Model Curriculum

QP Name: Front Office Assistant

QP Code: THC/Q0110

QP Version: 4.0

NSQF Level: 3

Model Curriculum Version: 4.0

Tourism & Hospitality Skill Council || #1216-1220, 12th Floor, Naurang House, Kasturba Gandhi Marg, Connaught Place , New Delhi – 110001, Landline # 011-41608056/8057 Ext.1102

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Training Parameters

Sector	Tourism & Hospitality
Sub-Sector	Hotel
Occupation	Front Office Management
Country	India
NSQF Level	3
Aligned to NCO/ISCO/ISIC Code	NCO-2015/44224.0100
Minimum Educational Qualification and Experience	Grade 10 pass or equivalent
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	31/01/2024
Next Review Date	31/01/2027
NSQC Approval Date	31/01/2024
QP Version	4.0
Model Curriculum Creation Date	31/01/2024
Model Curriculum Valid Up to Date	31/01/2027
Model Curriculum Version	4.0
Minimum Duration of the Course	300 Hours, 0 Minutes (Including ES and OJT)
Maximum Duration of the Course	300 Hours, 0 Minutes (Including ES and OJT)

Program Overview

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

Training Outcomes

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

- Apply appropriate practices to assist the Front Office Associate in Front Office operations
- Employ appropriate practices to greet and welcome the guests
- Describe how to assist the Bell Desk Associate in handling the luggage
- Apply appropriate practices to assist in preparing and distributing the amenity vouchers
- Employ appropriate practices to communicate effectively with guests, colleagues, and superiors to achieve a smooth workflow
- Apply gender and age-sensitive service practices
- Describe the protocols related to confidentiality of the organizational information and guests' privacy
- Apply health, hygiene, and safety practices at the workplace

Compulsory Modules

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

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
THC/N0129 &V2.0– Assist in Performing Front Office Activities NSQF Level 3	**63:00**	**57:00**	**60:00**	**00:00**	**180:00**
Module 1: Introduction to Front Office Management and Front Office Assistant	02:00	00:00	00:00	00:00	02:00
Module 2: Provide Assistance in Front Office Operations	30:00	30:00	30:00	00:00	90:00
Module 3: Provide Assistance in Bell Desk Activities	31:00	27:00	30:00	00:00	88:00
THC/N9901 & V2.0 – Communicate Effectively and Maintain Service Standards NSQF Level 3	**15:00**	**15:00**	**00:00**	**00:00**	**30:00**
Module 4: Maintain Effective Communication and Service Standard	15:00	15:00	00:00	00:00	30:00

THC/N9903 &V2.0- Maintain Organizational Confidentiality and Respect Guests' Privacy NSQF Level 3	**15:00**	**15:00**	**00:00**	**00:00**	**30:00**
Module 5: Organizational Confidentiality and Guest Privacy	15:00	15:00	00:00	00:00	30:00
THC/N9906 & V2.0 – Follow Health, Hygiene and Safety Practices NSQF Level 3	**15:00**	**15:00**	**00:00**	**00:00**	**30:00**
Module 6: Basic Health and Safety Standards	15:00	15:00	00:00	00:00	30:00
DGT/VSQ/N0101: Employability Skills (30 Hours)	**12:00**	**18:00**	**00:00**	**00:00**	**30:00**
Module 7: Introduction to Employability Skills	00:30	00:30	00:00	00:00	01:00
Module 8: Constitutional values - Citizenship	00:30	00:30	00:00	00:00	01:00
Module 9: Becoming a Professional in the 21st Century	00:30	00:30	00:00	00:00	01:00
Module 10: Basic English Skills	01:00	01:00	00:00	00:00	02:00
Module 11: Communication Skills	01:30	02:30	00:00	00:00	04:00
Module 12: Diversity & Inclusion	00:30	00:30	00:00	00:00	01:00
Module 13: Financial and Legal Literacy	01:30	02:30	00:00	00:00	04:00
Module 14: Essential Digital Skills	01:00	02:00	00:00	00:00	03:00
Module 15: Entrepreneurship	02:30	04:30	00:00	00:00	07:00
Module 16: Customer Service	01:30	02:30	00:00	00:00	04:00
Module 17: Getting ready for apprenticeship & Jobs	01:00	01:00	00:00	00:00	02:00
Total Duration	**120.00**	**120.00**	**60.00**	**0.00**	**300.00**

Module Details

Module 1: Introduction to Front Office Management and Front Office Assistant
Bridge Module

Terminal Outcomes:

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

Duration: *02:00*	Duration: *00:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Discuss the objectives and benefits of the Skill India Mission - Describe the Tourism and Hospitality Industry and its sub-sectors - Elaborate the hierarchy of Hotel of small, medium, and large establishments - Elaborate the basic terminology used in the hospitality parlance - Discuss the roles and responsibilities of a Front Office Assistant - Describe the attributes required for a Front Office Assistant - Elaborate the scope for the Front Office Assistant in the Tourism and Hospitality Industry	NA
Classroom Aids	
Whiteboard, Markers, Duster, Projector, Laptop, Presentation	
Tools, Equipment and Other Requirements	
NA	

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Module 2: Provide Assistance in Front Office Operations
Mapped to THC/N0129 & V 2.0

Terminal Outcomes:

- Apply appropriate practices to use different office equipment
- Employ proper practices to assist the Front Office Associate in Front Office operations
- Explain professional etiquette to be maintained to greet and welcome the guests
- Describe the preparation procedure of the amenity vouchers

Duration: *30:00*	**Duration**: *30:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Elaborate various office equipment, such as photocopier, printer, etc. required at the workstation along with their functions - Explain the front office guest cycle - Explain the importance of organising and arranging the work area - Explain the communication etiquette and other protocols to be followed while attending the phone calls, greeting and welcoming the guests - Describe various types of rooms, facilities, tariffs (like BAR, Corporate, Contracted, Group, etc.) and meal plans applicable in the Hotel Industry - Explain the guest registration, check-in and checkout procedures, policy and other regulatory requirements of a Hotel - Discuss the importance of maintaining inter and intra departmental coordination - Explain the importance of using of internet and e-mail for a Front Office Assistant - Describe different kinds of reports to be prepared by the Front Office Assistant	- Demonstrate the operating procedure of various equipment required at the work area - Apply appropriate practices to draw the layout of the front office department - Employ appropriate practice to organize and arrange the work area - Dramatize a situation to attend the phone calls, receive couriers, parcels, message and re-routing and forwarding them to the concerned person - Demonstrate professional etiquette while greeting and welcoming the guests as well as escorting them to their rooms - Role play how to assist the Front Office Associate in the guest check-in procedure and preparation of events and conventions - Demonstrate how to file various reports - Dramatize how to assist in preparing and distributing the amenity vouchers
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Various tools and equipment (photocopier, printer, telephone, fax machine, computer, key racks, etc.), Sample reports (reservation report, arrival report, departure report, check-in report, check-out report, pick-up drop report, rate variance report, etc.) and amenity vouchers (petty cash vouchers, paid out vouchers, allowance/discount vouchers, deposit receipt, etc.), Floor plan and Layout, Sample guest's ID proof, Guest register	

Module 3: Provide Assistance in Bell Desk Activities
Mapped to THC/N0129 & V2.0

Terminal Outcomes:

- Apply appropriate practices to assist the Bell Desk Associate in handling the luggage
- Explain the methods of screening and tagging the luggage

Duration: 31:00	Duration: 27:00
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Discuss the nature of occupancy status and flow of guests during the peak and lean seasons - Describe the screening process of the luggage, parcels and other deliverables - Explain various types of luggage trolley and cart and their usage - Discuss the methods of tagging the luggage - Discuss the importance of helping the Bell Desk Associate to perform his/her shift - Discuss the procedure to accept guest's packages, message and mails	- Demonstrate how to screen the luggage, parcels, and other deliverables - Employ appropriate practices to use various kinds of luggage trolley and cart - Demonstrate the procedure of tagging the luggage - Dramatize the situation to assist the Bell Desk Associate in handling the luggage during guest's arrival and departure - Role play on different situation as how to assist the guests in his/her room or other areas of the hotel - Show appropriate professional etiquette while accepting guest's message, packages or mails
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Different luggage trolley and cart, Tags, Luggage screening machine	

Module 4: Maintain Effective Communication and Service Standard
Mapped to THC/N9901 & V2.0

Terminal Outcomes:

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

Duration: 15:00	Duration: 15:00
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Discuss the importance of professionalism, etiquette and ethical behaviour at the workplace - Discuss the importance of effective communication - Explain the importance of guest satisfaction and guest feedback - Outline the procedure of receiving feedback and complaints constructively - Describe various ways to handle guest complaints - Discuss different ways to improve the guest experience - Explain the importance of gender and age sensitivity - Discuss gender and age-specific requirements of the guests - Discuss the specific needs of People with Disabilities - Discuss the importance of reporting Sexual harassment at workplace - Discuss ways of escalating problems, reporting workplace issues, and receiving feedback from the superiors	- Demonstrate the standard procedure to welcome and greet the guests - Dramatize appropriate communication skills and etiquette while interacting with guests, colleagues, and superiors - Role play a situation on how to handle guest complaints effectively - Role play appropriate behavioural etiquette towards all ages, genders and differently abled people as per specification
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Sample of escalation matrix, Organisation structure	

