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कौशल गुणवत्ता प्रगति

Skill India
कौशल भारत-कुशल भारत

सत्यमेव जयते
GOVERNMENT OF INDIA
MINISTRY OF SKILL DEVELOPMENT
& ENTREPRENEURSHIP

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National
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THSC
TOURISM & HOSPITALITY
SKILL COUNCIL

Facilitator Guide

Transport Coordinator - Tourism and Hospitality

Sector
Tourism and Hospitality

Sub-Sector
Tours/Travels

Occupation
Transportation

Reference ID: THC/Q4201, Version-2.0
NSQF Level: 4

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This book is sponsored by

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First Edition, June 2022

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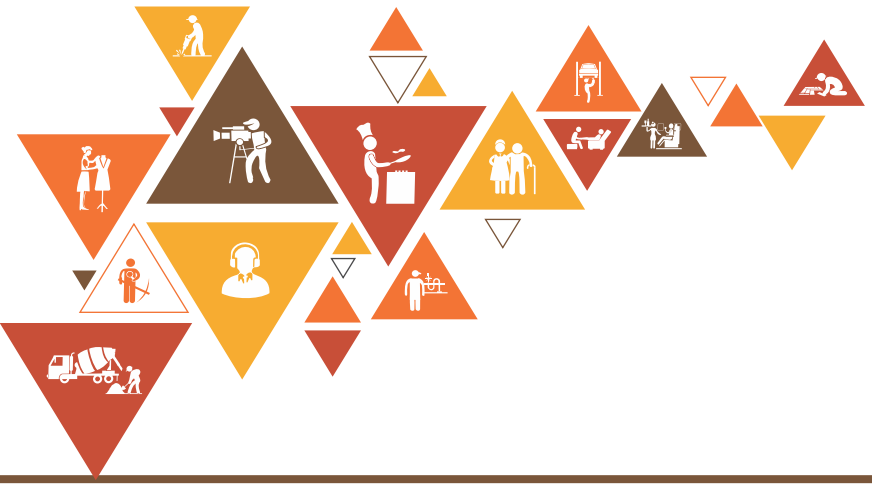


> Skilling is building a better India. If we have to move India towards development then Skill Development should be our mission.

Shri Narendra Modi
Prime Minister of India

Acknowledgments

Tourism & Hospitality Skill Council would like to express its gratitude to all the individuals and institutions who contributed in different ways towards the preparation of this "Facilitator Guide". Without their contribution it could not have been completed. Special thanks are extended to those who collaborated in the preparation of its different modules. Sincere appreciation is also extended to all who provided peer review for these modules. The preparation of this manual would not have been possible without the Tourism and Hospitality Industry's support. Industry feedback has been extremely encouraging from inception to conclusion and it is with their input that we have tried to bridge the skill gaps existing today in the Industry. This facilitator guide is dedicated to the aspiring trainers who desire to achieve special skills which will be a lifelong asset for their future endeavors.

About this Guide

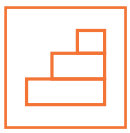
This book is designed for upgrading the knowledge and basic skills to take up the job of 'Transport Coordinator - Tourism and Hospitality Sector. All the activities carried out by the Transport Coordinator - Tourism and Hospitality are covered in this course. Upon successful completion of this course, the candidate will be eligible to work as a Transport Coordinator - Tourism and Hospitality.

This Participant Handbook is designed to enable training for the specific Qualification Pack (QP). Each National Occupational Standard (NOS) is covered across Unit/s.

Key Learning Objectives for the specific NOS mark the beginning of the Unit/s for that NOS

- THC/N4216: Arrange transportation for customers
- THC/N4217: Perform administrative duties
- THC/N9901: Communicate effectively and maintain service standards
- THC/N9903: Maintain organisational confidentiality and respect guests' privacy
- THC/N9906: Follow Health, Hygiene and Safety practices

Symbols Used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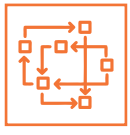
Methodology

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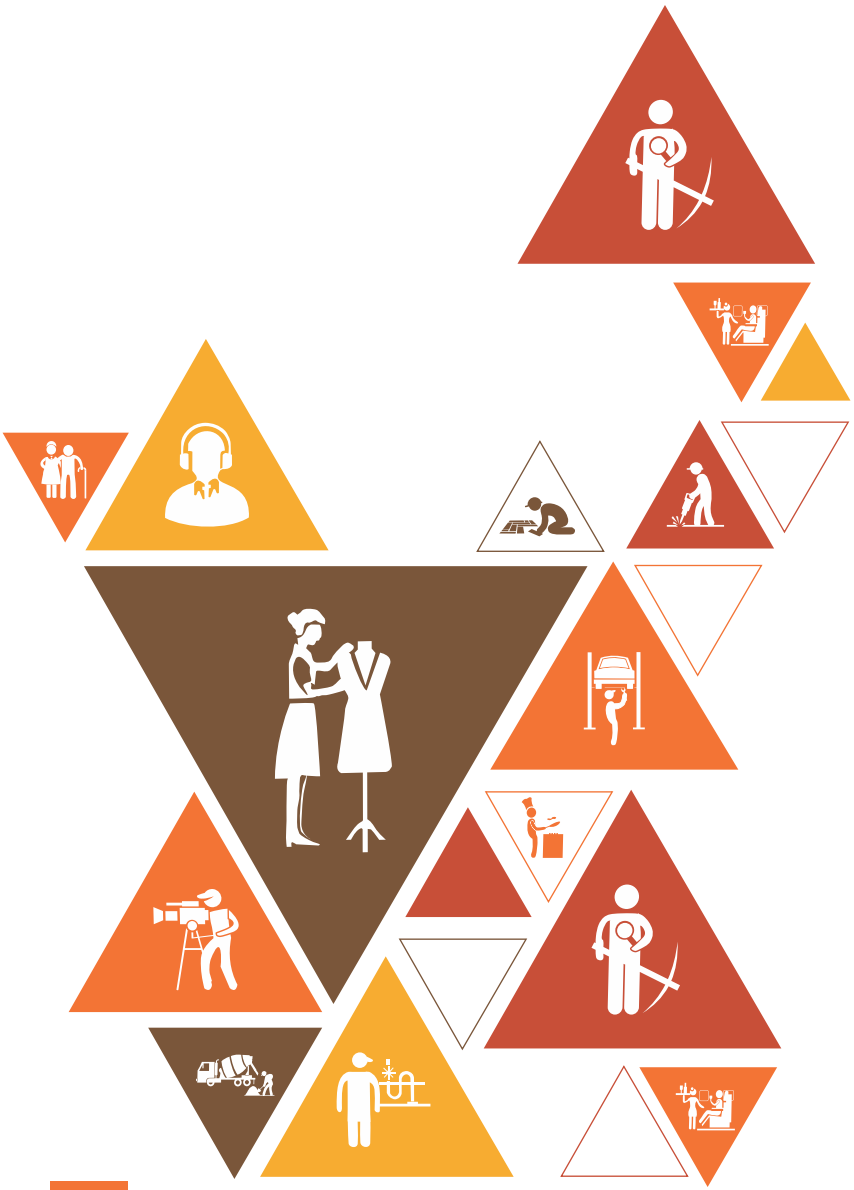

Guidelines for the Trainer

As a Trainer, follow the below guidelines:

- Understand your Job thoroughly
    - Reach the venue 15 minutes before the training session.
    - Please make sure you have all the required training tools and materials for conducting the training session (learning cards, sketch pens, raw materials etc.).
    - Check the condition of your training equipment such as laptop, projector and camera, relevant tools (depending on the training site).
    - Before starting any training program, trainer should concentrate on the below key pointers,
        - Use best practices and methods of training.
        - Create awareness on quality of work done.
        - Explain how to minimize waste.
        - Ensure that the participants practice safety measures and use proper PPE.
        - Make sure the participant adopts the basic ergonomic principles.
        - Create awareness of housekeeping at regular intervals.
        - Explain the influence of productivity as a whole.
        - Make the class as interactive as possible by adopting activity-based or scenario-based training methodology.
- Understand your participants
    - You will conduct the training program for a certain period as a trainer. To improve the program's effectiveness, you should understand the mindset of the participants and create a good rapport with them. Maintaining a good working relationship with the participants is always important to achieve better results from the training program.
- Adopt the basic etiquette during training
    - Greet the participant and introduce yourself.
    - Use a gentle pace of voice/tone while speaking with the participant.
    - Explain the need and use of the training program.
    - Ask the participants to introduce themselves to the group and help them with communication difficulties.
    - Clarify their doubts patiently, and do not get irritated if a participant asks the same question repeatedly.
    - Understand the level of participants and train them accordingly.
    - Watch the participants at work, and note some pointers of performance.
    - Give some hints and easy thumb rules which can be easily understood and remembered.
    - Always use the three golden words, “Please”, “Thank You”, and “Sorry”.
    - Be positive and professional while giving participants feedback; do not criticize or make fun of their performance.
    - Identify the faulty practices of the participants and rectify them as soon as possible.
    - Always be a good mentor and observer.
    - Do not forget to introduce topic to be covered in the next class.
    - Do not forget to recapitulate the topic covered in the last class.

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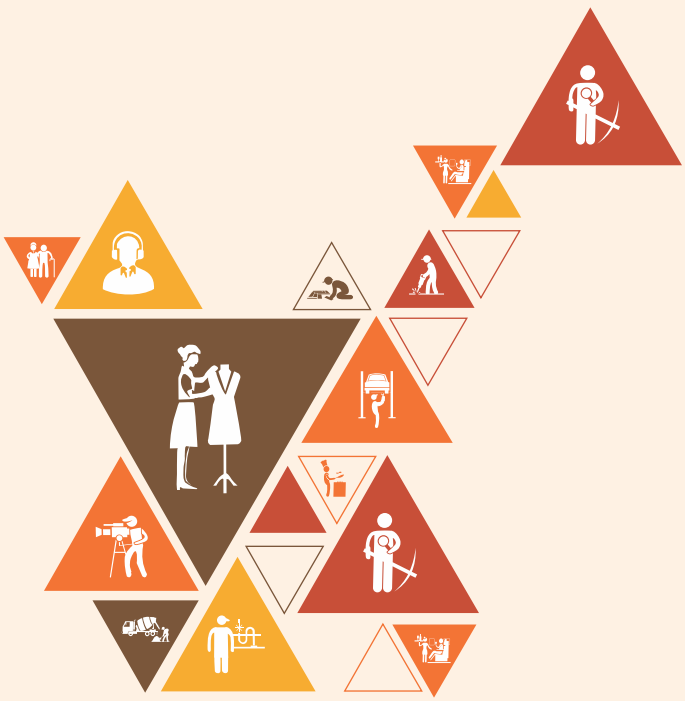
1. Introduction to Transport Coordinator Tourism and Hospitality

Unit 1.1 - An Overview of Skill India Mission

Unit 1.2 - An Overview of the hospitality industry

Unit 1.3 - Transport Coordinator - The Trending Career options in India



(Bridge Module)

Key Learning Outcomes

At the end of this module, the participant will be able to

1. Discuss the objectives and benefits of the Skill India Mission
2. Describe the Tourism and Hospitality Industry and its sub-sectors
3. Elaborate on the hierarchy of hotels of small, medium and large establishments
4. Elaborate on the scale of Tours and Travel
5. Explain some basic terminology used in the Tours and Travel
6. Elaborate on the job role and job opportunity for a Transport Coordinator in the Tourism and Hospitality Industry

Icebreaker

Say

- My name is _____, and I will be the trainer for this session.
- Thank you all for your participation.
- Please take your respective seats.

Notes for Facilitation

- Add more details when introducing yourself, such as experience, native place, learning, likings etc.

Resources to be used

- Use of any prop example flower, water bottle or pencil (optional)

Activity

- All participants were standing in a semi-circle.
- Ask the participant to introduce themselves one by one with actions.
- Participants may use any prop possible for their actions while announcing names.
- While the participant announces the name, the others will try to memorize the name and action.
- Then all participant with the trainer repeats the participant's name and copy the action too.
- Once all participants are done. The trainer shall call any random participant to name the other, with the actions done by the fellow participant.
- Encourage participants to provide general information about themselves and briefly introduce them.

Notes for Facilitation

- Optionally, start the above activity by demonstrating with the example. Hello, I am Amber with raised or waving hands or any action (as an action sign).
- Encourage shy students to act along by introducing themselves.

Say

- Now that we all are familiar with actions and names. Each one of you will introduce us to you in brief.
- Example. I am _____, came here from _____, like to _____, love _____ and _____.
- Now that we know something about each other. We will try to take only first names while speaking to each other for the rest of our sessions.
- Let us see how interactive we can make this discussion by working together.
- Now trainer will explain the objective of this module.

Ask

- Welcome the participants and ask them if they know about each other.
- If not, then let them introduce themselves to each other.
- Ask the participant if they have undergone any training.
- Ask the participant to outline the benefits one would derive from training.

Notes for Facilitation

- Start the session only when the entire class is settled down.

Notes

Unit 1.1: An Overview of Skill India Mission

Unit Objectives

At the end of this module, the participant will be able to:

1. Explain the objectives and benefits of the Skill India Mission

Resources to be Used

- Participant handbook
- PowerPoint Presentation and Laptop
- Whiteboard, Marker, Duster, Projector

Do

- Follow the session plan strictly.
- Encourage the participants to ask questions, explore ideas etc.
- Capture their responses on board and share them wherever necessary

Say

- The Skill India Mission is an initiative the government started in 2015.
- It functions as an overarching scheme, beneath which many more specific skilling schemes are active.
- The primary intention behind introducing this program is to equip the country's young people with valuable skill sets that will increase their chances of finding employment in various fields across the economy

Notes for Facilitation

- Tell the student about the main objectives of Skill India
- Tell them about the skill India mission

Explain

- Skill India Mission
- The main Skill India objectives

- Features of the Skill India Mission
- Sub-schemes that are part of the Skill India Mission
- The list of Skill India sources

Elaborate

· Features of Skill India Mission

Ask

· What is Skill India's Mission?
· What are the main Skill India objectives?

Activity

Play the video of any skilled program from the internet and let students watch the video. Ask them to point down two observations from the video.

Brief them on the topics given in the participant handbook.

