



QUALIFICATION FILE

ASSISTANT HOMESTAY MANAGER

☒ Short Term Training (STT) ☐ Long Term Training (LTT) ☐ Apprenticeship
☒ Upskilling ☐ Dual/Flexi Qualification ☐ For ToT ☐ For ToA

☒ General ☐ Multi-skill (MS) ☐ Cross Sectoral (CS) ☐ Future Skills ☐ OEM
NCrF/NSQF Level: 5

Submitted By:

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Section 1: Basic Details

1.	NOS Qualification Name	ASSISTANT HOMESTAY MANAGER																							
2.	Sector/s	Tourism and Hospitality																							
3.	Type of Qualification: ☒ New ☐ Revised ☐ Has Electives/Options ☐ OEM	NQR Code & version of existing/previous qualification: (change to previous, once approved)		Qualification Name of existing/previous version:																					
4.	a. OEM Name b. Qualification Name (Wherever applicable)																								
5.	National Qualification Register (NQR) Code & Version (Will be issued after NSQC approval)	QG-05-TH-04369-2025-V1-UTOU		6. NCrF/NSQF Level: 5																					
7.	Award (Certificate/Diploma/Advance Diploma/ Any Other (Wherever applicable specify multiple entry/exits also & provide details in annexure)	Certificate																							
8.	Brief Description of the Qualification	The ASSISTANT HOMESTAY MANAGER course trains individuals to manage and operate Homestay accommodations efficiently. It covers hospitality management, customer service, event operations, local tourism promotion and regulatory compliance. Participants learn to enhance guest experiences while ensuring sustainable and profitable operations.																							
9.	Eligibility Criteria for Entry for Student/Trainee/Learner/Employee	a. Entry Qualification & Relevant Experience: (Entry Criteria Requirement Options) <table border="1"> <thead> <tr> <th>Academic Education Completed</th> <th>LTT/ STT Skilling completed in Years</th> <th>Academic /Skilling Education Pursuing</th> <th>Previous NSQF Levels Achieved</th> <th>Relevant Experience in Years</th> </tr> </thead> <tbody> <tr> <td>UG Diploma</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>12th pass</td> <td>2-year NTC/ NAAC/ CITS</td> <td></td> <td></td> <td></td> </tr> <tr> <td>12th</td> <td></td> <td></td> <td></td> <td>3</td> </tr> </tbody> </table> b. Age: 19 years				Academic Education Completed	LTT/ STT Skilling completed in Years	Academic /Skilling Education Pursuing	Previous NSQF Levels Achieved	Relevant Experience in Years	UG Diploma					12th pass	2-year NTC/ NAAC/ CITS				12 th				3
Academic Education Completed	LTT/ STT Skilling completed in Years	Academic /Skilling Education Pursuing	Previous NSQF Levels Achieved	Relevant Experience in Years																					
UG Diploma																									
12th pass	2-year NTC/ NAAC/ CITS																								
12 th				3																					
10.	Credits Assigned to this Qualification, Subject to Assessment (as per National Credit Framework (NCrF))	20		11. Common Cost Norm Category (I/II/III) (wherever applicable): N/A																					

12.	Any Licensing requirements for Undertaking Training on This Qualification <i>(wherever applicable)</i>	NA				
13.	Training Duration by Modes of Training Delivery <i>(Specify Total Duration as per selected training delivery modes and as per requirement of the qualification)</i>	☐ Offline ☐ Online ☒ Blended				
		Training Delivery Mode	Theory (Hours)	Practical (Hours)	On the Job Training Mandatory (Hours)	Total (Hours)
		Classroom (offline)	-	217	270	487
		Online	113	-	-	113
		<i>(Refer Blended Learning Annexure for details)</i>				
14.	Aligned to NCO/ISCO Code/s <i>(if no code is available mention the same)</i>					
15.	Progression path after attaining the qualification <i>(Please show Professional and Academic progression)</i>	• Homestay Manager [NSQF Level- 5.5]				
16.	Other Indian languages in which the Qualification & Model Curriculum are being submitted	Hindi				
17.	Is similar Qualification(s) available on NQR-if yes, justification for this qualification	☐ Yes ☒ No URLs of similar Qualifications:				
18.	Is the Job Role Amenable to Persons with Disability	☐ Yes ☒ No If “Yes”, specify applicable type of Disability: Course delivery and infrastructure shall conform to NCVET Guidelines for Accessibility Standards for Persons with Disabilities (2024).				
19.	How Participation of Women will be Encouraged	To encourage women’s participation in the "Assistant Homestay Manager" skill course, a comprehensive approach focusing on awareness, accessibility, and empowerment will be adopted. Awareness campaigns will be conducted to highlight the course's benefits, such as financial independence and skill enhancement. Collaborative efforts with self-help groups, NGOs, and village panchayats will ensure deeper community engagement, address queries and building trust through interactive sessions which will inspire and motivate the participation of women. Flexible training modules, with hybrid learning options will make the course accessible to women from diverse backgrounds. Creating a safe and inclusive environment will be prioritized, ensuring a gender-sensitive approach throughout. Career pathways will be clearly outlined, showcasing success stories of women-led homestays to inspire confidence and ambition. Additionally, post-course mentorship and networking opportunities will be provided to help participants apply their				

		skills effectively and sustain their involvement in the sector. Through these measures, women will be empowered to actively engage in the course and build sustainable livelihoods.
20.	Are Greening/ Environment Sustainability Aspects Covered (<i>Specify the NOS/Module which covers it</i>)	☒ Yes ☐ No Module 4: Homestay Administration PC15. Monitor energy and water usage for cost control and sustainability.
21.	Is Qualification Suitable to be Offered in Schools/Colleges	Schools ☐ Yes ☐ No Colleges ☒ Yes ☐ No
22.	Name and Contact Details of Submitting / Awarding Body SPOC (<i>In case of CS or MS, provide details of both Lead AB & Supporting ABs</i>)	Name: Mr. Khem Raj Bhatt, Registrar Email: registrar@uou.ac.in Contact No.: 9759379386 Website: www.uou.ac.in
23.	Final Approval Date by NSQC: 7 OCTOBER 2024	24. Validity Duration: 3 YEARS 25. Next Review Date-7 OCTOBER 2028

Section 2: Module Summary

NOS/s of Qualifications

(In exceptional cases these could be described as components)

Mandatory NOS/s:

Specify the training duration and assessment criteria at NOS/ Module level. For further details refer curriculum document.

Th.-Theory Pr.-Practical OJT- On-the-Job-Training Man.-Mandatory Rec.- Recommended Proj.- Project

S. No	NOS/Module Name	NOS /Module Code & Version (<i>if applicable</i>)	Core/ Non-Core	NCrF/NSQF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%) (<i>if applicable</i>)
1.	Introduction to Hospitality & Homestay Sector		Core	5	5	30	60	60	0	150	40	40	-	20	100	N/A
2.	Guest Handling and Housekeeping in Homestays		Core	5	5	30	60	60	0	150	40	40	-	20	100	N/A
3.	Promoting Local			5	3	9	21	60	0	90	70	-	-	30	100	N/A

	Culture and Tourism		Core													
4.	Homestay Administration		Core	5	5	20	40	90	0	150	40	40	-	20	100	N/A
5.	Employability Skills (Communication, ICT, Entrepreneurship)		Non-Core	5	2	24	36	0	0	60	35	10	-	05	50	N/A
Duration (in Hours) / Total Marks			-	-	20	113	217	270	-	600	225	130	-	95	450	

Elective NOS/s: N/A

Optional NOS/s: N/A

Assessment- Minimum Qualifying Percentage

Please specify **any one** of the following:

Minimum Pass Percentage – Aggregate at qualification level: 60 % (Every Trainee should score specified minimum aggregate passing percentage at qualification level to successfully clear the assessment.)

