

NSQF QUALIFICATION FILE

Approved in 26th NSQC Meeting – NCVET – 31st January 2023

CONTACT DETAILS OF THE BODY SUBMITTING THE QUALIFICATION FILE

Qualification Code:

QG-4.5-TH-00143-2023-V1-MSU

Name and address of submitting body:

Medhavi Skills University
Topakhani, Lower Chisopani
PO: Singtam Bazar, PS: Singtam
District: East Sikkim, Sikkim – 737134

Name and contact details of individual dealing with the submission

Name: Jassi Dimple

Position in the organisation: Vice-President and Dean - Academic Affairs

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List of documents submitted in support of the Qualifications File

1. National Occupational Standards
2. Curriculum
3. Validations from Industry
4. Report for Need for the Qualification – (Tourism Policy Sikkim - 2018)

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SUMMARY

1	Qualification Title	Rural Tourism Entrepreneur
2	Qualification Code, if any	MSU/HO/0201
3	NCO code and occupation	NCO-2015/1411, 5113.0200
4	Nature and purpose of the qualification (Please specify whether qualification is short term or long term)	This is a short-term qualification to meet the growing need for rural tourism operators in the country.
5	Body/bodies which will award the qualification	Medhavi Skills University, Sikkim
6	Body which will accredit providers to offer courses leading to the qualification	Medhavi Skills University, Sikkim
7	Whether accreditation/affiliation norms are already in place or not, if applicable (if yes, attach a copy)	Under Development
8	Occupation(s) to which the qualification gives access	Rural Tourism Entrepreneur
9	Job description of the occupation	This qualification is designed to provide theoretical knowledge and practical skills in rural tourism management such as offering homestay and guided tours to guests.
10	Licensing requirements	Nil
11	Statutory and Regulatory requirement of the relevant sector (documentary evidence to be provided)	Nil
12	Level of the qualification in the NSQF	Level 4.5
13	Anticipated volume of training/learning required to complete the qualification	540 Hours
14	Indicative list of training tools required to deliver this qualification	Included in the Curriculum
15	Entry requirements and/or recommendations and minimum age	12 th Standard Pass with 3 years of work experience Graduate (In any Discipline)

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16	Progression from the qualification (Please show Professional and academic progression)	Rural Tourism Village Leader, Hotel Manager, Hotel Owner	
17	Arrangements for the Recognition of Prior learning (RPL)	MSU will offer RPL certification based on the approved qualification and assessment criteria to existing job role holders in this field. Details provided in point no.22	
18	International comparability where known (research evidence to be provided)	TBD	
	Date of planned review of the qualification.	25-Jan-2025	
	Formal structure of the qualification		
	Mandatory components		
	Title of component and identification code/NOSs/Learning outcomes	Estimated size (learning hours)	Level
	1. MSU/HO/0201/001: Prepare for hosting the guests at rural homestay	90	4.5
	2. MSU/HO/0201/002: Host the guests in a rural homestay	120	4.5
	3. MSU/HO/0201/003: Initiate tour guide operations for rural tourism	90	4.5
	4. MSU/HO/0201/004: Perform rural tour guide activities	90	4.5
	5. MSU/HO/0201/005: Maintain security and privacy of guests in a rural tourism and hospitality establishment	30	4.5
	6. MSU/HO/8001/001: Maintain health and safety in a rural hospitality establishment	30	4.5
	7. MSU/HO/8002/001: Ensure environmental sustainability in hospitality operations	30	4.5
	8. DGT/VSQ/N0102: Employability Skills	60	4.5
	Sub Total (A)	540	
	Optional components		

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	Sub Total (B)		
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	<u>Total (A+B)</u>	540	
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SECTION 1 **ASSESSMENT**

21	Body/Bodies which will carry out assessment: Skills Mantra Edutech Consulting India Pvt. Ltd. A2PL
22	How will RPL assessment be managed and who will carry it out? MSU will offer RPL certification based on the approved qualification and assessment criteria to existing role-holders in this field. The enterprises already training in the sector will be affiliated as training providers, who will identify and counsel candidates eligible for RPL through industry tie-ups, mobilization camps and advertisements. Eligibility: Rural tourism practitioners who are more than 20 years old and have any one of the following: <ul style="list-style-type: none">● More than 3 years of relevant work experience.● 12th Standard Pass with more than 2 years of relevant work experience● Graduate with more than 1 year of relevant work experience The mobilized candidates can be counselled, and oriented about the standardized NSQF framework, and RPL concept as well as the learning outcomes and assessment criteria of the qualification. The RPL intervention for these candidates will be as follows: <ul style="list-style-type: none">● Training<ul style="list-style-type: none">○ Self-evaluation and gap analysis of the candidates○ 3-5 Day Mandatory Training - Instructor led with Field/Lab Visit○ 3-5 Day Optional Training - Need Based for Candidates who wish to learn specific areas identified as gaps during their self-evaluation○ Post Training Self-Evaluation after which the candidates can select the date of assessment, based on the time they need to further prepare themselves.● Assessment:<ul style="list-style-type: none">○ Practical: Third Party Assessor Organised by MSU to assess as per the assessment criteria. Methods used will be Observation of on-the-job work, Demonstration of Practical Skills and Viva Voce to check understanding