- Skill India Mission
- The main Skill India objectives
- Features of the Skill India Mission
- Sub-schemes that are part of the Skill India Mission
- The list of Skill India sources
- Explain The Skill India Mission and its features Sub-schemes that are part of the Skill India Mission
· The observation that is part of the video

Summarize

· Summarize the session.
· Prepare a list of participant's doubts if they have any
· Answer their queries.

Notes

Unit 1.2: An Overview of the Hospitality Industry

Unit Objectives

At the end of this module, the participant will be able to:

1. Describe the tourism and hospitality industry and its sub-sectors
2. Elaborate on the hierarchy of hotels of small, medium and large establishments

Resources to be Used

- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector, and Laptop
- Charts / PPE, if required

Notes for Facilitation

- Enter the class ten minutes before the session begins.
- Welcome and greet the students.
- Take the daily attendance.

Do

- Recap the previous session and clarify the doubts, if any.
- Follow the session plan strictly.
- Encourage the participants to ask questions, explore ideas etc.
- Capture their responses on board and share them wherever necessary

Say

- The hospitality industry comprises various sectors that house, feed, transport, and entertain guests. Each sector covers multiple fields, providing various goods and services.
- It is important to note that while separate, they can often overlap and work together to create one complete and comprehensive hospitality experience.

Explain

- About tourism and hospitality industry and its sub-sectors
- The role and importance of tourism
- The significant sub-sectors of the industry
- The role and importance of tourism
- Travel and tour service providers.
- Hotels
- Facilities management
- Restaurants
- Tour and travel

Elaborate

- World tourism organization
- Travel agents
- Inbound tour operators
- Tourist transport operators
- Adventure tour operators:
- Domestic tour operators

Ask

- What is the tourism and hospitality industry?
- What are the role and importance of tourism?
- What are the components of the hospitality industry and sub-sectors?
- What does a travel agency do?
- What do online travel agencies do?
- How do tour operators function?
- What are the services that tour guides/tourism service providers render?
- What is the role of transport operators?

Notes for Facilitation

- Allow maximum participation to answer the questions.
- Explain the correct answers one by one

Summarize

- Tourism and hospitality industry and its sub-sectors
- Prepare a list of participants' doubts if they have any. Encourage them to ask questions.
- Answer their queries.

Notes

Unit 1.3: Transport Coordinator - The Trending Career Options in India

Unit Objectives

At the end of this module, the candidate will be able to:

1. Elaborate on the job role and job opportunity for a transport coordinator in the Tourism and Hospitality Industry
2. Explain some basic terminology used in the Tours and Travel
3. Discuss the characteristics of a transport coordinator
4. Describe the job responsibilities of a transport coordinator.

Resources to be Used

- Participant handbook
- PowerPoint Presentation and Laptop
- Whiteboard, Marker, Duster, Projector
- Print out the activity sheet present in the activity section in this unit

Notes for Facilitation

- Enter the class ten minutes before the session begins.
- Welcome and greet the students.
- Take the daily attendance.

Do

- Recap the previous session and clarify the doubts, if any.
- Follow the session plan strictly.
- Encourage the participants to ask questions, explore ideas etc.
- Capture their responses on board and share them wherever necessary

Say

- Transportation is an essential operation in the travel and tourism industry.
- No tour or travel package can be completed without proper transportation planning and execution.
- The transport operator is the person behind planning and designing the transportation process for the guest. His job starts before the tour/travel of the guests and ends only with the end of the tour

Explain

- Roles and responsibilities of transport coordinator
- About career path progression for the transport coordinator.
- About the various functions and structure of a tourist transport organization
- The terminology used in the tours and travel parlance.
- About grooming standards and why is it important?

Elaborate

- Duties and responsibilities of a transport coordinator
- Understanding of the guest's requirements regarding transportation like the type of vehicle, number of guests, distance to be travelled, special needs etc.
- Checking weekly transportation schedule as needed for classes.
- How to Review transportation schedules, comparing them with class schedules.
- Important to look after the vehicle fleet's repairs and register any damages.
- How to handle tourist concerns and direct problems to appropriate parties.
- How to record driver concerns and policy violations and direct main issues to the concerned manager.
- How to help in the recruitment process of trained and skilled drivers.
- Various compliance with all security as well as operational procedures.
- Importance to supervise shuttles to provide continuous transportation for students and guests.
- Documentation & investigation of any transportation challenges and identify possible solutions.
- Characteristics of transport coordinator
- Grooming standards for males and females
- Supervisory, executive and operational travel company level
- Elucidate the career path Transport Coordinator with the help of(Fig 1.3.1.Careerpath Transport Coordinator), given in the Participant Handbook.
- Illustrate the organisation chart of travel organization with the help of(Fig 1.3.2.Organiztion chart of travel organization), given in the Participant Handbook.

Ask

- What do you understand by transport services?
- What is fleet management?
- What do you understand by transport coordinator?
- What are the duties and responsibilities of a transport coordinator?

Activity

- Provide this printed sheet to the candidates and ask them to write down the definitions/meaning of these words.

· For answers, refers to the topic "1.3.3 Terminology Used in the Tours and Travel Parlance" in the participant handbook.

1. CRM (Customer Relationship Management)	2. Commission	3. Lowest available fare
4. Guest life cycle	5. Consolidator	6. Maximum stay
7. Accessibility	8. Corporate agency	9. The Minimum connects time
10. Accommodation	11. Cover	12. Modified American plan (MAP)
13. Hotel proper	14. Circle trip	15. Motorcoach
16. Land transport	17. City guide	18. Net fare, net rate
19. Water transport	20. Closeout	21. Net rate
22. Pathways	23. Coach tour	24. No show
25. Inland waterways	26. Code of conduct	27. Non-refundable
28. Air transport	29. Code of ethics/conduct/practice	30. Non-transferable
31. Tourism destination	32. Commercial rate	33. Nonstop
34. Attraction	35. Commercial recreation system	36. Occupancies
37. DMO	38. Commission	39. Occupancy rate
40. NTO or NTA	41. Common carrier	42. Offline connection
43. RTO or STO	44. Complimentary room	45. Operator
46. LTA/ LTO	47. Computer reservation systems (CRS)	48. Overbooking
49. Linkages	50. Concierge	51. Package
52. Integrations	53. Consolidator	54. Passenger facility charge (PFC)
55. Vertical Integration	56. Consortium	57. Passenger name record (PNR)
58. Agent	59. Customised tour	60. Point-to-point
61. Air-sea	62. Day visitors	63. Pre- and post-trip tours
64. Airline classes of service	65. Destination marketing	66. Press trips
67. Airline fare	68. Domestic fare	69. Published fare
70. Airline reporting conference (arc)	71. Electronic ticket	72. Rack rate
73. All-inclusive	74. Exclusive fare	75. Reconfirm
76. Allocentric	77. Fam tours	78. Record locator
79. Alternative tourism	80. Feeder airport/city	81. Red-eye flight
82. Add-on	83. First-class	84. Round trip
85. Advance purchase requirement	86. Fit (free independent travel)	87. Sabre
88. Airport access fee	89. Gateway or gateway city	90. Saturday night stay
91. Arc	92. Git (groups independent travel)	93. Scheduled carrier

94. Availability	95. Global distribution system (GDS)	96. Shoulder season
97. Benchmarking	98. Group rate	99. Special fare
100. Best practice	101. Group leader	102. Suite
103. Base fare	104. Group tour	105. Supplier
106. Bed tax	107. Guaranteed tour	108. Tariff
109. Blackout dates	110. Guest account	111. Through passenger
112. Boarding pass	113. Head in beds	114. Ticket stock
115. Bulk fare	116. Incentive travel	117. Tour operator
118. Business class	119. Inclusive tour	120. Tour wholesaler
121. Business travel	122. Interline connection	123. A travel agency
124. Buyer	125. Land arrangements	126. Travel agent
127. Cancellation penalty	128. Layover	129. Unlimited mileage
130. Carrier	131. LDW	132. Unrestricted fare
133. Capacity management	134. Leisure travel	135. Visitors centre
136. Charter group	137. Limited service hotel	138. Vouchers

Summarize

- Summarize the session by discussing the main attributes of the Tourism and Hospitality Industry
- Prepare a list of participants' doubts if they have any. Encourage them to ask questions.
- Answer their queries.

Notes

Exercise

Question 1. _____does not play any role in the growth of tourism in India

(A). Public Sector
(B). **Private Sector**
(C). Quasi Sector
(D). Micro and small industries

Question 2. Tourism destination planning relates to the planning of

(E). Carvings
(F). Sculptures
(G). Architecture
(H). **Places**

Question 3. If a person plans a route for a guest and arranges for a vehicle and driver, he is:

(A). **Transport coordinator**
(B). Airline office
(C). Travel guide
(D). Meet and greet executive

Question 4. Which of the following is not a function of a transport coordinator:

(A). Vehicle planning
(B). Coordinate with driver
(C). **Arranging accommodations for the guests**
(D). Maintain driver logs

Question 5. Career progression for a transport coordinator may lead to the following:

(A). **Operations Manager**
(B). F & B manager
(C). Front office manager
(D). Housekeeping in charge

Question 6. A transport coordinator may work in the:

(A). Schools
(B). Hotels
(C). Corporate houses
(D). **All the above**

Question 7. _____flights fly between 9 pm to 7 am.

(A). Public Sector airlines
(B). **Red eye flight**
(C). Chartered flights
(D). None of the above

Question 8. _____is not a characteristic of a transportation coordinator.

(A). Compassion
(B). Planner
(C). Networking
(D). **Rudeness**

Question 9. _____ can be used to track the position of a vehicle while on any tour.

(A). Alexa
(B). SMS
(C). ATM
(D). **GPS**

Question 10. Which of the following is a general requirement in a transport coordinator job:

(A). Attend all hotel-required meetings and training
(B). Maintain high standards of personal appearance and grooming
(C). Comply with the hotel's standards and regulations
(D). **All the above**

Notes

Scan the QR codes to watch the related videos

Introduction to Hospitality Industry

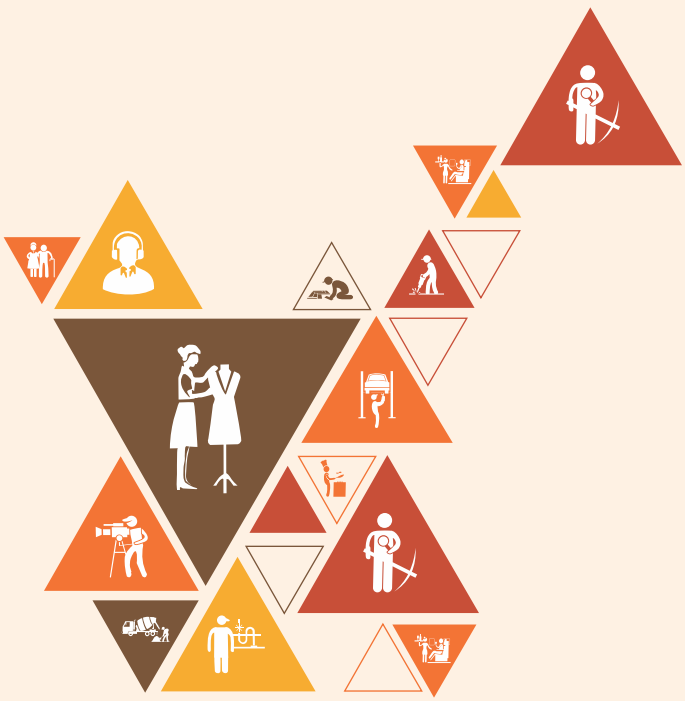
Role of Government in Skill development

2. Arrange Transportation for Customers

Unit 2.1 - Assess Customer Needs

Unit 2.2 - Arrange for Transportation

Unit 2.3 - Perform the Transportation Monitoring and Payment Coordination Activities



THC/N4216

Key Learning Outcomes

At the end of this module, the Candidate will be able to:

1. Explain the organisation's primary legislation, policies, and procedures and the environmental, safety, and service quality standards.
2. Describe several government regulations governing road transportation.
3. Discuss car safety and maintenance standards, as well as traffic restrictions.
4. Describe the various modes of transportation and their associated fare policies.

UNIT 2.1 Assess Customer Needs

Unit Objective

At the end of this unit, the participant will be able to -

1. Explain standard legislation, policies, and procedures, environmental, safety, and service quality standards followed by an organisation
2. Describe various government rules for road transportation
3. Discuss vehicle safety norms and maintenance standards, and traffic regulations
4. Please elaborate on the types of vehicles for transport and their corresponding fare policies

Resources to be Used

- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop
- Charts / PPE, if required

Notes for Facilitation

- Enter the class ten minutes before the session begins.
- Welcome and greet the students.
- Take the daily attendance.

Do

- Recap the previous session and clarify the doubts, if any.
- Follow the session plan strictly.
- Encourage the participants to ask questions, explore ideas etc.
- Capture their responses on board and share them wherever necessary

Say

- A customer complaint is a gap between the hotel's services and customers' experience.
- Customer complaints may reflect negatively on the brand

Explain

- Explain the standard legislation, policies, and procedures of the organisation
- Explain vehicle safety norms and maintenance standards and traffic regulations
- Explain the types of vehicles for transportation and their corresponding fare policies
- Explain the modes of travel
- Air transport fare policy
- Explain private airlines in India

Elaborate

- Elucidate the traffic offence and penal sections with the help of(Table 2.1.1.Traffic offence and penal sections), given in the Participant Handbook.
- Illustrate the road safety mandatory signs with the help of(Fig 2.1.2 Road safety mandatory signs), given in the Participant Handbook.
- Elucidate the road safety Warning signs with the help of(Fig 2.1.3 Road safety Warning signs), given in the Participant Handbook.
- Elucidate the road safety informatory signs with the help of(Fig 2.1.4 Road safety informatory signs), given in the Participant Handbook.
- Elucidate the mode of transportation with the help of(Table 2.1.2. Mode of transportation), given in the Participant Handbook.
- Define the national waterways with the help of(Table 2.1.4. National waterways), given in the Participant Handbook.
- Motor Vehicles Act, 1988
- Central Motor Vehicles Rules, 1989
- Road Transport Corporations Act, 1950
- Carriage by Road Act, 2007 (enacted to repeal Carriers Act, 1865) effective from 01.3.2011
- Carriage by Road Rules, 2011, notified on 28.02.2011 and effective from 01.03.2011

Explain

- Standard Legislation, Policies, and Procedures of the Organisation
- Policies and procedures for
  - Attendance
  - Employee conduct
  - The use of company property
  - Harassment and discrimination
    - Sexual harassment
    - Bullying
    - Verbal and physical harassment
    - Stalking
    - Hiring discrimination
    - Workplace discrimination

- Internet and social media use
- Health and safety
- Expenses
- Remote work

- Environmental, safety, and service quality standards
- Government Rules for Road Transportation
- Vehicle Safety Norms and Maintenance Standards and Traffic Regulations
- Regulations and rules for road safety
- Driving rules - traffic offence and penal sections
- Vehicle safety regulations
- Tips for driving safety
- Bharat new vehicle safety assessment program
- Preventative maintenance
- Immediate maintenance
- Fleet maintenance benefits
- Types of Vehicles for Transportation and Their Corresponding Fare Policies
- Modes of travel
  - Road
  - Rail
  - Water
  - Air
- Road Transport

Ask

- Do you know about the rules for road transportation?
- What do you understand by environmental, safety, and service quality standards?
- Do you know about the rules for road transportation?
- What are the vehicle safety norms?
- Ask students about road signs
- How many types of modes of travel?

