



Model Curriculum

QP Name: Gym Equipment Service Supervisor

QP Code: SPF/Q8109

QP Version: 1.0

NSQF Level: 5

Model Curriculum Version: 1.0

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Training Parameters

Sector	Sports
Sub-Sector	Sports Manufacturing
Occupation	Sports Manufacturing
Country	India
NSQF Level	5
Aligned to NCO/ISCO/ISIC Code	NCO-2015/3122.5601
Minimum Educational Qualification and Experience	<p>Completed 2nd year of 3-year/ 4-years UG OR Pursuing 2nd year of 3-year/ 4-years UG and continuing education OR 12th grade Pass with 2 Years of relevant experience OR 12th pass with 2 year of any combination of NTC/NAC/CITS or equivalent OR 10th grade pass with 4 Years of relevant experience OR Certificate-NSQF, Level 4- Gym Equipment Service Technician with 3 Years of relevant experience</p>
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 years
Last Reviewed On	31/08/2023
Next Review Date	31/08/2026
NSQC Approval Date	31/08/2023
QP Version	1.0
Model Curriculum Creation Date	31/08/2023
Model Curriculum Valid Up to Date	31/08/2026
Model Curriculum Version	1.0
Minimum Duration of the Course	510 Hours



Maximum Duration of the Course

510 Hours

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:

- Maintain effective scheduling process to meet customer demand
- Promote field technician productivity and efficiency
- Perform advance repairs and installations of gym equipment
- Work effectively with others
- Maintain hygiene and sanitation

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
SPF/N8123: Prepare for the service of gym equipment NOS Version No. 1.0 NSQF Level 5	35:00	70:00	15:00	00:00	120:00
Bridge Module Module 1: Introduction to the job role of gym equipment service supervisor	05:00	00:00	00:00	00:00	05:00
Module 2: Plan service and inventory of gym equipment	30:00	70:00	15:00	00:00	115:00
SPF/N8124: Supervise the service of gym equipment NOS Version No. 1.0 NSQF Level 5	30:00	60:00	45:00	00:00	135:00
Module 3: Monitor quality of gym equipment services	30:00	60:00	45:00	00:00	105:00
SPF/N8125: Manage service technicians and clients NOS Version No. 1.0	45:00	60:00	30:00	00:00	135:00

NSQF Level 5					
Module 4: Develop client-technician relationship for better service delivery	45:00	60:00	30:00	00:00	105:00
SPF/N1169 – Improve workplace resource usage NOS Version No. 1.0 NSQF Level 3	10:00	20:00	00:00	00:00	30:00
Module 5: Build an environmental friendly workplace	10:00	20:00	00:00	00:00	30:00
DGT/VSQ/N0103: Employability skills (90 Hours) NOS Version No-1.0 NSQF Level 5	45:00	45:00	00:00	00:00	90:00
Module 6: Employability skills	45:00	45:00	00:00	00:00	90:00
Total Duration	165:00	255:00	90:00	00:00	510:00

Module Details

Module 1: Introduction to the job role of gym equipment service supervisor

Bridge Module

Mapped to SPF/N8123, v1.0

Terminal Outcomes:

- Describe the role and career opportunities in fitness sector as a gym equipment services

Duration: 05:00	Duration: 00:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> State the role and responsibilities of a gym equipment service supervisor. Recall the technical skills and general skills required to succeed as a gym equipment service supervisor Create a career progression chart of a gym equipment service supervisor 	-
Classroom Aids:	
Laptop, whiteboard, marker, projector, chart paper, clipboards	
Tools, Equipment, and Other Requirements	
NA	

Module 2: Plan service and inventory of gym equipment

Mapped to SPF/N8123, v1.0

Terminal Outcomes:

- Supervise gym equipment service
- Manage vendor and inventory effectively

Duration: 30:00	Duration: 60:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the significance of routine inspections of gym equipment • Discuss the impact of non-functioning gym equipment to the business of the clients • Explain the factors to be considered in order to ascertain the priority of services • Explain the difference between warranty and guarantee of equipment • Explain the ways to optimize the service planning process • Analyze inventory of spare parts and tools for efficient equipment repairs • Explain the significance of maintaining accurate records of inventory, purchases, and service history • Explain why is it important to evaluate vendor performance and seek alternative suppliers • 	<ul style="list-style-type: none"> • Create a regular maintenance plan for gym equipment • Create a sample schedule of equipment repairs to minimize disruptions in business of the clients • Analyse equipment performance data and service records and recommend improvements if any • Role-play team meetings to address challenges and provide guidance • Draft sample contracts with vendors for equipment repairs and replacements • Create an inventory control procedure to minimize waste and loss • Audit inventory audits to track stock and identify replenishment needs
Classroom Aids:	
Laptop, whiteboard, marker, projector, chart paper, clipboards, height & weight chart	
Too, Equipment and Other Requirements	
Wrench (all sizes), screwdriver – set, hammer (wooden, rubber, steel), allen key set, crank puller, bottom bracket puller, retaining ring pliers, t-bar, pedal crank arm removal tool with handle, gym cable wire rope cutters, low viscosity adhesive, power jog motor clamp tool, heavy duty knife blades, hot melt glue gun, bolt extractor set, hacksaw blades, wire brush, needle files, pin punch set, engineers scriber, telescopic grease gun, long handled gym cable crimping tool, machine oil, lubricant, cleaning cloth, petroleum jelly, silicone spray, graphite (dry lubricant), protective eye goggles, anti-shock/ anti-cut gloves, tool box, first-aid box	

Module 3: Monitor quality of gym equipment services

Mapped to SPF/N8124, v1.0

Terminal Outcomes:

- Supervise service quality
- Formulate best practices and quality of services
- Analyze and recommend improvement to the services
- Work effectively with others

Duration: 30:00	Duration: 60:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the process of troubleshooting a gym equipment • Explain diagnosis and troubleshooting • Define the characteristics of efficient and effective service delivery • Utilize problem-solving skills to identify root causes of equipment issues • Implement appropriate solutions to resolve equipment malfunctions or failures • Collaborate with manufacturers or suppliers to obtain technical support for complex issues • Discuss the ways to provide feedback and guidance to service technicians to improve their work quality • Discuss inappropriate behaviour and sexual harassment at workplace. • Explain the significance and the process of reporting appropriate behaviour and sexual harassment at workplace 	<ul style="list-style-type: none"> • Role-play to identify service-related issues in equipment maintenance • Report and document maintenance and repair tasks of each equipment • Demonstrate how to collaborate with the service team to allocate resources and prioritize tasks • Create a SOP to coordinate with other departments, such as facilities or operations, to ensure smooth service activities • Identify ways to diagnose complex service problems and recommend corrective actions • Conduct inspections and quality checks to verify the effectiveness of repair services • Demonstrate how to monitor and maintain compliance with safety protocols and regulations • Demonstrate ways to evaluate service processes to identify areas for enhancement • Apply gender-sensitive, non-discriminatory language.
Classroom Aids:	
Laptop, whiteboard, marker, projector, chart paper, clipboards	
Tools, Equipment and Other Requirements	
Wrench (all sizes), screwdriver – set, hammer (wooden, rubber, steel), allen key set, crank puller, bottom bracket puller, retaining ring pliers, t-bar, pedal crank arm removal tool with handle, gym cable wire rope cutters, low viscosity adhesive, power jog motor clamp tool, heavy duty knife blades, hot melt glue gun, bolt extractor set, hacksaw blades, wire brush, needle files, pin punch set, engineers scribe, telescopic grease gun, long handled gym cable crimping tool, machine oil, lubricant, cleaning cloth, petroleum jelly, silicone spray, graphite (dry lubricant), protective eye goggles, anti-shock/ anti-cut gloves, tool box, first-aid box	

Module 4: Develop client- technician relationship for better service delivery

Mapped to SPF/N8125, v1.0

Terminal Outcomes:

- Assist with staffing and training of technicians
- Perform administrative duties
- Manage client relationship

