



# Model Curriculum

**QP Name: Travel Advisor**

**QP Code: THC/Q4404**

**QP Version: 3.0**

**NSQF Level: 4**

**Model Curriculum Version: 1.0**



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# Training Parameters

<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Tours and Travels
<b>Occupation</b>	Tour Packaging
<b>Country</b>	India
<b>NSQF Level</b>	4
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/4221.0100
<b>Minimum Educational Qualification and Experience</b>	12th Class/I.T.I. (two years after class 10th) OR 12th Class/I.T.I. (one year after class 10th with one year of experience)
<b>Pre-Requisite License or Training</b>	NA
<b>Minimum Job Entry Age</b>	18 Years
<b>Last Reviewed On</b>	24/02/2022
<b>Next Review Date</b>	24/02/2025
<b>NSQF Approval Date</b>	24/02/2022
<b>QP Version</b>	3.0
<b>Model Curriculum Creation Date</b>	24/02/2022
<b>Model Curriculum Valid Up to Date</b>	24/02/2025
<b>Model Curriculum Version</b>	1.0
<b>Minimum Duration of the Course</b>	848 Hours, 0 Minutes
<b>Maximum Duration of the Course</b>	848 Hours, 0 Minutes

# Program Overview

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

## Training Outcomes

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

- Apply appropriate practices to plan the tour according to the customer travel needs
- Prepare the tour itinerary
- Describe the procedure to co-ordinate with the industry partners effectively
- Perform the activities to determine the pricing strategy and manage the cash flow
- Employ appropriate practices to arrange for the suitable insurance policy for the customer
- Perform the activities to co-ordinate the visa process and arrange the visa to the customers
- Assist the customer during the tour
- Apply appropriate practices to communicate effectively with guests, colleagues, and superiors to achieve a smooth workflow
- Apply gender and age-sensitive service practices
- Describe the protocols related to confidentiality of the organizational information and guests' privacy
- Apply health, hygiene, and safety practices at the workplace

## Compulsory Modules

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

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
<b>Bridge Module</b>	<b>04:00</b>	<b>00:00</b>	<b>00:00</b>	<b>00:00</b>	<b>04:00</b>
Module 1: Introduction to the Tours and Travel Industry and Travel Advisor	04:00	00:00	00:00	00:00	04:00
<b>THC/N4410 – Prepare Itinerary and Finalize Tour Package for Customers</b> <b>NOS Version No. 3.0</b> <b>NSQF Level 4</b>	<b>92:00</b>	<b>116:00</b>	<b>96:00</b>	<b>00:00</b>	<b>304:00</b>
Module 2: Recognize Customer Needs to Plan the Tour	32:00	40:00	32:00	00:00	104:00
Module 3: Prepare the Itinerary and Co-ordinate with Industry Partners	28:00	36:00	32:00	00:00	96:00
Module 4: Provide Suitable Tour Package to Customers	32:00	40:00	32:00	00:00	104:00

<b>THC/N4418 – Assess Travel Risks and Arrange Insurance Policy for Customer</b> <b>NOS Version No. 1.0</b> <b>NSQF Level 4</b>	<b>40:00</b>	<b>56:00</b>	<b>36:00</b>	<b>00:00</b>	<b>132:00</b>
Module 5: Arrange for the Suitable Insurance Policy	40:00	56:00	36:00	00:00	132:00
<b>THC/N4419 – Arrange Visa for Customers</b> <b>NOS Version No. 1.0</b> <b>NSQF Level 4</b>	<b>32:00</b>	<b>48:00</b>	<b>28:00</b>	<b>00:00</b>	<b>108:00</b>
Module 6: Provide Support for Visa Approval	32:00	48:00	28:00	00:00	108:00
<b>THC/N4413 – Provide Assistance to the Customers During the Tour</b> <b>NOS Version No. 2.0</b> <b>NSQF Level 4</b>	<b>24:00</b>	<b>40:00</b>	<b>24:00</b>	<b>00:00</b>	<b>88:00</b>
Module 7: Monitor the Tour and Seek Customer Feedback	24:00	40:00	24:00	00:00	88:00
<b>THC/N9901 – Communicate Effectively and Maintain Service Standards</b> <b>NOS Version No. 2.0</b> <b>NSQF Level 3</b>	<b>32:00</b>	<b>40:00</b>	<b>32:00</b>	<b>00:00</b>	<b>104:00</b>
Module 8: Maintain Effective Communication and Service Standard	32:00	40:00	32:00	00:00	104:00
<b>THC/N9903- Maintain Organisational Confidentiality and Respect Guests’ Privacy</b> <b>NOS Version No. 2.0</b> <b>NSQF Level 3</b>	<b>16:00</b>	<b>04:00</b>	<b>08:00</b>	<b>00:00</b>	<b>28:00</b>
Module 9: Organizational	16:00	04:00	08:00	00:00	28:00