Activity

- Display warning signs displayed given the in the below figures in the participant handbook and ask them to identify the meaning of the warning signs. (Either display on the projector or distribute the print outs) Ask the candidates to classify the signs after identification in which category it falls.
  - Fig 2.1.2 Road safety Mandatory signs
  - Fig 2.1.3 Road safety Warning signs
  - Fig 2.1.4 Road safety informatory signs

Summarize

- Summarize the session with the main features of standard legislation, policies, and procedures
- Brief about government rules for road transportation and vehicle safety norms
- Prepare a list of participants' doubts if they have any. Encourage them to ask questions.
- Answer their queries.

Notes

Unit 2.2: Arrange for Transportation

Unit Objective

At the end of this module, the participant will be able to

1. Discuss the procedure to plan the travel routes
2. Elaborate on the steps to perform a routine inspection of vehicles
3. State the significance of being updated on the city maps, trails, and traffic condition
4. List various documents required for transportation, like valid driver's licenses, insurance papers, etc.

Resources to be Used

- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop
- Charts / PPE, if required

Notes for Facilitation

- Enter the class ten minutes before the session begins.
- Welcome and greet the students.
- Take the daily attendance.

Do

- Recap the previous session and clarify the doubts, if any.
- Follow the session plan strictly.
- Encourage the participants to ask questions, explore ideas etc.
- Capture their responses on board and share them wherever necessary

Say

- The country's transportation network, whether by road, rail, or air, is a weak link in the overall chain for the average foreign visitor.
- Poor roads, subpar transport vehicles, inconsistent airlines, and typically subpar railways contribute to a challenging perception of the transportation system

Explain

- Explain the procedure for planning the travel routes
- What is the significance of knowing the city maps, routes, and traffic condition
- Discuss the various mandatory documents required for transportation
  - The vehicle's registration certificate (R.C.)
  - Certificate of Pollution Control (P.U.C.C.):
  - Vehicle insurance certificate
  - Driver's licence
  - A driving licence
- Procedure for planning the travel routes
- Route planning
- Significance of knowing the city maps, routes, and traffic conditions
- Routes and traffic conditions
- Significance of being updated on traffic conditions in the city
- Steps to perform a routine inspection of vehicles

Elaborate

- Steps to perform a routine inspection of vehicles
- Elucidate the tourism transportation network and a sketch of the tour route with the help of(Fig scenario of tour route planning (a) tourism transportation network (b) sketch of the tour route), given in the Participant Handbook.
- Illustrate the vehicle safety checklist with the help of(Table 2.2.1. Vehicle safety checklist), given in the Participant Handbook.
- Elucidate the vehicle inspection checklist with the help of(Table 2.2.2. Vehicle inspection checklist), given in the Participant Handbook.

Ask

- What do you understand by planning the travel routes?
- What do you understand by city maps?
- Have you ever seen the documents required for transportation?

Notes for Facilitation

- Allow maximum participation to answer the questions.
- Explain the correct answers one by one

Activity

- Ask students to make a checklist for the pre-operation of vehicles
- Explain each and every step
- This activity helps them to understand the whole procedure
- Display cards with pictures of all types of documents required for transportation. Give numbers to the cards
- Ask students to identify the document & explain that.

Summarize

- Summarize the session with key features of routine inspection of vehicles
- Brief the significance of being updated on the city maps, trails, and traffic condition
- Brief about documents required for transportation
- Prepare a list of participants' doubts if they have any. Encourage them to ask questions.
- Answer their queries.

Notes

UNIT 2.3 Perform the Transportation Monitoring and Payment Coordination Activities

Unit Objective

At the end of this module, the participant will be able to

1. State the significance of ensuring vehicle departure from the garage at the designated time
2. Discuss professional etiquette to be maintained by the drivers
3. Discuss transportation co-ordination planning and scheduling process
4. Explain the tracking system of the vehicle and its monitoring procedures
5. Describe travel advisory for different routes
6. State different types of pick-ups and drop transport arrangements
7. Discuss the method to track the route progress of a vehicle
8. Discuss resource management techniques
9. Explain how to calculate the transit time and distance to arrive at the transportation cost
10. Discuss the format of receipts and payment records

Resources to be Used

- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop
- Charts / PPE, if required

Notes for Facilitation

- Enter the class ten minutes before the session begins.
- Welcome and greet the students.
- Take the daily attendance.

Do

- Recap the previous session and clarify the doubts, if any.
- Follow the session plan strictly.
- Encourage the participants to ask questions, explore ideas etc.
- Capture their responses on board and share them wherever necessary

Say

- Schedule adherence or on-time performance refers to the service's success on the published schedule.
- On-time performance, sometimes referred to as on-time running, is typically expressed as a percentage, with a higher rate meaning more vehicles are on time.
- The level of on-time performance for many transport systems is a very important measure of the system's effectiveness. Following are the reason why one must ensure vehicle departure at the right time:

Explain

- Significance of ensuring vehicle departure from the garage at the designated time
- Professional manners for drivers to follow
- The tracking system of the vehicle and its monitoring procedures
- Travel advisories for various routes
- Resource management techniques
- Format of receipts and payment records

Elaborate

- The tracking system of the vehicle and its monitoring procedures
- Fleet management services
- The pros and cons of GPS vehicle tracking systems
- Customer satisfaction
- Format of receipts and payment records
- Some helpful links to access travel guidelines within the country
- Resource management techniques
- Elucidate the vehicle stopping distance with the help of(Table 2.2.3. Vehicle stopping distance), given in the Participant Handbook.
- Illustrate the travel guidelines with the help of(Table 2.2.4. Travel guidelines), given in the Participant Handbook.
- Elucidate the payment details with the help of(Fig 2.3.1 Payment details), given in the Participant Handbook.

Do

- Download the following documents from the internet and explain the rules and regulations to the candidates.
- Copy and Paste the following links on the browser -
  - Customs Guide for Travellers - https://www.cbic.gov.in/resources/htdocs-cbec/guide_for_travellers/guide-to-travellers.pdf)
  - Real-time ambient air quality data - http://www.dpccairdata.com/dpccairdata/display/

- Government of India - Ministry of Health and Family Welfare - Guidelines for International Arrivals - https://www.mohfw.gov.in/pdf/Guidelinesfo rInternationalarrivalsupdatedon02September2022.pdf
- System of Air Quality and Weather Forecasting And Research. - http://safar.tropmet.res.in/

Ask

- What are the professional manners for drivers to follow?
- Why is it necessary?
- Why is the departure from the garage at the designated time important?
- How is the tracking system of the vehicle to be done?
- Why is vehicle monitoring required?
- What do you understand by travel advisories?
- Do you understand by payment receipts?
- Have you ever seen & fill in the details in the payment receipt?
- What is the tracking system of the vehicle and its monitoring procedures?
- What are the resource management techniques?

Do

- Show the different types of formats for receipts and payment vouchers used in transport parlance. Downloadthem form internet

Activity

- Give multiple types of invoice format and ask candidates to observe and prepare an invoice with 18% of GST on a billing amount of INR 21500/-
- Tell the students to make a checklist of rules to be followed by the drivers

Summarize

- Brief the significance of ensuring vehicle departure from the garage at the designated time
- Brief about professional etiquette to be maintained by the drivers
- Brief about transportation co-ordination planning and scheduling process
- Prepare a list of participant's doubts if they have any. Encourage them to ask questions.
- Answer their queries.

Notes

Exercise

Question 1. If the tourist is planning to visit Delhi, choose a mode of transportation:

(A). Railways
(B). Airways
(C). Roadways
(D). All of the above

Question 2. Important documents need to carry while operating the vehicle?

(A). Registration card of the vehicle
(B). Ration card
(C). Debit card
(D). Credit card

Question 3. Full form of P.U.C.C

(A). Public under-control certificates
(B). Pollution under control certificates
(C). Plan of utilisation control certificate
(D). None of the above

Question 4. Which year was the motor vehicle act introduced?

(A). 1999
(B). 1991
(C). 1990
(D). 1989

Question 5. A direct flight with one or more stops is called

(A). Direct flight
(B). Non-stop flight
(C). Connecting flight
(D). None of these

Question 6. A personal item carried by a traveller, known as

(A). Allowance
(B). Baggage
(C). Baggage tag
(D). None of these

Question 7. Expand IATA

(A). International Air Transport Association
(B). International Aviation& Transport Association
(C). International Airline &Tourism Association
(D). None of these

Question 8. Select rules to be followed by the drivers

(A). Do not interfere with other vehicles
(B). Drive fast
(C). Avoid seat belt
(D). None of the above

Question 9. The steps of resources management are

(A). Allocation of resources
(B). Scheduling of resources
(C). Forecasting of resources
(D). All of the above

State true or false

Question 10. Selecting the destination is an essential part of travelling

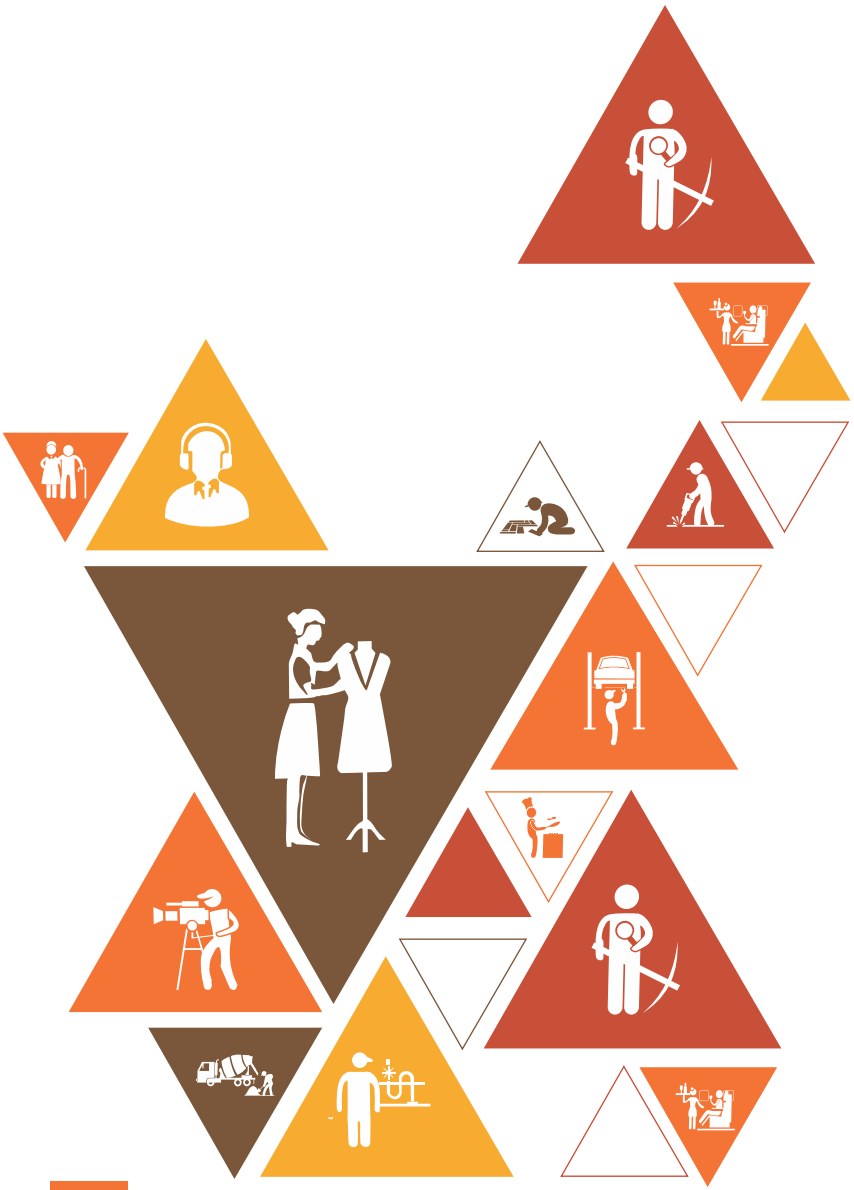
(E). True
(F). False

Notes

Scan the QR codes to watch the related videos

Indian Travel Agents and Tour Operators An Overview

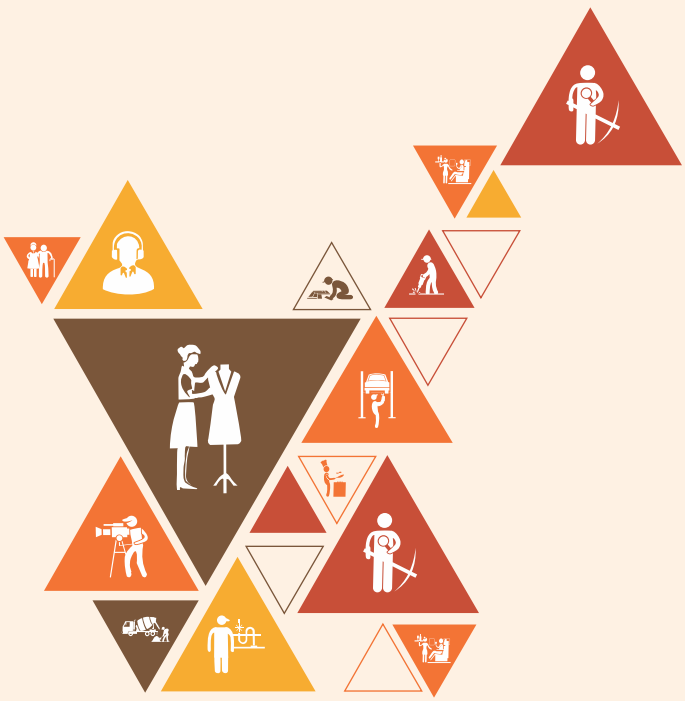
Tourist Transport and Tour Operation



3. Perform Administrative Duties

Unit.3.1 - Monitor Vehicle Maintenance

Unit 3.2 - Manage Documentation and Staff



THC/N4217

Key Learning Outcomes

At the end of this unit, the candidate will be able to

1. Sate the significance of timely maintenance of the vehicles
2. Describe vehicle safety norms and maintenance standards as per various authorities
3. Elaborate steps to perform the routine inspection of the vehicle
4. Explain the standard procedure to record any anomalies observed during the examination of the vehicle
5. State the importance of reporting the actual or potential defects of the vehicle to the Transport Manager promptly

Unit 3.1 – Monitor Vehicle Maintenance

Unit Objectives

At the end of this module, the participant will be able to

1. State the importance of timely vehicle maintenance
2. Describe vehicle safety norms and maintenance standards as per various authorities
3. Elaborate steps to perform a routine vehicle inspection
4. Explain the standard procedure to record any anomalies observed during a vehicle inspection
5. State the importance of reporting actual or potential vehicle defects to the Transport Manager promptly

Resources to be Used

- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop
- Charts / PPE, if required

Notes for Facilitation

- Enter the class ten minutes before the session begins.
- Welcome and greet the students.
- Take the daily attendance.

