

NSDA Code 2020/TH/DGT/03745
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CONTACT DETAILS OF THE BODY SUBMITTING THE QUALIFICATION FILE

Directorate General of Training (DGT)
Government of India, Ministry of Skill Development and Entrepreneurship,
1st and 2nd Floor, CIRTES Building
Next to Pusa ITI, Pusa Campus
New Delhi – 110012.

Name and address of submitting body:

Directorate General of Training (DGT)
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1st and 2nd Floor, CIRTES Building
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Name and contact details of individual dealing with the submission

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List of documents submitted in support of the Qualifications File

1. Competency-based curriculum with following details:

Model Curriculum to be added which will include the following:

- a) Indicative list of tools/equipment to conduct the training: Enclosed with curriculum
- b) Trainers qualification: Indicated in the curriculum
- c) Lesson Plan: All DGT curricula are designed indicating specific practical to be carried out during training along with details of trade theory. Based on this the concerned instructor prepares the Lesson Plan and Demonstration Plan with support of IMPs developed by NIMI, DGT.

- d) Distribution of training duration into theory/practical/OJT component: Indicated in the curriculum.
- 2. Curriculum for Core Skill (Employability Skill).

NSQC Approved

• **SUMMARY**

1	Qualification Title	'FRONT OFFICE ASSISTANT '
2	Qualification Code, if any	DGT/1051
3	NCO code and occupation	4224.0100 - Receptionist (Hotel)/ Front Office Associate 4224.9900 - Hotel Receptionists, Other 4226.0100 - Reception Clerk/ Front Desk Executive/ Receptionist
4	Nature and purpose of the qualification (Please specify whether qualification is short term or long term)	Prepare skilled craftsmen to undertake the job roles of Front Office Assistant and will enable the trainees to perform various activities of front office desk, bell desk, telephones and business communication, to attend and look after various requirements of guests/patrons right from their arrival to their final departure, to ensure the functioning of various records, tariff cards, room position and locking system etc. It is long term qualification.
5	Body/bodies which will award the qualification	Directorate General of Training (DGT).
6	Body which will accredit providers to offer courses leading to the qualification	Directorate General of Training (DGT) accredits the Training providers (ITIs/ NSTIs/ MSTIs/ BTCs/ BTPs/ Industries/ Establishments).
7	Whether accreditation/affiliation norms are already in place or not , if applicable (if yes, attach a copy)	Yes. The accreditation/ affiliation norms and any amendments made from time to time are available on DGT web portal.
8	Occupation(s) to which the qualification gives access	<ul style="list-style-type: none"> • 4224.0100 - Receptionist (Hotel)/Front Office Associate • 4224.9900 - Hotel Receptionists, Other • 4226.0100 - Reception Clerk/Front Desk Executive/Receptionist
9	Job description of the occupation	Front Office Assistant will be able to perform various activities of front office desk, bell desk, telephones and business communication, to attend and look after various requirements of guests/patrons right from their arrival to their final departure, to ensure the functioning of various records,

		tariff cards, room position and locking system etc.		
10	Licensing requirements	NOT REQUIRED		
11	Statutory and Regulatory requirement of the relevant sector (documentary evidence to be provided)	NOT APPLICABLE		
12	Level of the qualification in the NSQF	Level - 4		
13	Anticipated volume of training/learning required to complete the qualification	Sl. No.	Course Element	Notional Training Hours
		1	Professional Skill (Trade Practical)	1200
		2	Professional Knowledge (Trade Theory)	240
		3	Employability Skills	160
			Total	1600
14	Indicative list of training tools required to deliver this qualification	As per Annexure-I of curriculum.		
15	Entry requirements and/or recommendations and minimum age	Passed 10 th Class Examination. Minimum age 14years as on first day of academic session		
16	Progression from the qualification (Please show Professional and academic progression)	An Individual can proceed for		
		Professional <ul style="list-style-type: none"> • Craftsman • Senior Craftsman • Supervisor • Manager • Entrepreneur 	Technical / Academic <div style="margin-left: 20px;"> <pre> graph TD A[Technical / Academic] --> B[ATS] A --> C[CITS] A --> D[Diploma/ Advance Diploma (Vocational)] </pre> </div>	
17	Arrangements for the Recognition of Prior learning (RPL)	<ul style="list-style-type: none"> • Yes (For more details refer “Guidelines for Private candidate” in DGT website MIS portal). 		
18	International comparability where known (research evidence to be provided)	---		
19	Date of planned review of the	5 Yrs from the Date of Approval		

