange for alternate transportation/evacuation in case of breakdowns, sudden cancellations, natural calamity and riots, etc.

Record customer information and feedback

To be competent, the user/individual on the job must be able to:

- PC11.** update records with customer details and their travel information
- PC12.** ensure customer's personal data is secured and handled appropriately
- PC13.** document all customer details on a monthly basis
- PC14.** keep record of all bills, payments, and invoices specific to the customer packages
- PC15.** record the feedback received from the customer through e-mails, phones, apps or in person
- PC16.** take prompt action on customer complaints/dissatisfaction

Qualification Pack

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** tour tracking and monitoring methods
- KU2.** redress mechanism in case of customer complaints
- KU3.** partner network details for tour packages
- KU4.** helplines for customers during the tour
- KU5.** travel advisories for different destinations
- KU6.** details of travel insurance policy and visa for the tour
- KU7.** immigration laws and procedures of different countries
- KU8.** customs regulations for different countries
- KU9.** vaccinations required for particular destinations
- KU10.** information regarding travel destinations such as local laws, weather, language, culture, currency, etc.

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** communicate effectively with customers to assist during tour
- GS2.** provide immediate or temporary solutions to resolve delay or other problems during the tour
- GS3.** maintain trust and reliability right from the first interaction with customer till end of tour

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Apprise customers of any change in the planned itinerary</i>	10	10	-	5
PC1. keep track of the customers' tour to ensure smooth journey	-	-	-	-
PC2. inform the customers regarding any alteration in the planned itinerary like cancellations, delays, rescheduling, etc. while they are on trip	-	-	-	-
PC3. convince the customers politely in case of any deviation in the planned itinerary	-	-	-	-
PC4. suggest an appropriate alternative to the customer as compensation	-	-	-	-
<i>Assist the customers during tour</i>	15	15	-	10
PC5. assist the customers in changing or/upgrading the planned itinerary while on tour, if required	-	-	-	-
PC6. ensure the altered service offer matches customer expectations	-	-	-	-
PC7. help customer with any health, legal, transportation, cancellations, or any other issue that they may face during tour	-	-	-	-
PC8. provide prompt support in processing insurance claims in case of medical emergency	-	-	-	-
PC9. coordinate with local police or embassy or any other authority for any legal assistance to the customer	-	-	-	-
PC10. arrange for alternate transportation/evacuation in case of breakdowns, sudden cancellations, natural calamity and riots, etc.	-	-	-	-
<i>Record customer information and feedback</i>	5	5	-	5
PC11. update records with customer details and their travel information	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. ensure customer's personal data is secured and handled appropriately	-	-	-	-
PC13. document all customer details on a monthly basis	-	-	-	-
PC14. keep record of all bills, payments, and invoices specific to the customer packages	-	-	-	-
PC15. record the feedback received from the customer through e-mails, phones, apps or in person	-	-	-	-
PC16. take prompt action on customer complaints/dissatisfaction	-	-	-	-
NOS Total	30	30	-	20

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	THC/N4413
NOS Name	Provide assistance to the customers during the tour
Sector	Tourism & Hospitality
Sub-Sector	Tours and Travels
Occupation	Tour Packaging
NSQF Level	4.5
Credits	2
Version	3.0
Last Reviewed Date	30/04/2024
Next Review Date	30/04/2027
NSQF Clearance Date	30/04/2024

Qualification Pack

THC/N9902: Ensure effective communication and service standards at workplace

Description

This OS unit is about communicating effectively, maintaining standards of etiquette at workplace, and engaging with guests to provide specific services.

Scope

The scope covers the following :

- Promote effective communication
- Maintain professional etiquette
- Ensure rendering of specific services as per the guests' requirements

Elements and Performance Criteria

Promote effective communication

To be competent, the user/individual on the job must be able to:

- PC1.** greet the guests promptly and appropriately as per organization's procedure
- PC2.** communicate with the guests in a polite and professional manner
- PC3.** build effective yet impersonal relationship with guests
- PC4.** identify guests' dissatisfactions and address complaints effectively
- PC5.** inform guests of any issue/problem well in advance
- PC6.** seek feedback from the guests and incorporate them to improve the guest experience
- PC7.** ensure essential information is passed on in a timely manner
- PC8.** ensure team members to maintain etiquette while interacting with each other
- PC9.** ensure the team members provide feedback to their peers

Maintain professional etiquette

To be competent, the user/individual on the job must be able to:

- PC10.** ensure self and team members report to work on time
- PC11.** use the guests' names as many times as possible during the conversation with proper salutation
- PC12.** maintain personal integrity & ethical behaviour
- PC13.** make sure personal hygiene is maintained by self and others at all times
- PC14.** ensure self and team members adhere to the dress code as per organizational policy
- PC15.** respect privacy of others at the workplace

Ensure rendering of specific services as per the guests' requirements

To be competent, the user/individual on the job must be able to:

- PC16.** provide assistance to Persons with Disability, if asked
- PC17.** ensure self and team members comply to the organizational policies towards Persons with Disability

Qualification Pack

- PC18.** make sure gender and age sensitive service practices are followed at all times
- PC19.** ensure compliance to the organizational policies related to prevention of sexual harassment, both physical and verbal by self and team members
- PC20.** support PwD team members in overcoming any challenges faced at work
- PC21.** make sure the workplace is accessible for the Persons with Disability

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational policies on behavioural etiquette and professionalism
- KU2.** organizational policies on gender sensitive service practices at workplace
- KU3.** organizational reporting and hierarchy structure
- KU4.** documentation policy and procedures of the organization
- KU5.** service quality standards as per organizational policies
- KU6.** complaint handling policy and procedures
- KU7.** SOP on personal hygiene
- KU8.** procedure of giving and receiving feedback positively
- KU9.** specific requirements of different age-groups of guests
- KU10.** age and gender specific etiquette
- KU11.** organizational policy with regards to Persons with disability
- KU12.** significance of professional etiquette and behaviour

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** read job sheets, organization policy documents, information displayed at the workplace and comments received from the supervisor or guest
- GS2.** fill up documentation pertaining to job requirement
- GS3.** interact with team members to work efficiently
- GS4.** communicate effectively with the guests
- GS5.** spot and report potential areas of disruption to work process proactively
- GS6.** improve work processes by incorporating guest feedback
- GS7.** motivate self and colleagues to work effectively

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Promote effective communication</i>	20	20	-	10
PC1. greet the guests promptly and appropriately as per organization's procedure	-	-	-	-
PC2. communicate with the guests in a polite and professional manner	-	-	-	-
PC3. build effective yet impersonal relationship with guests	-	-	-	-
PC4. identify guests' dissatisfactions and address complaints effectively	-	-	-	-
PC5. inform guests of any issue/problem well in advance	-	-	-	-
PC6. seek feedback from the guests and incorporate them to improve the guest experience	-	-	-	-
PC7. ensure essential information is passed on in a timely manner	-	-	-	-
PC8. ensure team members to maintain etiquette while interacting with each other	-	-	-	-
PC9. ensure the team members provide feedback to their peers	-	-	-	-
<i>Maintain professional etiquette</i>	10	10	-	5
PC10. ensure self and team members report to work on time	-	-	-	-
PC11. use the guests' names as many times as possible during the conversation with proper salutation	-	-	-	-
PC12. maintain personal integrity & ethical behaviour	-	-	-	-
PC13. make sure personal hygiene is maintained by self and others at all times	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. ensure self and team members adhere to the dress code as per organizational policy	-	-	-	-
PC15. respect privacy of others at the workplace	-	-	-	-
<i>Ensure rendering of specific services as per the guests' requirements</i>	10	10	-	5
PC16. provide assistance to Persons with Disability, if asked	-	-	-	-
PC17. ensure self and team members comply to the organizational policies towards Persons with Disability	-	-	-	-
PC18. make sure gender and age sensitive service practices are followed at all times	-	-	-	-
PC19. ensure compliance to the organizational policies related to prevention of sexual harassment, both physical and verbal by self and team members	-	-	-	-
PC20. support PwD team members in overcoming any challenges faced at work	-	-	-	-
PC21. make sure the workplace is accessible for the Persons with Disability	-	-	-	-
NOS Total	40	40	-	20

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	THC/N9902
NOS Name	Ensure effective communication and service standards at workplace
Sector	Tourism & Hospitality
Sub-Sector	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
Occupation	Generic
NSQF Level	6
Credits	1
Version	2.0
Last Reviewed Date	30/04/2024
Next Review Date	30/04/2027
NSQC Clearance Date	30/04/2024

Qualification Pack

THC/N9910: Ensure to maintain organisational confidentiality and guest's privacy

Description

This unit is about ensuring that confidentiality of the organisational information and the privacy of the guests is maintained at all times.

