



# Model Curriculum

**QP Name: Caddie Master**

**QP Code: SPF/Q1123**

**QP Version: 1.0**

**NSQF Level: 4**

**Model Curriculum Version: 1.0**

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## Training Parameters

Sector	Sports
Sub-Sector	Sports Coaching and Fitness
Occupation	Caddie Master
Country	India
NSQF Level	4
Aligned to NCO/ISCO/ISIC Code	NCO-2015/3423.0101
Minimum Educational Qualification and Experience	12th grade pass with 1 year of relevant experience <b>OR</b> 10th grade pass with 2 Years of relevant experience <b>OR</b> Certificate-NSQF, Level 3- Golf Caddie with 3 Years of relevant experience
Pre-Requisite License or Training	Certified Golf Caddie
Minimum Job Entry Age	18 years
Last Reviewed On	23/06/2023
Next Review Date	23/06/2026
NSQC Approval Date	23/06/2023
QP Version	1.0
Model Curriculum Creation Date	23/06/2023
Model Curriculum Valid Up to Date	23/06/2026
Model Curriculum Version	1.0
Minimum Duration of the Course	420 Hours
Maximum Duration of the Course	420 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:

- Develop and maintain caddies at a golf course
- Conduct golf course and caddies' readiness check
- Allocate duties and monitor caddies for the day
- Supervise the maintenance of facilities, and equipment
- Maintain hygiene and sanitation at golf course
- Promote fair, conducive, and efficient work environment

### Compulsory Modules

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

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
<b>SPF/N1173: Plan effective workforce for caddying at a golf course</b> <b>NOS Version No. 1.0</b> <b>NSQF Level 4</b>	20:00	40:00	30:00	00:00	90:00
<b>(Bridge Module)</b> Module 1: Introduction to master caddie job role	05:00	10:00	00:00	00:00	15:00
Module 2: plan workforce requirement for caddying at a golf course	15:00	30:00	30:00	00:00	75:00
<b>SPF/N1174: Manage caddie operations</b> <b>NOS Version No. 1.0</b> <b>NSQF Level 4</b>	45:00	60:00	30:00	00:00	135:00
Module 3: Assign caddies to the job and monitor performance	45:00	60:00	30:00	00:00	135:00
<b>SPF/N1175: Supervise the maintenance of equipment and facility</b> <b>NOS Version No. 1.0</b> <b>NSQF Level 4</b>	15:00	60:00	30:00	00:00	105:00

Module 4: Conduct equipment and facility checks	15:00	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/N0102: Employability skills (60 Hours) NOS Version No-1.0 NSQF Level 4	30:00	30:00	00:00	00:00	60:00
Module 6: Employability skills	30:00	30:00	00:00	00:00	90:00
<b>Total Duration</b>	<b>120:00</b>	<b>210:00</b>	<b>90:00</b>	<b>00:00</b>	<b>420:00</b>

## Module Details

### Module 1: Introduction to the caddie master job role

#### Bridge Module

#### Mapped to SPF/N1173, v1.0

#### Terminal Outcomes:

- Describe the role and career opportunities of a caddie master.

<b>Duration:</b> 05:00	<b>Duration:</b> 10:00
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>Describe golf industry and the importance of the roles of caddie</li> <li>Discuss the qualities of a caddie master</li> </ul>	<ul style="list-style-type: none"> <li>Differentiate between role and responsibilities of a caddie and a caddie master</li> <li>Role-play to highlight the day in the life of a caddie master</li> </ul>
<b>Classroom Aids:</b>	
Laptop, whiteboard, marker, projector, chart paper, clipboards	
<b>Tools, Equipment, and Other Requirements</b>	
NA	

## Module 2: Plan workforce requirement for caddying at a golf course

*Mapped to SPF/N1173, v1.0*

### Terminal Outcomes:

- Develop and maintain caddies at a golf course
- Plan for caddying
- Maintain hygiene and sanitation