Minimum Pass Percentage- NOS/Module-wise: 50% (Every Trainee should score specified minimum passing percentage in each mandatory and selected elective NOS/Module to successfully clear the assessment.)

Section 3: Training Related

1.	Trainer's Qualification and experience in the relevant sector (in years) (as per NCVET guidelines)	- Postgraduate in Tourism/ Hotel/ Hospitality / QSR with 2 years' experience in the relevant industry. - Trainers must be certified under the NCVET-aligned Training of Trainers (ToT) Framework for Hospitality or Tourism sector.
2.	Master Trainer's Qualification and experience in the relevant sector (in years) (as per NCVET guidelines)	- Postgraduate in Tourism/ Hotel/ Hospitality / QSR with 4 years' experience in the relevant industry. - Trainers must be certified under the NCVET-aligned Training of Trainers (ToT) Framework for Hospitality or Tourism sector.
3.	Tools and Equipment Required for the Training	☒ Yes ☐ No (If "Yes", details to be provided in Annexure)

4.	In Case of Revised NOS, details of Any Upskilling Required for Trainer	NA
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Section 4: Assessment Related

1.	Assessor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)	- Postgraduate in Tourism/ Hotel/ Hospitality / QSR with 2 years' experience in the relevant industry. - Assessors must be certified under the NCVET Training of Assessors (ToA) framework.
2.	Proctor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines), (wherever applicable)	N/A
3.	Lead Assessor's/Proctor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)	- Postgraduate in Tourism/ Hotel/ Hospitality / QSR with 4 years' experience in the relevant industry. - Lead Assessor/ Proctor must be certified under the NCVET Training of Assessors (ToA) framework.
4.	Assessment Mode (Specify the assessment mode)	Blended
5.	Tools and Equipment Required for Assessment	☒ Same as for Training ☐ Yes ☐ No (details to be provided in Annexure-if it is different for Assessment)

Section 5: Evidence of the need for the Qualification

Provide Annexure/ Supporting documents name.

1	Government /Industry initiatives (Yes /No): Yes
2	Number of Industry Validation Provided: 31
3	Estimated number of people to be trained: 500
4	Evidence of Concurrence/ Consultation with Line /State Departments (In case of regulated sectors): (Yes /No): Yes , If "No", why: N/A

JUSTIFICATION FOR NEED OF QUALIFICATION-

ASSISTANT HOMESTAY MANAGER [NSQF LEVEL- 5]

1. Introduction

Tourism is a major economic driver for the state of Uttarakhand, contributing significantly to employment, rural development, and economic diversification. With the state's strategic push towards promoting **Destination Weddings** and **Rural Tourism**, there is an urgent need for a skilled workforce that can coordinate and manage multiple homestays effectively, especially in rural and semi-urban areas. The proposed job role of **Assistant Homestay Manager (NSQF Level 5)** addresses this growing skill requirement.

2. Current Scenario

The **Uttarakhand Tourism Policy 2023** emphasizes the promotion of **Destination Weddings** at culturally and naturally significant locations like **Triyuginarayan**, **Nakuchiyatal**, **Corbett-Ramnagar**, and **Rishikesh** (Uttarakhand Tourism Policy 2023, uttarakhandtourism.gov.in). Additionally, the government has announced new plans to finalize policies to develop Uttarakhand as a major wedding destination within a focused timeline (Times of India, 2024).

As per the state guidelines, properties with 1 to 6 rooms are classified as **Homestays**, and under the **Deendayal Upadhyaya Homestay Scheme**, financial assistance and capacity-building measures are being provided to local people to establish homestays (Euttaranchal.com).

Despite these initiatives, the Homestay sector faces critical challenges:

- Most homestays are **small, family-run enterprises** with **limited capacity**.
- **Individual event management** is **economically unviable** for single homestays.
- **Lack of trained personnel** who can **coordinate multiple homestays** for large group bookings or destination wedding events.
- **Absence of managerial skills** to liaise between homestays, vendors, and tourism departments effectively.

3. Skill Gap Identified

Based on field consultations and stakeholder inputs (Garhwal Mandal Vikas Nigam, District Tourism Officers, homestay operators), and supported by national policy and research reports, the following critical skill gaps have been identified:

Identified Skill Gap	Supporting Evidence
Lack of Homestay Cluster Coordination Skills	National Strategy for Promotion of Rural Homestays (2022) emphasizes need for "professional cluster management" (tourism.gov.in)
Lack of Event and Wedding Management Expertise	Uttarakhand's Destination Wedding promotion policy (Times of India, 2024)
Need for Sustainable and Responsible Tourism Practices	Deendayal Upadhyaya Homestay Scheme focus on eco-tourism and cultural conservation (Euttaranchal.com)
Limited Digital Marketing, Booking, and Guest Handling Skills	Motivation and Challenges of Homestay Owners in Uttarakhand (ResearchGate, 2023)

Poor Financial Planning and Vendor Management Skills	Home Stay Tourism in Uttarakhand: Opportunities & Challenges (ResearchGate, 2022)
Lack of Multi-Homestay Service Standardization	Reports on Uttarakhand's rural tourism suggest the need for training in uniform service delivery and customer satisfaction (Statesman, 2024)

4. Emerging Opportunities

The growing trend of middle-class destination weddings in affordable tier-2 cities like Rishikesh and Corbett (ThePrint, 2024) shows that homestay clusters will increasingly be tapped for large events. Without professional management, homestays risk being bypassed for better organized private resorts or hotel chains.

Additionally, National Education Policy (NEP) 2020 and National Credit Framework (NCrF) encourage creating modular, credit-based skill qualifications at multiple levels- and Assistant Homestay Manager at Level 5 fits well into this framework.

1. Justification for the Assistant Homestay Manager Qualification

Initially, we were supposed to formulate a Qualification Pack (QP) for the position of "Homestay Operator." However, an Expert Committee-cum-Validation Meeting, which included experts from Garhwal Mandal Vikas Nigam, district tourism officials who handle Homestay licenses, and local Homestay owners, recommended that there exists a need for a higher-order job position. They suggested that the Uttarakhand Government is also actively encouraging destination weddings in Triyuginarayan, Nakuchiyatal, Corbett-Ramnagar, Rishikesh, etc places. For these weddings, a lot of small Homestays must collaborate since a single Homestay contains only 1 to 6 rooms according to government policy.

Organizing activities independently from small Homestays is both costly and challenging. Therefore, a professional is needed to coordinate among multiple Homestays, organize events, manage guests, and ensure quality service. A Homestay Operator may not be adequate for this role. Instead, an Assistant Homestay Manager is required, who can efficiently oversee event organization, guest management, and coordination with vendors and tourism bureaus.

Also, there is a qualification "Homestay Host" (NSQF level 4.5) is already available in NQR. Therefore, developing yet another similar qualification for the same level would not be expected. Establishing the Assistant Homestay Manager at Level 5 bridges the gap by producing skilled practitioners who can enhance rural tourism, assist the local economy, and slow down the speed migration from the hilly areas of the state through better livelihood opportunities in their locality.