Scope

The scope covers the following :

- Ensure organisational confidentiality
- Ensure guests' privacy

Elements and Performance Criteria

Maintain organisational confidentiality

To be competent, the user/individual on the job must be able to:

- PC1.** prevent leak of new plans and designs to competitors
- PC2.** ensure protection of employee information
- PC3.** prevent leak of organisation's policies like pricing strategies, revenue management policies, marketing plans etc.
- PC4.** take immediate and appropriate action in case of any IPR violation
- PC5.** make sure that the subordinates report any infringement observed by anyone in the organisation to the immediate supervisor
- PC6.** protect sensitive data with strong passwords and change passwords on a regular basis
- PC7.** ensure policies around confidential information are followed by all staff members

Maintain guests' privacy

To be competent, the user/individual on the job must be able to:

- PC8.** ensure the team refrains from infringing upon guest's professional deals and plans
- PC9.** make sure guest's personal information and financial data is protected all times
- PC10.** ensure proper disposal of guest's information like booking details, credit card slips etc.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** basics of IPR Laws, Trademark Laws, Patent Laws, etc. in the country, and penalties associated with them
- KU2.** organisation's policies on intellectual property rights and confidential information
- KU3.** organisation's product, service or design patents
- KU4.** how Intellectual property protection is important for competitiveness of an organisation
- KU5.** guidelines for crafting effective SOPs regarding IPR

Qualification Pack

KU6. procedure for disposal of confidential documents

KU7. confidential data protection methods

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. read and follow IPR and related information documents

GS2. manage communication regarding IPR infringement, prevention, and management

GS3. identify measures that can prevent potential infringements within the team

GS4. evaluate organisation policies and procedures and assess its robustness to prevent IPR infringements

GS5. analyse the impact of IPR infringement on the guests and the organization

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain organisational confidentiality</i>	6	3	-	3
PC1. prevent leak of new plans and designs to competitors	-	-	-	-
PC2. ensure protection of employee information	-	-	-	-
PC3. prevent leak of organisation's policies like pricing strategies, revenue management policies, marketing plans etc.	-	-	-	-
PC4. take immediate and appropriate action in case of any IPR violation	-	-	-	-
PC5. make sure that the subordinates report any infringement observed by anyone in the organisation to the immediate supervisor	-	-	-	-
PC6. protect sensitive data with strong passwords and change passwords on a regular basis	-	-	-	-
PC7. ensure policies around confidential information are followed by all staff members	-	-	-	-
<i>Maintain guests' privacy</i>	4	2	-	2
PC8. ensure the team refrains from infringing upon guest's professional deals and plans	-	-	-	-
PC9. make sure guest's personal information and financial data is protected all times	-	-	-	-
PC10. ensure proper disposal of guest's information like booking details, credit card slips etc.	-	-	-	-
NOS Total	10	5	-	5

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	THC/N9910
NOS Name	Ensure to maintain organisational confidentiality and guest's privacy
Sector	Tourism & Hospitality
Sub-Sector	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
Occupation	Generic
NSQF Level	6
Credits	1
Version	4.0
Last Reviewed Date	31/01/2024
Next Review Date	31/01/2027
NSQC Clearance Date	31/01/2024

Qualification Pack

THC/N9907: Monitor and maintain health, hygiene and safety at workplace

Description

This OS unit is about ensuring a hazard free working environment along with maintaining health and hygiene and adoption of sustainable practices at workplace.

Scope

The scope covers the following :

- Ensure personal and workplace hygiene
- Maintain safe and secure working environment
- Follow effective waste management and recycling practices at workplace

Elements and Performance Criteria

Ensure personal and workplace hygiene

To be competent, the user/individual on the job must be able to:

- PC1.** ensure that self and team's work area is clean and tidy
- PC2.** ensure washing and sanitizing hands at regular intervals using hand wash & alcohol-based sanitizers by self as well as team members
- PC3.** make sure workplace is cleaned with appropriate cleaning solution and disinfectants as recommended
- PC4.** ascertain cleaning of the crockery and other articles as per established standards
- PC5.** monitor sanitization of all tools, equipment and machine touch-points at regular intervals
- PC6.** ensure that the trashcans are cleared regularly following the cleanliness and maintenance schedule
- PC7.** maintain personal hygiene and ensure the team members do the same
- PC8.** report to the concerned authority in case any co-worker is unwell
- PC9.** report personal health issues related to injury, food, air and infectious disease and avoid going to work if unwell

