



Model Curriculum

QP Name: Travel Consultant

QP Code: THC/Q4404

QP Version: 5.0

NSQF Level: 4.5

Model Curriculum Version: 5.0

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Training Parameters

Sector	Tourism & Hospitality
Sub-Sector	Tours and Travels
Occupation	Tour Packaging
Country	India
NSQF Level	4.5
Aligned to NCO/ISCO/ISIC Code	NCO-2015/4221.0100
Minimum Educational Qualification and Experience	UG Certificate in relevant field with 1 year of experience including apprenticeship OR 12th grade pass with 2 years relevant experience including apprenticeship OR Previous relevant Qualification of NSQF Level 4 with 1.5 years of relevant experience
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	30/04/2024
Next Review Date	30/04/2027
NSQC Approval Date	30/04/2024
QP Version	5.0
Model Curriculum Creation Date	30/04/2024
Model Curriculum Valid Up to Date	30/04/2027
Model Curriculum Version	5.0
Minimum Duration of the Course	510 Hours, 0 Minutes (including 60 Hrs. Employability Skills & OJT)
Maximum Duration of the Course	510 Hours, 0 Minutes (including 60 Hrs. Employability Skills & OJT)

Program Overview

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

Training Outcomes

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

- Apply appropriate practices to 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
THC/N4410 – Prepare Itinerary and Finalize Tour Package for Customers NOS Version No. 4.0 NSQF Level 4.5	45.00	90.00	15.00	0.00	150.00
Module 1: Introduction to the Tours and Travel Industry and Travel Counsellor	6.00	0.00	0.00	0.00	6.00
Module 2: Recognize Customer Needs to Plan the Tour	13.00	30.00	05.00	0.00	48.00
Module 3: Prepare the Itinerary and Co-ordinate with Industry Partners	13.00	30.00	05.00	0.00	48.00
Module 4: Provide Suitable Tour Package to Customers	13.00	30.00	05.00	0.00	48.00

THC/N4418 – Assess Travel Risks and Arrange Insurance Policy for Customer NOS Version No. 2.0 NSQF Level 4.5	20.00	45.00	25.00	0.00	90.00
Module 5: Arrange for the Suitable Insurance Policy	20.00	45.00	25.00	0.00	90.00
THC/N4419 – Arrange Visa for Customers NOS Version No. 2.0 NSQF Level 4.5	20.00	30.00	10.00	0.00	60.00
Module 6: Provide Support for Visa Approval	20.00	30.00	10.00	0.00	60.00
THC/N4413 – Provide Assistance to the Customers During the Tour NOS Version No. 3.0 NSQF Level 4.5	20.00	30.00	10.00	0.00	60.00
Module 7: Monitor the Tour and Seek Customer Feedback	20.00	30.00	10.00	0.00	60.00
THC/N9902 – Ensure Effective Communication and Service Standard at Work Place NOS Version No. 2.0 NSQF Level 4.5	15.00	15.00	0.00	0.00	30.00
Module 8: Promote Effective Communication and Service Standard	15.00	15.00	0.00	0.00	30.00
THC/N9910 – Ensure to Maintain Organizational Confidentiality and Guest’s Privacy NOS Version No. 4.0 NSQF Level 4.5	15.00	15.00	0.00	0.00	30.00
Module 9: Organizational	15.00	15.00	0.00	0.00	30.00