Confidentiality and Guest Privacy					
<b>THC/N9906 – Follow Health, Hygiene and Safety practices NOS Version No. 2.0 NSQF Level 3</b>	<b>24:00</b>	<b>40:00</b>	<b>16:00</b>	<b>00:00</b>	<b>80:00</b>
Module 10: Basic Health and Safety Standards	24:00	40:00	16:00	00:00	80:00
<b>Total Duration</b>	<b>264:00</b>	<b>344:00</b>	<b>240:00</b>	<b>00:00</b>	<b>848:00</b>

## Module Details

### Module 1: Introduction to Tours and Travel Industry and Travel Advisor Bridge Module

#### Terminal Outcomes:

- Outline the overview of Skill India Mission
- Describe the scope of Hospitality Industry
- Define the roles and responsibilities of a Travel Advisor
- Explain the scope of work for a Travel Advisor

<b>Duration: 04:00</b>	<b>Duration: 00:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Discuss the objectives and benefits of the Skill India Mission</li> <li>• Describe the Tourism and Hospitality Industry and its sub-sectors</li> <li>• Elaborate the hierarchy of Tours and Travel</li> <li>• Explain some basic terminology used in the Tours and Travel</li> <li>• Elaborate the job role and job opportunity for a Travel Advisor in the Tourism and Hospitality Industry</li> </ul>	NA
<b>Classroom Aids</b>	
Whiteboard, Marker, Duster, Projector, Laptop, PowerPoint Presentation	
<b>Tools, Equipment and Other Requirements</b>	
NA	







Brochures, Pamphlets, Other promotional material, Travel magazines, Railway and airline time table, Sample customer profile

## Module 3: Prepare the Itinerary and Coordinate with the Industry Partners

### Mapped to THC/N4410 v 3.0

#### Terminal Outcomes:

- Apply appropriate practices to estimate the itinerary cost
- Explain various tour packages
- Describe how to co-ordinate with various travel partners
- Explain the process of booking the tickets for the customers

<b>Duration: 28:00</b>	<b>Duration: 36:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Describe the types, elements, and importance of a travel itinerary</li> <li>• Explain the factors to be considered while planning a travel itinerary</li> <li>• Elaborate the steps for creating a travel itinerary</li> <li>• Discuss various tour packages and their components, like accommodation, sight-seeing, airlines, railways, car/coach/ferry service, events, insurance, etc.</li> <li>• Elaborate different documents required for travel booking and tour packaging</li> <li>• Discuss various types of travel partners involved in the package</li> <li>• List customer-details that are required for travel booking and tour packaging</li> </ul>	<ul style="list-style-type: none"> <li>• Prepare a sample travel itinerary</li> <li>• Prepare a sample quotation for a tour package</li> <li>• Employ appropriate practices to plan a travel-offer for the customer with insights, trivia, and activity ideas, insider tips, etc.</li> <li>• Dramatize on how to inform the customers regarding the estimated cost and taxes of the ticket fare and restriction, penalties, and prohibited items for the baggage</li> <li>• Apply proper methods to check the itinerary, insurance, visa etc. to book the tickets and availability of the tickets at the preferred dates to book the tickets accordingly</li> <li>• Perform steps to collect the documents and other required details from the customers for ticket booking as per standards</li> <li>• Role play on how to confirm the booking of a hotel/airlines/other transport agent with customer details</li> </ul>
<b>Classroom Aids</b>	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook	
<b>Tools, Equipment and Other Requirements</b>	
Sample itinerary, Pictures / postcards/slides of famous places of interest around the world	

## Module 4: Provide Suitable Tour Package to Customers

### Mapped to THC/N4410 v 3.0

#### Terminal Outcomes:

- Explain tour pricing strategies
- Describe the ways to manage the cashflow effectively
- Employ suitable practices to maintain relevant records and documents