Maintain safe and secure working environment

To be competent, the user/individual on the job must be able to:

- PC10.** ensure safety procedures are followed while handling materials, tools, acids etc. and lifting or moving equipment and supplies
- PC11.** ensure use of appropriate PPE (gloves, three layered masks, long gown, headwear, glasses, goggles, footwear, etc.) by self and others at all times
- PC12.** make sure first aid procedures are followed appropriately
- PC13.** identify hazards at the workplace and report to the concerned person in time

Follow effective waste management and recycling practices at workplace

To be competent, the user/individual on the job must be able to:

- PC14.** identify and segregate recyclable, non-recyclable and hazardous waste at workplace

Qualification Pack

- PC15.** segregate waste into different coloured dustbins
- PC16.** handle waste as per SOP
- PC17.** recycle waste wherever applicable
- PC18.** dispose of PPEs in a plastic bag, sealed and labelled as infectious waste

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational policies on safety procedures at workplace
- KU2.** procedure to maintain cleanliness standards at workplace
- KU3.** compliance norms for established health and hygiene procedures at workplace
- KU4.** importance of preventive health check-up and healthy living
- KU5.** purpose and usage of PPE such as gloves, protective goggles, masks, etc.
- KU6.** basic first aid procedures
- KU7.** methods to minimize accidental risks
- KU8.** the significance of safe handling of chemicals, acids, etc. for cleaning
- KU9.** instructions for operating and handling equipment as per standard
- KU10.** emergency procedures to be followed in case of a mishappening such as fire accidents, etc.

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** read organizational policy documents, manuals, instructions and information displayed at the workplace
- GS2.** fill in relevant forms, formats and checklist accurately
- GS3.** communicate effectively with visitors, co-workers and supervisors
- GS4.** analyze importance of personal hygiene
- GS5.** analyze the impact of not adhering to the health and safety procedures

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Ensure personal and workplace hygiene</i>	15	15	-	5
PC1. ensure that self and team's work area is clean and tidy	-	-	-	-
PC2. ensure washing and sanitizing hands at regular intervals using hand wash & alcohol-based sanitizers by self as well as team members	-	-	-	-
PC3. make sure workplace is cleaned with appropriate cleaning solution and disinfectants as recommended	-	-	-	-
PC4. ascertain cleaning of the crockery and other articles as per established standards	-	-	-	-
PC5. monitor sanitization of all tools, equipment and machine touch-points at regular intervals	-	-	-	-
PC6. ensure that the trashcans are cleared regularly following the cleanliness and maintenance schedule	-	-	-	-
PC7. maintain personal hygiene and ensure the team members do the same	-	-	-	-
PC8. report to the concerned authority in case any co-worker is unwell	-	-	-	-
PC9. report personal health issues related to injury, food, air and infectious disease and avoid going to work if unwell	-	-	-	-
<i>Maintain safe and secure working environment</i>	10	10	-	5
PC10. ensure safety procedures are followed while handling materials, tools, acids etc. and lifting or moving equipment and supplies	-	-	-	-
PC11. ensure use of appropriate PPE (gloves, three layered masks, long gown, headwear, glasses, goggles, footwear, etc.) by self and others at all times	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. make sure first aid procedures are followed appropriately	-	-	-	-
PC13. identify hazards at the workplace and report to the concerned person in time	-	-	-	-
<i>Follow effective waste management and recycling practices at workplace</i>	5	10	-	5
PC14. identify and segregate recyclable, non-recyclable and hazardous waste at workplace	-	-	-	-
PC15. segregate waste into different coloured dustbins	-	-	-	-
PC16. handle waste as per SOP	-	-	-	-
PC17. recycle waste wherever applicable	-	-	-	-
PC18. dispose of PPEs in a plastic bag, sealed and labelled as infectious waste	-	-	-	-
NOS Total	30	35	-	15

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	THC/N9907
NOS Name	Monitor and maintain health, hygiene and safety at workplace
Sector	Tourism & Hospitality
Sub-Sector	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
Occupation	Generic
NSQF Level	6
Credits	1
Version	2.0
Last Reviewed Date	30/04/2024
Next Review Date	30/04/2027
NSQC Clearance Date	30/04/2024

Qualification Pack

DGT/VSQ/N0102: Employability Skills (60 Hours)

Description

This unit is about employability skills, Constitutional values, becoming a professional in the 21st Century, digital, financial, and legal literacy, diversity and Inclusion, English and communication skills, customer service, entrepreneurship, and apprenticeship, getting ready for jobs and career development.