This position will contribute directly towards making Uttarakhand's local economy stronger and also towards the national objectives under NEP 2020 and Sustainable Development Goals such as SDG 8 (enhancing decent work) and SDG 12 (encouraging responsible production and tourism). Given, the above gaps and emerging opportunities, the creation of the Assistant Homestay Manager (Level 5) qualification is justified based on the following:

- Bridging the Coordination Gap: A manager will coordinate multiple small homestays for events, improving operational efficiency.
- Enabling Rural Entrepreneurs: Training locals for higher managerial responsibilities will curb migration and foster local employment.
- Strengthening Rural Tourism Infrastructure: Well-trained Homestay Managers will elevate service standards, attract more tourists, and boost rural income.
- Promoting Sustainable and Responsible Tourism: Managers can ensure compliance with sustainable tourism practices and responsible hospitality.
- Supporting Government Policies: Aligns with Uttarakhand Tourism Policy 2023, Rural Homestay Promotion Strategy 2022, and national initiatives for skill development.

Therefore, the proposed Assistant Homestay Manager (Level 5) qualification is essential to:

- Enhance the capacity of homestay clusters to host destination events,
- Improve service quality and coordination in rural tourism zones,
- Support employment generation and entrepreneurship,
- Enable reverse migration by offering dignified livelihood options,
- Align with national priorities under **NEP 2020, SDG 8 (Decent Work) and SDG 12 (Sustainable Tourism).**

There is a clear and urgent skill gap in Uttarakhand's tourism and rural development sectors for trained homestay managers who can deliver professional, cluster-based management of homestays, particularly for destination weddings and rural tourism promotion. The Assistant Homestay Manager (Level 5) qualification will meet this demand, support government policy goals, enhance rural economic resilience, and contribute to sustainable development in the state.

Detailed References / Policies related to Sustainable Homestay Operations in Uttarakhand-

- Department of Tourism, Government of Uttarakhand. (2023). Uttarakhand Tourism Policy 2023. Retrieved from https://uttarakhandtourism.gov.in/assets/media/UTDB_media_1738567470Uttarakhand_Tourism_Policy_2023.pdf
- Ministry of Tourism, Government of India. (2022). National Strategy for Promotion of Rural Homestays. Retrieved from <https://tourism.gov.in/sites/default/files/2024-05/National%20Strategy%20for%20Promotion%20of%20Rural%20Homestays%202022.pdf>
- Euttaranchal.com. (n.d.). Deendayal Upadhyaya Homestay Scheme, Uttarakhand. Retrieved from <https://www.euttaranchal.com/tourism/uttarakhand-homestay-scheme.php>
- Times of India. (2024, April 23). Policy to develop Uttarakhand as major wedding destination to be finalised in 4 weeks: CM. Retrieved from <https://timesofindia.indiatimes.com/city/dehradun/policy-to-develop-ukhand-as-major-wedding-destination-to-be-finalised-in-4-weeks-cm/articleshow/116446274.cms>

- The Statesman. (2024, March 29). Uttarakhand tourism gears up to hold wedding destinations in Himalayas. Retrieved from <https://www.thestatesman.com/india/ukhand-tourism-gears-up-to-hold-wedding-destinations-in-himalayas-1503286266.html>
- The Print. (2024, March 30). Tier-2 destination weddings are here: Middle class discovers Rishikesh, Khajuraho, Corbett. Retrieved from <https://theprint.in/ground-reports/tier-2-destination-weddings-are-here-middle-class-discovers-rishikesh-khajuraho-corbett/2571134/>
- Bhatt, A., & Sharma, S. (2023). Motivation and Challenges of Homestay Owners in Uttarakhand. ResearchGate. Retrieved from https://www.researchgate.net/publication/375310656_Motivation_and_Challenges_of_Homestay_Owners_in_Uttarakhand
- Rawat, M., & Pandey, A. (2022). Home Stay Tourism in Uttarakhand: Opportunities and Challenges. ResearchGate. Retrieved from https://www.researchgate.net/publication/354143118_Home_Stay_Tourism_In_Uttarakhand- Opportunities_Challenges
- Sharma, R. (2024). Analysis of Government Guidelines on Homestays for Rural Development. SSRN. Retrieved from <https://papers.ssrn.com/sol3/Delivery.cfm/4876092.pdf>

Section 6: Annexure & Supporting Documents Check List

Specify Annexure Name / Supporting document file name

S.N.	Annexure/Supporting Document file	Status
1	Annexure: NCrf/NSQF level justification based on NCrf level/NSQF descriptors <i>(Mandatory)</i>	Attached
2	Annexure: List of tools and equipment relevant for qualification <i>(Mandatory, except in case of online course)</i>	Attached
3	Annexure: Detailed Assessment Criteria <i>(Mandatory)</i>	Attached
4	Annexure: Assessment Strategy <i>(Mandatory)</i>	Attached
5	Annexure: Blended Learning <i>(Mandatory, in case selected Mode of delivery is “Blended Learning”)</i>	Attached
6	Annexure: Multiple Entry-Exit Details <i>(Mandatory, in case qualification has multiple Entry-Exit)</i>	Attached
7	Annexure: Training & Employment Details	Attached
8	Annexure: OJT Justification	Attached
9	Annexure: Acronym and Glossary <i>(Optional)</i>	Attached
10	Supporting Document: Model Curriculum <i>(Mandatory – Public view)</i>	Attached
11	Supporting Document: Career Progression <i>(Mandatory - Public view)</i>	Attached
12	Supporting Document: Occupational Map <i>(Mandatory)</i>	Attached
13	Supporting Document: Assessment SOP <i>(Mandatory)</i>	Attached
14	Any other document you wish to submit:	

Annexure 1: NCrf /NSQF Level Justification based on NCrf Level/NSQF Descriptors

NCrf/ NSQF Level Descriptors	Key Requirements of the Job Role/ Outcome of the Qualification	How the job role/ outcomes relate to the NCrf/NSQF level descriptor	NCrf / NSQF Level
Professional Theoretical Knowledge/Process	• Prepares individuals to manage homestay businesses efficiently. • Covers setting up operations and providing quality guest services. • Teaches skills in attracting tourists and organizing accommodations. • Includes guest entertainment and support services. • Focuses on financial management and legal/safety compliance. • Promotes sustainable and cultural tourism. • Emphasizes customer service excellence. • Covers the use of digital tools for operations. • Teaches conflict resolution and professional networking. • Equips candidates with skills for a successful homestay business.	• The ASSISTANT HOMESTAY MANAGER qualification aligns with NSQF Level 5 by developing professional knowledge, practical skills, and responsibility in managing homestay operations. It covers guest handling, marketing, financial management, legal compliance, and sustainable tourism. Learners apply industry best practices, use digital tools, and ensure high service standards. This level reflects structured decision-making, problem-solving, and responsibility for both personal and team performance, meeting the competencies required for Level 5. • Hence Level 5	5
Professional and Technical Skills/ Expertise/ Professional Knowledge	• Strong foundation in hospitality management and service delivery. • Understanding of homestay operations and guest handling. • Knowledge of marketing strategies and financial management. • Awareness of legal and regulatory requirements. • Training in sustainable tourism practices. • Use of technology for business efficiency. • Development of customer service and conflict resolution skills.	• The ASSISTANT HOMESTAY MANAGER qualification develops expertise in hospitality management, service delivery, and business operations. It covers guest handling, marketing, finance, legal compliance, and sustainable tourism. Learners gain skills in customer service, conflict resolution, networking, and technology use for efficiency. This ensures informed decisions, best practices, and high industry standards for professional success. • Hence Level 5	5