Duration: 45:00	Duration: 60:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Classify gym equipment models, their functionality, and service procedures • Discuss the importance of updating knowledge on latest developments in gym equipment • Discuss the ways to ensure accurate recording of service activities, repairs, and maintenance • provide • Explain effective leadership in managing and guiding to a team • Discuss the standard leave policies in gym equipment service industry. • Discuss the importance of conducting regular client meetings • Explain the significance of ensuring adherence to client-specific protocols or requirements when servicing equipment 	<ul style="list-style-type: none"> • Conduct skills and knowledge gaps of technicians and prepare a training plan • Conduct hands-on training sessions to familiarize technicians with tools, diagnostic equipment, and software used in gym equipment service • Demonstrate ways to give constructive feedback to technicians • Demonstrate how to delegate tasks, set priorities, and manage workloads • Prepare timesheets • Create basic budgeting and financial tracking document related to equipment service and maintenance • Create a sample client feedback form and identify opportunities for improvement
Classroom Aids:	
Laptop, whiteboard, marker, projector, chart paper, clipboards	
Tools, Equipment and Other Requirements	
Wrench (all sizes), screwdriver – set, hammer (wooden, rubber, steel), allen key set, crank puller, bottom bracket puller, retaining ring pliers, t-bar, pedal crank arm removal tool with handle, gym cable wire rope cutters, low viscosity adhesive, power jog motor clamp tool, heavy duty knife blades, hot melt glue gun, bolt extractor set, hacksaw blades, wire brush, needle files, pin punch set, engineers scriber, telescopic grease gun, long handled gym cable crimping tool, machine oil, lubricant, cleaning cloth, petroleum jelly, silicone spray, graphite (dry lubricant), protective eye goggles, anti-shock/ anti-cut gloves, tool box, first-aid box	

Module 5: Build an environmental friendly workplace

Mapped to SPF/N1169, v1.0

Terminal Outcomes:

- Identify effective waste management techniques in the workplace.
- Ways to make the workplace environmentally sustainable.

Duration: 10:00	Duration: 20:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Identify the environment-friendly materials available to replace conventional materials. • Explain ways of disposing non-recyclable waste appropriately. • Discuss common sources of pollution and ways to minimize them. 	<ul style="list-style-type: none"> • Prepare statutory documents relevant to safety and hygiene. • Exhibit the methods of disposing non-recyclable waste. • Report malfunctioning. (fumes/sparks/emission/vibration/noise) and lapse in maintenance of equipment.
Classroom Aids:	
Laptop, whiteboard, marker, projector, chart paper, clipboards	
Tools, Equipment and Other Requirements	
Gloves, safety goggles, ladder	

Module 6: Employability Skills

Mapped to DGT/VSQ/N0103, v1.0

Terminal Outcomes:

- Understand Employability skills along with communication skills and constitutional values
- Able to set a goal and create a career plan, along with knowledge financial and legal knowledge

Duration: 45:00	Duration: 45:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the Employability Skills required for jobs in various industries. • Explain the constitutional values, including civic rights and duties, citizenship, responsibility towards society and personal values and ethics such as honesty, integrity, caring and respecting others that are required to become a responsible citizen • Describe the role of digital technology in today's life • Explain entrepreneurship and opportunities available • Identify different types of customers and their needs • Explain skills required to become a 21st century professional • Teach to read and write basic English • Explain effective communication skills • Teach basic financial and legal knowledge 	<ul style="list-style-type: none"> • Create a career plan • Implement Self-awareness, time management, critical thinking, problem solving • Create sample word documents, excel sheets and presentations using basic features, utilize virtual collaboration tools to work effectively wherever necessary • Implement communication skills while handling different customers • Use appropriate basic English sentences/phrases while speaking. Differentiate between types of customers. • Create a biodata. • Use various sources to search and apply for jobs.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Duster	
Tools, Equipment and Other Requirements	
Computer (PC) with latest configurations, Computer Tables, Computer Chairs, UPS, Scanner cum Printer	

On-the-Job Training

Mapped to Gym equipment service supervisor

Mandatory Duration: 90:00	Recommended Duration: 00:00
Location: On-Site	
Terminal Outcomes <ul style="list-style-type: none"> • Maintain effective scheduling process to meet customer demand • Promote field technician productivity and efficiency • Perform advance repairs and installations of gym equipment • Work effectively with others • Maintain hygiene and sanitation 	

Annexure

Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
12 th Class	Gym Equipment Service Supervisor	Minimum of 2 year	Must have worked as a Gym Equipment Technician	Minimum of 1 year	Gym Equipment Service Supervisor	All empaneled Assessors would have to undergo “Train the Trainer” Program conducted by SPEFL SC for each job role time to time