Scope

The scope covers the following :

- Introduction to Employability Skills
- Constitutional values - Citizenship
- Becoming a Professional in the 21st Century
- Basic English Skills
- Career Development & Goal Setting
- Communication Skills
- Diversity & Inclusion
- Financial and Legal Literacy
- Essential Digital Skills
- Entrepreneurship
- Customer Service
- Getting ready for Apprenticeship & Jobs

Elements and Performance Criteria

Introduction to Employability Skills

To be competent, the user/individual on the job must be able to:

- PC1.** identify employability skills required for jobs in various industries
- PC2.** identify and explore learning and employability portals

Constitutional values - Citizenship

To be competent, the user/individual on the job must be able to:

- PC3.** recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.
- PC4.** follow environmentally sustainable practices

Becoming a Professional in the 21st Century

To be competent, the user/individual on the job must be able to:

- PC5.** recognize the significance of 21st Century Skills for employment
- PC6.** practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life

Basic English Skills

To be competent, the user/individual on the job must be able to:

Qualification Pack

- PC7.** use basic English for everyday conversation in different contexts, in person and over the telephone
- PC8.** read and understand routine information, notes, instructions, mails, letters etc. written in English
- PC9.** write short messages, notes, letters, e-mails etc. in English

Career Development & Goal Setting

To be competent, the user/individual on the job must be able to:

- PC10.** understand the difference between job and career
- PC11.** prepare a career development plan with short- and long-term goals, based on aptitude

Communication Skills

To be competent, the user/individual on the job must be able to:

- PC12.** follow verbal and non-verbal communication etiquette and active listening techniques in various settings
- PC13.** work collaboratively with others in a team

Diversity & Inclusion

To be competent, the user/individual on the job must be able to:

- PC14.** communicate and behave appropriately with all genders and PwD
- PC15.** escalate any issues related to sexual harassment at workplace according to POSH Act

Financial and Legal Literacy

To be competent, the user/individual on the job must be able to:

- PC16.** select financial institutions, products and services as per requirement
- PC17.** carry out offline and online financial transactions, safely and securely
- PC18.** identify common components of salary and compute income, expenses, taxes, investments etc
- PC19.** identify relevant rights and laws and use legal aids to fight against legal exploitation

Essential Digital Skills

To be competent, the user/individual on the job must be able to:

- PC20.** operate digital devices and carry out basic internet operations securely and safely
- PC21.** use e- mail and social media platforms and virtual collaboration tools to work effectively
- PC22.** use basic features of word processor, spreadsheets, and presentations

Entrepreneurship

To be competent, the user/individual on the job must be able to:

- PC23.** identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research
- PC24.** develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion
- PC25.** identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity

Customer Service

To be competent, the user/individual on the job must be able to:

- PC26.** identify different types of customers
- PC27.** identify and respond to customer requests and needs in a professional manner.

Qualification Pack

PC28. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

To be competent, the user/individual on the job must be able to:

PC29. create a professional Curriculum vitae (Résumé)

PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively

PC31. apply to identified job openings using offline /online methods as per requirement

PC32. answer questions politely, with clarity and confidence, during recruitment and selection

PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. need for employability skills and different learning and employability related portals

KU2. various constitutional and personal values

KU3. different environmentally sustainable practices and their importance

KU4. Twenty first (21st) century skills and their importance

KU5. how to use English language for effective verbal (face to face and telephonic) and written communication in formal and informal set up

KU6. importance of career development and setting long- and short-term goals

KU7. about effective communication

KU8. POSH Act

KU9. Gender sensitivity and inclusivity

KU10. different types of financial institutes, products, and services

KU11. how to compute income and expenditure

KU12. importance of maintaining safety and security in offline and online financial transactions

KU13. different legal rights and laws

KU14. different types of digital devices and the procedure to operate them safely and securely

KU15. how to create and operate an e- mail account and use applications such as word processors, spreadsheets etc.