	• Enhancement of professional networking abilities. • Ability to make informed decisions and apply industry best practices. • Ensures high standards in homestay tourism for professional success.		
Employment Readiness & Entrepreneurship Skills & Mind-set/Professional Skill	• Develops expertise in hospitality management and service delivery. • Covers guest handling, marketing, finance, and legal compliance. • Focuses on sustainable tourism practices. • Enhances customer service, conflict resolution, and networking skills. • Utilizes technology for business efficiency. • Ensures informed decision-making and application of best practices. • Maintains high industry standards for professional success.	• The ASSISTANT HOMESTAY MANAGER qualification enhances Professional Skills by training individuals in guest handling, service management, marketing, and financial planning. It builds problem-solving, decision-making, and conflict resolution abilities for smooth operations. Covering regulatory compliance, sustainable tourism, and digital tools, it equips professionals to manage homestays efficiently while maintaining high service standards.	5
Broad Learning Outcomes/Core Skill	• Communication: Engaging with guests and marketing services. • Problem-Solving: Managing challenges effectively. • Teamwork: Collaborating with staff and local partners. • Digital Literacy: Handling online bookings, promotions, and financial management. • Efficiency: Ensuring high-quality homestay operations.	• Basic mathematical skills, understanding of social and political aspects, and ability to collect, organize, and communicate information effectively.	5
Responsibility	• Manages all tasks and coordinates with various stakeholders. • Works with tourists, travel agents, vendors, officials, workers, and volunteers. • Ensures smooth operations and effective role guidance. • Takes responsibility for own work and team performance.	• Responsible for own tasks and learning, while also overseeing and supporting the work and learning of others.	5

	Due to these responsibilities, the qualification is classified at Level 5.		
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Annexure 2: List of Tools and Equipment relevant for Qualification (Lab Set-Up)

List of Tools and Equipment

Batch Size: 60

S. No.	Tools / Equipment Name	Specification	Quantity for specified Batch size
1.	Guest Registration Logbook	Standard	As per required
2.	Reception Desk Setup	Standard	As per required
3.	Computer/Laptop/Mobile with Booking & Reservation Software	Standard	As per required
4.	Insurance Policy Samples	Standard	As per required
5.	Printed House Rules & Terms for Guests	Standard	As per required
6.	Gas stove / Induction cooktop	Standard	As per required
7.	Refrigerator	Standard	As per required
8.	Cookware (pans, pots, spatulas)	Standard	As per required
9.	Cutlery (knives, spoons, forks)	Standard	As per required
10.	Plates, bowls, and glasses	Standard	As per required
11.	Microwave	Standard	As per required
12.	Broom & mop	Standard	As per required
13.	Vacuum cleaner	Standard	As per required
14.	Garbage bins	Standard	As per required
15.	Disinfectant sprays	Standard	As per required
16.	Bed & mattress	Standard	As per required
17.	Pillows & blankets	Standard	As per required
18.	Bedsheets & covers	Standard	As per required
19.	Wardrobe / Storage space	Standard	As per required
20.	Towels & hand towels	Standard	As per required
21.	Soap & shampoo (Bathroom amenities)	Standard	As per required
22.	Toilet paper	Standard	As per required
23.	Hairdryer	Standard	As per required

24.	Seating arrangement (sofa/chairs)	Standard	As per required
25.	Television	Standard	As per required
26.	First aid kit	Standard	As per required
27.	Fire extinguisher	Standard	As per required
28.	Secure locks & keys	Standard	As per required
29.	Basic toiletries	Standard	As per required
30.	Sample Emergency contact information	Standard	As per required
31.	Warning signs	Standard	As per required
32.	Sample menu of food	Standard	As per required
33.	Laundry facilities (washing machine/ironing board)	Standard	As per required
34.	Sample Guest Feedback Forms	Standard	As per required

Classroom Aids

The aids required to conduct sessions in the classroom are:	Whiteboard and markers	Flip Chart	Duster
	Projector	Projector screen	Computer/ Laptop
	Training kit	Participant Handbook	Internet
	Connection		
	Audio-Visual Aids (speakers, microphone)	Seating Arrangement (desks & chairs for students)	

Guest house setup	Basic Setup: [i] Reception desk and signboard [ii] Guest registration forms and ID verification system [iii] Comfortable seating area (lobby/lounge) Guest Rooms: [i] Beds with clean linen and blankets [ii] Wardrobes and hangers [iii] Towels, toiletries, and basic amenities [iv] Room keys or access cards [v] Emergency evacuation plan posted in rooms [vii] Contact list of emergency services (hospital, police, fire department) Housekeeping and Hygiene: [i] Cleaning supplies (mops, detergents, disinfectants) [ii] Laundry equipment or service arrangement [iii] Waste bins and recycling units [iv] First aid kit in accessible areas Kitchen and Dining: [i] Cooking appliances (stove, microwave, refrigerator) [ii] Dining table and chairs [iii] Crockery, cutlery, and kitchen utensils [iv] Safe drinking water facility Safety and Security: [i] Fire extinguishers and smoke detectors [ii] CCTV cameras at entrance and common areas [iii] Emergency lights and backup power supply [iv] Guest safety information sheet [v] First aid kit Office and Training Material: [i] Computer or laptop with internet access [ii] Printer and stationery (registers, pens, notepads) [iii] Brochures on homestay rules, local tourism info [iv] Training manuals and feedback forms Other Essentials: [i] Local tourist maps and guidebooks [ii] Complaint and suggestion register
Computer Lab Setup/ virtual classroom	[i] High-performance PC or Laptop [ii] Projector or LED Display Screen [iii] Webcam, Mic, and Speakers [iv] Digital Writing Pad or Smart Board, LMS. etc.

Annexure 3: Detailed Assessment Criteria

Detailed assessment criteria for each NOS/ Module are as follows:

NOS/ Module Name	Assessment Criteria / Performance Criteria for Attaining Learning Outcomes	Theory Marks	Practical Marks	Project /Viva Marks	Total Marks	Minimum Passing (%)
Introduction to Hospitality & Homestay Sector	<i>Overview of Hospitality and Homestay Sector</i>	10	10	5		
	PC1. Define hospitality and describe its historical evolution.	-	-	-		
	PC2. Identify various sectors and classifications within the hospitality industry.	-	-	-		
	PC3. Explain the concept, characteristics, and importance of the homestay model.	-	-	-		
	PC4. Distinguish between homestays, hotels, resorts, and other accommodation types	-	-	-		
	<i>Role of Homestays in Sustainable Tourism</i>	10	10	5		
	PC5. Describe the role of homestays in promoting sustainable and community-based tourism.	-	-	-		
	PC6. Outline the economic and social benefits of homestays for local residents.	-	-	-		
	PC7. Describe how homestays contribute to preservation of culture and environment.	-	-	-		
	<i>Homestay Operator's Role and Service Expectations</i>	10	10	5		
	PC8. Identify the roles, duties, and essential skills of a homestay operator.	-	-	-		
	PC9. Analyze the expectations and service standards of domestic and international guests.	-	-	-		
	PC10. Explain customer service principles in the context of homestays.	-	-	-		
	<i>Marketing, Destinations & Industry Trends</i>	10	10	5		
	PC11. Explain the influence of digital marketing and online platforms on homestay promotion.	-	-	-		
	PC12. List major homestay destinations and success stories from different states of India.	-	-	-		