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	<ul style="list-style-type: none">○ Theory: Online or Offline, Proctored, Objective type test○ 20% Weightage will be given for Formative assessment marks received during training
23	<p>Describe the overall assessment strategy and specific arrangements which have been put in place to ensure that assessment is always valid, reliable and fair and show that these are in line with the requirements of the NSQF,</p> <p>The Assessment will check the retention of Practical and Theoretical Learning.</p> <p>In the Practical Assessment the emphasis will be on:</p> <ul style="list-style-type: none">● Observation of skills on the job● Practical demonstration of skills● And case-study/scenario-based viva-voce questions <p>The Theoretical assessment of knowledge required to carry out the Learning outcomes articulated in the qualification will be done through online/offline, proctored assessment papers that will carry:</p> <ul style="list-style-type: none">● Objective-type questions● Subjective questions● Case study/scenario-based questions <p>The Practical and Theoretical assessments will be developed by Subject Matter Experts (SME) available with the Assessment Agency as per the performance and assessment criteria mentioned in the Qualification.</p> <p>The assessment papers will be cross-checked for the various outcome-based parameters such as quality, time taken, precision, tools & equipment requirement etc. The assessment sets will then be reviewed by officials at Medhavi Skills University for consistency. The assessments will be designed to assess the maximum parts during the practical hands-on work. The technical limitations at the training centres will be taken care of in theory and viva.</p> <p>The assessment agencies are instructed to hire assessors with integrity, reliability and fairness. Each assessor shall sign a document with them assessment agency by which they commit themselves to comply with the rules of confidentiality and conflict of interest, independence from commercial and other interests that would compromise the impartiality of the assessments. The assessment agencies are instructed to ideally have assessors with minimum eligibility criteria as follows:</p> <ul style="list-style-type: none">● 5 years of industry experience● Educational qualification to be a level higher than that in the entry criteria of the qualification● Trained and Certified as a skills assessor by MSU/DGT/SSC

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	<p>An assessment guide will be provided to the assessment developer and assessor which provide guidance on:</p> <ul style="list-style-type: none">● Technology requirements● Candidate verification process● Attendance process● Instructions to be given to the candidates● Learning outcomes and Assessment criteria● Number of questions● Type of Questions● Difficulty level of the questions● Type of evidence of learning to be collected to back the results● Processing and protection of evidence● Viva guidance for uniformity and consistency across the batch● Proctoring guidance● Assessment duration● Evaluation criteria● Process for rationalizing results● Process of sharing results, etc.
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Please attach most relevant and recent documents giving further information about assessment and/or RPL.

Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

ASSESSMENT EVIDENCE

Complete a grid for each component as listed in “Formal structure of the qualification” in the Summary.

NOTE: this grid can be replaced by any part of the qualification documentation which shows the same information – i.e., Learning Outcomes to be assessed, assessment criteria and the means of assessment.

24. Assessment evidences

NOS Title	Learning Outcome	Performance Criteria
1. Prepare for hosting the guests at rural homestay	1.1 Register the rural homestay	1.1.1 identify the area or space in the house that can be shared with the guests
		1.1.2 Identify the type and category of establishment
		1.1.3 identify various state and local rules, regulations, and permissions to be taken to start a rural homestay
		1.1.4 survey the current trends and forecast for the profitability of the business
		1.1.5 make a list of homestay features and facilities required by guests such as wi-fi, local and international cuisine, privacy, parking space, television, etc.
		1.1.6 determine the pricing for the accommodation duly considering the pricing of nearby homestays, cost of offering a homestay, target population of guests, taxes, etc.
		1.1.7 get the necessary permissions and register the accommodation for homestay under rural tourism as per the government policy
		1.1.8 register the accommodation on the online platforms for the guests to view and book
		1.1.9 prepare for classification/reclassification inspection
	1.2 Furnish the hosting space	1.2.1 renovate the space like plastering, western toilets, whitewashing, etc., if required
		1.2.2 rooms should be well-proportioned as per guest accommodation
		1.2.3 ensure adequate ventilation and lighting in the rooms
		1.2.4 provide air -conditioning & heating depending on climatic conditions
		1.2.5 place clean and comfortable bedding in the rooms along with necessary items like dustbins, curtains, cabinets, etc.

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		1.2.6	make sure bathrooms have all the necessary amenities like running water, geyser, buckets, mugs, etc.
		1.2.7	place the necessary kitchen supplies and equipment in the guest kitchen like pots, plates, cups, potable water, dishwashing soap, etc
		1.2.8	furnish the living area with adequate furniture and other facilities
		1.2.9	ensure other facilities like electricity backup, wi-fi, CCTV at reception, laundry facility etc., if appropriate
		1.2.10	arrange for the property to be insured
		1.2.11	Install smoke detectors and fire extinguishers in the establishment
		1.2.12	ensure the house is presentable and comfortable for the guests
		1.2.13	prepare a home manual mentioning the house rules, amenities, and other general information
	1.3 Promote the establishment	1.3.1	select accessible modes of promotion
		1.3.2	register the accommodation with travel agents for guests to book
		1.3.3	co-ordinate with tour operators (online and offline), and relevant government institutions to promote the rural homestay
		1.3.4	prepare a description of the rural homestay along with the photographs, amenities, pricing (with breakup for accommodation, food, and others), available dates, unique selling proposition, etc.
	1.4 Handle online bookings	1.4.1	respond to online booking queries promptly
1.4.2		accept the bookings at the earliest as per the availability	
1.4.3		manage and update the calendar as per the guest bookings	
1.4.4		check for any special request from the guest well in advance	
2. Host the guests in a rural homestay	2.1 Assist guests before check-in	2.1.1	equip the guest with all the relevant information, including how to reach the accommodation, recommended items to carry/pack, etc.
		2.1.2	attend to guests' queries for any information related to the activities they can take up in the rural area and facilities in the homestay
		2.1.3	coordinate with the guests for check-in time
	2.2 Welcome the guests	2.2.1	greet and welcome the guests, personally, if possible