KU16. how to identify business opportunities

KU17. types and needs of customers

KU18. how to apply for a job and prepare for an interview

KU19. apprenticeship scheme and the process of registering on apprenticeship portal

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. read and write different types of documents/instructions/correspondence

GS2. communicate effectively using appropriate language in formal and informal settings



Qualification Pack

- GS3.** behave politely and appropriately with all
- GS4.** how to work in a virtual mode
- GS5.** perform calculations efficiently
- GS6.** solve problems effectively
- GS7.** pay attention to details
- GS8.** manage time efficiently
- GS9.** maintain hygiene and sanitization to avoid infection

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction to Employability Skills</i>	1	1	-	-
PC1. identify employability skills required for jobs in various industries	-	-	-	-
PC2. identify and explore learning and employability portals	-	-	-	-
<i>Constitutional values - Citizenship</i>	1	1	-	-
PC3. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.	-	-	-	-
PC4. follow environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	2	4	-	-
PC5. recognize the significance of 21st Century Skills for employment	-	-	-	-
PC6. practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life	-	-	-	-
<i>Basic English Skills</i>	2	3	-	-
PC7. use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-
PC8. read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
PC9. write short messages, notes, letters, e-mails etc. in English	-	-	-	-
<i>Career Development & Goal Setting</i>	1	2	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. understand the difference between job and career	-	-	-	-
PC11. prepare a career development plan with short- and long-term goals, based on aptitude	-	-	-	-
<i>Communication Skills</i>	2	2	-	-
PC12. follow verbal and non-verbal communication etiquette and active listening techniques in various settings	-	-	-	-
PC13. work collaboratively with others in a team	-	-	-	-
<i>Diversity & Inclusion</i>	1	2	-	-
PC14. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC15. escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
<i>Financial and Legal Literacy</i>	2	3	-	-
PC16. select financial institutions, products and services as per requirement	-	-	-	-
PC17. carry out offline and online financial transactions, safely and securely	-	-	-	-
PC18. identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
PC19. identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
<i>Essential Digital Skills</i>	3	4	-	-
PC20. operate digital devices and carry out basic internet operations securely and safely	-	-	-	-
PC21. use e- mail and social media platforms and virtual collaboration tools to work effectively	-	-	-	-
PC22. use basic features of word processor, spreadsheets, and presentations	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Entrepreneurship</i>	2	3	-	-
PC23. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
PC24. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
PC25. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
<i>Customer Service</i>	1	2	-	-
PC26. identify different types of customers	-	-	-	-
PC27. identify and respond to customer requests and needs in a professional manner.	-	-	-	-
PC28. follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship & Jobs</i>	2	3	-	-
PC29. create a professional Curriculum vitae (Résumé)	-	-	-	-
PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
PC31. apply to identified job openings using offline /online methods as per requirement	-	-	-	-
PC32. answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
NOS Total	20	30	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0102
NOS Name	Employability Skills (60 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	4
Credits	2
Version	1.0
Last Reviewed Date	30/04/2025
Next Review Date	30/04/2028
NSQC Clearance Date	30/04/2025

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down the proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on the knowledge bank of questions created by the SSC.
3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
4. Individual assessment agencies will create unique question papers for the theory part for each candidate at each examination/training center (as per assessment criteria below).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.
6. To pass the Qualification Pack assessment, every trainee should score a minimum of 70% of % aggregate marks to successfully clear the assessment.

Qualification Pack

7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

Minimum Aggregate Passing % at QP Level : 70

(Please note: Every Trainee should score a minimum aggregate passing percentage as specified above, to successfully clear the Qualification Pack assessment.)

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
THC/N4410.Prepare itinerary and finalize tour package for customer	60	60	-	45	165	20
THC/N4418.Assess travel risks and arrange insurance policy for customer	60	70	-	35	165	20
THC/N4419.Arrange visa for customers	40	40	-	30	110	20
THC/N4413.Provide assistance to the customers during the tour	30	30	-	20	80	15
THC/N9902.Ensure effective communication and service standards at workplace	40	40	-	20	100	10
THC/N9910.Ensure to maintain organisational confidentiality and guest's privacy	10	5	-	5	20	5
THC/N9907.Monitor and maintain health, hygiene and safety at workplace	30	35	-	15	80	5
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	-	-	50	5
Total	290	310	-	170	770	100

Qualification Pack

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training

Qualification Pack

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 organisation.
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.

Qualification Pack

Knowledge and Understanding (KU)	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
Organisational Context	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/ Generic Skills (GS)	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
Electives	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
Options	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.