	PC13. Demonstrate awareness of industry trends, innovations, and future scope of the homestay sector.	-	-	-		
	Knowledge and Understanding (KU) KU1. Evolution and scope of the hospitality industry. KU2. Definitions and classifications in accommodation. KU3. Homestay operations and benefits. KU4. Role of sustainability and community tourism. KU5. Marketing channels and digital tools in tourism. Total Marks	Skills (S): S1. Identify key hospitality industry segments. S2. Differentiate between lodging types. S3. Use online platforms for listing and promotion. S4. Communicate the value of homestays.				
		40	40	20	100	50%
Guest Handling and Housekeeping in Homestays						
	Guest Arrival and Reception	10	10	5		
	PC1. Welcome guests courteously and complete check-in procedures.	-	-	-		
	PC2. Maintain guest records and ensure regulatory compliance.	-	-	-		
	PC3. Provide orientation on amenities and homestay rules.	-	-	-		
	Concierge and Guest Support Services	10	10	5		
	PC4. Assist guests with transportation and local information.	-	-	-		
	PC5. Handle guest concerns and feedback effectively.	-	-	-		
	PC6. Encourage guest participation in local activities.	-	-	-		
	PC7. Respond to emergencies or medical situations.	-	-	-		
	Housekeeping Operations and Hygiene	10	10	5		
	PC8. Maintain hygiene and cleanliness of all areas.	-	-	-		
	PC9. Ensure availability of supplies and toiletries.	-	-	-		
	PC10. Conduct room checks and manage laundry.	-	-	-		
	PC11. Prepare and serve local meals hygienically.	-	-	-		
	Guest Departure and Feed Back Process	10	10	5		
	PC12. Deliver personalized guest experiences.	-	-	-		
	PC13. Manage check-out, billing, and guest farewell.	-	-	-		
	PC14. Record feedback and suggest service improvements.	-	-	-		
	PC15. Maintain dress code and professional behavior.	-	-	-		
	Knowledge and Understanding (KU) K1. Standard operating procedures (SOPs) for guest handling. K2. Legal and safety regulations for guest registration.	Skills (S): S1. Handle guest communication and expectations. S2. Perform room inspections.				

	K3. Hygiene and housekeeping protocols. K4. Basic local cuisine and food safety. K5. Customer service standards in tourism.	S3. Assist with emergencies. S4. Follow professional etiquette. S5. Maintain guest satisfaction and retention.				
	Total Marks	40	40	20	100	50%
Promoting Local Culture and Tourism						
	<i>Understanding Local Culture and Heritage</i>	30	-	10		
	PC1. Explain the cultural heritage and traditions of Uttarakhand.	-	-	-		
	PC2. Promote local festivals, cuisine, art, and crafts.	-	-	-		
	PC3. Use storytelling to enhance guest engagement.	-	-	-		
	<i>Tourist Destinations and Experiences</i>	20		10		
	PC4. Identify major and lesser-known tourist destinations.	-	-	-		
	PC5. Guide guests on cultural and nature-based experiences.	-	-	-		
	PC6. Recommend seasonal and sustainable activities.	-	-	-		
	<i>Sustainable and Responsible Tourism</i>	20	-	10		
	PC7. Describe eco-tourism and responsible tourism practices.	-	-	-		
	PC8. Encourage guests to follow low-impact behaviors.	-	-	-		
	PC9. Demonstrate practices that preserve ecology and culture.	-	-	-		
	Knowledge and Understanding (KU) K1. Local cultural history, rituals, and cuisine. K2. Uttarakhand's major tourism circuits. K3. Responsible and community tourism frameworks. K4. Environmental and cultural preservation. K5. Guest engagement through local experiences.	Skills (S): S1. Plan cultural itineraries. S2. Communicate cultural values effectively. S3. Promote responsible tourism behavior. S4. Collaborate with local artists and vendors. S5. Build cultural tourism packages.				
	Total marks	70	-	30	100	50%
Homestay Administration	<i>Guest Booking and Records Management</i>	10	10	-		
	PC1. Manage bookings across multiple platforms.	-	-	-		
	PC2. Maintain accurate guest logs and reports.	-	-	-		
	PC3. Handle guest data securely.	-	-	-		
	<i>Staff and Schedule Management</i>	10	10	-		
	PC4. Schedule staff duties and leaves.	-	-	-		

	PC5. Track staff performance and training.	-	-	-		
	PC6. Review guest feedback and update services	-	-	-		
	<i>Inventory and Facility Management</i>	10	10	-		
	PC7. Monitor inventory and reorder as needed.	-	-	-		
	PC8. Conduct maintenance and cleanliness audits.	-	-	-		
	PC9. Address infrastructure and repair issues.	-	-	-		
	<i>Legal Compliance and Safety</i>	10	10	-		
	PC10. Ensure safety measures (locks, CCTV, etc.).	-	-	-		
	PC11. Maintain legal compliance records.	-	-	-		
	PC12. Coordinate with local authorities for licenses and taxes.	-	-	-		
	Knowledge and Understanding (KU)	Skills (S)				
	K1. Booking software and guest databases. K2. Data protection norms. K3. Inventory control and vendor management. K4. Legal requirements for homestay operations. K5. SOPs for facility inspections.	S1. Operate digital booking and CRM tools. S2. Maintain records and schedules. S3. Supervise basic facility functions. S4. Comply with government tourism norms. S5. Liaise with local service providers.				
	Total Marks	40	40	20	100	50%
Employability Skills (Communication, ICT, Entrepreneurship)	<i>Communication Skills</i>	15	-	-		
	PC1. Communicate effectively with guests and team.	-	-	-		
	PC2. Read/write professional messages and documents.	-	-	-		
	PC3. Listen actively in discussions and meetings.	-	-	-		
	<i>ICT and Digital Literacy</i>	10	10	-		
	PC8. Operate basic digital tools and smartphones.	-	-	-		
	PC9. Use MS Office/MS PowerPoint/ Excel tools and internet browsers.	-	-	-		
	PC10. Manage email, booking platforms, and cloud files.	-	-	-		
	PC11. Follow cybersecurity and digital hygiene practices.	-	-	-		
	<i>Entrepreneurship Skills</i>	10	-	-		
	PC12. Identify self-employment and tourism business ideas.	-	-	-		
	PC13. Create a basic business and marketing plan.	-	-	-		

	PC14. Estimate costs, revenues, and pricing.	-	-	-		
	PC15. Demonstrate innovation and customer-centric thinking.	-	-	-		
	PC16. Maintain service quality and review mechanisms.	-	-	-		
	Knowledge and Understanding (KU) K1. Workplace communication techniques. K2. Basics of ICT tools and usage. K3. Business planning and budgeting. K4. Digital marketing and customer acquisition. K5. Tourism quality standards and benchmarks.	Skills (S) S1. Write and speak professionally. S2. Navigate mobile and web-based platforms. S3. Draft basic entrepreneurial plans. S4. Build a social media presence. S5. Solve problems and manage operations.				
	Total Marks	35	10	5	50	50%
	Grand Total	225	130	95	450	

