



# Model Curriculum

**QP Name: Front Office Associate**

**QP Code: THC/Q0102**

**QP Version: 2.0**

**NSQF Level: 4**

**Model Curriculum Version: 1.0**

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# Training Parameters

<b>Sector</b>	Tourism and Hospitality
<b>Sub-Sector</b>	Hotels
<b>Occupation</b>	Front Office Management
<b>Country</b>	India
<b>NSQF Level</b>	4
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/4224.0100
<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) OR Certificate-NSQF (Level- 3 Front Office Trainee)
<b>Pre-Requisite License or Training</b>	NA
<b>Minimum Job Entry Age</b>	18
<b>Last Reviewed On</b>	24/06/2021
<b>Next Review Date</b>	24/06/2024
<b>NSQC Approval Date</b>	24/06/2021
<b>QP Version</b>	2.0
<b>Model Curriculum Creation Date</b>	24/06/2021
<b>Model Curriculum Valid Up to Date</b>	24/06/2024
<b>Model Curriculum Version</b>	1.0
<b>Minimum Duration of the Course</b>	396 Hours, 0 Minutes
<b>Maximum Duration of the Course</b>	636 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:

- Explain the ways to prepare for the Front Office Operations
- Apply appropriate practices to greet and welcome the guests
- Describe the procedure to complete Front Office duties like registration, check-in, check-out, room allotments, etc.
- Perform the practices to handle guests' services
- Prepare various amenity vouchers and invoices
- Describe the procedure to accept the payment and update the Property Management System
- Explain the procedure to close the shift for the cashiering activities
- Employ 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 Front Office Management and Front Office Associate	04:00	00:00	00:00	00:00	04:00
<b>THC/N0130 – Perform Front Office Activities NOS Version No. 2.0 NSQF Level 4</b>	<b>84:00</b>	<b>92:00</b>	<b>00:00</b>	<b>100:00</b>	<b>176:00</b>
Module 2: Prepare for Front Office Operations	08:00	12:00	00:00	24:00	20:00
Module 3: Prepare for Guests' Activities	28:00	24:00	00:00	24:00	52:00
Module 4: Perform the Activities of Guest Registration, Check-in, and Check-out Procedures	32:00	44:00	00:00	28:00	76:00

Module 5: Perform the Activities to Close the Shift	16:00	12:00	00:00	24:00	28:00
<b>THC/N0107 – Handle Guest Service during the Stay</b> <b>NOS Version No. 2.0</b> <b>NSQF Level 4</b>	<b>28:00</b>	<b>32:00</b>	<b>00:00</b>	<b>84:00</b>	<b>60:00</b>
Module 6: Perform the Activities to Handle Guest Service	28:00	32:00	00:00	84:00	60:00
<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>00:00</b>	<b>32:00</b>	<b>72:00</b>
Module 7: Maintain Effective Communication and Service Standard	32:00	40:00	00:00	32:00	72:00
<b>THC/N9903- Maintain Organizational 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>00:00</b>	<b>08:00</b>	<b>20:00</b>
Module 8: Organizational Confidentiality and Guest Privacy	16:00	04:00	00:00	08:00	20:00
<b>THC/N9906 – Follow Health, Hygiene and Safety Practices</b> <b>NOS Version No. 2.0</b> <b>NSQF Level 3</b>	<b>24:00</b>	<b>40:00</b>	<b>00:00</b>	<b>16:00</b>	<b>64:00</b>
Module 9: Basic Health and Safety Standards	24:00	40:00	00:00	16:00	64:00
<b>Total Duration</b>	<b>188:00</b>	<b>208:00</b>	<b>000:00</b>	<b>240:00</b>	<b>396:00</b>