Do

- Recap the previous session and clarify the doubts, if any.
- Follow the session plan strictly.
- Encourage the participants to ask questions, explore ideas etc.
- Capture their responses on board and share them wherever necessary

Say

- A well-maintained vehicle has a longer lifespan, guaranteeing it will serve as a faithful companion for many years.
- The vehicle's performance is also significantly improved by a fine-tuned, maintained engine, keeping it in perfect, road-worthy condition for a considerably extended period.

Notes for Facilitation

- Tell the candidates about State the Signi ficance of Timely Maintenance of the Vehicles
- You may use some youtube video links

Explain

- Discuss the significance of timely maintenance of the vehicles
- What is the standard procedure for recording anomalies during the inspection of the vehicle?
- Explain the vehicle safety norms and maintenance standards as per various authorities

Elaborate

- Significance of timely maintenance of the vehicles
- Vehicle safety norms and maintenance standards as per various authorities
- Routine inspection of the vehicle
- The standard procedure to record anomalies during the inspection of the vehicle
- Preparing driver for vehicle inspection
- Importance of reporting actual & potential defects of the vehicle to the transport manager

Ask

- Why is timely maintenance of the vehicles necessary?
- What are vehicle safety norms?
- What kind of anomalies should be recorded during the inspection of the vehicle?
- What do you understand by inspection of the vehicle?
- Why is the vehicle inspected?

Notes for Facilitation

- Allow maximum participation to answer the questions.
- Explain the correct answers one by one

Activity

- Ask students to explain the procedure to record the anomalies during the inspection.
- Give multiple types of invoice formats and ask candidates to fill
- Divide the class into 2 groups
- Ask them to make a checklist of routine inspections of vehicles and explain each and every step.

Summarize

- Summarize the importance of timely vehicle maintenance
- Brief about routine vehicle inspection
- Brief about vehicle safety norms and maintenance standards

Notes

Unit 3.2 – Manage Documentation and Staff

Unit Objectives

At the end of this unit, the participant will be able to

1. Discuss various formats for attendance sheets, driver logs, trip reports, mileage reports etc.
2. Elaborate on the inspecting methods for trip sheets and logbooks
3. Elaborate on statutory rules and regulations for transportation
4. Describe valid documents required for transportation
5. Discuss grooming standards for drivers
6. Explain salary calculation methods
7. Describe familiar staff-related problems and effective ways to handle them
8. Discuss various conflict management techniques

Resources to be Used

- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop
- Charts / PPE, if required

Notes for Facilitation

- Enter the class ten minutes before the session begins.
- Welcome and greet the students.
- Take the daily attendance.
- Maintain the record of assessment scores.

Do

- Recap the previous session and clarify the doubts, if any.
- Follow the session plan strictly.
- Encourage the participants to ask questions, explore ideas etc.
- Capture their responses on board and share them wherever necessary

Say

- Attendance tracking data is helpful for several individuals – managers, employees, employers, supervisors etc.
- A driver's log is a record that vehicle and bus drivers in India must keep. Its purpose is to help monitor drivers' daily trips and off-duty time

Explain

- Various Formats for Reports
- Valid Documents required for transportation
- Statutory rules and regulations for transportation
- Rules of the road
- Traffic signals and following it
- How is salary calculated?
- The formula for salary calculator
- Various conflict management techniques
- Importance of maintaining the attendance sheet of the drivers.
- Handling and resolving staff problems like absenteeism, schedule change etc.
- Common staff-related problems and effective ways to handle them

Elaborate

- Elucidate the attendance sheet with the help of(Fig 3.2.1 Attendance sheet), given in the Participant Handbook.
- Illustrate the drivers log with the help of(Fig 3.2.2 Drivers log), given in the Participant Handbook.
- Elucidate the trip Report with the help of(Fig 3.2.3 Trip Report), given in the Participant Handbook.
- Elucidate the mileage Report with the help of(Fig 3.2.4 Mileage Report), given in the Participant Handbook.
- Elucidate the hand Signal with the help of(Fig 3.2.5 Hand Signal), given in the Participant Handbook.
- Define the way for pedestrians with the help of(Fig 3.2.6 Way for pedestrians), given in the Participant Handbook.
- Clarify the don't Overtake with the help of(Fig 3.2.7 Don't Overtake), given in the Participant Handbook.
- Illustrate the police hand sign with the help of(Fig 3.2.8 Police hand sign), given in the Participant Handbook.
- Illustrate the traffic signals with the help of(Fig 3.2.9 Traffic signals), given in the Participant Handbook.

Ask

- Have you ever maintained an attendance sheet in school or college?
- What is Grooming?
- Why is Grooming important?
- What kind of problems staff suffered?
- How will you handle their problems?
- How should the attendance sheet be maintained?

Notes for Facilitation

- Allow maximum participation to answer the questions.
- Explain the correct answers one by one

Activity -1

- Divide the class into 2 teams.
- Give them a situation to handle staff-related problems
- Ask them to perform role play
- Ask candidates to maintain the attendance sheet of drivers
- Give attendance sheet and drivers log format and ask candidates to fill them.

Activity -2

- Pick one candidate to perform the hand signals that traffic police per perform at a square with the help (Fig 3.2.8 Police hand sign and Fig 3.2.5 Hand Signal) given in the Participant Handbook.
- The rest of the class will identify the signals and will speak loudly in class. This will increase their level of understanding of the hand signals.

Practical

Distribute the printouts of the below salary slip to the class and ask them to prepare a new salary slip for a gross salary of 50000/- The percentage of the different heads in the salary mentioned in the below format will be taken as reference for the new salary slip creation and they will remain unchanged.

Company Name			
Salary Slip for Oct 2022			
Name		Department	
Emp. No		Bank Name	
Designation		A/c No.	
Earnings		**Deductions**	
Basic Salary	25200	EPF	1800
House Rent Allowances	9408	Health Insurance	500
Conveyance Allowances	1493	Professional Tax	200

Medical Allowances	1167	TDS	
Special Allowances	18732		
Gross Salary	**56000**	Total Deductions	**2500**
Net Pay		**53500**	
Amount in Words:		Fifty-Three Thousand Five Hundred	

Summarize

- Summarize key points while filling attendance sheets, driver logs, trip reports, and mileage reports
- Brief about inspecting methods for trip sheets and logbooks
- Brief about conflict management techniques. Prepare a list of participants' doubts if they have any. Encourage them to ask questions.
- Answer their queries.

Notes

Exercise

Question 1. Why is timely maintenance required for a vehicle?

(A). To waste money
(B). To ignore customer
(C). To keep the performance of the vehicle
(D). None of the above

Question 2. Why wearing seat belts/helmets is essential?

(A). To show police
(B). To follow rules
(C). To avoid any injuries
(D). Both B & C

Question 3. State True or False: Routine chec kup of a vehicle is essential.

(A). True
(B). False

Question 4. What is an owner service book?

(A). Book with a record of service of the vehicle
(B). Registration card of the vehicle
(C). Insurance book
(D). None of the above

Question 5. What is the use of a driver's log?

(A). To keep the driver's record
(B). Document for vehicle
(C). To check trip coverage by the driver
(D). Both a & c

Question 6. Why is grooming important for a driver?

(A). It keeps a person active
(B). The groomed driver will give an impression to the customer
(C). Grooming is an essential part of all the professions
(D). All of the above

Question 7. Select which statement is right

(A). While calculating the salary of employee numbers of days worked are kept in mind
(B). The amount of loan taken is kept in mind while giving a salary
(i) Statement A is right
(ii) None of the above statements is right
(iii) Statement B is right

All statement is correct

Question 8. Select different conflicts in organizations

(A). Inflexible schedule
(B). No proper training
(C). Lack of motivation
(D). All of the above

Question 9. Adapting conflict management in every workplace is a must

(A). True
(B). False

Question 10. An attendance sheet is a must to keep records of the employee

(A). True
(B). False

Notes

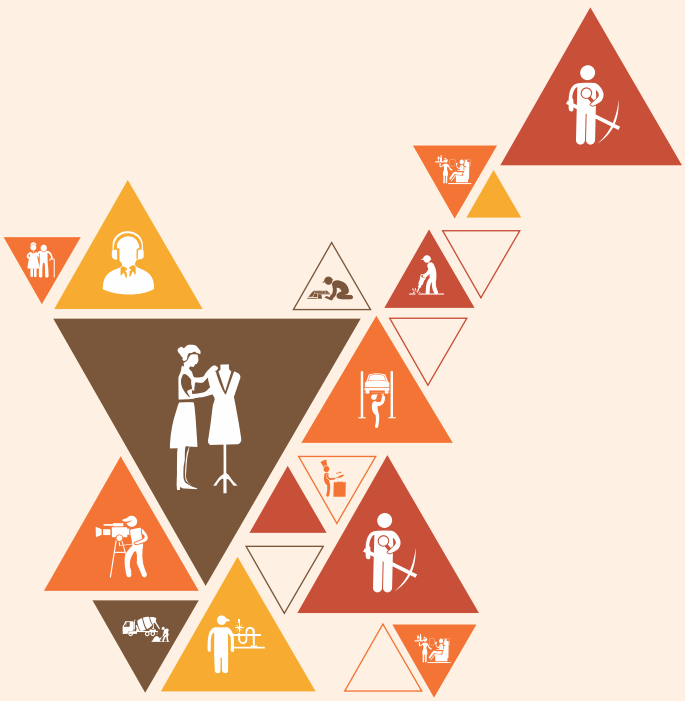
Scan the QR codes to watch the related videos

Problems and issues related
With travel agency business

4. Maintain Effective Communication and Service Standards

Unit 4.1 - Maintain Effective Communication and Service Standard

Unit 4.2 - Sensitisation Towards Different Age Groups, Genders and Persons with Disabilities



THC/N9901

Key Learning Outcomes

At the end of this module, the participant will be able to:

1. State the importance of workplace professionalism, decorum, and ethical behaviour.
2. Illustrate the significance of keeping good hygiene and wearing the proper attire.
3. Describe the significance of good communication.
4. Illustrate why customer satisfaction and feedback are so important.
5. Outline the procedure and policy for constructively managing complaints and feedback.
6. List several methods for improving the customer experience.
7. Describe various methods for dealing with team members.
8. Discuss several methods for providing feedback to team members.
9. Explain why gender and age sensitivity are essential.
10. Discuss the customers' exact gender and age requirements.
11. Disseminate information on the particular requirements of people with disabilities.
12. Discuss the standard workplace policy for preventing sexual harassment.
13. Discuss how essential customers' comments are to be submitted on time.

Unit 4.1: Maintain Effective Communication and Service Standard

Unit Objectives

At the end of this module, participants will be able to:

1. Discuss the importance of effective communication
2. Explain the importance of customer satisfaction and customer feedback
3. Outline the procedure of receiving feedback and complaints constructively
4. Describe various ways to handle customer complaints
5. Discuss different ways to improve the customer experience

Resources to be Used

- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop
- Charts / PPE, if required

Notes for Facilitation

- Enter the class ten minutes before the session begins.
- Welcome and greet the students.
- Take the daily attendance.

Do

- Recap the previous session and clarify the doubts, if any.
- Follow the session plan strictly.
- Encourage the participants to ask questions, explore ideas etc.
- Capture their responses on board and share them wherever necessary

Say

- Professionalism is how a person acts in any setting. Different jobs require different degrees and experiences. Fast food jobs don't require a college degree, just high school and maturity.
- Morality matters. A successful transport coordinator must behave properly. The transport coordinator's appearance helps maintain the establishment's overall appearance, but their behaviour affects the organization's reputation; accommodating different people's needs and expectations is difficult. It's important to do the best one can.

Explain

- Importance of professionalism, etiquette and ethical behaviour
- Effective communication
- Elements of communication
- Process of communication
- How to handle customer complaints
- Steps to deal with customer complaints
- Measure customer satisfaction through their feedback

Elaborate

- Elucidate the communication process with the help of(Fig 4.1.1 Communication process), given in the Participant Handbook.
- Illustrate the apologizing to a tourist for a service issue with the help of(Fig 4.1.2 Apologizing to a tourist for service issue), given in the Participant Handbook.
- Elucidate the travel feedback form with the help of(Fig 4.1.3 Travel feedback form), given in the Participant Handbook.