Assessment Plan Table (Brief) for ASSISTANT HOMESTAY MANAGER (Level 5)

Sr. No.	NOS / Module	Assessment Method	Theory Marks	Practical Marks	Viva / Project Marks	Total Marks	Minimum Passing (%)
1	Introduction to Hospitality & Homestay Sector	MCQ / Short Answer + Practical Demonstration + Viva	40	40	20	100	50%
2	Guest Handling and Housekeeping in Homestays	MCQ / Case Study + Practical Tasks + Viva	40	40	20	100	50%
3	Promoting Local Culture and Tourism of Uttarakhand	Short Answer + Role Play + Viva	70	0	30	100	50%
4	Homestay Administration	MCQ / Scenario-based Assessment + Practical + Viva	40	40	20	100	50%
5	Employability Skills (Communication, ICT, Entrepreneurship)	MCQ / Activity-based + Practical Tasks + Viva	35	10	5	50	50%
Total	-	-	225	130	95	450	

Details of Assessment Methods

Method	Description
MCQ (Multiple Choice Questions)	To assess theoretical knowledge about hospitality, administration, local culture, sustainability, etc.
Short Answers / Case Studies	For testing applied understanding and problem-solving.
Practical Tasks	Skill demonstration like guest check-in/out, room setup, event coordination, complaint handling, etc.
MCQ (Multiple Choice Questions)	To assess theoretical knowledge about hospitality, administration, local culture, sustainability, etc.
Viva-Voce (Oral Examination)	Interactive questioning to assess depth of understanding, decision-making ability, professionalism, etc.
Project / Role Play / Scenario Simulation	Activities like creating a tourism package, handling guest complaints, promoting cultural tourism, etc.

Assessment Guidelines

- **Theory Assessment: 1 mark per MCQ; 2–3 marks for short answer questions.**
- **Practical Assessment: Based on checklists and observation sheets.**
- **Viva/Role Play/Project: Based on rubrics like Communication, Professionalism, Problem-Solving, Guest Handling.**
- **Passing Criteria:**
 - ✓ **Minimum 60% marks aggregate across Theory + Practical + Viva combined.**
 - ✓ **Candidates must pass each NOS separately to qualify for the final certification.**

Annexure 4: Assessment Strategy

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

Mention the detailed assessment strategy in the provided template.

S. No.	Titles	Description
1	Assessment System Overview	- Batches assigned to the assessment agencies for conducting the assessment on 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
2.	Testing Environment:	- Check the Assessment location, date and time - If the batch size is more than 30, then there should be 2 Assessors. - Check that the allotted time to the candidates to complete Theory & Practical Assessment is correct.
3	Assessment Quality Assurance levels/Framework	- Question bank is created by the Subject Matter Experts (SME) are verified by the other SME - Questions are mapped to the specified assessment criteria - Assessor must be ToA certified & trainer must be ToT Certified
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
5	Method of verification or validation	Surprise visit to the assessment location
6	Method for assessment documentation, archiving, and access	Hard copies of the documents are stored
7	On the Job	- Each module, covering the job profile of a ASSISTANT HOMESTAY MANAGER, will be evaluated independently. - To successfully complete the On-the-Job Training (OJT), candidates must achieve a minimum score of 50% in each module. - The assessment tools will evaluate the candidate's skills and customer service etiquette, including the ability to understand and assess customer needs and effectively perform soft skills. The tools used include: ✓ Video recordings of trainees during OJT, ✓ Feedback/ performance appraisal received from industry supervisors.
8	Tools of Assessment that will be used for assessing whether the	Videos of Trainees during OJT

	candidate is having desired skills and etiquette of dealing with customers, understanding needs & requirements, assessing the customer and perform Soft Skills effectively	
9	Assessment of each Module will ensure that the candidate is able to	• Effective engagement with the customers • Understand the working of various tools and equipment

Sample Assessment for ASSISTANT HOMESTAY MANAGER (Level 5)

Assessment Component	Type of Questions	No. of Questions	Marks per Question	Total Marks	Time Allotted
Theory (Written)	Multiple Choice Questions (MCQ)	30	1	30	45 minutes
	Short Answer Questions	5	2	10	30 minutes
	Case Study/Scenario-based Questions	2	5	10	30 minutes
Practical	Hands-on Demonstrations (Guest Handling, Housekeeping, Administration tasks)	5 Tasks	8 Marks /Task	40	90 minutes
Viva-Voce	Oral Questions (Related to role plays, decision-making, tourism promotion)	5	4	20	30 minutes
Project Work	(e.g., Prepare a basic Marketing Plan for a Homestay)	1	15	15	2 days (submitted report)
Total				125	Approx. 3 hours + 2 days for Project

Assessment Rubrics (for Practical and Viva)

Parameter	Excellent (4 Marks)	Good (3 Marks)	Average (2 Marks)	Needs Improvement (1 Mark)
Guest Handling Skills	Very courteous, professional, and proactive	Courteous and manages most situations	Needs prompting, basic courtesy shown	Poor handling, unable to satisfy guest needs
Housekeeping Quality	Very neat, hygienic, follows all SOPs perfectly	Clean and organized with minor lapses	Acceptable but inconsistent in cleanliness	Poor standards, untidy, unhygienic
Communication Skills	Clear, professional, listens well, addresses queries effectively	Good but occasional communication gaps	Struggles to articulate or listen actively	Very poor, miscommunication, rude

Problem Solving	Quick, innovative, guest-focused solutions	Resolves issues but needs some help	Solves basic problems with guidance	Unable to resolve or mismanages issues
Professionalism and Grooming	Always properly dressed, maintains professional behavior	Mostly professionally presented	Irregular in grooming or behavior	Poor appearance or unprofessional attitude
Knowledge of Local Tourism	Excellent knowledge of destinations, culture, and promotions	Good awareness with few gaps	Basic knowledge, some confusion	No knowledge of local places, unable to guide guests
Digital Literacy (use of reservation tools, basic internet tools)	Very confident, uses tools accurately	Can use with minor errors	Needs support to operate tools	Cannot operate digital tools effectively

Final Consolidation -

Theory=	40 Marks
Practical=	40 Marks
Viva / Project=	20 Marks
Total=	100 Marks
Passing:	50% Minimum (50 Marks)

Annexure 5: Blended Learning

Blended Learning Estimated Ratio & Recommended Tools: The program will adopt a blended learning model with 30% online and 50% offline delivery, including digital modules, live lectures, and workshop-based practice.