	qualification.			
20	Formal structure of the qualification			
	Mandatory components			
	Title of component and identification code/NOSs/ Learning Outcomes	Estimated size (learning hours)		Level
		Skills	Knowledge	
TRADE SPECIFIC				
(i)	Develop personality and maintain team work as well as organizational hierarchy.	60	12	3
(ii)	Perform the activities of front desk, bell desk, telephones and business communication.	60	12	3
(iii)	Ensure the functioning of various records, tariff cards, room position and locking system.	60	12	4
(iv)	Handle techniques of computer and acquire knowledge of Windows operating system.	60	12	4
(v)	Create and save a document file in word processing application.	60	12	4
(vi)	Create an Excel worksheets compiling with data and charts presenting in a Power Point application.	60	12	4
(vii)	Input and manage data in MS-access interface.	60	12	4
(viii)	Ensure the concept of internet services, collect information and communicate through e-mail.	60	12	4
(ix)	Prepare up-to-date records of occupancy.	60	12	4

(x)	Keep personalized records and ensure services for identified guests.	60	12	4
(xi)	Compute guest registration process and maintain property management system.	90	18	4
(xii)	Express services through interpersonal communication skill.	90	18	4
(xiii)	Provide bell boy as needed by a guest and monitor CCTV.	60	12	4
(xiv)	Use up-selling and suggestive selling techniques to sell rooms and to promote other services of the hotel.	60	12	4
(xv)	Follow the post departure activities.	60	12	4
(xvi)	Performs cashiering tasks like bill / invoice settlement.	60	12	4
(xvii)	Maintain positive attitude for dealing with various guest conflict.	60	12	4
(xviii)	Prepare & analyse data of occupancy with briefing and debriefing checklist.	60	12	4
(xix)	Prepare Room Packages and Guest Feedbacks	60	12	4
CORE SKILL				
EMPLOYABILITY SKILLS				
(i)	Apply safe working practices.	-	20	4
(ii)	Comply with environment regulation and housekeeping.	-	20	3
(iii)	Interpret & use formal and technical communication.	-	20	4
(iv)	Apply the concept in productivity & quality management in day to day work to improve productivity & quality.	-	20	4
(v)	List and interpret various acts of labour welfare legislation.	-	20	3
(vi)	Explain energy conservation, global warming and pollution and contribute in day to day work by optimally using available resources.	-	20	3
(vii)	Explain personnel finance, entrepreneurship and manage/organize related task in day to day work for	-	20	3

	personal & societal growth.			
(viii)	Utilize basic computer applications and internet to take benefit of IT developments in the industry.	-	20	4
	Total	1600		-

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SECTION 1
ASSESSMENT

21	Body/Bodies which will carry out assessment: Controller of Examinations, DGT
22	How will RPL assessment be managed and who will carry it out? DGT will carry out the RPL assessment following the below mentioned eligibility criteria for Trainee: Applicants aspiring to appear as Private Candidates in the AITT under CTS for award of NTC, have been categorized based on their educational background and experience. Subsequently 'Private Candidates' may be admitted under one of the following categories. Category wise 'eligibility criteria' for appearing as 'Private Candidate' in AITT under CTS has been listed below: Category I: Ex-trainees (successful pass-outs) of ITI A. Ex-trainees of ITI who already possess NTC in one of the trades under CTS, are eligible for applying as Private candidate for an allied trade, provided he/ she fulfils all the conditions regarding educational qualification etc. prescribed for that allied trade. (Refer Annexure III for list of allied trades) B. In addition, the applicant should possess minimum of 1 year experience (as on date of submission of application) post the date of AITT result declaration in the desired allied trade in establishments implementing Apprenticeship Training Scheme (ATS)/ establishments registered under the Apprenticeship portal or registered MSMEs or Entities registered with any government/local authorities / shops covered under Factories Act 1948 and Shops and Establishments Act applicable for the concerned State. II. Category II: 'Ex-trainees (successful pass-outs) and current trainees under CoE scheme A. The applicant should have the minimum prescribed entry qualification and should fulfil eligibility criteria for the desired trade under CTS, in which he/she intends to appear for AITT as Private Candidate. Mapping of CoE trades, with that of regular CTS trades is provided in Annexure IV. CoE candidates must register as 'Private Candidate' under CTS in the relevant/mapped CTS trade only. B. There should be a minimum gap of 1 year between successful completions of CoE training i.e. from the date of result declaration to the date of submission of application for 'Private Candidate' certification. C. During this gap of 1 year, the candidate must have undergone Industry training or gained experience in desired trade in establishments implementing Apprenticeship Training Scheme (ATS)/ establishments registered under the Apprenticeship portal or registered MSMEs or Entities