Confidentiality and Guest's Privacy					
THC/N9907 – Monitor and Maintain Health, Hygiene and Safety at Workplace NOS Version No. 2.0 NSQF Level 4.5	15.00	15.00	0.00	0.00	30.00
Module 10: Monitor Health and Safety Standard	15.00	15.00	0.00	0.00	30.00
DGT/VSQ/N0102 V1.0: Employability Skills (60 Hours)	24:00	36:00	00:00	00:00	60:00
Module 11. Introduction to Employability Skills	0:30	01:00	00:00	00:00	01.30
Module 12. Constitutional values - Citizenship	0:30	01:00	00:00	00:00	01.30
Module 13. Becoming a Professional in the 21st Century	01:00	01:30	00:00	00:00	02.30
Module 14. Basic English Skills	04:00	06:00	00:00	00:00	10:00
Module 15. Career Development & Goal Setting	01:00	01:00	00:00	00:00	02:00
Module 16. Communication Skills	02:00	03:00	00:00	00:00	05:00
Module 17. Diversity & Inclusion	01:00	01:30	00:00	00:00	02.30
Module 18. Financial and Legal Literacy	02:00	03:00	00:00	00:00	05:00
Module 19. Essential Digital Skills	04:00	06:00	00:00	00:00	10:00
Module 20. Entrepreneurship	03:00	04:00	00:00	00:00	07:00
Module 21. Customer Service	02:00	03:00	00:00	00:00	05:00
Module 22. Getting Ready for Apprenticeship & Jobs	03:00	05:00	00:00	00:00	08:00
Total Duration	174.00	276.00	60.00	0.00	510.00

Module Details

Module 1: Introduction to Tours and Travel Industry and Travel Counsellor 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 Counsellor
- Explain the scope of work for a Travel Counsellor

Duration: 06:00	Duration: 00:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the objectives and benefits of the Skill India Mission • Describe the Tourism and Hospitality Industry and its sub-sectors • Elaborate the hierarchy of Tours and Travel • Explain some basic terminology used in the Tours and Travel • Elaborate the job role and job opportunity for a Travel Consultant in the Tourism and Hospitality Industry 	NA
Classroom Aids	
Whiteboard, Marker, Duster, Projector, Laptop, PowerPoint Presentation	
Tools, Equipment and Other Requirements	
NA	

Module 2: Recognize Customer Needs to Plan the Tour

Mapped to THC/N4410 v 4.0

Terminal Outcomes:

- Describe various customers types and their travel requirements
- Describe effective pricing and negotiation methods
- Apply appropriate practices to use information to estimate the costs

Duration: 13:00	Duration: 30:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • List various travel types and travelling groups • Explain different types of hotels, tariff plans and applicable taxes • Explain the parameters that go into the making of different types of meal plans • List the differences between peak season and lean season • Explain different basis on which discounts can be given to customers • Discuss various types of resources like brochure, travel books, etc. and other sources of information on the destination • Explain the importance of mannerism and body language while communicating with customers • Describe the methods and importance of identifying the customer tour needs and maintaining customer profile • Explain the factors to be considered while estimating travel costs • Discuss the best practices to be considered while negotiating with the travel partners/service providers • Discuss the importance of informing customers about all relevant costs, terms & conditions, and other details of the destination 	<ul style="list-style-type: none"> • Employ appropriate ways to arrange various resources to collect relevant information on different destinations • Role play how to meet and greet the customer • Apply appropriate practices to identify customer needs • Analyse customer’s need to determine travel details • Demonstrate how to prepare a ballpark estimate for various tour packages • Dramatize how to negotiate best service rates with travel partners/ service
Classroom Aids:	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook	
Tools, Equipment and Other Requirements	



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 4.0

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

Duration: 13:00	Duration: 30:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe the types, elements, and importance of a travel itinerary • Explain the factors to be considered while planning a travel itinerary • Elaborate the steps for creating a travel itinerary • Discuss various tour packages and their components, like accommodation, sight-seeing, airlines, railways, car/coach/ferry service, events, insurance, etc. • Elaborate different documents required for travel booking and tour packaging • Discuss various types of travel partners involved in the package • List customer-details that are required for travel booking and tour packaging 	<ul style="list-style-type: none"> • Prepare a sample travel itinerary • Prepare a sample quotation for a tour package • Employ appropriate practices to plan a travel-offer for the customer with insights, trivia, and activity ideas, insider tips, etc. • 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 • 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 • Perform steps to collect the documents and other required details from the customers for ticket booking as per standards • Role play on how to confirm the booking of a hotel/airlines/other transport agent with customer details
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook	
Tools, Equipment and Other Requirements	
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 4.0

