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QUALIFICATION FILE – CONTACT DETAILS OF SUBMITTING BODY

Name and address of submitting body:

Tourism and Hospitality Skill Council (THSC)

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Name and contact details of individual dealing with the submission

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List of documents submitted in support of the Qualifications File:

- a) Annexure 1: Occupational Map of the Sector
- b) Annexure2: QP THC/Q4517: Bungee Jump Guide

Documents already submitted to QRC:

1. RFP for development of Occupational Standards
2. Selection process of the Consultants to develop Occupational Standards
3. Occupational Map for the Sector
4. List of companies and Industry Association partners who helped in creating the QPs
5. Minutes of the Meeting of the Governing Body to Appoint Subject Matter Experts (SMEs)
6. List of Subject matter experts appointed by the Governing Body
7. Putting up the Occupational Standards in public view
8. Qualification Pack
9. Assessment protocol and strategy
10. NSDC-IMaCS skill gap report
11. NSDC-KPMG skill gap report

QUALIFICATION FILE SUMMARY

Qualification Title	Bungee Jump Guide (THC/Q4517)		
Body/bodies which will assess candidates	Tourism and Hospitality Skill Council Affiliated Assessment partners		
Body/bodies which will award the certificate for the qualification.	Tourism and Hospitality Skill Council		
Body which will accredit providers to offer the qualification.	Tourism and Hospitality Skill Council		
Occupation(s) to which the qualification gives access	Tourism services		
Proposed level of the qualification in the NSQF.	Level5		
Anticipated volume of training/learning required to complete the qualification.	390 Hours		
Entry requirements / recommendations.	Preferable 10th Standard passed		
Maximum Qualifications	Preferable 12th Standard passed		
International Comparability	Not yet established		
Progression from the qualification.	Base Camp Manager		
Planned arrangements for RPL.	RPL policy will be described as and when available		
Formal structure of the qualification			
Title of unit or other component (include any identification code used)	Mandatory/Optional	Estimated size (learning hours)	Level
THC/N4513: Perform preparatory activities for the jump	M	80	5

THC/N4514: Provide jumping activity instructions to the tourists	M	80	5
THC/N4515: Carry out jump activity and the post requirements	M	80	5
THC/N9901: Communicate with customer and colleagues	M	30	Common Across all Levels
THC/N9902: Maintain customer-centric service orientation	M	20	Common Across all Levels
THC/N9903: Maintain standard of etiquetthospitable conduct	M	20	Common Across all Levels
THC/N9904: Follow gender and age sensitive service practices	M	20	Common Across all Levels
THC/N9906: Maintain health and hygiene	M	10	Common Across all Levels
THC/N9907 Maintain safety at workplace	M	50	Common Across all Levels

Please attach any document giving further detail about the structure of the qualification – eg a Curriculum or Qualification Pack.

Give details of the document here:

1) Qualification pack attached- Annexure 2

SECTION 1

ASSESSMENT

Name of assessment body:

- Confederation of Indian Industry.

Will the assessment body be responsible for RPL assessment?

Yes. The RPL will be carried out through screening, identifying the skill gaps, provide bridge training to cover the competency gap & then conduct final assessments of the candidates.

Describe the overall assessment strategy and specific arrangements which have been put in place to ensure that assessment is always valid, consistent and fair and show that these are in line with the requirements of the NSQF:

Assessment is done through third parties who are affiliated to THSC as Assessment Body. THSC has defined an **eligibility criterion for assessors for each QP**. The assessment agency looks for prospective assessor basis the eligibility criterion defined by THSC & are henceforth appropriately interviewed & approved for that particular assessment. The assessors go through the assessment orientation before the final assessments.

THSC creates & develops an assessment strategy unique to each QP which bifurcates the theory & practical with higher emphasis on Practical assessment and comprises of the following:

- 1) NOS Mapped Questions/Activities/Skill Demonstration
- 2) Assessment methods/tools
- 3) Total marks Per Assessment Method/Tool
- 4) Number of Questions
- 5) Marks Allocation Per Question
- 6) Timelines
- 7) Exam Conduct
- 8) Assessment Design

The emphasis is on practical demonstration of skills & knowledge based on the Assessable Criteria. Each NOS is assessed

&marked separately. Student is required to pass in all NOS's individually and marks are allotted per NOs as the unit of evaluation

Few examples of the Assessment Methods we use:

- 1) Theory- Written Assessment (Multiple Choice Questions)
- 2) Practical Assessment
 - a. Identification
 - b. Demonstration of Skills/ Activities
 - c. Role Play
 - d. Viva Voce

The assessment results are backed by evidences collected by assessors.

1 The assessor needs to collect a copy of the attendance for the training done under the scheme. The attendance sheets are signed and stamped by the In charge / Head of the Training Centre.

2 The assessor needs to verify the authenticity of the candidate by checking the photo ID card issued by the institute as well as any one Photo ID card issued by the Central/Government. The same needs to be mentioned in the attendance sheet. In case of suspicion, the assessor should authenticate and cross verify trainee's credentials in the enrolment form.

3 The assessor needs to punch the trainee's roll number on all the test pieces.

4 The assessor can take a photograph of all the students along with the assessor standing in the middle and with the centre name/banner at the back as evidence.