Ask

- What are the basic etiquettes?
- Why is proper behaviour required to be successful?
- All students shake hands with the student sitting next without saying anything.
- Now ask to repeat it by smiling and saying – "Hi, how are you."
- Ask students to observe the difference in response from the other person.
- What is the importance of effective communication?
- How to get feedback from the guests

Notes for Facilitation

- Allow maximum participation to answer the questions.
- Explain the correct answers one by one

Activity

- Divide the class into 2 teams.
- Give them a situation to handle customer complaints

Summarise

- Summarise the importance of guest satisfaction and guest feedback
- Summarise the procedure of receiving feedback and complaints constructively
- Summarise various ways to handle guest complaints
- Summarise different ways to improve the guest experience
- Summarise the importance of effective communication

Notes

Unit 4.2: Sensitisation Towards Different Age Groups, Genders and Persons with Disabilities

Unit Objectives

At the end of this module, the participant will be able to:

1. Explain the importance of gender and age sensitivity
2. Discuss gender and age-specific requirements of the customers
3. Discuss the specific needs of People with Disabilities
4. Discuss the importance of reporting Sexual harassment at the workplace
5. Discuss ways of escalating problems, reporting workplace issues, and receiving feedback from the superiors

Resources to be Used

- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop
- Charts / PPE, if required

Notes for Facilitation

- Enter the class ten minutes before the session begins.
- Welcome and greet the students.
- Take the daily attendance.

Do

- Recap the previous session and clarify the doubts, if any.
- Follow the session plan strictly.
- Encourage the participants to ask questions, explore ideas etc.
- Capture their responses on board and share them wherever necessary

Say

- Discrimination is an unfair treatment based on race, gender, age, or sexual orientation.
- Humans classify objects to make sense of the world. Kids quickly distinguish boys from girls. Mistrust and misunderstanding cause discrimination.

- Discrimination is multifaceted. These include hurtful remarks about someone's race, foul deeds, stereotyping of people and how they behave, prejudice, and even hatred.
- It includes deeds and attitudes, not just abusive, harassing, or intimidating behaviour. NEVER discriminate, even in jest. People sometimes say discriminatory things unintentionally.

Notes for Facilitation

- Describe the Discrimination like profession, Men vs women, Race and nationality, Religious belief, Disability and special needs and the Importance of gender sensitisation.

Explain

- The discrimination (the unfair or prejudicial treatment).
- The significant part of sex or gender discrimination.
- Examples of potentially unlawful sex/gender discrimination.
- The characteristics of Sexual orientation discrimination.
- Speaking up about mistreatment.
- The Obvious types of discrimination.
- The terms like PWD, LGBT and SRS.
- The equitable distribution of power, influence and resources in society.
- Effective ways of handling problems and issues reported by the subordinates

Elaborate

- Elaborate the Discrimination like profession, Men vs women, Race and nationality, Religious belief, Disability and special needs
- Importance of gender sensitisation.
- Sexual orientation and homosexuality
- Disability and special needs
- Transport systems for persons with disabilities
- The revised National Urban Transport Policy (NUTP)2014
- Key features related to transport infrastructure accessibility

Ask

- Ask the candidates what sexualism is.?
- The candidates why you think discrimination needs to be needed, and everyone deserves to be treated equally.
- What are the requirements of different genders of customers?
- What is the process of creating awareness related to gender equality inequality?
- What does gender sensitivity mean?

Notes for Facilitation

- Allow maximum participation to answer the questions.
- Explain the correct answers one by one

Role-Play

- Divide the class into 2 teams.
- Give them a situation and ask them to perform role play and escalate a discrimination-related problem at work to their superiors.

Summarise

- Summarise the importance of Constructive criticism
- Summarise the importance of gender and age sensitivity
- Gender and age-specific requirements of the customers
- Summarise the importance of reporting Sexual harassment at the workplace
- Summarise the importance of receiving feedback from the superiors

Notes

Exercise

True False question.

Question 1. A good listener deliberately efforts to allow other speakers to express their thoughts and views.

(A). True
(B). False

Question 2. Remove any notion that a customer complaint is a contest between the organisation and the individual dissatisfied with their stay.

(C). True
(D). False

Select the best alternative from the given options (MCQs)

Question 3. Which among the given option is not a part of active listening?

(A). Focus
(B). Respect
(C). Acknowledge
(D). Sympathy

Question 4. Does utilitarianism come under which of the following?

(A). Ethical decision
(B). Listening skills
(C). Effective communication
(D). None of the above

Question 5. Focus complete attention on the unhappy customer and allow the customer to express his complaint without which of the following?

(A). Interruption.
(B). Focus
(C). Attention
(D). Empathy

Question 6. A process of being fair to men and women is

(A). Gender integration
(B). Gender equity
(C). Gender stereotypes
(D). Gender discrimination

Question 7. Which of the following is the cause of gender inequality?

(A). Poverty
(B). Illiteracy
(C). Patriarchy
(D). All of the above

Fill in the blanks questions

Question 8. Gender equality is achieved when having equal rights, conditions and opportunities.

(A). women, men, girls and boys
(B). women and boys
(C). men and girls
(D). girls and boys

Question 9. Homophobia includes a range of undesirable attitudes and feelings toward others.

(A). homosexuality
(B). women
(C). humans
(D). girls and boys

Question 10. Sexual orientation discrimination is also based on sexual orientation or sexual behaviour.

(A). sexualism
(B). homophobia
(C). LGBTIQA+
(D). None of the above

Notes

Scan the QR codes to watch the related videos

Communication Skills

Gender Sensitization Issues and Challenges

NCVET
कौशल गुणवत्ता प्रगति

Skill India
कौशल भारत-कुशल भारत

सत्यमेव जयते
GOVERNMENT OF INDIA
MINISTRY OF SKILL DEVELOPMENT
& ENTREPRENEURSHIP

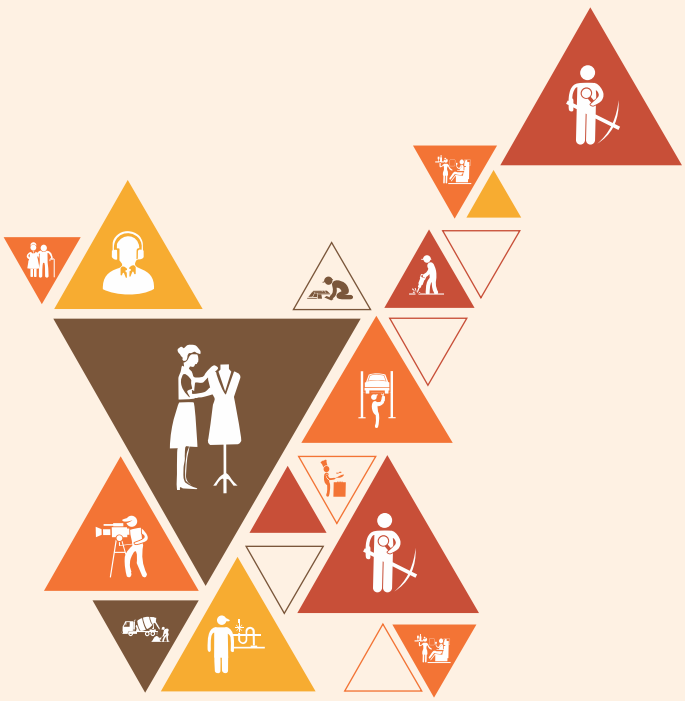
N·S·D·C
National
Skill Development
Corporation
Transforming the skill landscape

THSC
TOURISM & HOSPITALITY
SKILL COUNCIL

5. Organisational Confidentiality and Guest's Privacy

Unit 5.1 – Maintain the confidentiality of the organisation

Unit 5.2 – Maintain the privacy of guest information



THC/N9903

Key Learning Outcomes

At the end of this module, the participant will be able to:

1. Explain the significance of maintaining organisational confidentiality and customer privacy in the hospitality industry
2. Discuss the Intellectual Property issues and policies affecting the organisation and customer privacy
3. Explain the procedures for reporting the infringement of IPR to the concerned person
4. Discuss the usage, storage and disposal procedures of confidential information as per the specification

Unit 5.1 – Maintain the Confidentiality of the Organization

Unit Objectives

At the end of this module, the participant will be able to:

1. Explain the significance of maintaining organisational confidentiality and customer privacyin the hospitality industry
2. Discuss the Intellectual Property issues and policies affecting the organisation and customer privacy

Resources to be Used

- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop
- Charts / PPE, if required

Notes for Facilitation

- Enter the class ten minutes before the session begins.
- Welcome and greet the students.
- Take the daily attendance.

Do

- Recap the previous session and clarify the doubts, if any.
- Follow the session plan strictly.
- Encourage the participants to ask questions, explore ideas etc.
- Capture their responses on board and share them wherever necessary

Notes for Facilitation

- Collect information on Indian Patent Act and its process.
- Collect information on the IPR Act of India.

Explain

- IPR and its importance
- Discuss Copyright
- Discuss the intellectual property dispute remedies

Elaborate

- Types of IPRs
- Infringement

Ask

- What do you understand by IPR?
- Have you ever heard about Patents?
- Uses of Trademark

Do

Play the video of any skilled program from the internet and let students watch the video. Ask them to point down two observations from the video.

Brief them on the topics given in the participant handbook.

- IPR and its importance
- Types of IPRs
- Discuss Copyright
- Discuss the intellectual property dispute remedies
- The observation that is part of the video

Summarize

- Summarize the session.
- Prepare a list of participant's doubts if they have any. Encourage them to ask questions.
- Answer their queries.

Notes

_____
_____
_____
_____
_____
_____
_____

Unit 5.2 – Maintain the Privacy of guest information

Unit Objectives

At the end of this module, the participant will be able to:

1. Discuss the usage, storage and disposal procedures of confidential information as per specification
2. Explain the significance of maintaining organisational confidentiality and guest privacy in the hospitality industry
3. Discuss the Intellectual Property issues and policies affecting the organisation and guest privacy

Resources to be Used

- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop
- Charts / PPE, if required

Notes for Facilitation

- Enter the class ten minutes before the session begins.
- Welcome and greet the students.
- Take the daily attendance.

Do

- Recap the previous session and clarify the doubts, if any.
- Follow the session plan strictly.
- Encourage the participants to ask questions, explore ideas etc.
- Capture their responses on board and share them wherever necessary

Say

- While you work for someone, the two have a trust bond of confidentiality.
- Protecting property's confidential information is the most critical responsibility of employees.

Explain

- IPR Infringement Case
- Respect Guest's Copyright
- Strategies to keep the hotel and the guests safe from a data breach
- Usage, storage and disposal procedures of confidential information
- Protecting confidential company information
- Disposing of confidential information
- Significance of maintaining organisational confidentiality and guest's privacy

Elaborate

- Handling the personal and confidential information about the guests
- Respecting Guest's Copyright
- Methods to Usage, storage and disposal procedures of confidential information
- Protecting confidential company information
- Significance of maintaining organisational confidentiality and guest's privacy
- At various times, the transport coordinator will be obliged to ask, as a customer, for information about one and members of the family
  - Contact details (for example, last name, first name, telephone number, email)
  - Particulars about an individual (for example, date of birth, nationality)
  - Information relating to the children (for example, first name, date of birth, age) (for example, first name, date of birth age)
  - The number of the credit card (for the transaction)
  - The dates of both arrival and departure
  - The preferences and interests of the customers(s).
  - The inquiries and feedback received either during or after a customer's stay at one of our establishments

Ask

- How to protect important information?
- What is protected under copyright?

Activity

Play the video of any skilled program from the internet and let students watch the video. Ask them to point down two observations from the video.

Brief them on the topics given in the participant handbook.

- Usage, storage and disposal procedures of confidential information
- Protecting confidential company information
- Disposing of confidential information
- Significance of maintaining organisational confidentiality and guest's privacy
- The observation that is part of the video

Summarize

- Summarize the session.
- Prepare a list of participant's doubts if they have any. Encourage them to ask questions.
- Answer their queries.

Notes

Exercise

True False type questions

Question 1. Staff will violate the customer's privacy if he shares the phone number of the customer without the customer's explicit permission.`

(A). True
(B). False

Question 2. An industrial design right is called a "design right" or design patent. It protects the visual design of items that are not purely practical.

(A). True
(B). False

Question 3. A trademark is a recognisable sign, design or expression that distinguishes the productsor services of a particular trader from the similar products or services of other traders.

(A). True
(B). False

Question 4. Enforcers of safety Rules are ineffective if they are not followed or enforced.

(A). True
(B). False

Question 5. Throughout the disposal process, any official records, convenience copies, or transitory information that contains confidential information must be disposed of to maintain the confidentiality of the information being destroyed.

(A). True
(B). False

Question 6. A patent is a type of right granted by the government to an inventor. In exchange for public disclosure, the owner can exclude others from making, using, selling, offering, and importing an invention for a limited time

(A). True
(B). False

Select the best alternative from the given options (MCQs)

Question 7. What is required to be included in every one of the invoices?

(A). Everything has a very high price tag.
(B). No discount is provided
(C). The customer's signature is present
(D). All of the above

Question 8. Which is NOT legal jargon? A legal term of art refers to a product's visual appearance, packaging, or building design that indicates its source to consumers. Which is NOT legal jargon?

(A). Copy right
(B). Trade secret
(C). Trade dress
(D). Trade mark

Fill in the blanks questions

Question 9. A computer-savvy network user can access another user's data even without--------.

(A). password
(B). code
(C). knowledge of technology
(D). All of the above

Question 10. _____is the use of works that are protected by copyright law without permission, infringing certain exclusive rights granted to the copyright holder. These exclusive rights comprise the right to duplicate, distribute, display, or perform the protected work and create derivative works.