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		2.2.2 make the guests feel at home by incorporating a welcome note, welcome drink, aqua guard / RO / mineral water, etc.
		2.2.3 collect mandatory information and documents from the guests
		2.2.4 collect advance money from the guests if the booking is not pre-paid
		2.2.5 check-in the guests as per the procedure
		2.2.6 maintain a register (physical or electronic) for guest check-in and check-out records including passport details in case of foreign tourists.
		2.2.7 escort the guests to the room
		2.2.8 inform the guests about the usage of various appliances and equipment
		2.2.9 explain the home rules and rules of the village to the guest
		2.2.10 inform the guests of the menu card, if available, or other meal services available in the village
		2.2.11 show around the space including the kitchen and living area to the guests
	2.3 Assist guests during the stay	2.3.1 inform the guests of the local rural attractions and activities with maps and photographs, etc.
		2.3.2 interact with the guests periodically and ask if they need any help or suggestions
		2.3.3 ensure the rooms are cleaned on daily basis or as per guest request
		2.3.4 ensure availability of self or any help at all times during the stay of the guest
		2.3.5 refrain from intruding into the guest's privacy
		2.3.6 inform the guest about various day-to-day activities and other events happening in the local community
		2.3.7 make the guest comfortable and be mindful of their language barriers and cultural differences
		2.3.8 provide first aid and or other medical assistance, if needed
		2.3.9 co-ordinate with other rural tourism enterprises to offer the guests good and memorable experience of rural life
	2.4 Prepare and serve meals	2.4.1 suggest to the guests the local cuisine prepared at the premises and in other food joints in the village
		2.4.2 ensure some fresh, continental and/or traditional Indian breakfast is also part of the menu
		2.4.3 take orders from the guests well in advance
		2.4.4 ensure guests' tastes and preferences are considered while preparation of the meals

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		2.4.5	make sure the table is set up attractively and appropriately
		2.4.6	ensure cleanliness in the dining area at all times
		2.4.7	serve the meals as per standards
		2.4.8	provide good quality cutlery and crockery.
	2.5 Check-out the guests	2.5.1	confirm the date and time of departure of the guest
		2.5.2	prepare them as per the bill for the entire stay
		2.5.3	collect payment from the guests, if already not paid
		2.5.4	take guest's feedback regarding their stay
		2.5.5	ensure the guest's feedback is incorporated
	2.6 Manage Finances	2.6.1	monitor the homestay's cash flow through operations and cash out from spending
		2.6.2	analyse expense, revenue and profit effectively
		2.6.3	build a financing plan
		2.6.4	use professional accounting software to control your finances or manage them manually
3. Initiate tour guide operations for rural tourism	3.1 Prepare for tour guide operations	3.1.1	collect information on the type of tour to be conducted rural lifestyle, art and culture, ecotourism, adventure, religion, heritage, etc.
		3.1.2	obtain the tour plan with dates and duration from the agents and operators.
		3.1.3	select items and information that are relevant to include in the tour.
		3.1.4	obtain information on tourist or tour group's details like the number of elderly and babies, interests, requirements, special needs, names, contact numbers, emergency contacts, etc.
		3.1.5	coordinate with the tour operator for the meeting point and time.
		3.1.6	confirm the time required to complete the tour, accommodation, budget, dietary and access requirements with the appropriate authority.
		3.1.7	coordinate with travel agents/tour operators to schedule visits to homestays, local artisans, adventure guides, religious places, treks, etc.
		3.1.8	select the route and sequence of the tour to meet tour objectives.
		3.1.9	determine the pace at which information will be provided to tourists to enable a better understanding.
		3.1.10	prepare the narratives and commentary for the tour sites and the village art, history and culture.

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		3.1.11 ensure that the format, content, and style of presentations are engaging and appropriate.
	3.2 Engage with tourists	3.2.1 arrange the requisite equipment for each tour like GPS units, variometer, radios, etc.
		3.2.2 greet the tourists on arrival at the meeting point as per standards and local customs.
		3.2.3 build rapport with tourists through self-introduction and asking their names.
		3.2.4 assist tourists with transfers, and seating arrangements in buses, vans, etc., as required.
		3.2.5 inform the tourists about the itinerary.
		3.2.6 issue identification badges and/or safety devices, if applicable.
		3.2.7 ensure tourists carry water, medicine and other essentials required for a specific trip (e.g., sunscreen, mosquito repellent cream, covered shoes, hat, sunglasses, jackets, etc.)
		3.2.8 brief the tourists about the local rules and regulations, customs, etiquette, body language, appropriate dress code and weather conditions of the destination.
		3.2.9 provide the tourists with a schedule of events and calendars with the dates of various cultural shows, fairs, exhibitions and festivals, closing and opening hours of sites.
		3.2.10 guide the tourists through rural cultures like local traditions, cuisines, dance, music, festivals, architecture, customs, language, religion, rituals, etc. at the site.
		3.2.11 recognize the difficulties experienced by the tourists in adjusting to a new environment and the type of help that can be provided.
		3.2.12 handle tourists' complaints, if any, as per SOP.
		3.2.13 take photographs of the tourists during the tour
	3.3 Ensure tourist safety	3.3.1 inform the tourists about the various risks involved in the tour e.g., wind speed during hang-gliding, crevasses on the mountain trail, etc.
		3.3.2 inform the tourists regarding emergency procedures.
		3.3.3 describe the local facilities available to deal with risks and process to access them.
		3.3.4 explain the different safety measures to be taken for the highlighted risks.
		3.3.5 arrange for safety equipment that the tourists may require, like harness, life jacket, etc. for a trip.