5 The assessor also needs to carry a photo ID card.

THSC is in process of putting an auditing partner in place to audit the assessments being conducted by the assessment bodies affiliated with THSC.

Please attach any documents giving further information about assessment and/or RPL.

Give details of the document(s) here:

ASSESSMENT EVIDENCE

Complete the following grid for each grouping of NOS, assessment unit or other component as listed in the entry on the structure of the qualification on page 1.

Job Role :Bungee Jump Guide Qualification Pack :THC/Q4517 Sector Skill Council : Tourism and Hospitality
Assessment Guidelines: <ol style="list-style-type: none"> Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Assessable Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for each PC. Each NOS will be assessed both for theoretical knowledge and practical which is being proportionately demonstrated in the table below. The assessment for the theory part will be based on knowledge bank of questions created by the SSC. To pass the Qualification Pack, every trainee should score a minimum of 75% in Functional NOS's and 60% in all Generic NOS's. In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification pack.

Title of NOS/Unit/Component:

Assessable Outcomes	Assessment Criteria	Total Marks (450)	Out of	Theory	Skills Practical
THC/N4513 Perform preparatory activities for the jump	PC1. coordinate with travel agents or tour operators in case of pre booking and for the information about the tourists	50	1	0.5	0.5
	PC2. contact the tourists to provide personal details in case of advance booking		1	0.5	0.5
	PC3. guide the tourists on the direction and the vehicle to reach the jump site		1	0.5	0.5
	PC4. coordinate for the meet point and the time of meet		1	0.5	0.5
	PC5. greet the tourists with a smile and make introductions		1	0.5	0.5
	PC6. showcase a friendly approach on meeting them		1	0.5	0.5
	PC7. ensure the tourists are comfortable with the approach		1	0.5	0.5
	PC8. ensure appropriate body language maintained to the tourists		1	0.5	0.5
	PC9. address the tourist with their names to have more friendly approach		1	0.5	0.5
	PC10. ensure decent grooming and an approachable personality		1	0.5	0.5

PC11. promote the various product and service package promotions in house	1.5	0.5	1
PC12. communicate in a way and language that the customer understands and is comfortable conversing	1	0.5	0.5
PC13. check the equipments such as cord, jumper, harness, helmet, etc. if they are in proper condition with respect to quality and safety	1.5	0.5	1
PC14. adjust the rigging	1.5	0.5	1
PC15. ensure the cord stretches down and the jumper comes upwards oscillating till the end of the free fall	1.5	0.5	1
PC16. ensure the cord gives a harder and sharper bounce	1.5	0.5	1
PC17. make sure the cord is shorter than the height of the jumping structure so that it allows enough room for the cord to stretch	1.5	0.5	1
PC18. ensure the cord length is not miscalculated	1.5	0.5	1
PC19. ensure the appropriate harness size is chosen	1.5	0.5	1
PC20. take care of all the possible safety measures to avoid any accidents during the jump	1.5	0.5	1
PC21. keep the full body harness in stock for the jumpers to wear for their safety	1.5	0.5	1
PC22. choose the type of structure for the jump to be organized such as fixed object like building, crane, bridge or on a movable object such as hot air balloon, helicopter	1.5	0.5	1
PC23. ensure the movable object chosen has the ability to remain at one place in the air	1.5	0.5	1
PC24. check if the cord is connected properly to the jump platform	1.5	0.5	1
PC25. check the calculations and fittings for every jump	1.5	0.5	1
PC26. inspect the age of the jumpers to match the minimum and maximum age limit	1.5	0.5	1
PC27. check the weight of the jumpers to satisfy the appropriate minimum and maximum weight limits	1.5	0.5	1
PC28. ask the tourists of their medical history	1.5	0.5	1
PC29. perform a health check on the jumpers to ensure they do not have BP, heart diseases, diabetes, pregnancy, asthma, neurological disorders, dislocations and sprains, back problems, artificial limbs, fragile skin, other disorders and diseases	1.5	0.5	1
PC30. ensure the jumpers are not height phobia	1.5	0.5	1
PC31. ensure the jumpers are not under the influence of alcohol or drugs during the jump	1.5	0.5	1
PC32. obtain a medical fitness certificate if the jumper exceeds the age limit	1.5	0.5	1
PC33. sign an approval for the tourist to jump if all the requirements are satisfied	1.5	0.5	1