<b>Duration: 15:00</b>	<b>Duration: 30:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Explain the significance of recruiting the right caddies to operate the golf course efficiently.</li> <li>• Explain recruitment practice, working conditions and terms of employment applicable to the golf sector.</li> <li>• Classify the employment agreements typically used within the golf sector.</li> <li>• Discuss the benefits of having multicultural workforce.</li> <li>• Explain the steps to be followed during medical emergencies.</li> <li>• Discuss the ways to communicate to public at golf course in case of an emergency</li> <li>• Discuss the golf facility standards to be maintained in compliance to laws.</li> <li>• Summarize the SOP (standard operating procedure) to be followed to achieve efficiency, quality output and uniformity of performance.</li> <li>• Discuss the ways to maintain personal hygiene in caddies and its significance.</li> <li>• Recall the importance of hygiene and sanitation at golf course.</li> </ul>	<ul style="list-style-type: none"> <li>• Prepare a detailed certification and experience requirement to work as a caddie.</li> <li>• Demonstrate the process of assessing strength and weakness of the employees and plan training, if required.</li> <li>• Create a sample work agreement of full-time, part-time caddies.</li> <li>• Create a golf equipment and facility audit plan.</li> <li>• Examine golf cart, equipment, both mechanical and electrical, for any kind of malfunction.</li> <li>• Use public address communication devices.</li> <li>• Demonstrate hygiene and sanitation checks at the golf course.</li> <li>• Demonstrate the process of preparing first aid for common injuries</li> <li>• Perform CPR (Cardio-Pulmonary Resuscitation).</li> </ul>
<b>Classroom Aids:</b>	
Laptop, whiteboard, marker, projector, chart paper, clipboards	
<b>Too, Equipment and Other Requirements</b>	
Golf club set, balls, golf cart, equipment carrying bag, towels, sun cap, water bottles, first aid kit	

## Module 3: Assign caddies to the job and monitor performance

Mapped to SPF/N1174, v1.0

### Terminal Outcomes:

- Conduct golf course and caddies' readiness check
- Allocate duties and monitor caddies for the day
- Work effectively with others

<b>Duration: 45:00</b>	<b>Duration: 60:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Discuss the process of identifying the requirement of the golf course for the day – caddies, facilities, etc.</li> <li>• Recall the factors to be considered while preparing for a safe and effective golf playing experience for the golfer – weather, golf course condition, etc.</li> <li>• Discuss the etiquette, dress code of a caddie to be followed during and after the game.</li> <li>• Explain different game, competition format, categories and the skill required by a caddie to cater to this.</li> <li>• Discuss the equipment, playing aids and support required to play the game of golf.</li> <li>• Describe the traits of leadership of a good caddie master.</li> <li>• Define the process of goal setting for a team in an organisation.</li> <li>• Explain the importance of following work ethics for achieving organisational goals.</li> <li>• Explain the recommended process of conflict management</li> <li>• Explain the significance and the process of reporting inappropriate behaviour and sexual harassment.</li> <li>• Discuss inappropriate behaviour and sexual harassment at workplace.</li> <li>• Recall the importance of giving and collecting feedback</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate how to create work allocation plan of caddies.</li> <li>• Prepare caddy readiness checklist.</li> <li>• Demonstrate ways to obtaining weather forecast.</li> <li>• Role-play the game situations demonstrating etiquettes to be followed by a caddie</li> <li>• Demonstrate the process of assessing strength and weakness of a given team.</li> <li>• Demonstrate ways to handle conflicts in different situations.</li> <li>• Apply gender-sensitive, non-discriminatory language.</li> <li>• Demonstrate effective team mentorship.</li> <li>• Draft a public communication note to update general public.</li> <li>• Select and use effective methods to create and maintain positive and equitable working relationships with caddies and others.</li> <li>• Apply gender-sensitive, non-discriminatory</li> <li>• Demonstrate the process of administering First aid for common injuries in golf.</li> <li>• Create sample customer feedback form.</li> </ul>
<b>Classroom Aids:</b>	
Laptop, whiteboard, marker, projector, chart paper, clipboards	
<b>Tools, Equipment and Other Requirements</b>	
Sanitizing agents, golf club set, golf balls, golf cart, flags, first aid kit	



## Module 4: Conduct equipment and facility checks

*Mapped to SPF/N1175, v1.0*

### Terminal Outcomes:

- Supervise the maintenance of facilities, and equipment

<b>Duration:</b> 15:00	<b>Duration:</b> 60:00
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>Discuss the significance of regular maintenance of golf equipment and facilities.</li> <li>Outline the importance of regular meetings with the employees on maintenance protocols.</li> <li>Discuss the golf course facility standards to be maintained in compliance to the industry and to the laws.</li> <li>Summarize the SOP (standard operating procedure) to be followed to achieve efficiency, quality output and uniformity of performance.</li> </ul>	<ul style="list-style-type: none"> <li>Demonstrate ways to maintain the golf equipment.</li> <li>Examine machinery and equipment, both mechanical and electrical, for any kind of malfunction.</li> <li>Prepare a sample report on maintenance of equipment and machinery of a golf course.</li> <li>Create a facility audit plan.</li> </ul>
<b>Classroom Aids:</b>	
Laptop, whiteboard, marker, projector, chart paper, clipboards	
<b>Tools, Equipment and Other Requirements</b>	
Sanitizing agents, golf club set, golf balls, golf cart	