	<p>registered with any government/local authorities / shops covered under Factories Act 1948 and Shops and Establishments Act applicable for the concerned State.</p> <p>Category III: SCVT Candidates (admitted till August 2018 session)</p> <p>A. No special provisions have been made for SCVT Trainees to enrol as 'Private Candidate'. Going forward, SCVT trainees have been granted equivalence vide G.S.R 186(E) dated 2nd March 2017 for undergoing apprenticeship training under the Apprentices Act 1961 to obtain 'NAC' (Refer Annexure V).</p> <p>B. Only for SCVT trainees admitted till August 2018 batch, provision has been made for obtaining NTC by appearing in AITT under 'Private Candidate'. Such trainees will continue to be governed by old guidelines for 'Private Candidate'.</p> <p>Category IV: Other Candidates (candidate not falling in any of the above 3 categories, including SCVT trainees enrolled from admission session 2019 onwards)</p> <p>A. The applicant should have the minimum prescribed entry qualification and should fulfil eligibility criteria for the relevant trade under CTS, in which he/she desires to appear for AITT as Private Candidate.</p> <p>B. Applicant should be minimum 21 years of age on the date of submission of application. There is no upper age limit.</p> <p>C. The applicant should possess minimum of 3 years' experience (on the date of submission of application) in the relevant trade in establishments implementing Apprenticeship Training Scheme (ATS)/ establishments registered under the Apprenticeship portal or registered MSMEs or Entities registered with any government/local authorities / shops covered under Factories Act 1948 and Shops and Establishments Act applicable for the concerned State.</p> <p>For updated information please refer to DGT web portal.</p>
<p>23</p>	<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>(1) Assessment process: The assessment for the qualification is carried out by conducting formative assessments, and end of year examinations (Summative). The formative assessments in respect of each Learning Outcome for practical and related theory are conducted by the concerned instructors for evaluating the knowledge and skill acquired by trainees and the behavioural</p>

transformation of the trainees. This formative assessment is primarily carried out by collecting evidence of competence gained by the trainees by evaluating them at work based on assessment criteria, asking questions and initiating formative discussions to assess understanding and by evaluating records and reports. Summative assessment is carried out by All India Trade Test on Trade Theory, Trade practical and Employability Skills. The question papers for the theory Examinations contain objective type questions.

The marking pattern and distribution of marks for the qualification are as under:

Sl. No.	Type of assessment	Subject for the trade test	Marks
1	Summative Assessment	Practical	250
2		Trade Theory	100
5		Employability Skills	50
6	Formative assessment based on Learning Outcomes		200
TOTAL:			600

(2) Minimum pass marks:

The minimum pass percent for Trade Practical and Formative assessment is 60% & for all other subjects is 33%. There will be no Grace marks.

Testing and certifications for the course:

Controller of examinations, DGT carries out the assessment and issues National Trade Certificate (NTC) following the norms and guidelines issued by the Directorate from time to time.