	PC34. inspect the weather to ensure if it's feasible for the jump to take place		1.5	0.5	1
	PC35. avoid extreme weathers such as high winds, thunderstorms, etc.		1.5	0.5	1
	PC36. ensure land area is free from objects or any other disturbances		1.5	0.5	1
	PC37. ensure to choose the jump at safe locations		1.5	0.5	1
		Total	50	18.5	31.5
THC/N4514 Provide jumping activity instructions to the tourists	PC1. provide the registration form to the tourists to obtain the details of their name, address, contact, medical history and other details	50	1.5	0.5	1
	PC2. exchange the names and necessary personal details with the tourists		1.5	0.5	1
	PC3. register the details of the tourists		1.5	0.5	1
	PC4. issue any identification badges that the tourist will require		1.5	0.5	1
	PC5. get the bond signed from the tourists before the jump which states the organizer is not responsible if something happens to the person during the jump		1.5	0.5	1
	PC6. provide the fee details to the jumpers on activity rate list and package prices in case of groups or for multiple jumps if any		1.5	0.5	1
	PC7. collect the fee for the jump based on the tourist requirement, in case of a single jump or if they need a repeat jump		1.5	0.5	1
	PC8. make sure the jumpers wear comfortable casual clothes and are not wearing hats, loose clothes, jewels, short skirts, etc. during the jump		2.5	1	1.5
	PC9. ensure the tourists remove the restricted clothing and accessories		2	1	1
	PC10. keep the person's articles safe till the person is back from the jump		2	1	1
	PC11. ensure their shoes are secured to the feet tightly		2	1	1
	PC12. make sure the jumpers refrain from wearing glasses and hard contact lenses, however soft contact lenses are allowed		2	1	1
	PC13. provide the jumpers with necessary materials if they do not possess any		1.5	0.5	1
	PC14. inform the tourists of the type of structure from which they are going to perform the jump such as fixed object or on a movable object		2.5	1	1.5
	PC15. brief the jumpers on their jump height		2.5	1	1.5
	PC16. inform the jumpers on not to damage or remove any parts of the equipment or jump structure		2.5	1	1.5
	PC17. explain the various types of jumps such as swallow dive, leg harness jump, back dive, railing jump, water touchdown, thrown, cut away, tandem, sandbagging, etc.		2.5	1	1.5
	PC18. brief the tourists on the refund policy		2.5	1	1.5

	PC19. brief the jumpers on the time taken for the complete jump experience		2.5	1	1.5
	PC20. explain to the jumper the stretch of cord as the jumper falls and the momentum taking the jumper upward with the up and down trampoline movement		2.5	1	1.5
	PC21. ensure the minimum requirements of the jumper is satisfied based on the height jumped		2.5	1	1.5
	PC22. provide instructions on usage of the equipments and techniques of jumping		2.5	1	1.5
	PC23. describe the site plan explaining the jump platform and supporting structure, safety place, jump zone, etc.		2.5	1	1.5
	PC24. explain the usage of all rescue equipment and explain the emergency procedures		2.5	1	1.5
		Total	50	20	30
THC/N4515 Carry out jump activity and the post requirements	PC1. carry out test jumps to show the jumpers the explained procedures	50	2	1	1
	PC2. tie the cord tight to the tourist's ankles or attach to body harness		2	1	1
	PC3. use the right cords and harness to balance the weight of two persons jumping at a time in case of tandem jump		1.5	0.5	1
	PC4. connect the jumper's cord to the cage and lift by crane or make him climb, or connect the jumper and cord to bridges, buildings, towers, hot air balloons, helicopters, cable car, etc. for the jump		2	1	1
	PC5. ensure the jumper is comfortable with all the body fittings		1.5	0.5	1
	PC6. re-brief the important do's and do not's again		1.5	0.5	1
	PC7. double check all attachments of the rigging system, cord and harness to the jumper and jump platform		1.5	0.5	1
	PC8. check if the harness and helmet are securely attached to the person before jumping		1.5	0.5	1
	PC9. instruct the jumpers to fall off the edge of the surface used with force		1.5	0.5	1
	PC10. instruct to ensure the body is facing down straight in line to the cord		1.5	0.5	1
	PC11. instruct the jumper to swing up and down on the jump		1.5	0.5	1
	PC12. instruct the right positions and procedures for the person to jump by balancing on the edge of railing, climb on top of cage and jump, safe jump while being thrown and when it's a water touchdown jump, cutaway, etc.		1.5	0.5	1
	PC13. make the jumpers take a deep breath in order to calm before the jump		1.5	0.5	1
	PC14. give a countdown for the jump		1.5	0.5	1
	PC15. make them perform the respective type of jump chosen		1.5	0.5	1

	PC16. observe the jumper while on the jump		1.5	0.5	1
	PC17. lower the jumpers to a safe drop zone after the jump, preferably on a river having not more than 2 ft water		1.5	0.5	1
	PC18. lift up the tourists back up from the fall		1.5	0.5	1
	PC19. lead rescue team in case of any emergencies		1.5	0.5	1
	PC20. check for any injuries on the tourists after the jump		1	0.5	0.5
	PC21. provide the necessary first aid to the jumpers in case of injuries		1	0.5	0.5
	PC22. examine the cause of the injuries, if it happened due to the equipment mishap, people not jumping properly or other reasons irrespective of safety measures		1.5	0.5	1
	PC23. ensure the safety of the tourists during the jump		1	0.5	0.5
	PC24. ensure to follow the code of safe practices to maintain the safety and quality standards		1	0.5	0.5
	PC25. show the photograph and video of their jump to the tourists		1	0.5	0.5
	PC26. collect the required fee if the tourists require the photograph and video		1	0.5	0.5
	PC27. provide the jumpers with a certificate with an appreciation and recognition of dare to jump		1	0.5	0.5
	PC28. collect feedbacks from customers on the jump experience		1	0.5	0.5
	PC29. document the booking confirmation tickets and feedbacks collected from the jumpers		1	0.5	0.5
	PC30. process for refunds, gift vouchers, insurance copy, etc. if any		1	0.5	0.5
	PC31. report and document the jump activities		1	0.5	0.5
	PC32. maintain the equipments on a regular basis		1	0.5	0.5
	PC33. perform regular checks on the platform and equipment to ensure high level safety provided to the jumpers		1	0.5	0.5
	PC34. perform post usage equipment cleaning, inspection, testing and checking		1	0.5	0.5
	PC35. ensure to follow the standards and guidelines confined to the jump		1.5	0.5	1
	PC36. ensure to provide the best equipment and procedures		1.5	0.5	1
	PC37. ensure the tourists are provided a complete thriller and fun experience		1.5	0.5	1
		Total	50	20	30
THC/9901 Communicate with customer and colleagues	PC1. receive job order and instructions from reporting superior	50	1	0.5	0.5
	PC2. understand the work output requirements, targets, performance indicators and incentives		0.5	0.5	0
	PC3. deliver quality work on time and report any anticipated reasons for delays		0.5	0.5	0