Refer NCVET “Guidelines for Blended Learning for Vocational Education, Training & Skilling” available on:
<https://ncvet.gov.in/sites/default/files/Guidelines%20for%20Blended%20Learning%20for%20Vocational%20Education,%20Training%20&%20Skilling.pdf>

S. No.	Select the Components of the NOS	List Recommended Tools – for all Selected Components	Offline: Online Ratio
1	☒ Theory/ Lectures - Imparting theoretical and conceptual knowledge	Presentations/ Reference Material/ Audio / Video Modules	Hybrid
2	☒ Imparting Soft Skills, Life Skills and Employability Skills /Mentorship to Learners	Broadcasts / Mobile Learning/ Curated Digital content	Hybrid
3	☒ Showing Practical Demonstrations to the learners	E-Resource library / AR/ VR	Hybrid
4	☒ Imparting Practical Hands-on Skills/ Lab Work/ workshop/ shop floor training	Training tools / Video Play/ Presentations	Hybrid
5	☒ Tutorials/ Assignments/ Drill/ Practice	Online Question Bank/ Mobile Quick test app/ MCQ based tests	Hybrid
6	☒ Proctored Monitoring/ Assessment/ Evaluation/ Examinations	Assessment engine for Essays/ Up-loadable file examinations/ Mock test sessions	Hybrid
7	☒ On the Job Training (OJT)/ Project Work Internship/ Candidate Training	Online tests/ Offline assessments	Offline

Annexure 6: Multiple Entry-Exit Details:

(N/A)

Annexure 7: Training & Employment Details**Training and Employment Projections:**

Year	Total Candidates		Women		People with Disability	
	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities
2025-26	500	500	50	50	NA	NA
2026-27	600	600	60	60	NA	NA
2027-28	700	700	70	70	NA	NA

*Data to be provided year-wise for next 3 years***Training, Assessment, Certification, and Placement Data for previous versions of qualifications:**

Qualification Version	Year	Total Candidates				Women				People with Disability			
		Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed
NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

*Applicable for revised qualifications only, data to be provided year-wise for past 3 years.***List Schemes in which the previous version of Qualification was implemented: NA****Content availability for previous versions of qualifications: NA**
☐ Participant Handbook
 ☐ Facilitator Guide
 ☐ Digital Content
 ☐ Qualification Handbook
 ☐ Any Other:
Languages in which Content is available:

Supporting Documents: 01- Modal Curriculum

(Attached in Separate File)

Supporting Documents: 02- Career Progression**Career Progression Path for ASSISTANT HOMESTAY MANAGER (Level 5)**

Stage	Job Role	NSQF Level	Description
Entry	ASSISTANT HOMESTAY MANAGER	Level 5	Manages small to medium-size homestay operations independently, handling guest services, marketing, and administration.
Next Step 1	Homestay Manager	Level 5.5	Leads day-to-day homestay operations with focus on service excellence, guides junior staff, and implements local tourism initiatives for property growth.
Next Step 2	Homestay Cluster Manager / Area Supervisor	Level 6	Supervises multiple homestay properties across a region; coordinates owners, marketing, customer service, and operations support.
Next Step 3	Hospitality Operations Manager (Small Hotels/Resorts)	Level 6.5	Manages larger hospitality properties including hotels, resorts, or multiple homestay businesses; focuses on team management, financial control, compliance, and guest experience.
Next Step 4	Tourism Business Consultant / Entrepreneur (Homestay Network Owner)	Level 7	Starts and manages a network of homestays; consults for tourism projects; develops tourism experiences for rural development, community tourism, eco-tourism.
Next Step 5	Hospitality General Manager (Hotels, Chains, High-end Homestays)	Level 8	Oversees overall management, growth strategies, branding, and profitability of multi-property portfolios or larger hospitality organizations. May work with international tourism companies.

Academic Progression (for NCrF/NSQF Compliance)

Stage	Academic Pathway	Equivalent Qualification
After Certificate (Level 5)	Lateral Entry to Advanced Diploma in Hospitality Management	Level 6 (1 year)
After Advanced Diploma	Bachelor's Degree in Hospitality / Tourism / Rural Development	Level 7 (2–3 years)
After Bachelor's Degree	MBA/PG Diploma in Tourism & Hospitality Management	Level 8

Specializations/Openings Learners Can Also Explore

- Homestay Business Consultant
- Rural Tourism Promoter
- Guest Relations Manager
- Sustainability Manager (Eco-tourism Sector)

- Digital Marketing Executive (Hospitality focus)
- Community Tourism Project Manager (CSR Projects, NGOs)

Supporting Documents: 03- Occupational Map

Occupational Pathway for the Tourism & Hospitality Sector

NSQF Level	Job Role	Description
Level 3	Home Stay Operator / Guest House Caretaker	Manages a single small homestay or guesthouse, handles basic guest services, cleaning, and day-to-day operations.
Level 4	Home Stay Executive / Front Office Executive	Assists in operations of homestay units, guest check-in/out, manages bookings, customer service, and local coordination.
Level 5	Assistant Homestay Manager (<i>Proposed QP</i>)	Coordinates multiple homestays, plans and manages events (e.g. destination weddings), ensures service standards, vendor management, guest experience, and sustainable tourism practices.
Level 5.5/6	Homestay Manager/Homestay Cluster Coordinator / Tourism Operations Manager	Oversees a group of homestay managers, builds linkages with state tourism boards, manages operations across a region, responsible for training and quality assurance.
Level 7	Hospitality and Tourism Consultant / Destination Development Manager	Designs destination strategies, advises tourism boards or private companies, builds local tourism infrastructure, integrates homestay clusters with cultural/eco-tourism projects.
Level 8	Entrepreneur / General Manager – Hospitality Chain	Manages large hospitality businesses, owns or oversees multiple tourism-based ventures, consults with policy bodies, creates sustainable tourism models.

Horizontal Linkages (Alternate / Lateral Career Opportunities)

Sector / Function	Related Job Roles (NSQF Level)	Description
Event Management	Event Coordinator (L5)	Can shift to corporate or tourism-based event planning roles.
Rural Development	Community Tourism Facilitator (L5–6)	Works on government/NGO projects promoting rural tourism and livelihoods.
Travel & Tours	Tour Planner / Travel Consultant (L5–6)	Plans regional tours, liaises with homestay networks and local guides.
Entrepreneurship	Rural Tourism Entrepreneur (L6–7)	Can start their own homestay chain or travel startup.

Academic Progression (NCrF-Linked)

Qualification Type	Pathway	Equivalent Academic Level
Certificate	Assistant Homestay Manager (L5)	20 Credits under NCrF
Diploma	Diploma in Hospitality Management	Level 6
Degree	B.Voc / BA in Tourism and Hospitality	Level 7
PG Diploma	PGD in Tourism Management	Level 8
Masters	MBA in Tourism / Sustainable Development	Level 8–9

Supporting Documents: 04- Assessment SOP

Assessment Plan Table for ASSISTANT HOMESTAY MANAGER (Level 5)

S. No.	NOS / Module	Assessment Method	Credit	Theory Marks	Practical Marks	Viva / Project Marks	Total Marks	Minimum Passing (%)
1	Introduction to Hospitality & Homestay Sector	MCQ / Short Answer + Practical Demonstration + Viva	5	40	40	20	100	50%
2	Guest Handling and Housekeeping in Homestays	MCQ / Case Study + Practical Tasks + Viva	5	40	40	20	100	50%
3	Promoting Local Culture and Tourism of Uttarakhand	Short Answer + Role Play + Viva	3	70	0	30	100	50%
4	Homestay Administration	MCQ / Scenario-based Assessment + Practical + Viva	5	40	40	20	100	50%

5	Employability Skills (Communication, ICT, Entrepreneurship)	MCQ / Activity-based + Practical Tasks + Viva	2	35	10	5	50	50%
Total				225	130	95	450	-

Details of Assessment Methods

Method	Description
MCQ (Multiple Choice Questions)	To assess theoretical knowledge about hospitality, administration, local culture, sustainability, etc.
Short Answers / Case Studies	For testing applied understanding and problem-solving.
Practical Tasks	Skill demonstration like guest check-in/out, room setup, event coordination, complaint handling, etc.
Viva-Voce (Oral Examination)	Interactive questioning to assess depth of understanding, decision-making ability, professionalism, etc.
Project / Role Play / Scenario Simulation	Activities like creating a tourism package, handling guest complaints, promoting cultural tourism, etc.