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		3.3.6 inspect the safety equipment for proper functioning before providing them to the tourists.
		3.3.7 demonstrate the use of safety equipment to the tourists, if required.
		3.3.8 warn tourists of pick-pockets, snatching, theft, or any other criminal activities at a tour spot e. g. in crowded historical sites, religious places, local markets, etc.
		3.3.9 provide first aid instructions.
		3.3.10 handle health emergencies, if any.
		3.3.11 monitor tourists' activities to ensure compliance with establishment or tour regulations and safety practices.
	3.4 Prepare invoice and receive payment	3.4.1 coordinate with the tour operator on the cost if the tour is booked in advance.
		3.4.2 prepare an invoice for the trip.
		3.4.3 charge for various expenses for the tour e. g. tickets, fees, local conveyance, etc.
		3.4.4 complete all required tour records and customer information and keep them safe and secure.
		3.4.5 obtain and incorporate feedback from the tourists to rate the services offered.
4. Perform rural tour guide activities	4.1 Guide tourists on rural lifestyle tours	4.1.1 explain the day-to-day lifestyle, occupation, local art and culture, religion of the inhabitants and the heritage and history of the location.
		4.1.2 introduce the tourists to the villagers or localities to help mingle and interact with them for first-hand experience.
		4.1.3 encourage tourists to interact with villagers to understand village concerns.
		4.1.4 assist the tourists with translation or interpretation of the local language if required.
		4.1.5 make tourists aware of the environmental and social aspects of the region.
		4.1.6 visit shops that sell rural produce.
		4.1.7 organize local cultural events and shows.
		4.1.8 guide the tourists through various attractions in and around the location.
		4.1.9 arrange for rural activities like agriculture e. g., local crop cultivation, sowing or harvesting, and other attractions like horticulture, and fisheries for the tourists.
		4.1.10 brief the tourist on the various local cuisines available at the tourist spot.
		4.1.11 encourage tourists to explore various kinds of local cuisine.
		4.1.12 arrange for a sample food tasting for tourists to determine their preferences.

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		4.1.13 inform the tourists about the popular food items, their ingredients and health benefits.
		4.1.14 explain the heritage and history of the different cuisines.
4.2 Guide tourists on heritage, religious, and culture tours	4.2.1	check for entry restrictions, dress code, and prohibitions (e. g. photography, video shoot, mobile, etc.) closure at tour sites.
	4.2.2	guide through the important areas at sites like monuments, archaeological sites, monasteries, museums, forts, etc.
	4.2.3	explain the site’s history and rich heritage, ancient culture, festivals and fairs and stories, anecdotes for each building, paintings, artefacts, etc. and their significance.
	4.2.4	read and explain any inscriptions, if written in the local language.
	4.2.5	arrange for cultural programs or events organized at the site like light and sound shows, etc.
	4.2.6	offer any available video/audio presentation to the tourists to explain the significance of the place.
	4.2.7	brief the tourists about the other heritage sites in and around the destination and city and their links with the current site.
	4.2.8	assist the tourists in buying souvenirs or special mementoes from the site museum shop or shopping areas.
	4.2.9	explain the various religious festivals and faith-based activities at holy sites.
	4.2.10	inform the tourists about the offerings and vows that can be made at the site.
	4.2.11	brief the tourists about the prayer timings if they wish to be part of the prayer offerings.
	4.2.12	assist with the purchase of requirements for performing religious rituals and other faith-based activities.
	4.2.13	coordinate with priests and religious leaders at the holy site to interact with tourists for the rituals.
	4.2.14	brief tourists on pilgrim requirements, duties, and other pilgrim spots nearby.
4.3 Guide tourists to adventure, leisure and recreation tours	4.3.1	brief the tourists on the various eco-tour activities such as bird watching, photography, camping, star gazing, recycling, water reuse, energy efficiency, etc.
	4.3.2	inform tourists about the destination’s waterfalls, resorts, famous local cuisines, shopping, boating, etc.

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		4.3.3	brief the tourists on the various species and their habitat at the tourist spot.
		4.3.4	arrange for games, entertainment, adventure and sporting activities like tennis, swimming, etc. for interested tourists at the resort or hotel.
		4.3.5	conduct walking tours through various scenic locations.
	4.4 Guide tourists on wellness and medical tours	4.4.1	obtain the medical records of the tourists and the kind of wellness or medical treatment the tourist is visiting for.
		4.4.2	ensure tourists have appropriate accommodation as part of the wellness package.
		4.4.3	explain the various types of wellness activities and therapies such as yoga, Ayurveda, naturopathy, spa, Siddha, etc.
		4.4.4	brief on the origin, significance and benefits of each wellness activity.
		4.4.5	escort the tourists to the appropriate activity centres as per their needs such as weight loss, pain and stress relief, beauty treatment, and ageing.
		4.4.6	introduce the tourists to the wellness facilitators.
		4.4.7	check the accommodation and food arrangements are as per the requirement of the tourists.
5. Maintain security and privacy of guests in a rural tourism and hospitality establishment	5.1 Establish norms and systems to ensure the security and privacy of guests	5.1.1	Evaluate threats to guests' security and privacy within the hospitality establishment.
		5.1.2	Develop norms and systems to deal with the threats regarding guests' personal information and things, their security, their privacy, lost and found property, keys and door passes and disposal of confidential information or documents
		5.1.3	Train staff and vendors on the norms and systems to be followed with respect to guests' security and privacy
		5.1.4	Monitor staff performance with regard to security and privacy procedures
		5.1.5	Document the norms and systems and share them with guests and staff
	5.2 Address breaches or concerns with respect to guests' security and privacy	5.2.1	Identify the key people that must be contacted following breaches in guest security or privacy
		5.2.2	Identify actions which should be taken following breaches in guest security or privacy
		5.2.3	Identify specifics of the breach and guest concern as soon as it comes to light

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		5.2.4 Agree with the guest on the plan of action to deal with the breach or concern
		5.2.5 Take action to ensure the matter is resolved to the satisfaction of the guest
		5.2.6 Take measures to ensure the breach does not occur again
6. Maintain health and safety in a rural hospitality establishment	6.1 Maintain good health and hygiene	6.1.1 Maintain workplace cleanliness
		6.1.2 Maintain personal cleanliness and hygiene such as sanitizing hands at regular intervals and wearing a clean uniform.
		6.1.3 Ensure the team is adhering to good cleanliness and hygiene practices
		6.1.4 Ascertain cleaning of the crockery and other articles as per established standards.
		6.1.5 Monitor sanitization of all tools, equipment and machine touch-points at regular intervals.
		6.1.6 Ensure that the trashcans are cleared regularly following the cleanliness and maintenance schedule.
		6.1.7 Identify and address workplace hygiene hazards related to injury, food, air and infectious disease within the scope of your own role and report any unresolved hazards that may affect the health of self and others.
	6.2 Implement safety measures	6.2.1 Identify hazards and risks in a rural hospitality establishment to personnel and assets
		6.2.2 Implement measures to protect from physical hazards, electrical hazards, fire hazards, hazardous materials, and bio-hazards.
		6.2.3 Select, use and store personal protective equipment and clothing appropriate to the tasks
		6.2.4 Prepare and fix safety signs and symbols to prevent accidents
		6.2.5 Implement and adhere to safe manual handling techniques
		6.2.6 Implement and adhere to fatigue management techniques
		6.2.7 Monitor adherence to various safety measures to prevent accidents and damages
		6.2.8 Ensure safety procedures are followed while handling materials, tools, acids etc. and lifting or moving equipment and supplies.