PC4. escalate unresolved problems or complaints to the relevant senior	1	0.5	0.5
PC5. communicate maintenance and repair schedule proactively to the superior	0.5	0.5	0
PC6. receive feedback on work standards	1	0.5	0.5
PC7. document the completed work schedule and handover to the superior	1	0.5	0.5
PC8. exhibit trust, support and respect to all the colleagues in the workplace	1.5	0.5	1
PC9. aim to achieve smooth workflow	1.5	0.5	1
PC10. help and assist colleagues with information and knowledge	1	0.5	0.5
PC11. seek assistance from the colleagues when required	1	0.5	0.5
PC12. identify the potential and existing conflicts with the colleagues and resolve	1.5	0.5	1
PC13. pass on essential information to other colleagues on timely basis	1.5	0.5	1
PC14. maintain the etiquette, use polite language, demonstrate responsible and disciplined behaviours to the colleagues	1.5	0.5	1
PC15. interact with colleagues from different functions clearly and effectively on all aspects to carry out the work among the team and understand the nature of their work	1.5	0.5	1
PC16. put team over individual goals and multi task or share work where necessary supporting the colleagues	1.5	0.5	1
PC17. highlight any errors of colleagues, help to rectify and ensure quality output	1.5	0.5	1
PC18. work with cooperation, coordination, communication and collaboration, with shared goals and supporting each other's performance	1	0.5	0.5
PC19. ask more questions to the customers and identify their needs	1	0.5	0.5
PC20. possess strong knowledge on the product, services and market	0.5	0.5	0
PC21. brief the customers clearly	0.5	0.5	0
PC22. communicate with the customers in a polite, professional and friendly manner	1.5	0.5	1
PC23. build effective but impersonal relationship with the customers	1.5	0.5	1
PC24. ensure the appropriate language and tone are used to the customers	1.5	0.5	1
PC25. listen actively in a two way communication	1.5	0.5	1
PC26. be sensitive to the gender, cultural and social differences such as modes of greeting, formality, etc.	1.5	0.5	1
PC27. understand the customer expectations correctly and provide the appropriate products and services	1.5	0.5	1

	PC28. understand the customer dissatisfaction and address to their complaints effectively		2	0.5	1.5
	PC29. maintain a positive, sensible and cooperative manner all time		1.5	0.5	1
	PC30. ensure to maintain a proper body language, dress code, gestures and etiquettes towards the customers		2	0.5	1.5
	PC31. avoid interrupting the customers while they talk		1	0.5	0.5
	PC32. ensure to avoid negative questions and statements to the customers		1	0.5	0.5
	PC33. inform the customers on any issues or problems before hand and also on the developments involving them		2	0.5	1.5
	PC34. ensure to respond back to the customer immediately for their voice messages, e-mails, etc.		2	0.5	1.5
	PC35. develop good rapport with the customers and promote suitable products and services		2	0.5	1.5
	PC36. seek feedback from the customers on their understanding to what was discussed		2	0.5	1.5
	PC37. explain the terms and conditions clearly		3	0.5	2.5
		Total	50	18.5	31.5
THC/N9902 Maintain customer- centric service orientation	PC1. keep in mind the profiles of expected customers	50	2.5	0.5	2
	PC2. understand the target customers and their needs as defined by the company		1.5	0.5	1
	PC3. organize regular customer events and feedback session frequently		2.5	0.5	2
	PC4. build a good rapport with the customers including the ones who complain		2.5	0.5	2
	PC5. have frequent discussions with regular customers on general likes and dislikes in the market, latest trends, customer expectations, etc.		2.5	0.5	2
	PC6. receive regular feedbacks from the clients on current service, complaints, and improvements to be made, etc.		2.5	0.5	2
	PC7. compulsively seek customer rating of service to help develop a set of regularly improved procedures		2.5	0.5	2
	PC8. ingrain customer oriented behaviour in service at all level		2.5	0.5	2
	PC9. aim to gain their long lasting loyalty and satisfaction		2.5	0.5	2
	PC10. engage with customers without intruding on privacy		2	0	2
	PC11. ensure clarity, honesty and transparency with the customers		2.5	0.5	2
	PC12. treat the customers fairly and with due respect		2.5	0.5	2
	PC13. focus on executing company's marketing strategies and product development		2.5	0.5	2
	PC14. focus on enhancing brand value of company through customer satisfaction		2.5	0.5	2