(A). Trademarks
(B). Trade secrets
(C). Knowledge
(D). Copyright infringement

Notes

Scan the QR codes to watch the related videos

Intellectual Property Rights (IPR)

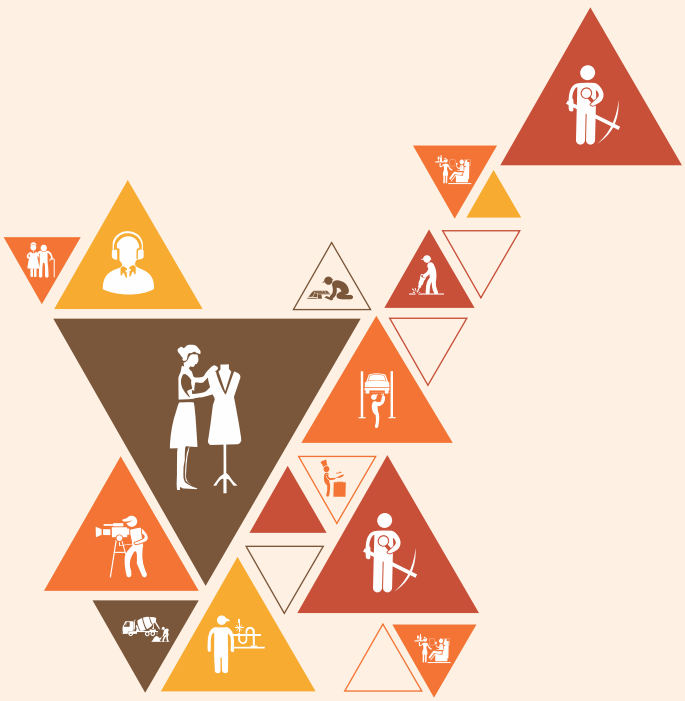
Copyright Infringement

6. Basic Health and Safety Standard

Unit 6.1 – Maintain health, hygiene, and safety practices at the workplace

Unit 6.2 – Apply precautionary health measures

Unit 6.3 – Employ effective waste management



Key Learning Outcomes

At the end of this module, you will be able to understand/know:

1. Discuss the concept and importance of personal and workplace hygiene
2. Discuss best practices for maintaining personal hygiene
3. Explain the ways to clean and sanitize the workplace and related equipment
4. Describe standard safety procedures to be followed while handling tools, material s, and equipment
5. Outline the purpose and usage of various Personal Protective Equipment (PPE)required at the workplace
6. Explain the importance of preventive health check-ups organized by the company
7. Describe the causes of risks and potential hazards in the workplace and ways to prevent them
8. List different safety warning signs and labels at the workplace
9. Discuss ways to identify hazards at the workplace
10. List the components of the first-aid kit. Explain the procedure to report an accident and other health-related issues as per SOP

Unit 6.1: Maintain Health, Hygiene, and Safety Practices at the Workplace

Unit Objectives

At the end of this module, participants will be able to:

1. Discuss the concept and importance of personal and workplace hygiene.
2. Discuss best practices to maintain personal hygiene.
3. Explain the ways to clean and sanitize the workplace and related equipment.

Resources to be Used

- Participant handbook
- PowerPoint Presentation and Laptop
- Whiteboard, Marker, Duster, Projector
- Activity Sheets

Notes for Facilitation

- Enter the class ten minutes before the session begins.
- Welcome and greet the students.
- Take the daily attendance.

Do

- Recap the previous session and clarify the doubts, if any.
- Follow the session plan strictly.
- Encourage the participants to ask questions, explore ideas etc.
- Capture their responses on board and share them wherever necessary

Say

- In the last unit, we have covered the Intellectual Property issues and policies affecting the organisation and customer privacy, the significance of maintaining organisational confidentiality and customer privacy in the hospitality industry
- Now, we will try to understand the concept and importance of personal and workplace hygiene

- **Happier Stakeholders** - Any organisation builds up stronger and grows mainly because of employees' job happiness; staff/workers are more productive if they are happy at work or feel happy at work.
- **Preventing bacteria and viruses from spreading-** Apart from personal hygiene, awareness for maintaining the standards for everyone is important.
  Personal and workplace hygiene reduces slips, trips, and falls- Cleaning a workplace should be regular; to prevent injuries during cleaning is equally important.

Explain

- The concept and importance of personal and workplace hygiene.
- The basic practices to maintain personal hygiene.
- Explain a few procedures followed during the trimming of nails recommended by dermatologists.
- Explain the procedure to main oral hygiene with the help of proper images and its importance at the workplace.

Elaborate

- Personal hygiene and its do's and don'ts with the help of Fig 6.1.1 Personal Hygiene in the Participant handbook.
- Elucidate the personal Hygiene with the help of(Fig 6.1.1 Personal Hygiene), given in the Participant Handbook.
- Illustrate the oral Hygiene with the help of(Fig 6.1.2 Oral Hygiene), given in the Participant Handbook.
- Elucidate the hand washing Steps with the help of(Fig 6.1.3 Hand washing Steps), given in the Participant Handbook.
- Bathing
- Nails trimming
- Brushing the teeth and its correct procedure
- Hand Wash and its correct procedure

Ask

- How do you maintain personal hygiene?
- What are the safety and hygienic practices while being at the workplace?
- How do you ensure that individuals follow workplace food health and safety regulations?
- Why is it important to practice safety and hygiene while working in the various service department?
- Ask the candidates how personal and workplace hygiene adds up to productivity
- What are the best practices for maintaining personal hygiene

Do

- Invite 3-4 participants to initiate the session by answering the question below.
- Start the session by asking questions like:
  - Do you know the difference between hygiene and grooming?
- Mention all points they answered on the whiteboard.
- To understand the difference, follow the activity.
- Show the images featuring the basic practices of hygiene followed in public areas of the hotel, how to wash hand – step procedure followed to reduce accidents like slip and fall- mats used.

Activity

- Divide the class into 2 groups.
- Give a set of flip cards showing wrong personal hygiene practices in pictures.
- Ask another group to identify and give the correct practices respectively.
- Give 30 seconds for each card.
- Reverse the group and repeat.
- Mark the teams and declare a winner.

Summarize

- Summarize the session.
- Prepare a list of participant's doubts if they have any. Encourage them to ask questions.
- Answer their queries.

Notes

Unit 6.2: Apply Precautionary Health Measures

Unit Objectives

At the end of this module, the participant will be able to:

1. Describe the standard operating procedure for handling tools, materials, and equipment.
2. State the importance of safety management programs.
3. Outline the purpose and usage of various Personal Protective Equipment (PPE) required at the workplace.
4. Explain the importance of preventive health check-ups organized by the facility.
5. Describe the causes of risks and potential hazards in the workplace and ways to prevent them.
6. Identify different safety warning signs and labels at the workplace.
7. Discuss ways to identify hazards at the workplace.
8. List the components of the first-aid kit.
9. Explain the procedure to report accidents and other health-related issues as per SOP.

Resources to be Used

- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop
- Charts / PPE, if required

Notes for Facilitation

- Enter the class ten minutes before the session begins.
- Welcome and greet the students.
- Take the daily attendance.
- Maintain the record of assessment scores.

Do

- Recap the previous session and clarify the doubts, if any.
- Follow the session plan strictly.
- Encourage the participants to ask questions, explore ideas etc.
- Capture their responses on board and share them wherever necessary

Say

- Safety comes first in life, wherever you are.
- It is always advised to follow the safety rules
- At the workplace, you must take precautions and also help others.
- PPEs are guards to protect against the harm that may be caused at any given point. It reduces the chance of exposure to hazards that could lead to serious industrial injuries and illness.
- To have safety during operations, safety equipment is used as a Safety helmet, Safety goggles, Noise protection, respiratory mask, safety boots, and visibility jacket.
- Each piece of equipment is essential as safety measures at work.

Explain

- The occupational safety and hazards standards
- The ergonomics injuries and other safety awareness.
- The types of safety signs – danger signs, warning signs, caution signs etc.
- The ways to identify hazards in the workplace
- The fire warning systems like fire alarms, sprinklers, fire pillar hydrants, fire hose cabinets, water fire extinguishers, beam detectors, and smoke detectors.
- Sops or set of instructions that specify the rules-control points for personnel to carry out certain operational duties.
- The importance of preventive health check-ups
- How a frequent check-up can determine one's overall health.
- The basic tests like cbc, x-ray chest, ecg, stress test, height weight, bmi, kidney profile, liver profile, and vitamin d.
- The measures to be followed after medical advice and recommendations.

Elaborate

- Hygienic practises and traveller safety
- TSA procedures.
- Sanitising bins and trays at the TSA (Transportation Security Administration)security checkpoints;
- Installing new hand sanitizer stations in high-traffic areas across the airport.
- Elucidate the different warning signs in transport Operations with the help of(Fig 6.2.7 Different warning signs in transport Operations), given in the Participant Handbook.
- Illustrate the safety Warning Labels in Premises with the help of(Fig 6.2.8 Safety Warning Labels in Premises), given in the Participant Handbook.
- Elucidate the PASS acronym with the help of(Fig 6.2.9 Fig PASS acronym), given in the Participant Handbook.

- Elucidate the preventive Health Check-up with the help of(Fig 6.2.10 Preventive Health Check-up), given in the Participant Handbook.
- Elucidate the first aid with the help of(Fig 6.2.11 First aid), given in the Participant Handbook.

Ask

- What is the full form of PPE.
- What are the basic components of fire?
- What are the risks that may arise due to hazards at work.
- What are the basic reasons for having common workplace hazards?

Notes for Facilitation

- Allow maximum participation to answer the questions.
- Explain the correct answers one by one

Activity

- Ask the participant to show how to put a bandage by looking at the image below.

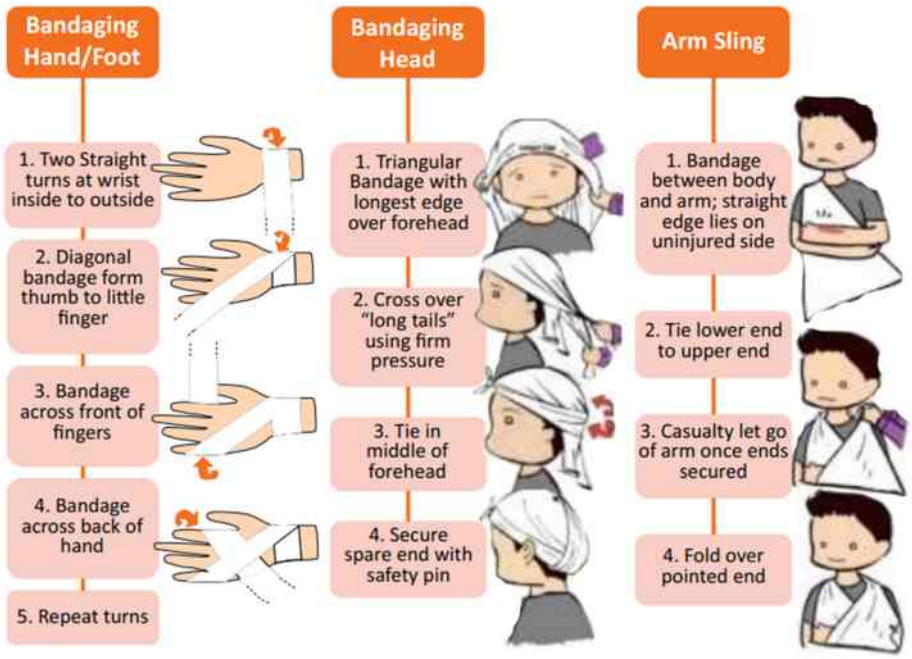


Fig.6.2.1 First Aid

Summarise

- Summarise the components of the first-aid kit
- Summarise the procedure to report the health-related issues as per SOP
- Summarise the topic by asking candidates about the general tests for a regular health checkup.

Notes

Unit 6.3 – Employ Effective Waste Management

Unit Objectives

At the end of this module, the participant will be able to:

1. Employ effective waste management techniques.

Resources to be Used

- Participant handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop
- Charts / PPE, if required

Notes for Facilitation

- Enter the class ten minutes before the session begins.
- Welcome and greet the students.
- Take the daily attendance.
- Maintain the record of assessment scores.

Do

- Recap the previous session and clarify the doubts, if any.
- Follow the session plan strictly.
- Encourage the participants to ask questions, explore ideas etc.
- Capture their responses on board and share them wherever necessary

Say

- Everyone is responsible for saving the environment as much as possible.
- Do not generate waste, and do not throw waste unattended.
- We get precious oxygen from nature, and we should respect it.

Explain

- Biodegradable waste
- Non-biodegradable waste
- Recycling of waste

Elaborate

- Elements of waste management
- Methods of waste disposal – Recycle, reduce and reuse. Landfill, incinerator, plasma gasification and composting.

Ask

- What do you understand by waste management?
- What do you do with the waste you generate?
- Why should you segregate waste into different dustbins?
- How do you manage waste segregation?

Notes for Facilitation

- Collect videos, and brochures published by government and NGOs to promote safe methods for waste disposal
- Take students to visit parks and places where waste is disposed of in safe methods.

Activity

- Ask the candidates to list the methods of waste disposal
- Ask the candidates to tell the 6 R's in waste management
- Divide the class into small groups of 2 each.
- Ask each group to survey their area and collect pictures and information on waste disposal.

Summarize

- Summarise the recyclable, non-recyclable and hazardous waste at the workplace
- Summarise the process of segregating waste into different coloured dustbins
- Summarise the ways of handling the waste as per sop
- Summarise the process of recycling waste wherever applicable

Notes

Exercise

Question 1. A warm smile always helps the guest to open up. It makes the guest feel important. Moreover, they are comfortable knowing th at someone genuinely cares about their needs.

(A). True
(B). False

Question 2. Employees and clients may connect and contact one another swiftly and efficiently using telegram.

(A). True
(B). False

Question 3. Enforcers of safety Rules are ineffective if they are not followed or enforced.

(A). True
(B). False

Question 4. A visible instruction from a safety sign lessens the likelihood of accidents for employees and non-employees, creating a safer working environment.

(A). True
(B). False

Question 5. All Windows should be closed, and all electrical appliances, including fans and lights, should be turned Off.

(A). **True**
(B). False

Question 6. Employee safety can be ensured by adhering to the three Es of safety: safety education, engineering, and safety programs.

(A). **True**
(B). False

Select the best alternative from the given up on (MCQs)

Question 1. Among the given choices are basic rules that will assure health and hygiene at the workplace.

(A) Regularly empty the trash cans
(B) Clean washrooms regularly
(C) Go for movies
(D) Take leaves regularly

Question 2. Which will you use to reduce the quantity of dust outdoors?

(A). Wet area mats
(B). Dust control mats
(C). Curtains
(D). Vacuum cleaner

Question 3. What should be avoided to reduce the chances of Ingrowing Toenails?

(A). Trim Straight
(B). Trim diagonally
(C). Do not trim
(D). Do not use a nail filer

Question 4. When should one wash their hands to keep them clean?

(A). Before you leave the house
(B). When you arrive at your destination
(C). Before and after consuming or preparing food
(D). All of the above

Question 5. Why are etiquettes needed?