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7. Ensure environmental sustainability in hospitality operations		6.2.9	Ensure the use of appropriate PPE (gloves, three layered masks, long gown, headwear, glasses, goggles, footwear, etc.) by self and others at all times.
		6.2.10	Organise and participate in fire drills and other safety-related workshops
	6.3 Respond to an emergency situation	6.3.1	Identify procedures for dealing with accidents, fires and emergencies, loss minimization, personnel and asset protection, communicating location and directions for emergency evacuation, etc.
		6.3.2	Follow emergency procedures as per workplace requirements.
		6.3.3	Use emergency equipment in accordance with manufacturers' specifications and workplace requirements.
		6.3.4	Assess the casualty and recognise the need for first aid response.
		6.3.5	Provide basic first aid.
		6.3.6	Seek assistance from emergency services.
		6.3.7	Accurately convey incident details to emergency services.
		6.3.8	Report details of the incident in line with appropriate workplace or site procedures.
	6.4 Implement effective waste management and recycling practices at the workplace	6.4.1	Identify and segregate recyclable, non-recyclable and hazardous waste at the workplace
		6.4.2	Segregate waste into different coloured dustbins
		6.4.3	Handle waste as per SOP
		6.4.4	Recycle waste wherever applicable
		6.4.5	Dispose of PPEs in a plastic bag, sealed and labelled as infectious waste
	7.1 Implement environmentally sustainable practices	7.1.1	Make environmental sustainability an integral part of product planning processes.
		7.1.2	Conduct evaluations before any decision to establish operation.
		7.1.3	Develop strategies that provide social and economic returns to communities.
		7.1.4	Proactively seek opportunities for new, innovative and more sustainable approaches to conducting operations.
		7.1.5	Evaluate and use technologies for environmental best practices.
7.1.6		Develop environmentally-friendly codes of practice for operation and customer use.	
7.2 Ensure effective waste management/recycling	7.2.1	Seek ways to minimize the wastage of materials, water, electricity, etc.	
	7.2.2	Identify materials which can be replaced by environment-friendly substitutes.	

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		7.2.3 Identify recyclable and non-recyclable, and hazardous waste generated
		7.2.4 Dispose of non-recyclable waste appropriately
		7.2.5 Follow processes specified for disposal of hazardous waste
		7.2.6 Ensure reuse and recycling of waste wherever applicable

Means of assessment 1	On-the-Job Observation, Demonstration and Viva for Practical Competencies Online.
Means of assessment 2 Add boxes as required.	Proctored Examination with Objective type and subjective type questions for Theoretical competencies
Pass/Fail 75% achievement for Practical will be considered Pass 55% marks for Theoretical will be considered Pass	

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SECTION 2

25. EVIDENCE OF LEVEL

OPTION A

Title/Name of qualification/component: Enter the title here number			Level: Add level
NSQF Domain	Outcomes of the Qualification/Component	How the outcomes relates to the NSQF level descriptors	NSQF Level
Process			
Professional knowledge			
Professional skill			
Core skill			
Responsibility			

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OPTION B

Title/Name of qualification/component: Rural Tourism Entrepreneur		Level: 4.5	
NSQF Domain	Outcomes of the Qualification/Component	How the outcomes relates to the NSQF level descriptors	NSQF Level
Process	<p>Well Developed Skills in a familiar context</p> <ul style="list-style-type: none"> determine the pricing for the accommodation duly considering the pricing of nearby homestays, cost of offering a homestay, target population of guests, taxes, etc. furnish the hosting space promote the establishment handle online bookings engage with tourists ensure tourist safety <p>Clear Choice of procedures in familiar context</p> <ul style="list-style-type: none"> select accessible modes of promotion. respond to telephonic, written and online booking queries promptly. check for any special request from the guest well in advance select the route and sequence of the tour to meet tour objectives. determine the pace at which information will be provided to tourists to enable a better understanding. prepare the narratives and commentary for the tour sites and the village art, history and culture. 	<p>This qualification trains the candidate to be fully responsible for rural tourism operations from the initiating the operations to getting tourists, organising for tourist facilities, information, entertainment and support. This involves well developed skill and at various stages a clear choice of procedures. However, all this is done in the familiar context of rural tourism only.</p> <p>Hence level is 4.5</p>	4.5

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	<ul style="list-style-type: none"> recognize the difficulties experienced by the tourists in adjusting to a new environment and the type of help that can be provided. 		
Professional knowledge	<p>Knowledge of facts in a field of work</p> <ul style="list-style-type: none"> legal and regulatory requirements for rural homestay hosting govt. schemes and concessions for rural homestays amenities and facilities in a guest room tools, equipment, and appliance used in the kitchen various travel agents and tour operators catering to rural homestay tourists and their registration and co-ordination procedures for homestay owners typical rural homestay brochures <p>Knowledge of processes in a field of work</p> <ul style="list-style-type: none"> guest profile analysis various survey methods for business start-ups in homestay business process to register the accommodation for rural homestay hosting procedure to list the accommodation on online platforms procedure to prepare home rules and manuals for guests handling procedure of online booking portals tour guide association's policies with respect to tour guides like UNWTO, WTTC, WFTGA, UFTAA, FEG, etc. code of guiding practice for licensed rural tourist guides standard tour guiding procedures types and operating procedures of guiding gadgets and equipment 	As evident from the knowledge criteria mentioned in the adjacent column, large cardamom cultivator and processor should have knowledge of facts, principles, processes and general concepts, in a field of work or study.	4.5