	PC15. ensure that customer expectations are met		2.5	0.5	2
	PC16. learn to read customers' needs and wants		2.5	0.5	2
	PC17. willingly accept and Implement new and innovative products and services that help improve customer satisfaction		2.5	0.5	2
	PC18. communicate feedback of customer to senior, especially, the negative feedback		2.5	0.5	2
	PC19. maintain close contact with the customers and focus groups		2	0.5	1.5
	PC20. offer promotions to improve product satisfaction level to the customers periodically		2	0.5	1.5
	PC21. weigh the cost of fulfilling unscheduled customer requests, consult with senior and advise the customer on alternatives		2	0.5	1.5
		Total	50	10	40
THC/N9903 Maintain standard of etiquette and hospitable conduct	PC1. greet the customers with a handshake or appropriate gesture based on the type of customer on their arrival	50	0.5	0	0.5
	PC2. welcome the customers with a smile		0.5	0	0.5
	PC3. ensure to maintain eye contact		0.5	0	0.5
	PC4. address the customers in a respectable manner		1	0.5	0.5
	PC5. do not eat or chew while talking		0.5	0	0.5
	PC6. use their names as many times as possible during the conversation		0.5	0	0.5
	PC7. ensure not to be too loud while talking		0.5	0	0.5
	PC8. maintain fair and high standards of practice		2.5	1	1.5
	PC9. ensure to offer transparent prices		2	0.5	1.5
	PC10. maintain proper books of accounts for payment due and received		2	0.5	1.5
	PC11. answer the telephone quickly and respond back to mails faster		2	0.5	1.5
	PC12. ensure not to argue with the customer		2	0.5	1.5
	PC13. listen attentively and answer back politely		2	0.5	1.5
	PC14. maintain personal integrity and ethical behaviour		2.5	1	1.5
	PC15. dress professionally		2	0.5	1.5
	PC16. deliver positive attitude to work		2	0.5	1.5
	PC17. maintain well groomed personality		2	0.5	1.5
	PC18. achieve punctuality and body language		2	0.5	1.5
	PC19. maintain the social and telephonic etiquette		2	0.5	1.5
	PC20. provide small gifts as token of appreciation and thanks giving to the customer		2	0.5	1.5
	PC21. use appropriate tone, pitch and language to convey politeness, assertiveness, care and professionalism		2	0.5	1.5
	PC22. demonstrate responsible and disciplined behaviours at the workplace		2	0.5	1.5

	PC23. escalate grievances and problems to appropriate authority as per procedure to resolve them and avoid conflict		2	0.5	1.5
	PC24. use appropriate titles and terms of respect to the customers		2	0.5	1.5
	PC25. use polite language		1	0.5	0.5
	PC26. maintain professionalism and procedures to handle customer grievances and complaints		1.5	0.5	1
	PC27. offer friendly, courteous and hospitable service and assistance to the customer upholding levels and responsibility		1	0.5	0.5
	PC28. provide assistance to the customers maintaining positive sincere attitude and etiquette		1	0.5	0.5
	PC29. provide special attention to the customer at all time		1.5	0.5	1
	PC30. achieve 100% customer satisfaction on a scale of standard		1.5	0.5	1
	PC31. gain customer loyalty		1.5	0.5	1
	PC32. enhance brand value of company		2	0.5	1.5
		Total	50	14	36
THC/N9904 Follow gender and age sensitive service practices	PC1. educate the tourists, employers and the colleagues at workplace on women rights and the respect that is to be given to them	50	1.5	1.5	0
	PC2. inform about company's policies to prevent women from sexual harassments, both physical and verbal, and objectifications by other customers and staff		1.5	1.5	0
	PC3. list all the facilities available with respect to transportation facilities, night trips and safeguards, reporting abuse, maternity related and other grievance		1	1	0
	PC4. inform about methods adopted to ensure safety and personal and baggage security of women, e.g., CCTV cameras, security guards, women's helpline		2	0.5	1.5
	PC5. provide the necessary comfort to the female traveller customers such as secure and safe environment, chain locks/latches, smoke detector, comfortable accommodation, etc.		2	0.5	1.5
	PC6. Maintain compliant etiquette while dealing with women customers such as asking permission before entering room and for cleaning, avoiding touch contact, using abusive language or gesture, etc.		2	0.5	1.5
	PC7. ensure that the customer feels safe at all times without being over threatened by the security procedures and related environment		2	0.5	1.5
	PC8. ensure that in the event of terrorist attacks customers are calmly handled, led to safer places and instructed properly in order to achieve zero casualties		2	0.5	1.5
	PC9. ensure the quality of facilities and services offered cater to the needs of every individual, be it man, woman, child, particularly the very young and the aged		2	0.5	1.5