(A). It makes you a cultured individual
(B). It teaches you how to talk, walk, and behave in society.
(C). It teaches you to use the mobile
(D). A and B

Notes

Scan the QR codes to watch the related videos

Waste- Types and Classification

Importance and Methods of Protecting People and Assets

Introduction to Fundamental Concepts of Fire Safety

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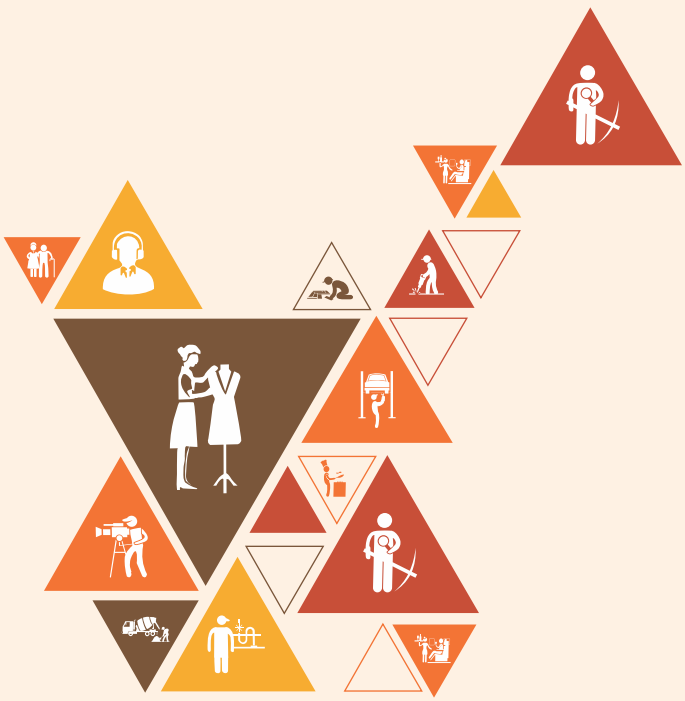
Skill India
कौशल भारत-कुशल भारत

सत्यमेव जयते
GOVERNMENT OF INDIA
MINISTRY OF SKILL DEVELOPMENT
& ENTREPRENEURSHIP

N·S·D·C
National
Skill Development
Corporation
Transforming the skill landscape

THSC
TOURISM & HOSPITALITY
SKILL COUNCIL

7. Employability Skills



DGT/VSQ/N0102

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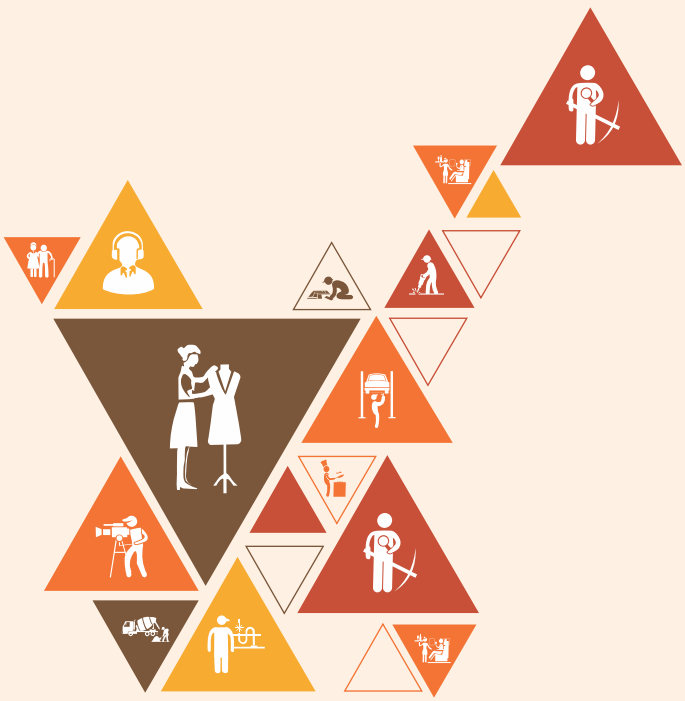
https://eskillindia.org/NewEmployability

8. Annexures

Annexure -I

Annexure -II

Annexure -III



Annexure - I

Training Delivery Plan

Program Name:	Transport Coordinator		
Qualification Pack and reference ID	Transport Coordinator - THC/Q4201		
Version No.	2	**Version Update Date**	28/02/2025
Pre-Requisite License or Training	NA		
Training Outcomes	**At the end of the program, the learner will be able to:** · Apply appropriate practices to provide transportation to customers · Describe maintenance procedure of vehicle · Apply appropriate practices to supervise the administrative duties for transportation · Prepare payment receipt for customers · Employee suitable 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		

S No.	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools Aids	Duration
1	Introduction to Transport Coordinator Tourism and Hospitality (Bridge Module)	An Overview of Skill India Mission	1. Explain the objectives and benefits of the Skill India Mission		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 1 P : 0**
		An Overview of the Hospitality Industry	1. Describe the tourism and hospitality industry and its sub-sectors 2. Elaborate on the hierarchy of hotels of small, medium and large establishments		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 2 P : 0**
		Transport Coordinator - The Trending Career options in India	1. Elaborate on the job role and job opportunity for a transport coordinator in the Tourism and Hospitality Industry 2. Explain some basic terminology used in the Tours and Travel 3. Discuss the characteristics of a transport coordinator 4. Describe the job responsibilities of a transport coordinator.		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 2 P : 0**
2	Arrange Transportation for Customers	Assess Customer Needs	1. Explain standard legislation, policies, and procedures, environmental, safety, and service quality standards followed by an organisation	THC/N4216 PC1, PC2, PC3, PC4, PC5, PC6, PC7, PC8, PC9, Ku1, KU2, KU3, KU4, KU5, KU6, KU7, KU8, KU9, KU10, KU11, KU12, KU13, KU14,GS1, GS2, GS3,GS4	Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 3 P : 3**
		Assess Customer Needs (Contd…)	2. Describe various government rules for road transportation		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 4 P : 4**
		Assess Customer Needs (Contd…)	3. Discuss vehicle safety norms and maintenance standards, and traffic regulations		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 4 P : 4**
		Assess Customer Needs (Contd…)	4. Please elaborate on the types of vehicles for transport and their corresponding fare policies		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 4 P : 4**

S No.	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools Aids	Duration
3	Arrange Transportation for Customers	Arrange for Transportation	5. Discuss the procedure to plan the travel routes	THC/N4216 PC10,PC11, PC12, PC13, PC14, PC15, PC16, Ku1, KU2, KU3, KU4, KU5, KU6, KU7, KU8, KU9, KU10, KU11, KU12, KU13, KU14,GS1, GS2, GS3,GS4	Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 2 P : 6**
		Arrange for Transportation (Contd…)	6. Elaborate on the steps to perform a routine inspection of vehicles		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 2 P : 6**
		Arrange for Transportation (Contd…)	7. State the significance of being updated on the city maps, trails, and traffic condition		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 2 P : 6**
		Arrange for Transportation (Contd…)	8. List various documents required for transportation, like valid driver's licenses, insurance papers, etc.		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 4 P : 7**
4	Arrange Transportation for Customers	Perform the Transportation Monitoring and Payment Coordination Activities	9. State the significance of ensuring vehicle departure from the garage at the designated time	THC/N4216 PC17,PC18, PC19, PC20, PC21, PC22, PC23, PC24, PC25, PC26, PC27,KU1, KU2, KU3, KU4, KU5, KU6, KU7, KU8, KU9, KU10, KU11, KU12, KU13, KU14,GS1, GS2, GS3,GS4	Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 1 P : 3**
		Perform the Transportation Monitoring and Payment Coordination Activities (Contd…)	10. Discuss professional etiquette to be maintained by the drivers		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 1 P : 3**
		Perform the Transportation Monitoring and Payment Coordination Activities (Contd…)	11. Discuss transportation co-ordination planning and scheduling process		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 1 P : 3**
		Perform the Transportation Monitoring and Payment Coordination Activities (Contd…)	12. Explain the tracking system of the vehicle and its monitoring procedures		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 1 P : 3**
		Perform the Transportation Monitoring and Payment Coordination Activities (Contd…)	13. Describe travel advisory for different routes		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 1 P : 4**

S No.	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools Aids	Duration
		Perform the Transportation Monitoring and Payment Coordination Activities (Contd…)	14. State different types of pick-ups and drop transport arrangements		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 1 P : 4**
		Perform the Transportation Monitoring and Payment Coordination Activities (Contd…)	15. Discuss the method to track the route progress of a vehicle		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 3 P : 4**
		Perform the Transportation Monitoring and Payment Coordination Activities (Contd…)	16. Discuss resource management techniques		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 2 P : 3**
		Perform the Transportation Monitoring and Payment Coordination Activities (Contd…)	17. Explain how to calculate the transit time and distance to arrive at the transportation cost		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 2 P : 4**
		Perform the Transportation Monitoring and Payment Coordination Activities (Contd…)	18. Discuss the format of receipts and payment records		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 2 P : 4**
5	Perform Administrative Duties	Monitor Vehicle and maintenance	1. State the importance of timely vehicle maintenance	THC/N4217 PC1, PC2, PC3, PC4, PC5, PC6, PC7, Ku1, KU2, KU3, KU4, KU5, KU6, GS1, GS2,GS3	Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 6 P : 9**
		Monitor Vehicle and maintenance (Contd…)	2. Describe vehicle safety norms and maintenance standards as per various authorities		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 6 P : 9**
		Monitor Vehicle and maintenance (Contd…)	3. Elaborate steps to perform a routine vehicle inspection		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 6 P : 9**
		Monitor Vehicle and maintenance (Contd…)	4. Explain the standard procedure to record any anomalies observed during a vehicle inspection		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 6 P : 9**

S No.	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools Aids	Duration
		Monitor Vehicle and maintenance (Contd…)	5. State the importance of reporting actual or potential vehicle defects to the Transport Manager promptly		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 6 P : 9**
6	Perform Administrative Duties	Manage Documentation and Staff	6. Discuss various formats for attendance sheets, driver logs, trip reports, mileage reports etc.	THC/N4217 PC8, PC9, PC10, PC11, PC12, PC13,KU1, KU2, KU3, KU4, KU5, KU6, GS1, GS2,GS3	Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 2 P : 5**
		Manage Documentation and Sta ff (Contd…)	7. Elaborate on the inspecting methods for trip sheets and logbooks		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 4 P : 5**
		Manage Documentation and Sta ff (Contd…)	8. Elaborate on statutory rules and regulations for transportation		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 4 P : 5**
		Manage Documentation and Sta ff (Contd…)	9. Describe valid documents required for transportation		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 4 P : 6**
		Manage Documentation and Sta ff (Contd…)	10. Discuss grooming standards for drivers		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 4 P : 6**
		Manage Documentation and Sta ff (Contd…)	11. Explain salary calculation methods		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 4 P : 6**
		Manage Documentation and Sta ff (Contd…)	12. Describe familiar staff-related problems and effective ways to handle them		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 4 P : 6**
		Manage Documentation and Sta ff (Contd…)	13. Discuss various conflict management techniques		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 4 P : 6**
7	Maintain Effective Communication and Service Standard	Maintain Effective Communication and Service Standard	1.Discuss the importance of effective communication	THC/N9901	Interactive Lecture in the Class	Participant handbook, Projector Whiteboard,	**T : 1 P : 1**

S No.	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools Aids	Duration
						Marker, and Duster	
		Maintain Effective Communication and Service Standard (Contd…)	2. Explain the importance of customer satisfaction and customer feedback		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 1** **P : 1**
		Maintain Effective Communication and Service Standard (Contd…)	3. Outline the procedure of receiving feedback and complaints constructively		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 1** **P : 1**
		Maintain Effective Communication and Service Standard (Contd…)	4. Describe various ways to handle customer complaints	PC1, PC2, PC3, PC4, PC5, PC6, PC7, PC8, PC9, PC10, PC11, PC12, PC13, PC14, PC15, PC16, PC17, PC18, PC19, PC20,KU1, KU2, KU3, KU4, KU5, KU6, KU7, KU8, KU9, KU10, KU11, KU12, KU13,GS1, GS2, GS3, GS4,GS 5	Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 1** **P : 1**
		Maintain Effective Communication and Service Standard (Contd…)	5. Discuss different ways to improve the customer experience		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 1** **P : 1**
		Sensitisation Towards Different Age Groups, Genders and Persons with Disabilities	6. Explain the importance of gender and age sensitivity		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 2** **P : 2**
		Sensitisation Towards Different Age Groups, Genders and Persons with Disabilities (Contd…)	7. Discuss gender and age-specific requirements of the customers		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 2** **P : 2**
		Sensitisation Towards Different Age Groups, Genders and Persons with Disabilities (Contd…)	8. Discuss the specific needs of People with Disabilities		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 2** **P : 2**
		Sensitisation Towards Different Age Groups, Genders and Persons with Disabilities (Contd…)	9. Discuss the importance of reporting Sexual harassment at the workplace		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 2** **P : 2**
		Sensitisation Towards Different Age	10. Discuss ways of escalating problems, reporting workplace		Interactive Lecture in the Class	Participant handbook, Projector	**T : 2** **P : 2**

S No.	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools Aids	Duration
		Groups, Genders and Persons with Disabilities (Contd…)	issues, and receiving feedback from the superiors			Whiteboard, Marker, and Duster	
8	Organisational Confidentiality and Guest's Privacy	Maintain the Confidentiality of the Organization	1. Explain the significance of maintaining organisational confidentiality and customer privacy in the hospitality industry	THC/N9903 PC1, PC2, PC3, PC4, PC5, PC6,KU1, KU2, KU3, KU4, KU5,GS1, Gs2 GS 3	Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 3** **P : 3**
		Maintain the Confidentiality of the Organization (Contd…)	2. Discuss the Intellectual Property issues and policies affecting the organisation and customer privacy		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 3** **P : 3**
		Maintain the Privacy of Customer's Information	3. Discuss the usage, storage and disposal procedures of confidential information as per the specification		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 3** **P : 3**
		Maintain the Privacy of Customer's Information (Contd…)	4. Explain the significance of maintaining organisational confidentiality and customer privacy in the hospitality industry		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 3** **P : 3**
		Maintain the Privacy of Customer's Information (Contd…)	5. Discuss the Intellectual Property issues and policies affecting the organisation and customer's privacy		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 3** **P : 3**
9	Basic Health and Safety Standard	Maintain Health, Hygiene, and Safety Practices at the Workplace	1. Discuss the concept and importance of personal and workplace hygiene.	THC/N9906	Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 1** **P : 1**
		Maintain Health, Hygiene, and Safety Practices at the Workplace (Contd…)	2. Discuss best practices to maintain personal hygiene.		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 1** **P : 1**
		Maintain Health, Hygiene, and Safety Practices at the Workplace (Contd…)	3. Explain the ways to clean and sanitize the workplace and related equipment.		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 1** **P : 1**