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	<ul style="list-style-type: none"> ● tour operator and travel agents' handling techniques ● formalities during the arrival and departure of tourists ● logistic management involved in the tour package <p>Knowledge of general concepts and principles in a field of work</p> <ul style="list-style-type: none"> ● the benefits and challenges of offering a rural homestay for the family and the rural community ● difference between rural and urban homestays ● pricing strategies for accommodation ● ways to make a home look attractive and presentable ● concept of lighting and ventilation in an area ● innovative ways to make rural homestays comfortable for tourist ● types of tour itineraries like rural lifestyle, art and culture, ecotourism, adventure, religion, heritage, etc. ● rural culture like local traditions, cuisines, dance, music, festivals, architecture, customs, language, religion, rituals, etc. at the site. 		
Professional Skill	<p>Cognitive skills</p> <ul style="list-style-type: none"> ● identify the area or space in the house that can be shared with the guests. ● identify the type and category of the establishment. ● identify various state and local rules, regulations, and permissions to be taken to start a rural homestay. ● survey the current trends and forecast for the profitability of the business. ● make a list of homestay features and facilities required by guests such as wi-fi, local and international cuisine, privacy, parking space, television, etc. 	A range of cognitive and practical skills required to accomplish tasks and solve problems by selecting and applying basic methods, tools, materials and information.	4.5

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- determine the pricing for the accommodation duly considering the pricing of nearby homestays, cost of offering a homestay, target population of guests, taxes, etc.

Practical and Problem Solving skills

- get the necessary permissions and register the accommodation for homestay under rural tourism as per the government policy.
- register the accommodation on online platforms for the guests to view and book.
- renovate the space like plastering, western toilets, whitewashing, etc., if required.
- rooms should be well-proportioned as per guest accommodation.
- ensure adequate ventilation and lighting in the rooms.
- provide air-conditioning & heating depending on climatic conditions.
- place clean and comfortable bedding in the rooms along with necessary items like dustbins, curtains, cabinets, etc.
- make sure bathrooms have all the necessary amenities like running water, geyser, buckets, mugs, etc.
- place the necessary kitchen supplies and equipment in the guest kitchen like pots, plates, cups, potable water, dishwashing soap, etc.
- furnish the living area with adequate furniture and other facilities.
- ensure other facilities like electricity backup, wi-fi, CCTV at reception, laundry facility etc., if appropriate.
- arrange for the property to be insured.
- check for any special request from the guest well in advance

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	<ul style="list-style-type: none"> ● select the route and sequence of the tour to meet tour objectives. ● determine the pace at which information will be provided to tourists to enable a better understanding. ● prepare the narratives and commentary for the tour sites and the village art, history and culture. ● recognize the difficulties experienced by the tourists in adjusting to a new environment and the type of help that can be provided. 		
Core Skill	<p>Mathematical skill</p> <ul style="list-style-type: none"> ● determine the pricing for the accommodation duly considering the pricing of nearby homestays, cost of offering a homestay, target population of guests, taxes, etc. ● use professional accounting software to control your finances or manage them manually. ● monitor the homestay's cash flow through operations and cash out from spending. ● analyse expense, revenue and profit effectively. ● build a financing plan. <p>Understanding of social political</p> <ul style="list-style-type: none"> ● determine the pace at which information will be provided to tourists to enable a better understanding. ● prepare the narratives and commentary for the tour sites and the village art, history and culture. ● recognize the difficulties experienced by the tourists in adjusting to a new environment and the type of help that can be provided. ● explain the home rules and rules of the village to the guest. 	Desired mathematical skill; understanding of social, political; and some skill of collecting and organising information, communication.	4.5

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	<ul style="list-style-type: none">● inform the guests of the menu card, if available, or other meal services available in the village● guide the tourists through rural culture like local traditions, cuisines, dance, music, festivals, architecture, customs, language, religion, rituals, etc. at the site.● recognize the difficulties experienced by the tourists in adjusting to a new environment and the type of help that can be provided.● handle tourists' complaints, if any, as per SOP.● communicate with the guests in a polite and professional manner● build effective yet impersonal relationship with guests <p>Collecting and organising information and communication</p> <ul style="list-style-type: none">● collect information on the type of tour to be conducted rural lifestyle, art and culture, ecotourism, adventure, religion, heritage, etc.● obtain the tour plan with dates and duration from the agents and operators.● select items and information that are relevant to include in the tour.● obtain information on tourist or tour group's details like the number of elderly and babies, interests, requirements, special needs, names, contact numbers, emergency contacts, etc.● obtain information about the local climate, terrain, risks and safety measures.● determine the pace at which information will be provided to tourists to enable a better understanding.● prepare the narratives and commentary for the tour sites and the village art, history and culture.		
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	<ul style="list-style-type: none">ensure that the format, content, and style of presentations are engaging and appropriate.		
Responsibility	The rural home stay owner/manager or tourist guide is responsible for the entire work and has to co-ordinate and work with a host of stakeholders such as tourists, travel agents, local shops/vendors, govt. officials, assistants/workers, volunteers, etc. and be responsible for their output and learning along with their own. Hence the level is 4.5	Responsibility for own work and learning and some responsibility for others' works and learning.	4.5