	PC10. be aware of the customer unique needs and wants of each category of customer, e.g., for an infant, for a young woman, for an old person, others		3	0.5	2.5
	PC11. coordinate with team to meet these unique needs, also keeping in mind their diverse cultural backgrounds		3	0.5	2.5
	PC12. provide entertainment programs and events suited for the children tourists		2	0.5	1.5
	PC13. educate parents and attendants of senior citizens on basic safeguards and procedures for them in case of emergencies		2	0.5	1.5
	PC14. arrange for transport and equipment as required by senior citizens		2	0.5	1.5
	PC15. ensure availability of medical facilities and doctor		2	0.5	1.5
	PC16. treat women equally across both the horizontal as well as vertical segregation of roles in the workplace		2	0.5	1.5
	PC17. ensure a fair and equal pay to the women as men, more of formal training, advancement opportunities, better benefits, etc.		2	0.5	1.5
	PC18. involve women in the decision making processes and management professions		2	0.5	1.5
	PC19. avoid specific discrimination and give women their due respect		2	0.5	1.5
	PC20. motivate the women in the work place towards utilizing their skills		2	0.5	1.5
	PC21. educate the tourists, employers and the colleagues at workplace on women rights and the respect that is to be given to them		2	0.5	1.5
	PC22. establish policies to protect the women from sexual harassments, both physical and verbal, and objectifications by customers and colleagues		2	0.5	1.5
	PC23. frame women friendly work practices such as flexible working hours, maternity leave, transportation facilities, night shift concessions, women grievance cell.		2	0.5	1.5
	PC24. ensure the safety and security of women in the workplace, particularly when their nature of job is to deal with night shifts, attend guest rooms, back end work, etc.		2	0.5	1.5
	PC25. ensure safety and security of women at all levels		2	0.5	1.5
		Total	50	15	35
THC/N9906	PC1. keep the workplace regularly clean and cleared-off of food waste or other litter	50	1.5	0.5	1
Maintain health and hygiene	PC2. ensure that waste is disposed-off as per prescribed standards or in trash cans earmarked for waste disposal		1.5	0.5	1
	PC3. ensure that the trash cans or waste collection points are cleared everyday		1.5	0.5	1

PC4. arrange for regular pest control activities at the workplace	1.5	0.5	1
PC5. to maintain records for cleanliness and maintenance schedule	1.5	0.5	1
PC6. ensure the workplace is well ventilated with fresh air supply	1.5	0.5	1
PC7. check the air conditioner and other mechanical systems on a regular basis and maintain them well	1.5	0.5	1
PC8. ensure the workplace is provided with sufficient lighting	1.5	0.5	1
PC9. ensure clean work environment where food is stored, prepared, displayed and served	1.5	0.5	1
PC10. ensure safe and clean handling and disposal of linen and laundry, storage area, accommodation, public areas, storage areas, garbage areas, etc.	1.5	0.5	1
PC11. identify and report poor organizational practices with respect to hygiene, food handling, cleaning	1.5	0.5	1
PC12. ensure adequate supply of cleaning consumables such as equipment, materials, chemicals, liquids	1.5	0.5	1
PC13. ensure to clean the store areas with appropriate materials and procedures	1.5	0.5	1
PC14. identify the different types of wastes, e.g., liquid, solid, food, non-food, and the ways of handling them for disposal	1.5	0.5	1
PC15. wash hands on a regular basis	2	0.5	1.5
PC16. ensure to wash hands using suggested material such as soap	1.5	0.5	1
PC17. wash the cups	1.5	0.5	1
PC18. ensure to maintain personal hygiene of daily bath	1.5	0.5	1
PC19. ensure to maintain dental hygiene in terms of brushing teeth every day	1.5	0.5	1
PC20. ensure no cross contaminations of items such as linen	1.5	0.5	1
PC21. report on personal health issues related to injury, food, air and infectious diseases	1.5	0.5	1
PC22. ensure not to go for work if unwell, to avoid the risk of being spread to other people	1.5	0.5	1
PC23. use a tissue, cover the mouth and turn away from people while sneezing or coughing	2	0.5	1.5
PC24. wash hands on using these tissues after coughing and sneezing and after using the wastes	2	0.5	1.5
PC25. ensure to use single use tissue and dispose these tissues immediately	2	0.5	1.5
PC26. coordinate for the provision of adequate clean drinking water	2	0.5	1.5
PC27. ensure to get appropriate vaccines regularly	2	0.5	1.5
PC28. avoid serving adulterated or contaminated food	2	0.5	1.5