Terminal Outcomes:

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

Duration: 13:00	Duration: 30:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the significance of pricing strategy • Discuss different pricing strategies to determine the cost of tour package • Explain various modes of payment • Elaborate the types of various records of the clients • Describe the procedures to prepare the invoice • Discuss cash management procedures • 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 	<ul style="list-style-type: none"> • Analyse the tour package to identify the pricing strategy adopted • Role play a situation depicting the ways of coordinating with the customers to collect the payment • Prepare sample reports both manually and electronically • Prepare the bills and invoice against the sample tour package • Employ appropriate techniques to manage the cashflow
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook	
Tools, Equipment and Other Requirements	
Sample records, Bills, Vouchers, Invoices, Sample Itinerary	

Module 5: Arrange for the Suitable Insurance Policy

Mapped to THC/N4418 v 2.0

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: 20:00	Duration: 45:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • 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) • Discuss various types of risks associated with travelling • List various types of travel insurance policies and their features • Explain the factors to determine costs of different travel insurances • Explain how to analyse customer profile to determine the risks associated with the sample tour plan • Discuss the importance of giving customers a brief idea about the complete terms and conditions of the insurance policy • 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 • Describe the elements, methods and importance of insurance quotations • Discuss the importance of co-ordinating with insurance agents regularly • Explain the process to claim travel insurance and ensure its authentication • Describe the basics of computer along with its application 	<ul style="list-style-type: none"> • Calculate the estimated costs and premiums of different travel insurances • Carry out the activities to ensure the eligibility of customer for the insurance • Show how to check the authenticity and proper completion of the insurance application form • Employ professional expertise to prepare a sample insurance quote and invoice • 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 • Demonstrate how to operate computer, use MS Office and send emails

- 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 2.0

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: 20:00	Duration:30:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • List various types of visas, visa requirements and eligibility criteria to apply for visas to travel abroad • Discuss the importance of briefing the customers about visa regulations, required documents, non-refundable policies, etc. before starting the visa procedures • Elaborate visa application and processing procedures • Discuss the importance of understanding rules and regulations of different embassies/consulates • Discuss the reasons for visa rejection • Discuss the importance of matching the visa details with the travel plan • Elaborate the types of reports and records needed to be prepared and maintained on visa application/approval • Explain different types of software available for visa and immigration 	<ul style="list-style-type: none"> • Prepare a sample chart on types of visas and required documents to submit for each visa type based on the travel need and destination • Dramatize a test interview to ensure the customer's stand on visa approval • Show how to ensure the relevant documents and accurate details are provided for the visa application • Demonstrate expertise while filling up the visa application in favour of the customer • Dramatize the process to arrange for the visa interview and co-ordinate with the consulate/embassy in favour of the customer • Employ appropriate steps to take corrective actions against visa rejection • Role play a situation to collect a stamped passport and ensure visa details are matched with the travel plan • Prepare sample reports and update the records on visa applications, customer information, etc.
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook	
Tools, Equipment and Other Requirements	
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 3.0

Terminal Outcomes:

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

Duration: 20:00	Duration: 30:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the process and significance of tour tracking and monitoring • Discuss different ways to assist and support the customers in changing/upgrading the planned itinerary while on the tour • Describe Travel Counsellories for different destinations • Explain immigration laws and procedures for different countries • Discuss customs regulations for different countries • Explain the importance and process of building a successful travel-partner network • Outline the grievance redressal mechanism • List the information to be recorded for further use 	<ul style="list-style-type: none"> • Role play how to inform and convince the customer if there is any alteration/discrepancy in the planned itinerary • Role play a situation to show problem solving and decision-making skills while changing/upgrading the planned itinerary during the tour • Employ appropriate practices to co-ordinate with the travel partner network if any mishap occurs during the tour • Demonstrate the process of recording all details like customer information, travel details, invoice, bills, payments, etc. in a systematic manner
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook	
Tools, Equipment and Other Requirements	
Relevant documents and records, Formats	