Overall assessment strategy:

Assessment of the qualification evaluates trainees to show that they can integrate knowledge, skills and values for carrying out relevant tasks as per

the defined learning outcomes and assessment criteria. The trainees may choose the preferred language for assessment. The underlying principle of assessment is fairness and transparency. While assessing the trainee, assessor is directed to assess as per the defined assessment criteria against the learning outcomes. The evidence of the competence acquired by the trainees can be obtained by conducting theory and practical examinations, observing the trainees at work, asking questions and initiating discussions to assess, understand and evaluate records and reports. The ultimate objective of the assessment is to assess the candidates as per the defined assessment criteria for the learning outcomes.

Specific Arrangements for assessment:

- Assessment is outcome-based.
- There are formative and summative assessments in Theory and Practical.
- Assessment is carried out in Trade theory, Trade Practical and Employability Skills.
- While Trade Theory and Trade Practical are used for assessing Trade-related jobs and Employability skills is used to test the communication, professional language, leadership, entrepreneurship and team-work abilities of the trainee.
- In addition to demonstration of theory and practical knowledge, trainees get a chance to present total personality.

Quality assurance activities:

Question papers are set by external paper setters / software generated.
 Evaluation of Theory Examinations in Trade and Employability Skill is done by third-party agency.
 Trade Practical is examined by External Examiner.

24. Assessment evidences

Title of Component: Formative Assessment Breakup

(on half yearly average of the learning assessment covered)

Means of assessment		
Assessment will be evidence based comprising the following for each Learning Outcome:		
Serial No.	Terminal Competency	Maximum Weightage (%)
1	Safety consciousness	15

NSQF QUALIFICATION FILEApproved in 24th NSQC, dated: 27th Feb, 2020*Front Office Assistant*

2	Workplace hygiene	5
3	Attendance/ Punctuality	10
4	Ability to follow Manuals/ Written instructions	5
5	Application of Knowledge	10
6	Skills to handle tools / equipment/ Instruments/ Devices	10
7	Economical use of materials	5
8	Working Strategy	10
9	Quality in workmanship/ Performance	15
10	VIVA	15
	Total Maximum Weightage (%)	100

Pass/Fail

The minimum pass percentage is 60% marks for formative assessment.

LEARNING OUTCOME WITH ASSESSMENT CRITERIA:

LEARNING OUTCOME (TRADE SPECIFIC)	
LEARNING OUTCOME	ASSESSMENT CRITERIA
FIRST YEAR	
1. Develop personality and maintain team work as well as organizational hierarchy.	Manage co-ordination of departments.
	Maintain hierarchy of front office department.
	Hotel-role play.
	Develop personality, communication skill and team work
	Analyze conflict and manage ethical issues.
2. Perform the activities of front desk, bell desk, telephones and business communication.	Communicate with good manners and behaviour over telephone.
	Perform oral and written business communication.
	Greet clients and set a positive office atmosphere
	Maintain update information about tourist places.
	Perform pre-registration and registration duties for incoming guests.
3. Ensure the functioning of various records, tariff cards, room position and locking system.	Provide information about available rooms.
	Inform the rates of rooms, tariff card and rules and regulations.
	Communicate reservation enquiry over telephone and e-mail.
	Make room reservations and track room status.
	Maintain keys and lock system.
4. Handle techniques of computer and acquire knowledge of Windows operating system.	Ensure to operate computer.
	Identify the input and output devices.
	Maintain file management in Windows operating system.
	Manipulate files and folders.
5. Create and save a document file in word processing application.	Explore to work in word processor (MS-Word)
	Create and design guest details / enquiry forms.
	Create bill / leaflets / brochures in document file.
	Design greetings card inserting images.
	Prepare mail-merged document using back-up or new address database.
	Edit document using shortcut keyboard option.
6. Create an Excel	Input experimental data into Microsoft Excel.