## 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.

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

## Module 6: Employability Skills

Mapped to DGT/VSQ/N0102, 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: 30:00	Duration: 30:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> <li>• Discuss the Employability Skills required for jobs in various industries.</li> <li>• 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</li> <li>• Describe the role of digital technology in today's life</li> <li>• Explain entrepreneurship and opportunities available</li> <li>• Understanding different types of customers and their needs</li> <li>• Explain skills required to become a 21st century professional</li> <li>• Understand to read and write basic English</li> <li>• Understand how to create a career plan</li> <li>• Explain effective communication skills</li> <li>• Understand basic financial and legal knowledge</li> </ul>	<ul style="list-style-type: none"> <li>• Create a career plan</li> <li>• Implement Self-awareness, time management, critical thinking, problem solving</li> <li>• Create sample word documents, excel sheets and presentations using basic features, utilize virtual collaboration tools to work effectively wherever necessary</li> <li>• Implement communication skills while handling different customers</li> <li>• Use appropriate basic English sentences/phrases while speaking.</li> <li>• Differentiate between types of customers.</li> <li>• Create a biodata.</li> <li>• Use various sources to search and apply for jobs.</li> </ul>
<b>Classroom Aids:</b>	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Duster	
<b>Tools, Equipment and Other Requirements</b>	
Computer (PC) with latest configurations, Computer Tables, Computer Chairs, UPS, Scanner cum Printer	

## On-the-Job Training

### *Mapped to Caddie Master*

Mandatory Duration: 90:00	Recommended Duration: 00:00
<b>Location: On-Site</b>	
<b>Terminal Outcomes:</b> <ul style="list-style-type: none"> <li>• Develop and maintain caddies at a golf course</li> <li>• Conduct golf course and caddies' readiness check</li> <li>• Allocate duties and monitor caddies for the day</li> <li>• Supervise the maintenance of facilities, and equipment</li> <li>• Maintain hygiene and sanitation at golf course</li> <li>• Promote fair, conducive, and efficient work environment during the game</li> <li>• Work effectively with others</li> </ul>	

## Annexure

### Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
12 <sup>th</sup> Class	Caddie Master	Minimum of 1 year	Must have worked as a golf caddie, caddie master, coach/ instructor in a golf club, golf academy, hospitality sector.	Minimum of 1 year	Golf caddie/caddie master instructor/coach	All empaneled Assessors would have to undergo “ <b>Train the Trainer</b> ” Program conducted by SPEFL SC for each job role time to time

Trainer Certification	
Domain Certification	Platform Certification
Certified ToT for job role “Caddie Master” mapped to QP “SPF/Q1123, 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 <sup>th</sup> Class	Caddie Master	Minimum of 2 years	Must have worked as a golf caddie, caddie master, coach/ instructor in a golf club, golf academy, hospitality sector.	Minimum of 1 year	Golf caddie/caddie master/ instructor/coach	All empaneled Assessors would have to undergo <b>“Train the Assessor”</b> Program conducted by SPEFL SC for each job role time to time

Assessor Certification	
Domain Certification	Platform Certification
Certified ToA for job role “Caddie Master” mapped to QP “SPF/Q1123, 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
<b>Key Learning Outcome</b>	Key learning outcome is the statement of what a learner needs to know, understand and be able to do in order to achieve the terminal outcomes. A set of key learning outcomes will make up the training outcomes. Training outcome is specified in terms of knowledge, understanding (theory) and skills (practical application).
<b>OJT (M)</b>	On-the-job training (Mandatory); trainees are mandated to complete specified hours of training on-site
<b>OJT (R)</b>	On-the-job training (Recommended); trainees are recommended the specified hours of training on site
<b>Training Outcome</b>	Training outcome is a statement of what a learner will know, understand and be able to do upon the completion of the training.
<b>Terminal Outcome</b>	Terminal outcome is a statement of what a learner will know, understand and be able to do <b>upon the completion of a module</b> . A set of terminal outcomes help to achieve the training outcome.

## Acronyms and Abbreviations

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