<b>Duration: 32:00</b>	<b>Duration: 40:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Discuss the significance of pricing strategy</li> <li>• Discuss different pricing strategies to determine the cost of tour package</li> <li>• Explain various modes of payment</li> <li>• Elaborate the types of various records of the clients</li> <li>• Describe the procedures to prepare the invoice</li> <li>• Discuss cash management procedures</li> <li>• Explain the importance of updating information like, lodging details, destination details, medical facilities, possible issues to be faced and ways to overcome those, consulate/high commission details, etc. in the final itinerary</li> </ul>	<ul style="list-style-type: none"> <li>• Analyse the tour package to identify the pricing strategy adopted</li> <li>• Role play a situation depicting the ways of coordinating with the customers to collect the payment</li> <li>• Prepare sample reports both manually and electronically</li> <li>• Prepare the bills and invoice against the sample tour package</li> <li>• Employ appropriate techniques to manage the cashflow</li> </ul>
<b>Classroom Aids</b>	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook	
<b>Tools, Equipment and Other Requirements</b>	
Sample records, Bills, Vouchers, Invoices, Sample Itinerary	

## Module 5: Arrange for the Suitable Insurance Policy

### Mapped to THC/N4418 v 1.0

#### Terminal Outcomes:

- Explain the terms, conditions and coverages of various travel insurance policy
- Perform the activities to complete the application procedure for the best suitable policy
- Employ appropriate practices to maintain effective coordination with the insurance agent for smooth and quick processing

Duration: 40:00	Duration: 56:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> <li>● Elaborate various travel and safety norms and regulations as per International Air Transport Association (IATA), World Health Organization (WHO), International Civil Aviation Organization (ICAO) and Regulatory and Development Authority of India (IRDA)</li> <li>● Discuss various types of risks associated with travelling</li> <li>● List various types of travel insurance policies and their features</li> <li>● Explain the factors to determine costs of different travel insurances</li> <li>● Explain how to analyse customer profile to determine the risks associated with the sample tour plan</li> <li>● Discuss the importance of giving customers a brief idea about the complete terms and conditions of the insurance policy</li> <li>● Elaborate various procedures (like medical check-ups) and documents (address proof, medical test reports, etc.) required to check the eligibility of customers to be insured</li> <li>● Describe the elements, methods and importance of insurance quotations</li> <li>● Discuss the importance of co-ordinating with insurance agents regularly</li> <li>● Explain the process to claim travel insurance and ensure its authentication</li> <li>● Describe the basics of computer along with its application</li> </ul>	<ul style="list-style-type: none"> <li>● Calculate the estimated costs and premiums of different travel insurances</li> <li>● Carry out the activities to ensure the eligibility of customer for the insurance</li> <li>● Show how to check the authenticity and proper completion of the insurance application form</li> <li>● Employ professional expertise to prepare a sample insurance quote and invoice</li> <li>● Dramatize how to co-ordinate with the insurance agent for the submission of the application, following up the speedy completion of the process and to resolve various issues</li> <li>● Demonstrate how to operate computer, use MS Office and send emails</li> </ul>

- Explain different types of software available to claim for insurance policy

### Classroom Aids

Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook

### Tools, Equipment and Other Requirements

Sample Customer Profile, Documents needed for the insurance application, Sample insurance quotes and invoice, Format of Insurance policy, Computer

## Module 6: Provide Support for Visa Approval

Mapped to THC/N4419 v 1.0

### Terminal Outcomes:

- Describe the visa requirements and visa application process
- Employ suitable practices to develop understanding about consulate or embassy rules and regulations for visa approval interview
- Prepare sample reports on visa applications, customer information, etc.