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SECTION 3

EVIDENCE OF NEED

26	What evidence is there that the qualification is needed? What is the estimated uptake of this qualification and what is the basis of this estimate?	
	Basis	In case of other Awarding Bodies (Institutes under Central Ministries and states departments)
	Need of the qualification	<p>Sikkim is wholly mountainous, of which a large portion is covered by snow-capped peaks, glaciers and alpine meadows. The weather ranges from a sub-tropical humid climate to temperate alpine and arctic. With a population of 6,10,577 in 2011, Sikkim is the least populous in India. Sikkim's population is still largely rural, and over 60 per cent of the population is directly or indirectly dependent on agriculture and allied sectors. It comprises many ethnic, linguistic and cultural groups, each characterized by their unique culture, customs and traditions that exhibit strong bonds with nature and the environment. The three main communities are Lepchas, Bhutias and Nepalis.</p> <p>Sikkim has been gaining popularity as an upcoming tourist destination. Tourism saw a big boost between 2010-17 with tourist arrival figures equalling and surpassing the State population. Today, tourism is fast evolving as one of the most important drivers of the State economy. The domestic tourist inflow increased from 552453 in 2011 to 13,75,854 in 2017 thereby showing an increase of approximately 15.75% per annum.</p> <p>With a flourishing tourism industry that was on the one hand more veering towards mass tourism, Sikkim also pioneered in creating an ecotourism pathway weaving in principles of strong community participation, as well as nature and cultural conservation on the other. Several ecotourism sites in different parts of the Kewzing, Yuksam, Dzongu and Pastanga were some of the first Community-Based Tourism (CBT) sites that evolved as a result and established themselves. The core component of these CBT initiatives was the village homestay, a new tourism product that ensured the spread of tourism benefits to local communities. Since then, the Government has taken several initiatives to support village tourism and ecotourism including the notification of the Sikkim Ecotourism Policy in 201 and the Sikkim Registration of Homestay Establishment Rules 2013 and more recently, the construction of 736 homestays (Hospitality Division, Department of Tourism, GoS) under the rural tourism programme funded by the XIII Finance Commission in different villages all over Sikkim.</p> <p>Religious tourism has been augmented with the construction of several unique and gigantic religious monuments, which include statues of Guru Padmasambhava in Samdruptse, the ChaarDhaam at Solophok, Namchi and Lord Buddha's statue at the Tathagatha Tsal in Rabong.</p> <p>Owing to its diversity of communities, Sikkim has several traditional religious festivals that attract tourists, notable amongst which are the Pang Lhabsol, Drukpa Tseshe, Tendong Lho Rum Faat, Dasain and Tyohar, Losoong, BhumChu, Saga Dawa and Sakewa. There are also several tourism-focused festivals held every year in different locations around the State. Among these, the Gangtok Winter Carnival which is organized to bolster tourism during the lean season is gaining fast popularity.</p> <p>The indirect employment generated by the industry is large and encompasses a broad section of the population ranging from construction to supplies and various services. Tourism has emerged very strongly as one of the key drivers of the State economy with the potential for generating long-term sustainable employment. A strong focus on the promotion of rural tourism to showcase Sikkim's vibrant and diverse culture shall serve to diversify tourists from the urban pockets and seek to spread benefits accrued from the sector to more people. At the same time, the opportunities and benefits of tourism shall contribute to the goal of a poverty-free state</p>

and provide enhanced opportunities for women and disadvantaged groups such as school dropouts and educated unemployed. More opportunities for rural people shall also curb rural-urban migration.

Challenges

- Challenges faced by the tourism industry are of establishment and maintenance of standards, coordination between departments, skill development, marketing, infrastructure planning and lack of institutional structures thereof to oversee these critical issues.

- Human resource planning and development to cater to the tourism sector are currently inadequate. Currently, there is little coherence between the various pieces of training being provided in the state and a significant mismatch between the skills that the trainees develop and the requirement of the sector. With 61% of the people currently employed in the tourism sector coming from outside of the state (Sikkim Human Development Report 2014), there is a lot of potential for generating employment for locals, should the right capacities and incentives be created.

- In the absence of a long-term vision for tourism in the state, this sector has developed in a largely unplanned manner and has veered inadvertently towards the promotion of mass tourism.

- The high-altitude areas of the State that are ecologically fragile are important habitats as well as crucial in terms of water security. Many of the State's ecologically fragile areas are subjected to a large inflow of tourists which has serious environmental concerns. Vehicular pollution, disturbance to wildlife, and garbage accumulation are some of the current major challenges brought about by tourism which need to be addressed.

- Moreover, a major challenge is bio-piracy. Instances of smuggling of seeds and other wild products by visitors in the garb of tourists have been reported in the past which led to violations of the National Biodiversity Act.

- Owing to its location and topography, connectivity has always remained a broad challenge for the State that has grappled with bad road conditions for many years. Tourists' feedback on their experience in Sikkim places bad road conditions foremost among their grievances.

- Poor communication through the internet and mobile connectivity is also an issue that has reflected negatively on Sikkim's tourism.

- Interpretation is a weak area that needs major improvement for enhancing the visitor experience.

- Capacities of local people have not been adequately strengthened to address the needs of the tourism sector. On the other hand, the willingness of local youths to be involved in this sector and the creation of an enabling environment for them is a challenge that needs to be addressed. While all tourism stakeholders strongly stress the need to generate local employment from tourism, the reality is that a large part of the tourism sector is currently run by people from outside the state, be it hotels, the transport sector or travel operators.

- Sikkim with its plethora of ethnic communities has tremendous potential for offering tourists a multidimensional cultural experience. At the heart of the rural experience are the homestays spread across the state which provides a glimpse into the village lifestyle and culture. But there is a growing concern that rapid development and modernization are slowly eroding these cultural treasures and tourism can play a major role in their conservation.

Solutions

Some of the solutions that the Sikkim Govt seeks to implement are:

- Certification of every group of tourism service providers such as tourist guides, porters, cooks, drivers, etc. shall be made mandatory through certified training programmes.

- Comprehensive analysis shall be undertaken by the department of the needs and gaps in terms of existing capacity-building programmes. This shall include revisiting the curriculum of the courses on tourism being

offered in the state by various institutes and actors to bring uniformity in curriculum content and to make these more relevant.