Module 8: Promote Effective Communication and Service Standard

Mapped to THC/N9902 v 2.0

Terminal Outcomes:

- Apply appropriate practices to communicate effectively with guests, team members, and superiors
- Describe the ways to promote professional etiquette
- Employ appropriate practices to ensure sensitization towards different age groups, gender and persons with disabilities

Duration: 15:00	Duration: 15:00
<p>Theory – Key Learning Outcomes</p> <ul style="list-style-type: none"> • Discuss the importance of professionalism, etiquette and ethical behaviour at the workplace • Explain the importance of maintaining hygiene and wearing designated uniform • Discuss the importance of effective communication • Explain the importance of guest satisfaction and guest feedback • Outline the procedure and policy of handling complaints and feedback constructively • Discuss different ways to enhance guest experience • Describe various ways to handle team members • Discuss different ways to provide feedback to the team members • Explain the importance of gender and age sensitivity • Discuss gender and age-specific requirements of the guests • Discuss the specific needs of People with Disabilities • Discuss the standard policy to prevent Sexual harassment at workplace • Discuss the importance of timely submission of guests' feedback 	<p>Practical – Key Learning Outcomes</p> <ul style="list-style-type: none"> • Demonstrate the standard procedure to welcome and greet the guests • Dramatize personal integrity and communication etiquette while interacting with guests, colleagues, and superiors • Role play a situation on how to handle guests' dissatisfaction and complaints effectively • Employ appropriate practices to motivate the team members to maintain communication etiquette, provide peer feedback, and adhere to the dress code • Role play how to ensure behavioural etiquette towards all ages, genders and differently abled people as per specification • Prepare a sample report regarding guests' feedback
<p>Classroom Aids</p> <p>Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures</p>	
<p>Tools, Equipment and Other Requirements</p> <p>Sample of escalation matrix, Organisation structure</p>	

Module 9: Organizational Confidentiality and Guest's Privacy

Mapped to THC/N9910 v 4.0

Terminal Outcomes:

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

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

Module 10: Monitor Health and Safety Standard

Mapped to THC/N9907 v 2.0

Terminal Outcomes:

- Apply appropriate practices to ensure health, hygiene, and safety practices at workplace
- Explain standard ways to prevent health issues
- Employ appropriate practices to minimize potential risks and hazards
- Employ effective waste management

Duration: 15:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the concept and importance of personal and workplace hygiene • Discuss procedure to maintain personal hygiene • Explain the compliance norms to ensure cleanliness and sanitization of the workplace and related equipment • Describe standard safety procedures to be followed while handling tools, material, and equipment • Outline the purpose and usage of various Personal Protective Equipment (PPE) required at the workplace • Explain the importance of preventive health check-up organized by the company • List the components of the first-aid kit • Describe the methods to minimize accidental risks and potential hazards in the workplace • List different safety warning signs and labels at workplace • Discuss ways to identify and segregate different types of waste at the workplace • Explain the procedure to report accident and other health related issues as per SOP 	<ul style="list-style-type: none"> • Employ appropriate inspection method to ensure routine cleaning and sanitization of tools, equipment, crockery and other articles • Dramatize a situation to ensure work area is clean, hygienic and hazard free • Demonstrate how to use and dispose of relevant protective equipment as per tasks and work conditions • Apply appropriate practices to follow basic first-aid procedures by self and team members • Apply effective waste management procedures at the workplace depending on the types of waste • Role play a situation on reporting safety and security issues to the concerned authority • Prepare a sample incident report
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Personal Protection Equipment: Safety glasses, Head protection, Rubber gloves, Safety footwear, Warning signs and tapes, Fire extinguisher, First aid kit, Relevant Standard Operating Procedures and Sample reports	

Module 11: Introduction to Employability Skills

Mapped to: DGT/VSQ/N0102 & V1.0

Terminal Outcomes:

- Discuss about Employability Skills in meeting the job requirements

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

Module 12: Constitutional values - Citizenship

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

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

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

Module 13: Becoming a Professional in the 21st Century

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Demonstrate professional skills required in 21st century

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

Module 14: Basic English Skills

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Practice basic English speaking.