Module 5: Organizational Confidentiality and Guest's Privacy
Mapped to THC/N9903 & V2.0

Terminal Outcomes:

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

Duration: 15:00	Duration: 15:00
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Explain the significance of maintaining organizational confidentiality and guest privacy in the hospitality industry - Discuss the Intellectual Property issues and policies affecting the organization and guest privacy - Explain the procedures to report the infringement of IPR to the concerned person - Discuss the usage, storage and disposal procedures of confidential information as per specification	Employ appropriate ways to use, store and dispose of the organisational and guest information
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Handouts of IPR guidelines and regulations	

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Module 6: Basic Health and safety Standard
Mapped to THC/N9906 & V2.0

Terminal Outcomes:

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

Duration: 15:00	**Duration:** 15:00
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Discuss the concept and importance of personal and workplace hygiene - Discuss best practices to maintain personal hygiene - Explain the ways to clean and sanitize the workplace and related equipment - Describe standard safety procedures to be followed while handling tools, material, and equipment - Outline the purpose and usage of various Personal Protective Equipment (PPE)required at the workplace - Explain the importance of preventive health check-up organized by the company - Describe the causes of risks and potential hazards in the workplace and ways to prevent them - List different safety warning signs and labels at workplace - Discuss ways to identify hazards at the workplace - List the components of the first-aid kit - Explain the procedure to report accident and other health related issues as per SOP	- Demonstrate the procedure of routine cleaning and sanitization of tools, equipment, and other articles - Employ different ways to keep work area clean, hygienic and hazard free - Demonstrate how to use and dispose off relevant protective equipment as per tasks and work conditions - Perform basic first-aid procedures - Dramatize a situation on mock safety drills for emergency situations - Perform waste disposal procedures at the workplace depending on the types of waste - Role play a situation on reporting safety and security breaches to the supervisor - Prepare a sample incident report
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Personal Protection Equipment: Safety glasses, Head protection, Rubber gloves, Safety footwear, Warning signs and tapes, Fire extinguisher, First aid kit, Relevant Standard Operating Procedures and Sample reports	

Module 7: Introduction to Employability Skills
Mapped to: DGT/VSQ/N0101

Terminal Outcomes:

- Discuss about Employability Skills in meeting the job requirements

Duration: 00:30	Duration: 00:30
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Discuss the importance of Employability Skills in meeting the job requirements	• Demonstrate Employability Skills
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 8: Constitutional values - Citizenship
Mapped to: DGT/VSQ/N0101

Terminal Outcomes:

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

Duration: 00:30	Duration: 00:30
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Explain constitutional values, civic rights, duties, citizenship, responsibility towards society etc. that are required to be followed to become a responsible citizen	- Show how to practice different environmentally sustainable practices.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 9: Becoming a Professional in the 21st Century
Mapped to: DGT/VSQ/N0101

Terminal Outcomes:

- Demonstrate professional skills required in 21st century

Duration: 00:30	Duration: 00:30
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Discuss 21st century skills	• Display positive attitude, self -motivation, problem solving, time management skills and continuous learning mindset in different situations
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 10: Basic English Skills

Mapped to: DGT/VSQ/N0101

Terminal Outcomes:

- Practice basic English speaking.

Duration: *01:00*	**Duration**: *01:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Discuss need of basic English skills	• Use appropriate basic English sentences/phrases while speaking
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 11: Communication Skills
Mapped to: DGT/VSQ/N0101

Terminal Outcomes:

- Practice basic communication skills

Duration: 01:30	Duration: 02:30
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Discuss need of communication skills • Describe importance of team work	• Demonstrate how to communicate in a well -mannered way with others. • Demonstrate working with others in a team
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 12: Diversity & Inclusion
Mapped to: DGT/VSQ/N0101

Terminal Outcomes:

- Describe PwD and gender sensitization

Duration: 00:30	Duration: 00:30
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
Discuss the significance of reporting sexual harassment issues in time	Show how to conduct oneself appropriately with all genders and PwD
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 13: Financial and Legal Literacy

Mapped to: DGT/VSQ/N0101

Terminal Outcomes:

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

Duration: *01:30*	Duration*: 02:30*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Discuss the significance of using financial products and services safely and securely - Explain the importance of managing expenses, income, and savings - Explain the significance of approaching the concerned authorities in time for any exploitation as per legal rights and laws	Demonstrate ways of managing expenses, income, and savings
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 14: Essential Digital Skills
Mapped to: DGT/VSQ/N0101

Terminal Outcomes:

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

Duration: *01:00*	Duration*: 02:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Discuss the significance of using internet for browsing, accessing social media platforms, safely and securely	• Show how to operate digital devices and use the associated applications and features, safely and securely
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 15: Entrepreneurship

Mapped to: DGT/VSQ/N0101

Terminal Outcomes:

- Describe opportunities as an entrepreneur

Duration: *02:30*	**Duration**: *04:30*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Discuss the need for identifying opportunities for potential business, sources for arranging money and potential legal and financial challenges	• Demonstrate ways for identifying opportunities for potential business, sources for arranging money and potential legal and financial challenges
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 16: Customer Service
Mapped to: DGT/VSQ/N0101

Terminal Outcomes:

- Describe ways of maintaining customer

Duration: 01:30	Duration: 02:30
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Differentiate between types of customers - Explain the significance of identifying customer needs and addressing them - Discuss the significance of maintaining hygiene and dressing appropriately	Show how to maintain hygiene and dressing appropriately
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 17: Getting ready for Apprenticeship & jobs
Mapped to: DGT/VSQ/N0101

Terminal Outcomes:

- Describe ways of preparing for apprenticeship & Jobs appropriately.

Duration: *01:00*	Duration*: 01:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Discuss the significance of dressing up neatly and maintaining hygiene for an interview - Discuss how to search and register for apprenticeship opportunities	- Create a biodata - Use various sources to search and apply for jobs
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 18: On-the-Job Training
Mapped to Front Office Assistant

Mandatory Duration: 6*0:00*	Recommended Duration: *000:00*
Location: On Site	
Terminal Outcomes	

- Perform the tasks of organising the work area/station
- Demonstrate correct use of office equipment
- Apply appropriate practices to greet and welcome the guests
- Demonstrate the procedure of guest registration, check-in and check-out
- Perform the activities to check guest's ID proof
- Apply professional skills to receive and distribute courier, parcels and other messages
- Show how to provide assistance to the Front Office Associate while preparing and distributing guest amenity vouchers
- Perform the activities to provide assistance to the Bell Desk Associate
- Demonstrate how to screen and tag the luggage
- Perform the procedure of filing various reports
- Demonstrate positive body language when dealing with guests and colleagues
- Show how to segregate and dispose of the waste as per the standards
- Demonstrate strong Communication skills and workplace etiquette to achieve a smooth workflow
- Demonstrate sensitization towards different age groups, gender, and persons with disabilities
- Demonstrate the process of maintaining confidentiality of the organizational information and guests' privacy
- Show how to maintain personal hygiene and grooming at workplace
- Role play on how to identify hazards at workplace and report to the supervisor
- Demonstrate strong Communication skills and workplace etiquette to achieve a smooth workflow
- Perform basic activities to apply gender and age-sensitive service practices
- Demonstrate the process of maintaining confidentiality of the organizational information and guests' privacy
- Perform all the activities to maintain health, hygiene, and safety at the workplace

Annexure

Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	**Specialization**	**Relevant Industry Experience**		**Training Experience**		**Remarks**
		Years	*Specialization*	*Years*	*Specialization*	
Diploma / Degree / Postgraduate	Hotel/ Hospitality	5	Front Office	1	Front Office	

Trainer Certification	
Domain Certification	**Platform Certification**
"Front Office Assistant", "THC/Q0110", Minimum accepted score is 80%	Recommended that the trainer is certified for the job role "Trainer (VET and skills)" ,mapped to the qualification pack "MEP/Q2601, V2.0" . The minimum accepted score is 80%

Assessor Requirements

Assessor Prerequisites					
Minimum Educational Qualification	**Specialization**	**Relevant Industry Experience**		**Training/Assessment Experience**		**Remarks**
		Years	*Specialization*	*Years*	*Specialization*	
Diploma / Degree / Postgraduate	Hotel/ Hospitality	5	Front Office	0		

Assessor Certification	
Domain Certification	**Platform Certification**
"Front Office Assistant", "THC/Q0110", Minimum accepted score is 80%	Recommended that the assessor is certified for the job role "Assessor (VET and skills)" ,mapped to the qualification pack "MEP/Q2701, V2.0" . The minimum accepted score is 80%

Assessment Strategy

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

1. Assessment System Overview:

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

2. Testing Environment: Assessor must:

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

3. Assessment Quality Assurance levels / Framework:

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

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

5. Method of verification or validation:
    - Surprise visit to the assessment location
    - Random audit of the batch

- Random audit of any candidate

6. Method for assessment documentation, archiving, and access
   - Hard copies of the documents are stored
   - Soft copies of the documents & photographs of the assessment are uploaded / accessed from Cloud Storage and are stored in the Hard Drives

References

Glossary

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

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