- Continuous certification process for tourist drivers shall be made mandatory, with phase-wise training of drivers conducted through capacity building institutes to enhance their capacities. Capable drivers also to be trained as tourist guides to enable them to provide enhanced services.
- Development of uniform and standardised training modules, and training manuals for all types of tourism service providers based on which certified capacity building programmes shall be regularly carried out covering all districts. All capacity-building institutes both in the Government and private sector shall conduct courses in conformity with this HRD Plan.
- Encourage more participation of women in the tourism sector by designing special training courses for them.
- Apprenticeship programmes for new trainees shall be created in collaboration with the travel industry as part of the HRD plan.
- Local cuisine and value-added food products shall be encouraged through hotels, restaurants and homestays. Documentation of local cuisine shall be undertaken by the department and training on local cuisine preparation shall be a part of capacity-building programmes.
- Capacity building and training for a wide range of tourism stakeholders (homestay operators/ village guides and cultural interpreters/ cooks /porters/ community-based organizations promoting tourism) using standard training modules shall be undertaken. Gender and marginalized sectors shall be targeted and included.
- Build the capacities of locals to become trained guides through experts to provide good and meaningful interpretation.
- Sikkim has a considerable gap in the availability of local products with sub-standard imported products dominating the market. The department shall identify local handicrafts and souvenirs for the tourism market and shall provide support by way of developing a product design and skills training.
- Capacity building/training programmes organised for staff working in the Tourism Department to gear them for meeting emerging opportunities and challenges. Staff shall be encouraged to take up higher studies in reputed tourism institutions.
- The Department has made constant efforts for building capacities of local stakeholders in the Tourism sector through regular training, such as for guides (trekking, birdwatching, mountaineering, rafting,) cooks, adventure tour operators etc. The establishments of the Institute of Hotel Management in Rumtek and the Indian Himalayan Centre for Adventure and Ecotourism in Chemchey have strongly contributed to these initiatives.
- In 2010, a Sikkim Tourism Mission- 2015 was released by the State Government, which emphasized the need for both, ecological and economic sustainability in tourism, through the promotion of quality tourism and enhanced participation of local stakeholders.
- By focusing on supporting and promoting nature and culture-based tourism that is spread throughout the year (including monsoons and winter periods) over recreational or leisure tourism, Sikkim can attract tourists that will spend more, appreciate the natural and cultural heritage of the state, and contribute more to the local economy all year round. This can come in the form of carefully planned and implemented itineraries that include hiking, trekking, mountain biking, nature walks, bird watching, rural homestays, organic farming holidays, cultural and religious interpretation, meditation, monastery and local festival tours. Such quality experiences will also ensure repeat visits.
- With the establishment of the Indian Himalayan Centre for Adventure & Ecotourism (IHCAE) at Chemchey, there is an excellent opportunity to develop high-class training and certification within the state. There is a need to have long-term comprehensive planning, high-quality infrastructure, encouragement of local stakeholders, improvement of

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	standards and training with strict regulation and aggressive marketing in adventure sports. <ul style="list-style-type: none"> The Tourism Department's project to create over 1500 homestays in villages across the state and the State's organic mission shall support the culture and rural-based tourism provided linkages are developed. <p>Source: Sikkim_Tourism_Policy_2018</p>
Industry Relevance	Validations from Govt and Private stakeholders attached, List included in attached Excel sheet
Usage of the qualification	The submitting body would submit the details of trained and placed data in the proposed qualification (If an existing qualification is being proposed for NSQF alignment) Information about the success of the qualification should be given (e.g., uptake figures, examples of use in recruitment and placement rates (if known) should be given. However, many of the bodies that do not have placement tracking mechanism established in place would provide necessary endorsements by the state/ministry stating that a tracking mechanism would be institutionalized and placement records shall be provided annually or later, depending on length of qualification.
Estimated uptake	The Submitting Body should submit the estimated uptake by reflecting the number of the takers for this qualification for at least two years from submission of the qualification
27	Recommendation from the concerned Line Ministry of the Government/Regulatory Body. To be supported by documentary evidences
	Validations Received from Tourism and Civil Aviation Department, Govt. of Sikkim
28	What steps were taken to ensure that the qualification(s) does (do) not duplicate already existing or planned qualifications in the NSQF? Give justification for presenting a duplicate qualification There is no existing qualification similar to “Rural Tourism Entrepreneur” in the NQR.

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29	<p>What arrangements are in place to monitor and review the qualification(s)? What data will be used and at what point will the qualification(s) be revised or updated? Specify the review process here.</p> <p>After 3 years the qualification will be reviewed. The process for the same will be as follows:</p> <ul style="list-style-type: none"> • Information will be sought from the industry members who have validated this qualification for any changes and new development in the field relevant to the qualification. • Other industry members will be approached for feedback on the qualification. • Feedback from training providers will also be sought. • The rationalised feedback will be incorporated with the help of Subject matter experts. • Validations will be sought from willing industry members and training providers. • The updated qualification will be resubmitted to NSQC for approval.
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Please attach most relevant and recent documents giving further information about any of the topics above.

Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

SECTION 4

EVIDENCE OF PROGRESSION

30	<p>What steps have been taken in the design of this or other qualifications to ensure that there is a clear path to other qualifications in this sector? <i>Show the career map here to reflect the clear progression</i></p> <pre> graph TD subgraph Level_3.5 [Level 3.5] HSE[Home Stay Executive] HE[Hospitality Executive] TE[Tourism Executive] end subgraph Level_4 [Level 4] RTG[Rural Tour Guide] ATG[Adventure Tour Guide] TO[Tour Operator] end subgraph Level_4.5 [Level 4.5] RTE[Rural Tourism Entrepreneur] RHM[Rural Home Stay Owner/Manager] TS[Tour Supervisor] end subgraph Level_5 [Level 5] RTL[Rural Tourism Village Leader] RTM[Rural Tour Manager] end HSE --> RTG HE --> ATG TE --> TO RTG --> RTE ATG --> RHM TO --> TS RTE --> RTL RHM --> RTL TS --> RTM </pre>
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