Trainer Certification	
Domain Certification	Platform Certification
Certified ToT for job role “Gym Equipment Service Supervisor” , mapped to QP: “SPF/Q8109, v1.0” Minimum accepted score is 80%	Recommended that the trainer is certified for the Job-Role “Trainer (VET and skills)”, mapped to Qualification Pack: MEP/Q2601, v2.0” Minimum accepted score is 80%

Assessor Requirements

Assessor Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training/Assessment Experience		Remarks
		Years	Specialization	Years	Specialization	
12 th Class	Gym Equipment Service Supervisor	Minimum of 2 year	Must have worked as a Gym Equipment Technician	Minimum of 2 year	Gym Equipment Service Supervisor	All empaneled Assessors would have to undergo “Train the Assessor” Program conducted by SPEFL SC for each job role time to time

Assessor Certification	
Domain Certification	Platform Certification
Certified ToA for job role “ Gym Equipment Service Supervisor ”, mapped to QP: “SPF/Q8109, v1.0” Minimum accepted score is 80%	Recommended that the assessor is certified for the Job-Role “Assessor (VET and skills)”, mapped to Qualification Pack: MEP/Q2701, v2.0” Minimum accepted score is 80%

Assessment Strategy

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the SPEFL - Sector Skill Council. 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 centre as per assessment criteria below.
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training centre based on these criteria.
6. To pass the Qualification Pack assessment, every trainee should score a minimum of 70% of % aggregate marks to successfully clear the assessment.
7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

Recommended Pass % aggregate for QP: 70

Each NOS in the Qualification Pack (QP) will be assigned a relative weightage for assessment based on the criticality of the NOS. Therein each Performance Criteria in the NOS will be assigned marks for or practical based on relative importance, criticality of function and training infrastructure.

The following tools are proposed to be used for final assessment:

1. **Practical Assessment:** This will comprise of a creation of mock environment in the skill lab which is equipped with all equipment's required for the qualification pack. Candidate's soft skills, communication, aptitude, safety consciousness, quality consciousness etc. will be ascertained by observation and will be marked in observation checklist. The product will be measured against the specified dimensions and standards to gauge the level of his skill achievements.
2. **Viva/Structured Interview:** This tool will be used to assess the conceptual understanding and the behavioural aspects as regards the job role and the specific task at hand. It will also include questions on safety, quality, environment, and equipment, etc.
3. **Written Test:** Under this test few key items which cannot be assessed practically will be assessed. The written assessment will comprise of:
 - i. True / False Statements
 - ii Multiple Choice Questions
 - iii Matching Type Questions.
 - iv Fill in the blanks

Accreditation of Assessing Body:

The SPEFL SC's Accreditation process is divided into two steps:

1. **Pre-accreditation process:**

- Apply for Accreditation: Application form with desired documents in prescribed format to be sent.
- Document Compliance: to be done for ensuring the compliance and adherence of applied assessing body according to criteria laid down by SPEFL SC.
- Presentation on Quality Assurance: to be given by Assessing body highlighting the quality assurance process laid down by Assessing body at the process points.
- Once the assessing body clears the due diligence process, the accreditation is given along with terms and conditions.

2. **Post-accreditation process:** Post accreditation, the accredited assessing bodies needs to fulfil following minimum eligibility criteria or requisites for implementation:

- All Empanelled Assessors would have to undergo “**Train the Assessor**” Program conducted by SPEFL SC for each job role time to time.
- Accredited Assessing Body would have to abide with requisite timelines, policies and regulations declared by SPEFL sector skill council.
- Accredited Assessing Body with times would have to contribute to expansion of the questionnaire.

References

Glossary

Term	Description
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
Training Outcome	Training outcome is a statement of what a learner will know, understand and be able to do upon the completion of the training.
Terminal Outcome	Terminal outcome is a statement of what a learner will know, understand and be able to do upon the completion of a module . A set of terminal outcomes help to achieve the training outcome.

Acronyms and Abbreviations

Term	Description
QP	Qualification Pack
NSQF	National Skills Qualification Framework
NSQC	National Skills Qualification Committee
NOS	National Occupational Standards