Duration: 32:00	Duration: 48:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> <li>• List various types of visas, visa requirements and eligibility criteria to apply for visas to travel abroad</li> <li>• Discuss the importance of briefing the customers about visa regulations, required documents, non-refundable policies, etc. before starting the visa procedures</li> <li>• Elaborate visa application and processing procedures</li> <li>• Discuss the importance of understanding rules and regulations of different embassies/consulates</li> <li>• Discuss the reasons for visa rejection</li> <li>• Discuss the importance of matching the visa details with the travel plan</li> <li>• Elaborate the types of reports and records needed to be prepared and maintained on visa application/approval</li> <li>• Explain different types of software available for visa and immigration</li> </ul>	<ul style="list-style-type: none"> <li>• Prepare a sample chart on types of visas and required documents to submit for each visa type based on the travel need and destination</li> <li>• Dramatize a test interview to ensure the customer's stand on visa approval</li> <li>• Show how to ensure the relevant documents and accurate details are provided for the visa application</li> <li>• Demonstrate expertise while filling up the visa application in favour of the customer</li> <li>• Dramatize the process to arrange for the visa interview and co-ordinate with the consulate/embassy in favour of the customer</li> <li>• Employ appropriate steps to take corrective actions against visa rejection</li> <li>• Role play a situation to collect a stamped passport and ensure visa details are matched with the travel plan</li> <li>• Prepare sample reports and update the records on visa applications, customer information, etc.</li> </ul>
<b>Classroom Aids</b>	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook	
<b>Tools, Equipment and Other Requirements</b>	
Sample visa application form, Passport, Relevant documents, Different types of visa sample	

## Module 7: Monitor the Tour and Seek Customer Feedback

*Mapped to THC/N4413 v 2.0*

### Terminal Outcomes:

- Describe how to monitor and assist customer during the tour
- Explain the ways to handle unexpected situations during the tour

<b>Duration: 24:00</b>	<b>Duration: 40:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"><li>• Explain the process and significance of tour tracking and monitoring</li><li>• Discuss different ways to assist and support the customers in changing/upgrading the planned itinerary while on the tour</li><li>• Describe travel advisories for different destinations</li><li>• Explain immigration laws and procedures for different countries</li><li>• Discuss customs regulations for different countries</li><li>• Explain the importance and process of building a successful travel-partner network</li><li>• Outline the grievance redressal mechanism</li><li>• List the information to be recorded for further use</li></ul>	<ul style="list-style-type: none"><li>• Role play how to inform and convince the customer if there is any alteration/discrepancy in the planned itinerary</li><li>• Role play a situation to show problem solving and decision-making skills while changing/upgrading the planned itinerary during the tour</li><li>• Employ appropriate practices to coordinate with the travel partner network if any mishap occurs during the tour</li><li>• Demonstrate the process of recording all details like customer information, travel details, invoice, bills, payments, etc. in a systematic manner</li></ul>
<b>Classroom Aids</b>	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook	
<b>Tools, Equipment and Other Requirements</b>	
Relevant documents and records, Formats	

## Module 8: Maintain Effective Communication and Service Standard

### Mapped to THC/N9901 v 2.0

#### Terminal Outcomes:

- Communicate effectively with customers, colleagues, and superiors
- Maintain professional etiquette
- Describe the ways to show sensitization towards different age groups, gender and persons with disabilities

<b>Duration: 32:00</b>	<b>Duration: 40:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Discuss the importance of professionalism, etiquette and ethical behaviour at the workplace</li> <li>• Discuss the importance of effective communication</li> <li>• Explain the importance of customer satisfaction and customer feedback</li> <li>• Outline the procedure of receiving feedback and complaints constructively</li> <li>• Describe various ways to handle customer complaints</li> <li>• Discuss different ways to improve the customer experience</li> <li>• Explain the importance of gender and age sensitivity</li> <li>• Discuss gender and age-specific requirements of the customers</li> <li>• Discuss the specific needs of People with Disabilities</li> <li>• Discuss the importance of reporting Sexual harassment at workplace</li> <li>• Discuss ways of escalating problems, reporting workplace issues, and receiving feedback from the superiors</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate the standard procedure to welcome and greet the customers</li> <li>• Dramatize appropriate communication skills and etiquette while interacting with customers, colleagues, and superiors</li> <li>• Role play a situation on how to handle customer complaints effectively</li> <li>• Role play appropriate behavioural etiquette towards all ages, genders and differently abled people as per specification</li> </ul>
<b>Classroom Aids</b>	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook	
<b>Tools, Equipment and Other Requirements</b>	
Sample of escalation matrix, Organisation structure	