S No.	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools Aids	Duration
		Apply Precautionary Health Measures	4. Describe the standard operating procedure for handling tools, materials, and equipment.	PC1, PC2, PC3, PC4, PC5, PC6, PC7, PC8, PC9, PC10, PC11, PC12, PC13, PC14, PC15, PC16, PC17, PC18, PC19,KU1, KU2, KU3, KU4, KU5, KU6, KU7, KU8, KU9,GS1, GS2, G S3, Gs4	Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 1 P : 1**
		Apply Precautionary Health Measures (Contd…)	5. State the importance of safety management programs.		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 1 P : 1**
		Apply Precautionary Health Measures (Contd…)	6. Outline the purpose and usage of various Personal Protective Equipment (PPE) required at the workplace.		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 1 P : 1**
		Apply Precautionary Health Measures (Contd…)	7. Explain the importance of preventive health check-ups organized by the facility.		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 1 P : 1**
		Apply Precautionary Health Measures (Contd…)	8. Describe the causes of risks and potential hazards in the workplace and ways to prevent them.		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 1 P : 1**
		Apply Precautionary Health Measures (Contd…)	9. Identify different safety warning signs and labels at the workplace.		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 1 P : 1**
		Apply Precautionary Health Measures (Contd…)	10. Discuss ways to identify hazards at the workplace.		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 1 P : 1**
		Apply Precautionary Health Measures (Contd…)	11. List the components of the first-aid kit.		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 1 P : 1**
		Apply Precautionary Health Measures (Contd…)	12. Explain the procedure to report accidents and other health-related issues as per SOP.		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 1 P : 1**
		Employ Effective Waste Management	13. Employ effective waste management techniques.		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard,	**T : 3 P : 3**

S No.	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools Aids	Duration
						Marker, and Duster	
10	Employability Skills			DGT/VSQ/N0102	Interactive Lecture in the Class	Employability Skills Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 60** **P : 0**
11	On-the-Job Training						**60**

Annexure - II

Assessment Criteria

CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role	Transport Coordinator
Qualification Pack	THC/Q4201
Sector Skill Council	Tourism and Hospitality Skill Council

S No.	Assessment Guidelines
1	The Sector Skill Council will create criteria for assessment for each Qualification Pack. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down the proportion of marks for Theory and Skills Practical for each PC.
2	The assessment for the theory part will be based on the knowledge bank of questions created by the SSC.
3	Assessment will be conducted for all compulsory NOS and, where applicable, on the selected elective/option NOS/set of NOS.
4	Individual assessment agencies will create unique question papers for the theory part for each candidate at each examination/training center (as per the assessment criteria below).
5	Based on these criteria, individual assessment agencies will create individual evaluations for skill practical's for every student at each examination/ training center.
6	To pass the Qualification Pack assessment, every trainee should score a minimum of 70% of % the aggregate marks to clear the assessment successfully.
7	In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Assess customer needs and take booking	***25***	***25***	***-***	***10***
PC1. obtain travel plan from customers, with travel dates, destination, duration, and number of people travelling	-	-	-	-
PC2. obtain customers' vehicle preference and special request, if any	-	-	-	-
PC3. review all the transport schedules to accommodate the travel plan	-	-	-	-
PC4. suggest available vehicle options to the customer	-	-	-	-
PC5. brief the customer on the fare and other applicable charges like night shift, etc.	-	-	-	-
PC6. confirm booking, pick-up and drop schedule with customer	-	-	-	-
PC7. update the travel schedule	-	-	-	-
PC8. send booking confirmation with vehicle and driver details to the customer as per SOP	-	-	-	-
PC9. update the payment records after collecting advance or partial payment from the customer as per organizational standards	-	-	-	-
Make arrangements for transportation	***25***	***25***	-	***10***
PC10. brief the driver about booking details like pick up location, time, preferred route and any special request from the customer	-	-	-	-
PC11. ensure vehicle is in proper working condition and meets the required safety standards	-	-	-	-
PC12. make sure safety gears are in place, like first aid, fire extinguishers, etc.	-	-	-	-
PC13. check for cleanliness and sanitization of the vehicle	-	-	-	-
PC14. verify that the vehicle papers are in order	-	-	-	-
PC15. ensure the driver carries his valid driving license	-	-	-	-
PC16. arrange maps, communication devices, etc. for drivers, if required	-	-	-	-
Monitor transportation activities and provide assistance	***15***	***15***	***-***	***10***

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC17. ensure the vehicles leave the garage at the designated time	-	-	-	-
PC18. check and monitor the flight timings and notify the driver, in case of airport transfers	-	-	-	-
PC19. ensure customer and driver coordination	-	-	-	-
PC20. track driver's routes progress periodically to ensure service as per schedule	-	-	-	-
PC21. attend phone calls promptly from drivers or customers during the trip	-	-	-	-
PC22. attend to customer complaints and resolve the issues promptly	-	-	-	-
Coordinate for payment details	***15***	***15***	***-***	***10***
PC23. calculate the transit time and distance to arrive at transportation cost	-	-	-	-
PC24. inform the drivers on any discounts and deductions agreed with the customers	-	-	-	-
PC25. apprise the driver of the final cost	-	-	-	-
PC26. issue final receipt to the customer of the amount paid	-	-	-	-
PC27. process for refunds, if any	-	-	-	-
NOS Total	**80**	**80**	**-**	**40**
Monitor vehicle maintenance	***30***	***30***	***-***	***15***
PC1. ensure timely maintenance of vehicles	-	-	-	-
PC2. check that all vehicles meet security and operational standards	-	-	-	-
PC3. ensure all vehicle papers and documents meets basic legal and compliance e. g. rule books of State Road Transport Undertaking (STU)s, Central Motor Vehicles Rule (CMVR)/other guidelines from Ministry of Road Transport and Highways (MORTH) and other guidelines issued by Road Transport Authorities like RTOs (including fast tag facility) or any other safety, security and environmental guidelines	-	-	-	-
PC4. inspect vehicle service record for any history of technical defects or immediate need for servicing like oil/filter change	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC5. examine records of any technical/compliance issues observed during the previous trip	-	-	-	-
PC6. report actual or potential defects to Transport Manager in detail to determine road worthiness of the vehicle	-	-	-	-
PC7. inform Transport Manager about any requirements such as fuel refill or repair	-	-	-	-
Maintain documentation and report to management	***30***	***30***	***-***	***15***
PC8. maintain attendance sheet of the drivers	-	-	-	-
PC9. review and arrange all transportation paperwork inclusive of driver logs, trip reports and invoices	-	-	-	-
PC10. maintain vehicle logbook with vehicle numbers for tracking	-	-	-	-
PC11. verify the transport documentation and the trip sheets submitted by the drivers	-	-	-	-
PC12. maintain records of the driving license, Aadhar card, etc. and other necessary documents of the drivers	-	-	-	-
PC13. report driver issues such as accidents, safety concerns, or licensing issues to the Transport Manager	-	-	-	-
NOS Total	**60**	**60**	**-**	**30**
Communicate effectively with guests, colleagues and superiors	*20*	*20*	*-*	*10*
PC1. greet the guests promptly and appropriately as per organization's procedure	-	-	-	-
PC2. communicate with the guests in a polite and professional manner	-	-	-	-
PC3. clarify guest's requirements by asking appropriate questions	-	-	-	-
PC4. address guest's dissatisfactions and complaints effectively	-	-	-	-
PC5. build effective yet impersonal relationship with guests	-	-	-	-
PC6. inform guests on any issue/problem beforehand including any developments involving them	-	-	-	-
PC7. seek feedback from the guests and incorporate them to improve the guest experience	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC8. escalate any negative feedback received from the guests to immediate reporting authority on high priority	-	-	-	-
PC9. pass on essential information to the colleagues timely	-	-	-	-
PC10. report any workplace issues to the superior immediately	-	-	-	-
Maintain professional etiquette	***10***	***10***	***-***	***5***
PC11. report to work on time	-	-	-	-
PC12. follow proper etiquette while interacting with colleagues and superiors	-	-	-	-
PC13. follow the dress code as per organizational policy	-	-	-	-
PC14. maintain personal hygiene	-	-	-	-
PC15. respect privacy of others at the workplace	-	-	-	-
Provide specific services as per the guests' requirements	*10*	*10*	*-*	*5*
PC16. offer services and maintain the quality of facilities to cater to specific needs of every individual, across all gender and age group as per company standards	-	-	-	-
PC17. provide assistance to Persons with Disability, if required	-	-	-	-
PC18. follow the organisational policies specified for Persons with Disability	-	-	-	-
PC19. follow gender and age sensitive service practices at all times	-	-	-	-
PC20. adhere to the company policies related to prevention of sexual harassment	-	-	-	-
NOS Total	**40**	**40**	**-**	**20**
Maintain organizational confidentiality	***6***	***6***	***-***	***3***
PC1. ensure not leaving any confidential information visible and unattended on the workstation	-	-	-	-
PC2. comply to organizational IPR policy at all times	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC3. report any infringement of IPR observed by anyone in the company to the concerned person	-	-	-	-
PC4. maintain the confidentiality of the organisational information through appropriate use, storage and disposal	-	-	-	-
Respect guest's privacy	***4***	***4***	***-***	***2***
PC5. protect personal and financial information of the guest	-	-	-	-
PC6. refrain self from infringing upon guest's professional deals and plans	-	-	-	-
NOS Total	**10**	**10**	**-**	**5**
Maintain personal and workplace hygiene	***10***	***10***	***-***	***5***
PC1. wash and sanitize hands at regular intervals using hand wash & alcohol-based sanitizers	-	-	-	-
PC2. clean the workplace with appropriate cleaning solution and disinfectants as recommended	-	-	-	-
PC3. clean the crockery and other articles as per established standards	-	-	-	-
PC4. sanitize all tools and equipment requiring touch points at regular intervals	-	-	-	-
PC5. ensure that the trashcans are cleared regularly following the cleanliness and maintenance schedule	-	-	-	-
PC6. use appropriate PPE (headwear, glasses, goggles, footwear etc.) considering the task to be performed and the working environment	-	-	-	-
PC7. dispose of the waste as per the prescribed standards	-	-	-	-
PC8. maintain personal hygiene by brushing teeth regularly, wearing clean clothes, following a healthy diet etc.	-	-	-	-
Take precautionary health measures	***5***	***5***	***-***	***-***
PC9. attend regular health check-ups organized by the management	-	-	-	-
PC10. report personal health issues related to injury, food, air and infectious disease	-	-	-	-
PC11. report to the concerned authority in case any coworker is unwell	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Follow standard safety procedure	***5***	***10***	***-***	***5***
PC12. follow safety procedures while handling materials, tools, equipment etc.	-	-	-	-
PC13. follow first aid procedures appropriately	-	-	-	-
PC14. identify hazards at the workplace and report to the concerned person in time	-	-	-	-
Follow effective waste management	***5***	***10***	***-***	***5***
PC15. identify and segregate recyclable, non-recyclable and hazardous waste at workplace	-	-	-	-
PC16. segregate waste into different colored dustbins	-	-	-	-
PC17. handle the waste as per SOP	-	-	-	-
PC18. recycle waste wherever applicable	-	-	-	-
PC19. dispose of PPEs in a plastic bag, sealed and labelled as infectious waste	-	-	-	-
NOS Total	**25**	**35**	**-**	**15**

Annexure-III

Chapter No.	Unit No.	Topic Name	Page No.	Link to QR Code	QR Code
Chapter -1 Introduction to Front Office Management and Front Office Trainee	UNIT 1.1 An Overview of Skill India Mission	1.1.1 Skill India Program Objectives, Features and Advantages	17	https://www.youtube.com/watch?v=y7CxAa7KicM	Role of Government in skill development
Chapter -1 Introduction to Front Office Management and Front Office Trainee	UNIT 1.2 An Overview of Hospitality Industry	Unit 1.2 An Overview of Hospitality Industry	17	https://www.youtube.com/watch?v=rddPE20dDrs	Introduction to Hospitality Industry
Chapter - 2 Arrange Transportation for Customers	UNIT 2.1 Assess Customer Needs	2.1.7 Tourist Transport Distribution System	34	https://www.youtube.com/watch?v=3krK89s_gSk	Indian Travel Agents and Tour Operators An Overview
Chapter - 2 Arrange Transportation for Customers	UNIT 2.1 Assess Customer Needs	2.1.8 Tourist Transport Operations: An Introduction	34	https://www.youtube.com/watch?v=iYuWTJiUhSc	Tourist Transport and Tour Operation
Chapter - 3 Perform Administrative Duties	UNIT 3.2 Manage Documentation and Staff	3.2.7 Various Conflict Management Techniques	47	https://www.youtube.com/watch?v=XYiuik8BrQc	Problems and issues related With travel agency business
Chapter - 4 Communicate Effectively and Maintain Service Standards	UNIT 4.1 Maintain Effective Communication and Service Standard	Unit 4.1.1 Effective communication	59	https://youtu.be/X3Fz_Gu5WUE?t=112	Communication Skills

Chapter - 4 Communicate Effectively and Maintain Service Standards	UNIT 4.3 Sensitization Towards Different Age Groups, Gender and Persons With Disabilities	4.3.1 Sexual Orientation and Discrimination	59	https://www.youtube.com/watch?v=-FCEBe5VNcA	Gender Sensitization Issues and Challenges
Chapter- 5 Organizational Confidentiality and Guest's Privacy	UNIT 5.1 Intellectual Property Rights (IPR) and its Importance	5.1.1 Intellectual Property Rights (IPR) and its Importance	70	https://youtu.be/avSdoMz6OuA?t=85	Intellectual Property Rights IPR) - Introduction, Definition, Types, Examples
Chapter- 5 Organizational Confidentiality and Guest's Privacy	UNIT 5.2 Privacy of Guest Information	5.2.1 Procedures to Report the Infringement of IPR to the Concerned Person	70	https://www.youtube.com/watch?v=1C42q3UL26o	Copyright infringement
Chapter - 6 Basic Health and Safety Standard	UNIT 6.2 Apply Precautionary Health Measures	UNIT 6.2 Apply Precautionary Health Measures	87	https://www.youtube.com/watch?v=j2NtUQa_yB4	Importance and Methods of Protecting People and Assets
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