# Module Details

## Module 1: Introduction to Front Office Management and Front Office Associate

### Bridge Module

#### Terminal Outcomes:

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

Duration: 04:00	Duration: 00:00
<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 Hotel/Restaurant of small, medium and large establishments</li> <li>• Discuss various service departments in the hotel, like Food &amp; Beverage, Housekeeping, etc</li> <li>• Elaborate the basic terminology used in the hospitality parlance</li> <li>• Elaborate the job role and job opportunity for Front Office Associate in the Tourism and Hospitality Industry</li> </ul>	NA
<b>Classroom Aids</b>	
Whiteboard, Markers, Duster, Projector, Laptop, Presentation	
<b>Tools, Equipment and Other Requirements</b>	
NA	

## Module 2: Prepare for Front Office Operations

### Mapped to THC/N0130 v 2.0

#### Terminal Outcomes:

- Explain professional etiquette to be maintained at the workplace
- Describe various Front Office functions
- Explain the reporting procedure for a Front Office Associate

<b>Duration: 08:00</b>	<b>Duration: 12:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Explain the code of conduct, business etiquette, grooming standards, and other guidelines for Front Office Associate</li> <li>• Explain the front office service cycle</li> <li>• Elaborate the functions of the Front Office department</li> <li>• Discuss the importance of timely reporting for the duty</li> <li>• Discuss the importance of wearing designated uniform</li> <li>• Explain inter and intra departmental coordination</li> </ul>	<ul style="list-style-type: none"> <li>• Role play how to interact with the Manager/Supervisor for understanding service requirements</li> <li>• Dramatize how to report for the duty</li> <li>• Draw the layout of the front office department</li> </ul>
<b>Classroom Aids</b>	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
<b>Tools, Equipment and Other Requirements</b>	
Sample operational structure of various Front Office functions, like Reception, Guest Service, etc.	

## Module 3: Prepare for Guests' Arrival

Mapped to THC/N0130 v 2.0

### Terminal Outcomes:

- Apply appropriate practices to use different office equipment
- Describe various pre-arrival activities

Duration: 28:00	Duration: 24:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> <li>• Describe various types of rooms, facilities, tariffs (like BAR, Corporate, Contracted, Group, etc.), and meal plans applicable in the Hotel Industry</li> <li>• Explain different types of room rates</li> <li>• Elaborate different types of meal plans applicable to hotel</li> <li>• Discuss various types of guests, such as business, leisure, etc.</li> <li>• Discuss the flow of guests in peak/lean season in the hotels</li> <li>• Explain the significance of cross-checking occupancy status, room allocation status, arrival and departure timing, guest confirmation, VIP in-house, and events</li> <li>• Elaborate various tools and office equipment, such as photocopier, printer, card swiping machine, etc. required at the workstation along with their functions</li> <li>• Describe the different vouchers used in front office (like Petty cash, Visitor's Paid out, etc.)</li> <li>• Explain the importance of taking care of special guest requirement, travel arrangements, and special welcome for VIPs</li> </ul>	<ul style="list-style-type: none"> <li>• Employ appropriate practices to check the occupancy status, room allocation status, arrival-departure timing, guest confirmation, VIP in house, and events</li> <li>• Demonstrate how to operate various tools and equipment, such as, card swiping machine, printer and photo-copier</li> <li>• Demonstrate the procedure to prepare various amenity vouchers</li> <li>• Apply appropriate practices to take care of special guest requirements, travel pick-up, special welcome and other arrangements</li> </ul>
<b>Classroom Aids</b>	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
<b>Tools, Equipment and Other Requirements</b>	
Various office equipment (photocopier, printer, telephone, fax machine, computer, key racks, etc.), Sample vouchers (petty cash vouchers, paid out vouchers, allowance/discount vouchers, deposit receipt, etc.)	



## Module 4: Perform the Activities of Guests' Registration, Check-in, and Check-out Procedures

Mapped to THC/N0130 v 2.0

### Terminal Outcomes:

- Explain how to complete reservation, guests' check-in and check-out procedures
- Describe various modes of payment
- Explain how to update Property Management System
- Prepare various invoices