## Module 9: Organizational Confidentiality and Customer's Privacy

### Mapped to THC/N9903 v 2.0

#### Terminal Outcomes:

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

Duration: 16:00	Duration: 04:00
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Explain the significance of maintaining organizational confidentiality and customer privacy in the hospitality industry</li> <li>• Discuss the Intellectual Property issues and policies affecting the organization and customer privacy</li> <li>• Explain the procedures to report the infringement of IPR to the concerned person</li> <li>• Discuss the usage, storage and disposal procedures of confidential information as per specification</li> </ul>	<ul style="list-style-type: none"> <li>• Employ appropriate ways to use, store and dispose of the organizational and customer information</li> </ul>
<b>Classroom Aids</b>	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook	
<b>Tools, Equipment and Other Requirements</b>	
Handouts of IPR guidelines and regulations	

## Module 10: Basic Health and Safety Standard

### Mapped to THC/N9906 v 2.0

#### Terminal Outcomes:

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

<b>Duration: 24:00</b>	<b>Duration: 40:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Discuss the concept and importance of personal and workplace hygiene</li> <li>• Discuss best practices to maintain personal hygiene</li> <li>• Explain the ways to clean and sanitize the workplace and related equipment</li> <li>• Describe standard safety procedures to be followed while handling tools, material, and equipment</li> <li>• Outline the purpose and usage of various Personal Protective Equipment (PPE) required at the workplace</li> <li>• Explain the importance of preventive health check-up organized by the company</li> <li>• Describe the causes of risks and potential hazards in the workplace and ways to prevent them</li> <li>• Identify different safety warning signs and labels at workplace</li> <li>• Discuss ways to identify hazards at the workplace</li> <li>• List the components of the first-aid kit</li> <li>• Explain the procedure to report accident and other health related issues as per SOP</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate the procedure of routine cleaning and sanitization of tools, equipment, and other articles</li> <li>• Employ different ways to keep work area clean, hygienic and hazard free</li> <li>• Demonstrate how to use and dispose of relevant protective equipment as per tasks and work conditions</li> <li>• Perform basic first-aid procedures</li> <li>• Participate in mock safety drills for emergency situations</li> <li>• Perform waste disposal procedures at the workplace depending on the types of waste</li> <li>• Role play a situation on reporting safety and security breaches to the supervisor</li> <li>• Prepare a sample incident report</li> </ul>
<b>Classroom Aids</b>	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook	
<b>Tools, Equipment and Other Requirements</b>	
Personal Protection Equipment: Safety glasses, Head protection, Rubber gloves, Safety footwear, Warning signs and tapes, Fire extinguisher, First aid kit, Relevant Standard Operating Procedures and Sample reports	

## Module 11: On-the-Job Training

### Mapped to Travel Advisor

<b>Mandatory Duration:</b> 240:00	<b>Recommended Duration:</b> 00:00
<b>Location:</b> On Site	
<b>Terminal Outcomes</b>	
<ul style="list-style-type: none"> <li>• Collect information to identify customer need and identify the travel details</li> <li>• Demonstrate expertise to estimate the tour package cost</li> <li>• Prepare and finalize the itinerary to offer a unique tour package to the customer</li> <li>• Perform the activities to confirm the booking of hotel/airlines/other transport agent with customer details</li> <li>• Apply basic concepts to prepare the bills, invoices for the offered tour package</li> <li>• Demonstrate the procedures to manage the cashflow</li> <li>• Perform various activities to prepare and update the records as well as maintain the relevant communication</li> <li>• Apply appropriate practices to assess the travel risks depending on the customer profile</li> <li>• Apply appropriate practices to assist the customer to complete the application procedures for the insurance</li> <li>• Demonstrate how to brief the customer about visa interview and the process</li> <li>• Perform the activities to collect and check all the relevant documents required for the visa application</li> <li>• Apply appropriate practices to maintain the liaison with the consulate and the embassy to arrange for the visa interview and speed up the approval process</li> <li>• Perform the activities to collect the approved visa from the embassy/consulate and handover it to the customer</li> <li>• Apply appropriate practices to maintain all kinds of records as per the format and collect the required payment from the customer</li> <li>• Demonstrate professional expertise to monitor the tour and inform the customer about any changes in the plan itinerary</li> <li>• Perform all the activities to record the tour details, customer information and feedback</li> <li>• Demonstrate strong Communication skills and workplace etiquette to achieve a smooth workflow</li> <li>• Demonstrate sensitization towards different age groups, gender, and persons with disabilities</li> <li>• Demonstrate the process of maintaining confidentiality of the organizational information and guests' privacy</li> <li>• Apply appropriate practices to maintain personal hygiene and grooming at workplace</li> <li>• Apply appropriate practices to identify hazards at workplace and report to the supervisor</li> <li>• Demonstrate strong Communication skills and workplace etiquette to achieve a smooth workflow</li> <li>• Perform basic activities to apply gender and age-sensitive service practices</li> <li>• Demonstrate the process of maintaining confidentiality of the organizational information and guests' privacy</li> <li>• Perform all the activities to maintain health, hygiene, and safety at the workplace</li> </ul>	