Supporting Documents: 05- Industry Validations Summary*(Provide the summary information of all the industry validations in table. This is not required for OEM qualifications.)*

S. No	Organization Name	Representative Name	Designation	Contact Address	Contact No.	E-mail ID	LinkedIn Profile (if available)
1	District Tourism Department, Nainital	Mr. Atul Bhandari	District Tourism Development Officer	Mall Road, Nainital, Uttarakhand	7895737015	deputydirectortourismnainital@gmail.com	
2	The Fern Hill Side Resort	Mr. Bhasker Bhatt	Admin and Finance Manager	Juine State Bhimtal, Nainital, Uttarakhand	6396153150	fc.fr.bhimtal@fernhotels.com	
3	Ananta Group of Hotels	Mr. Hem Chandra Joshi	Corporate Training Manager	Ananta Hotel, Jaipur	9068886981	hemjoshi636@gmail.com	
4	Idyllic Haven Heritage	Mr. Kundan Singh Gusain	Manager	Jageshwar, Almora, Uttarakhand	9718445287	sundangusai66@gmail.com	
5	Indralok Homestay	Mrs.Nirmal Bisht	Owner	Jim Corbett Heritage Village, Kaladhungi, Nainital, Uttarakhand	9411199390	isbisht@corbettvillage.in	
6	The Trip pie Corbett Homestay	Mr. Prakash Belwal	Owner	Chhoti Haldwani, Kaladhungi, Nainital, Uttarakhand	7017894945	thetrippiecorbett@gmail.com	
7	Ittusaa and Owlet Homestay	Mr. Mohan Chandra Pandey	Owner	Kaladhungi, Nainital, Uttarakhand	9411324204	mp94.corbettvillage@gmail.com	
8	Eco Herryman's Homestay	Mr.Bhupendra Singh	Owner	Ramnagar, Nainital, Uttarakhand	8279369328	info@ecoharrymanshomestay.com	
9	Hiitel Blue Sapphire, countryside	Mr. Manoj Chandra Bachkheta	Area General Manager	Rampur Road, Haldwani, Uttarkhand	8393830655	m.bachkheta@gmail.com	
10	Tranquil Peaks Heritage Homestay	Mr. Sunder Singh	Owner	Hartola, Nainital	9410590980	sundersinghbora@gmail.com	

11	Aaram Homestay	Mr. Deepak Kumar	Owner	Kaladhungi, Nainital, Uttarakhand	8910508853	deepusharma802@gmail.com	
12	Eagle House Homestay	Mr. Mohan Chandra	Owner	Sanguri Gaon, Bhimtal, Nainital, UK	8433246141	pawansanwal55@gmail.com	
13	Sun Bird Homestay	Mr. Prakash Nainwal	Owner	Ward No.1 Kaladhungi, Nainital, Uttarakhand	9412943755	pnainwal11@gmail.com	
14	Tamanna Hotel	Mr. Rohit Almiya	Owner	Garur, Bageshwar	7351817777	almiyarohit@gmail.com	
15	Mahadeva Homestay	Mr. Umesh Chandra	Owner	Kanarkha, Padampuri, Nainital, Uttarakhand.	9997280198	mahadevahomestay@gmail.com	
16	Hotel Amardeep	Mr. Vijay Kumar Joshi	Manager Operations and Sales	Deval Chaud, Rampur Road, Haldwani, Uttarakhand	7500001002	vijay10joshi@gmail.com	
17	Fishing Owl Homestay	Mr. Satish Joshi	Owner	Kaladhungi, Nainital, Uttarakhand	7409990990	sjoshikid8@gmail.com	
18	Hawk Cottages and camps	Mr. Harshvardhan Shah	Owner	Pangot, Nainital	9897152502	shah.harshwardhan1@gmail.com	
19	The Treepi Corbett Homestay	Mr. Rakesh Belwal	Owner	Kaladhungi, Nainital, Uttarakhand	7017894945	thetreepicorbett@gmail.com	
20	Namah By Radisson Individual Nainital	Mr. Bishan Datt Pargaein	Manager	Mallital, Nainital	8826690134	bishan.datt1990@gmail.com	
21	Idyllic Haven Gaunap, Homestay	Mr. Pawan Singh Gusai	Manager	Binsar, Almora	6396709709	pawangusai01@gmail.com	
22	Monal Homestay	Mr. Indra Singh Bisht	Manager	Kaladhungi, Nainital, Uttarakhand	9012308933	indrasinghbisht@gmail.com	
23	Madhuvan Cottage	Mr. Dilwar Singh Bisht	Owner	Mukteshwar, Nainital	9410338617	madhuvancottages@gmail.com	
24	www.eesemt trip.com	Mr. Avinash Kumar Singh	Head Operations	Industrial Area, Sec12, Gurugram	9990545547	avinash.singh@emtarrivals.com	
25	Hotel Shivalaya Inn,	Mr. Anil Joshi	Manager	Haldwani, Nainital, Uttarakhand	7302641680	shivalayainn0210@gmail.com	

26	www.tripsonclicks.com	Mr. Chandra Prakash Singh	Product and Sales Manager	Greater Noida UP 201310	9911387655	cp.singh@tripsonclicks.com	
27	Pinewood Homestay	Mr. Mahesh Mr. Kumar Brijwasi	Owner	Bhimtal, Nainital, Uttarakhand	8273544463	Maheshbrijwasi121@gmail.com	
28	Skyline India Traveles Pvt.Ltd	Mr. Pradeep Kumar Rai	Managing Director	Varanasi, India	9837049566	pradeep.raai@skylines.co.in	
29	Lepassegetoindia.com	Mr. Dharmendra Tewari	Manager	Sec-6, Noida, UP, India	9718492126	dharam1984@live.in	
30	Project Management and Training	Mr. Chandranath Bose	Senior Training and Development Professional	Bally, Howrah, West Bengal, 711201	8630261897	cnbose@gmail.com	
31	Radisson Nainital (Manu Maharani, A Five Star Hotel)	Mr. Arshad Ali Abbasi	HR Manager	University Road , Mallital, Nainital, UK	9871217120	arshad.abbasi@radissonindividuals.com	

Annexure 8: Acronyms & Glossary

Acronym

Acronym	Description
AA	Assessment Agency
AB	Awarding Body
ISCO	International Standard Classification of Occupations
NCO	National Classification of Occupations
NCrF	National Credit Framework
NOS	National Occupational Standard(s)
NQR	National Qualification Register
NSQF	National Skills Qualifications Framework
OJT	On the Job Training

Glossary

Term	Description
National Occupational Standards (NOS)	NOS define the measurable performance outcomes required from an individual engaged in a particular task. They list down what an individual performing that task should know and also do.
Qualification	A formal outcome of an assessment and validation process which is obtained when a competent body determines that an individual has achieved learning outcomes to given standards
Qualification File	A Qualification File is a template designed to capture necessary information of a Qualification from the perspective of NSQF compliance. The Qualification File will be normally submitted by the awarding body for the qualification.
Sector	A grouping of professional activities on the basis of their main economic function, product, service or technology.
Long Term Training	Long-term skilling means any vocational training program undertaken for a year and above. https://ncvet.gov.in/sites/default/files/NCVET.pdf