Duration: 32:00	Duration: 44:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> <li>• List various documents required as guests' identity proof</li> <li>• Discuss the importance of communication etiquette and body language while greeting and welcoming the guests</li> <li>• Discuss various types of reservations (tentative, waitlisted, confirmed) and modes (written, verbal, online) of reservation</li> <li>• Describe the Property Management System used for check-in, check-out, invoicing, etc, in a hotel</li> <li>• Explain the guest registration, check-in and check-out procedures, policy, and other regulatory requirements of a Hotel</li> <li>• Elaborate various payment methods, cash management, invoice processing and cash vault handling procedures</li> <li>• Discuss various selling techniques (cross-selling, upselling, etc.)</li> <li>• Explain various types of ledger (guests ledger, city ledger, etc.), and reports to be prepared by the Front Office Associate</li> <li>• Discuss the importance of using internet and e-mail for a Front Office Associate</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate professional etiquette while greeting and welcoming the guests</li> <li>• Apply appropriate techniques to fill guests' registration, check-in, check-out record manually or in Property Management System</li> <li>• Employ proper practices to check reservation details, room availability as per reservation requirement, check-out requests, and departure status of the guests</li> <li>• Dramatize a situation to upsell and cross-sell of various services to the guests</li> <li>• Prepare advance receipt for advance payment and master bill/invoice</li> <li>• Role play how to present the bills and supporting vouchers to the guests</li> <li>• Employ appropriate practices to collect the payment from the guests</li> <li>• Apply appropriate techniques to update the Property Management System (PMS)</li> </ul>
<b>Classroom Aids</b>	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	

### Tools, Equipment and Other Requirements

Sample invoices, Sample ID proof, Guests Register, Card swiping machine, Property Management System (PMS)

## Module 5: Perform the Activities to Close Shift

Mapped to THC/N0130 v 2.0

### Terminal Outcomes:

- Describe various activities to close the business day or shift

<b>Duration: 16:00</b>	<b>Duration: 12:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>Discuss the importance of maintaining communication with Bell Desk and House-keeping department</li> <li>Explain the importance of closing the guests' account</li> <li>Elaborate the procedure to update the logbook for the shift</li> <li>Discuss the importance of matching the transaction while closing for the shift</li> </ul>	<ul style="list-style-type: none"> <li>Employ appropriate practices to close the guests' account</li> <li>Demonstrate how to update the logbook</li> <li>Demonstrate the methods of daily account tally of cash at vault and reconcile transaction</li> </ul>
<b>Classroom Aids</b>	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
<b>Tools, Equipment and Other Requirements</b>	
Guests' account, Sample ledger accounts, Logbook	

## Module 6: Perform the Activities to Handle Guest Service

### Mapped to THC/N0107 v 2.0

#### Terminal Outcomes:

- Employ appropriate practices to use different room equipment and appliances
- Describe the ways to handle guests' queries and complaints
- Explain the methods of screening the parcels, messages, and other deliverables

<b>Duration: 28:00</b>	<b>Duration: 32:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Elaborate various appliances and equipment in the guests' room along with their functions</li> <li>• Discuss various types of cuisines offered in hotels</li> <li>• Describe the screening process of the luggage, parcels and other deliverables</li> <li>• Explain the importance of timely responding to guests' queries, requests and complaints</li> <li>• Discuss the procedure of handling guests' complaints</li> <li>• Outline the standard policy to upgrade the room for the guests</li> <li>• Discuss the standard procedure to accept and deliver guests' mails, messages, and parcels</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate the operating procedure of various equipment and appliances required at the work area</li> <li>• Demonstrate how to screen the luggage, parcels, and other deliverables</li> <li>• Role play how to respond to guests' complaints, queries and requests</li> <li>• Employ appropriate practices to change and upgrade guests' room as per their preferences</li> <li>• Dramatize a situation to receive and deliver guests' parcels, messages and other deliverables</li> </ul>
<b>Classroom Aids</b>	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
<b>Tools, Equipment and Other Requirements</b>	
Screening machine, Various equipment and appliances	