## Annexure

### Trainer Requirements

Trainer Prerequisites							
Minimum Educational Qualification	Academic Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
			Years	Specialization	Years	Specialization	
Certificate in Tours and Travels	Certificate/Diploma/Degree/master/PhD	Tours and Travels/Hospitality Management/Hotel Management	5	Tours and Travels/Hospitality Management/Hotel Management	1	Tours and Travels/Hospitality Management/Hotel Management	

Trainer Certification	
Domain Certification	Platform Certification
“Travel Advisor”, “THC/Q4404, V3.0”, Minimum accepted score is 80%	“Trainer”, “MEP/Q2601,” V1.0 with a scoring of minimum 80%

## Assessor Requirements

Assessor Prerequisites							
Minimum Educational Qualification	Academic Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
			Years	Specialization	Years	Specialization	
Certificate in Tours and Travels	Certificate/Diploma/Degree/master/PhD	Tours and Travels/Hospitality Management/Hotel Management	5	Tours and Travels/Hospitality Management/Hotel Management	1	Tours and Travels/Hospitality Management/Hotel Management	

Assessor Certification	
Domain Certification	Platform Certification
"Travel Advisor", "THC/Q4404, V3.0", Minimum accepted score is 80%	"Assessor", "MEP/Q2701, V1.0" with the scoring of minimum 80%

## Assessment Strategy

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

### 1. Assessment System Overview:

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

### 2. Testing Environment: Assessor must:

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

### 3. Assessment Quality Assurance levels / Framework:

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

### 4. Types of evidence or evidence-gathering protocol:

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

### 5. Method of verification or validation:

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

6. Method for assessment documentation, archiving, and access

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

## References

## Glossary

Term	Description
<b>Declarative Knowledge</b>	Declarative knowledge refers to facts, concepts and principles that need to be known and/or understood in order to accomplish a task or to solve a problem.
<b>Key Learning Outcome</b>	Key learning outcome is the statement of what a learner needs to know, understand and be able to do in order to achieve the terminal outcomes. A set of key learning outcomes will make up the training outcomes. Training outcome is specified in terms of knowledge, understanding (theory) and skills (practical application).
<b>OJT (M)</b>	On-the-job training (Mandatory); trainees are mandated to complete specified hours of training on site
<b>OJT (R)</b>	On-the-job training (Recommended); trainees are recommended the specified hours of training on site
<b>Procedural Knowledge</b>	Procedural knowledge addresses how to do something, or how to perform a task. It is the ability to work, or produce a tangible work output by applying cognitive, affective or psychomotor skills.
<b>Training Outcome</b>	Training outcome is a statement of what a learner will know, understand and be able to do <b>upon the completion of the training.</b>
<b>Terminal Outcome</b>	Terminal outcome is a statement of what a learner will know, understand and be able to do <b>upon the completion of a module.</b> A set of terminal outcomes help to achieve the training outcome.



## Acronyms and Abbreviations

Term	Description
QP	Qualification Pack
NSQF	National Skills Qualification Framework
NSQC	National Skills Qualification Committee
NOS	National Occupational Standards
TVET	Technical and Vocational Education and Training
SOP	Technical and Vocational Education and Training
OH&S	Occupational Health and Safety
PPE	Personal Protective Equipment
HACCP	Hazard Analysis and Critical Control Points
FSSAI	Food Safety and Standards Authority of India
ISO	International Standards Organization
IPR	Intellectual Property Rights
IATA	International Air Transport Association
WHO	World Health Organization
ICAO	International Civil Aviation Organization
IRDA	Insurance Regulatory and Development Authority of India