	PC29. undergo preventive health check-ups at regular intervals		2	0.5	1.5
	PC30. take prompt treatment from the doctor in case of illness		1.5	0.5	1
	PC31. have a general sense of hygiene and appreciation for cleanliness for the benefit of self and the customers or local community		1.5	0.5	1
		Total	50	15.5	34.5
THC/N9907 Maintain safety at workplace	PC1. assess the various work hazards	50	1	1	0
	PC2. take necessary steps to eliminate or minimize them		1.5	0.5	1
	PC3. suggest methods to improve the existing safety procedures at the workplace		1.5	0.5	1
	PC4. analyse the causes of accidents at the workplace		1.5	0.5	1
	PC5. suggest measures to prevent such accidents from taking place		1.5	0.5	1
	PC6. take preventive measures to avoid risk of burns and other injury due to contact with hot surfaces such as stoves, gas, fire, hot liquids, hot foods, hot oil, etc.		1.5	0.5	1
	PC7. be aware of the locations of fire extinguishers, emergency exits, etc.		1.5	0.5	1
	PC8. practice correct emergency procedures		1.5	0.5	1
	PC9. check and review the storage areas frequently		1.5	0.5	1
	PC10. stack items in an organized way and use safe lifting techniques to reduce risk of injuries from handling procedures at the storage areas		1.5	0	1.5
	PC11. ensure to be safe while using handling materials, tools, acids, chemicals, detergents, etc.		1.5	0.5	1
	PC12. store these chemicals and acids in a well-ventilated and locked areas with warning signs not to touch		1.5	0.5	1
	PC13. ensure safe techniques while moving furniture and fixtures		1.5	0.5	1
	PC14. ensure to reduce risk of injury from use of mixers, slicers, grinders, heaters, fridge, ironer and other electrical tools		1.5	0.5	1
	PC15. read the manufacturers manual carefully before use of any equipment		1.5	0.5	1
	PC16. unplug the electrical equipment before performing housekeeping, cleaning and maintenance to avoid injuries		2	0.5	1.5
	PC17. keep the floors free from water and grease to avoid slippery surface		2	0.5	1.5
	PC18. ensure to use non slip liquids and waxes to polish and treat floors		1.5	0.5	1
	PC19. use rubber mats to the places where floors are constantly wet		2	0.5	1.5
	PC20. ensure safety from injuries of cuts to loss of fingers, while handling sharp tools such as knives, needles, etc.		2	0.5	1.5

PC21. use flat surfaces, secure holding and protective wear while using such sharp tools		2	0.5	1.5
PC22. use health and safety practices for storing, cleaning, and maintaining tools, equipment, and supplies		2	0.5	1.5
PC23. practice personal safety when lifting, bending, or moving equipment and supplies		2	0.5	1.5
PC24. ensure the workers have access to first aid kit when needed		1	0	1
PC25. ensure all equipment and tools are stored and maintained properly and safe to use		1.5	0.5	1
PC26. ensure to use personal protective equipment and safe wear like gloves, mask, headwear, footwear, glasses, goggles, etc. for specific tasks and work conditions where required		1.5	0.5	1
PC27. Ensure to display safety signs at places where necessary for people to be cautious		1	0	1
PC28. take all electrical precautions like insulated clothing, adequate equipment insulation, dry work area, switch off the power supply when not required, etc.		1.5	0.5	1
PC29. ensure availability of general health and safety equipment such as fire extinguishers, first aid equipment, safety equipment, clothing, safety installations like fire exits, exhaust fans, etc. are available		1.5	0.5	1
PC30. document all the first aid treatments, inspections, etc. conducted to keep track of the safety measures undertaken		1.5	0.5	1
PC31. comply with the established safety procedures of the workplace		1	0.5	0.5
PC32. report to the supervisor on any problems and hazards identified		0.5	0	0.5
PC33. ensure zero accident at workplace		0.5	0	0.5
PC34. adhere to safety standards and ensure no material damage		1	0.5	0.5
	Total	50	15	35

SECTION 2

EVIDENCE OF NEED

What evidence is there that the qualification is needed?

Attached is Annexure 1 as Occupational Map which lists the job role & occupations & their career paths which have been derived through extensive industry interactions facilitated from around 08 workshops & site visits conducted and interactions with over 300+ representatives from different organizations all over

the country.

What is the estimated uptake of this qualification and what is the basis of this estimate?

- IMaCS Industry Estimation-45
- Skills Gap analysis Reports for industry demand
- Training duration and current and potential capacity envisaged for potential supply
- An LMIS development initiative is being put in place to be more precise regarding the demand and supply

What steps were taken to ensure that the qualification(s) does/do not duplicate already existing or planned qualifications in the NSQF?

- NSDC list of Approved and Under-Development QPs was checked prior to commissioning the work to ensure that there is no duplicity.
- NSDC QRC team also confirmed the same

What arrangements are in place to monitor and review the qualification(s)? What data will be used and at what point will the qualification(s) be revised or updated?

- 1) Agencies have been planned by the SSC to interact with training providers to gather feedback in implementation.
- 2) Monitoring of results of assessments
- 3) Employer feedback will be sought post-placement
- 4) A formal review is scheduled in 2 years' time (2017)

Please attach any documents giving further information about any of the topics above.

Give details of the document(s) here:

SECTION 3

SUMMARY EVIDENCE OF LEVEL

Summary of Direct Evidence:

Process Required	Professional Knowledge	Professional Skills	Core Skills	Responsibility	Level
<p>The incumbent works in various contexts of coaching and instructing the tourists on the procedures and techniques of jumping activity, equipment handling and ensuring safety of the jumpers. The candidate requires well developed skills as is evident in the complex tasks below.</p> <ul style="list-style-type: none"> • check the calculations and fittings for every jump • inspect the age of the jumpers to match the minimum and maximum age limit • check the weight of the jumpers to satisfy the appropriate minimum and maximum weight limits • ask the tourists of their medical history • perform a health check on the jumpers to ensure they do not have BP, heart diseases, 	<p>The incumbent has factual knowledge of facts, principles, processes and general concepts in their field of work and study which in this case includes, adventure sport, bungee jumping, safety and customer services.</p> <p>Examples:</p> <ul style="list-style-type: none"> • jump procedures and techniques • appropriate clothing and accessories required for the jump • site plan and jump zone information • various types of jumps • jump height and time taken • equipment information and details • equipment handling and maintenance • tourism related products and services • tourism communication • tourists reports and documentation • planning on the guiding activities <p>This is not level 6 as there is less of a need for</p>	<p>Most of the work involves, a range of cognitive and practical skills for accomplishing tasks.</p> <p>Examples:</p> <ul style="list-style-type: none"> • check for any injuries on the tourists after the jump • provide the necessary first aid to the jumpers in case of injuries • examine the cause of the injuries, if it happened due to the equipment mishap, people not jumping properly or other reasons irrespective of safety measures • think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s) • identify immediate or 	<p>The incumbent needs ability to collect, organise and communicate with customers, services providers and suppliers.</p> <p>Examples:</p> <ul style="list-style-type: none"> • collect feedbacks from customers on the jump experience • document the booking confirmation tickets and feedbacks collected from the jumper • provide the registration form to the tourists to obtain the details of their name, address, contact, medical history and other details • exchange the names and necessary personal details with the tourists 	<p>The incumbent works with responsibility for own work and learning, and has some responsibility for others' work as well which is evident from the incumbent's deliverables of handling customer requirements independently</p> <p>Examples:</p> <ul style="list-style-type: none"> • keep in mind the profiles of expected customers • understand the target customers and their needs as defined by the company • organize regular customer events and feedback session frequently • build a good rapport with the customers including the ones who complain • have frequent discussions with regular customers on general likes and dislikes in the market, latest trends, customer 	5

<p>diabetes, pregnancy, asthma, neurological disorders, dislocations and sprains, back problems, artificial limbs, fragile skin, other disorders and diseases</p> <ul style="list-style-type: none"> • ensure the jumpers are not height phobia • ensure the jumpers are not under the influence of alcohol or drugs during the jump • obtain a medical fitness certificate if the jumper exceeds the age limit • sign an approval for the tourist to jump if all the requirements are satisfied • inspect the weather to ensure if it's feasible for the jump to take place <p>The situation of clear choice of procedures (descriptor of level 5) is evident through the following examples</p> <ul style="list-style-type: none"> • ensure to choose the jump at safe locations • ensure to provide the best 	<p>high level theoretical and broad concepts in the field of study and this is not level 4, because of the need for general concepts as outlined above.</p>	<p>temporary solutions to resolve delay or other problems related to the tour guiding</p> <ul style="list-style-type: none"> • give members solutions to their problems e.g. how to trek on the mountain without hurting oneself <p>The incumbent also uses basic methods, tools, materials and information to solve problems at work. This is evident through the requirement of the incumbent being able to deal with problem solving</p> <p>This is not level 6 as it uses basic methods for problem solving and not high level skills for specific problems. Not level 4 as there is problem solving involved with requirement of related cognitive skills.</p>	<ul style="list-style-type: none"> • register the details of the tourists <p>The incumbent also needs mathematical skill for the following Examples:</p> <ul style="list-style-type: none"> • provide the fee details to the jumpers on activity rate list and package prices in case of groups or for multiple jumps if any • collect the fee for the jump based on the tourist requirement, in case of a single jump or if they need a repeat jump <p>Also the incumbent requires understanding of social and political environment to understand the client profile, locations, customer preferences, etc.</p>	<p>expectations, etc.</p> <ul style="list-style-type: none"> • receive regular feedbacks from the clients on current service, complaints, and improvements to be made, etc. • compulsively seek customer rating of service to help develop a set of regularly improved procedures • ingrain customer oriented behaviour in service at all level <p>The incumbent is responsible in part for the customer and colleague's performance and learning as he trains them and helps them achieve a minimally benchmarked performance, thought this may not be formalized in a performance appraisal.</p> <p>He/she is expected to undertake on-the-job learning and participate in training and development, interventions and assessments Hence the individual working in this job role has complete responsibility for delivering quality of his own work and has responsibility for other's work and learning and</p>	
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<p>equipment and procedures</p> <ul style="list-style-type: none"> • choose the type of structure for the jump to be organized such as fixed object like building, crane, bridge or on a movable object such as hot air balloon, helicopter • decide on the methods to protect and safeguard the security of women in the workplace and the clientele <p>This is not of level 4 which requires clear choice but not of procedures, as here the procedure is decided by the incumbent though in a familiar environment.</p> <p>This is not level 6 as most requirements are standardised.</p>				<p>therefore is level 5. Also the incumbent does not have full responsibility for others thus not level 6.</p>	
5	5	5	5	5	

Summary of other evidence (if used):

SECTION 4

EVIDENCE OF RECOGNITION OR PROGRESSION

What steps have been taken in the design of this or other qualifications to ensure that there is a clear path to other qualifications in this sector?

Please refer to the attached career path as per annexure 1 which clearly defines the career path.
Vertical progression: self-employed/base camp manager

Please attach any documents giving further information about any of the topics above.

Give details of the document(s) here:

1. Occupational Map of the sector
2. QP: THC/Q4517