## Module 7: Maintain Effective Communication and Service Standard Mapped to THC/N9901 v 2.0

### Terminal Outcomes:

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

<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 guest satisfaction and guest feedback</li> <li>• Outline the procedure of receiving feedback and complaints constructively</li> <li>• Describe various ways to handle guest complaints</li> <li>• Discuss different ways to improve the guest experience</li> <li>• Explain the importance of gender and age sensitivity</li> <li>• Discuss gender and age-specific requirements of the guests</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 guests</li> <li>• Dramatize appropriate communication skills and etiquette while interacting with guests, colleagues, and superiors</li> <li>• Role play a situation on how to handle guest 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, Presentation, Participant Handbook and Related Standard Operating Procedures	
<b>Tools, Equipment and Other Requirements</b>	
Sample of escalation matrix, Organisation structure	

## Module 8: Organizational Confidentiality and Guest'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

<b>Duration: 16:00</b>	<b>Duration: 04:00</b>
<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 guest privacy in the hospitality industry</li> <li>• Discuss the Intellectual Property issues and policies affecting the organization and guest 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 organisational and guest information</li> </ul>
<b>Classroom Aids</b>	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
<b>Tools, Equipment and Other Requirements</b>	
Handouts of IPR guidelines and regulations	

## Module 9: Basic Health and safety Standard

### Mapped to THC/N9906 v 2.0

#### Terminal Outcomes:

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

<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>• List 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>• Dramatize a situation on 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, Presentation, Participant Handbook and Related Standard Operating Procedures	
<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 10: On-the-Job Training

### Mapped to Front Office Associate

<b>Mandatory Duration:</b> 00:00	<b>Recommended Duration:</b> 240:00
<b>Location:</b> On Site	
<b>Terminal Outcomes</b>	
<ul style="list-style-type: none"> <li>• Demonstrate correct use of office equipment</li> <li>• Perform the activities to prepare for office operations</li> <li>• Perform the activities to prepare for guests' arrival</li> <li>• Apply appropriate practices to greet and welcome the guests</li> <li>• Demonstrate the procedure of guest registration, check-in and check-out</li> <li>• Perform the activities to check guest's ID proof</li> <li>• Apply professional skills to receive and distribute courier, parcels and other messages</li> <li>• Show how to prepare and distribute guest amenity vouchers</li> <li>• Dramatize a situation on how to allot the room to the guests</li> <li>• Demonstrate how to screen and tag the luggage</li> <li>• Demonstrate positive body language when dealing with guests and colleagues</li> <li>• Employ appropriate practices to segregate and dispose of the waste as per the standards</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>• Show how 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	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
Certificate/Diploma/ Degree	Hotel/Hospitality Management/ Front Office Management	5	Hotel/Hospitality Management/ Front Office Management	1	Hotel/Hospitality Management/ Front Office Management	

Trainer Certification	
Domain Certification	Platform Certification
“Front Office Associate”, “THC/Q0102, V2.0”, Minimum accepted score is 80%	“Trainer”, “MEP/Q2601, V1” with a scoring of minimum 80%

## Assessor Requirements

Assessor Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training/Assessment Experience		Remarks
		Years	Specialization	Years	Specialization	
Certificate/Diploma/ Degree	Hotel/Hospitality Management/ Front Office Management	5	Hotel/Hospitality Management/ Front Office Management	1	Hotel/Hospitality Management/ Front Office Management	

Assessor Certification	
Domain Certification	Platform Certification
“Front Office Associate”, “THC/Q0102, V2.0”, Minimum accepted score is 80%	“Assessor”, “MEP/Q2701, V1” 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

<b>Term</b>	<b>Description</b>
<b>QP</b>	Qualification Pack
<b>NSQF</b>	National Skills Qualification Framework
<b>NSQC</b>	National Skills Qualification Committee
<b>NOS</b>	National Occupational Standards
<b>TVET</b>	Technical and Vocational Education and Training
<b>SOP</b>	Technical and Vocational Education and Training
<b>OH&amp;S</b>	Occupational Health and Safety
<b>PPE</b>	Personal Protective Equipment
<b>HACCP</b>	Hazard Analysis and Critical Control Points
<b>FSSAI</b>	Food Safety and Standards Authority of India
<b>ISO</b>	International Standards Organization
<b>IPR</b>	Intellectual Property Rights