	<p>Perform calculations in Microsoft Excel using both manually and inputting formulas.</p> <p>Generate simple and effective tables and graphs to describe experimental data.</p> <p>Prepare five slides in a power point presentation file.</p> <p>Apply the Banded Design theme to all slides.</p> <p>Animate the text object on Slide with a Float in entrance and exit effect by clicking / automatically.</p> <p>Save presentation as slide show.</p>
7. Input and manage data in MS-access interface.	<p>Prepare a hotel data base system of "Hotel Room Listings" containing Guests, Room types and Reports with fields of ID, First & Last Name, Address, e-mail ID, Phone/mobile, occupation, Room No., check-in, check-out, Amount paid.</p>
8. Ensure the concept of internet services, collect information and communicate through e-mail.	<p>Ensure internet service provider and set internet connectivity.</p> <p>Find information online through search engine.</p> <p>Create an e-mail account through web browser.</p> <p>Correspond documents through e-mail.</p> <p>Use internet to do every day task – purchase, bill payment, booking reservation, locations, distance, global positioning, etc</p> <p>Follow-up registered or unregistered guest for booking.</p>
9. Prepare up-to-date records of occupancy.	<p>Prepare arrival and departure list.</p> <p>Prepare room availability chart.</p> <p>Prepare reserved chart.</p>
10. Keep personalized records and ensure services for identified guests.	<p>Prepare guest folio for :</p> <ul style="list-style-type: none"> • walk-in guest • VIP guest • Group or crew • Corporate guest
11. Compute guest registration process and maintain property management system.	<p>Prepare guest registration card.</p> <p>Solve common reservation problem.</p> <p>Ensure property management system.</p>
12. Express services through interpersonal communication skill.	<p>Ensure services with interpersonal communication skill.</p> <p>Provide exchange of currency.</p> <p>Follow the room changing procedure.</p>

	Demonstrate the behavioural technique to manage guest complaint.
13. Provide bell boy as needed by a guest and monitor CCTV.	Perform the duties of bell boy. Monitor CCTV and observe back up footage in critical situation.
14. Use up-selling and suggestive selling techniques to sell rooms and to promote other services of the hotel.	Ensure the sales technique to include additional requirements Ensure the sales techniques to increase the revenues of the business. Demonstrate the tactics to promote offer for selling higher rate of accommodation. Practice on handling messages, mail and Parcels for the Guest
15. Follow the post departure activities.	Demonstrate the behavior to maintain guest departure & post departure activities
16. Performs cashiering tasks like bill / invoice settlement.	Perform start-of-shift activities. Perform handling of cash transactions. Perform Non-cash transaction. Perform bucket check.
17. Maintain positive attitude for dealing with various guest conflict.	Satisfy the different needs of guests. Serve the customer well in conflict situation. Ensure the evident in the way that to handle problem. Handle the situation very calmly during unfair events. Manage the accidental and emergency situations.
18. Prepare & analyse data of occupancy with briefing and debriefing checklist.	Ensure the Night-Audit for forecasting the previous sales and inventory. Perform correct computation of figures. Prepare and analyze reservations, confirmations, recording and filing the status of the guest. Brief and debrief checklist.
19. Prepare Room Packages and Guest Feedbacks.	Use paging system for the most complete and reliable solution to improve your business efficiency. Prepare room packages and guest feed backs. Observe the rules and regulations regards to checking in and checking out.

LEARNING OUTCOME (CORE SKILL)	
LEARNING OUTCOME	ASSESSMENT CRITERIA
EMPLOYABILITY SKILLS	
1. Apply safe working practices.	Follow and maintain procedures to achieve a safe working environment in line with occupational health and safety regulations and requirements and according to site policy.
	Recognize and report all unsafe situations according to site policy.
	Identify and take necessary precautions on fire and safety hazards and report according to site policy and procedures.
	Identify, handle and store / dispose off dangerous goods and substances according to site policy and procedures following safety regulations and requirements.
	Identify and observe site policies and procedures in regard to illness or accident.
	Identify safety alarms accurately.
	Report supervisor/ Competent of authority in the event of accident or sickness of any staff and record accident details correctly according to site accident/injury procedures.
	Identify and observe site evacuation procedures according to site policy.
	Identify Personal Protective Equipment (PPE) and use the same as per related working environment.
	Identify basic first aid and use them under different circumstances.
	Identify different fire extinguisher and use the same as per requirement.
2. Comply with environment regulation and housekeeping.	Identify environmental pollution & contribute to the avoidance of instances of environmental pollution.
	Deploy environmental protection legislation & regulations
	Take opportunities to use energy and materials in an environmentally friendly manner.
	Avoid waste and dispose waste as per procedure
	Recognize different components of 5S and apply the same in the working environment.
3. Interpret & use formal and technical communication.	Obtain sources of information and recognize information.
	Use and draw up technical drawings and documents.
	Use documents and technical regulations and occupationally