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

Module 15: Career Development & Goal Setting

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Understand the importance of career development & goal setting

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

Module 16: Communication Skills

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Practice basic communication skills

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

Module 17: Diversity & Inclusion

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Describe PwD and gender sensitization

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

Module 18: Financial and Legal Literacy

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

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

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

Module 19: Essential Digital Skills

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

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

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

Module 20: Entrepreneurship

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

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

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

Module 21: Customer Service

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

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

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

Module 22: Getting ready for Apprenticeship & jobs

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Describe ways of preparing for apprenticeship & Jobs appropriately.

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

Module 23: On-the-Job Training

Mapped to Travel Consultant

Mandatory Duration: 60:00	Recommended Duration: 00:00
Location: On Site	
Terminal Outcomes	
<ul style="list-style-type: none"> • Collect information to identify customer need and identify the travel details • Demonstrate expertise to estimate the tour package cost • Prepare and finalize the itinerary to offer a unique tour package to the customer • Perform the activities to confirm the booking of hotel/airlines/other transport agent with customer details • Apply basic concepts to prepare the bills, invoices for the offered tour package • Demonstrate the procedures to manage the cashflow • Perform various activities to prepare and update the records as well as maintain the relevant communication • Apply appropriate practices to assess the travel risks depending on the customer profile • Apply appropriate practices to assist the customer to complete the application procedures for the insurance • Demonstrate how to brief the customer about visa interview and the process • Perform the activities to collect and check all the relevant documents required for the visa application • 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 • Perform the activities to collect the approved visa from the embassy/consulate and handover it to the customer • Apply appropriate practices to maintain all kinds of records as per the format and collect the required payment from the customer • Demonstrate professional expertise to monitor the tour and inform the customer about any changes in the plan itinerary • Perform all the activities to record the tour details, customer information and feedback • Demonstrate strong Communication skills and workplace etiquette to achieve a smooth workflow • Demonstrate sensitization towards different age groups, gender, and persons with disabilities • Demonstrate the process of maintaining confidentiality of the organizational information and guests' privacy • Apply appropriate practices to maintain personal hygiene and grooming at workplace • Apply appropriate practices to identify hazards at workplace and report to the supervisor • Demonstrate strong Communication skills and workplace etiquette to achieve a smooth workflow • Perform basic activities to apply gender and age-sensitive service practices • Demonstrate the process of maintaining confidentiality of the organizational information and guests' privacy • Perform all the activities to maintain health, hygiene, and safety at the workplace 	

Annexure

Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
Certificate / Diploma / Degree / Post Graduate	Tour & Travel	5 years	Tourism	1 year	Tourism	

Trainer Certification	
Domain Certification	Platform Certification
“Travel Consultant”, “THC/Q4404, V5.0”, Minimum accepted score is 80%	Recommended that the trainer is certified for the job role “Trainer (VET and skills)”, mapped to the qualification pack “MEP/Q2601, V2.0”. The minimum accepted score is 80%.

Assessor Requirements

Assessor Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
Diploma / Degree / Post Graduate		5 years	Front Office/Tours & Travel	0		

Assessor Certification	
Domain Certification	Platform Certification
“Travel Consultant”, “THC/Q4404, V5.0”, Minimum accepted score is 80%	Recommended that the assessor is certified for the job role “Assessor (VET and skills)”, mapped to the qualification pack “MEP/Q2701, V2.0”. The minimum accepted score is 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
Declarative Knowledge	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.
Key Learning Outcome	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).
OJT (M)	On-the-job training (Mandatory); trainees are mandated to complete specified hours of training on site
OJT (R)	On-the-job training (Recommended); trainees are recommended the specified hours of training on site
Procedural Knowledge	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.
Training Outcome	Training outcome is a statement of what a learner will know, understand and be able to do upon the completion of the training .
Terminal Outcome	Terminal outcome is a statement of what a learner will know, understand and be able to do upon the completion of a module . 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