	related provisions.
	Conduct appropriate and target oriented discussions with higher authority and within the team.
	Present facts and circumstances, possible solutions & use English special terminology.
	Resolve disputes within the team.
	Conduct written communication.
4. Apply the concept in productivity & quality management in day to day work to improve productivity & quality.	Explain the concept of productivity and apply during execution of job.
	Explain the concept of quality tools and apply during execution of job.
5. List and interpret various acts of labour welfare legislation.	Explain basic concept of labour welfare legislation, adhere to responsibilities and remain sensitive towards such laws.
	Knows benefits guaranteed under various acts.
6. Explain energy conservation, global warming and pollution and contribute in day to day work by optimally using available resources.	Explain the concept of energy conservation, global warming, pollution and utilize the available resources optimally & remain sensitive to avoid environment pollution.
	Explain standard procedure for disposal of waste.
7. Explain personnel finance, entrepreneurship and manage/organize related task in day to day work for personal & societal growth.	Explain personnel finance and entrepreneurship.
	Explain role of various schemes and institutes for self-employment i.e. DIC, SIDA, SISI, NSIC, SIDO, Idea for financing/ non-financing support agencies to familiarize with the policies/ programmes, procedure & the available scheme.
	Prepare a report to become an entrepreneur for submission to financial institutions.
8. Utilize basic computer applications and internet to take benefit of IT developments in the industry.	Explain the basic hardware of personal computer.
	Use common application software viz., word, excel, power point etc., in day to day work.
	Awareness about useful internet websites, search relevant information pertaining to the assigned tasks.

SECTION 2

25. EVIDENCE OF LEVEL

OPTION A

Title/Name of qualification/component: Front Office Assistant			Level: 4
NSQF Domain	Outcomes of the Qualification/Component	How the outcomes relates to the NSQF level descriptors	NSQF Level
Process	<p>Familiar, Predictable, Routine Situation of Clear Choice</p> <ul style="list-style-type: none"> • Perform the activities of front desk, bell desk, telephones and business communication. • Ensure the functioning of various records, tariff cards, room position and locking system. • Compute guest registration process and maintain property management system. • Follow the post departure activities. • Perform cashiering tasks like bill / invoice settlement. • Use up-selling and suggestive selling techniques to sell rooms and to promote other services of the hotel. • Prepare up-to-date records of occupancy. 	<p>In the learning outcomes for example ‘Perform the activities of front desk, bell desk, telephones and business communication’, ‘Perform cashiering tasks like bill / invoice settlement’ etc., the learner will be required to choose appropriate tools, equipments, procedures as per the requirement of the job. The work will however be done within a familiar, predictable and routine range of situations.</p> <p>Thus the learner requires to demonstrate the ability to work in familiar, predictable, routine, situation of clear choice as evident in learning outcomes like ‘Prepare up-to-date records of occupancy’ etc.</p> <p>Hence the NSQF level as per this descriptor will be 4.</p>	4

Title/Name of qualification/component: Front Office Assistant			Level: 4
NSQF Domain	Outcomes of the Qualification/Component	How the outcomes relates to the NSQF level descriptors	NSQF Level
	<ul style="list-style-type: none"> Express services through interpersonal communication skill. 		
Professional knowledge	<p>Factual Knowledge of field of Knowledge or study</p> <ul style="list-style-type: none"> Coordination of departments & importance of team work. Networking and Internet Communication Concept. Procedure of preparation of: Arrival list, Departure list, Room availability chart. Procedure of Preparation of: Different Guest Folios with Performa, Handling Guest arrivals - Work Flow with all Proformas. Procedure of preparation of guest registration card & importance of the data in it. People skills i.e., Time management, Team building, Inter personal skills, Motivation, Conflict management. Duties and responsibility of concierge & 	<p>The learner demonstrates factual knowledge in the field of work or study like Knowledge of Different Types of Computers, Functions of Computer Peripherals, Procedure of preparation of: Arrival list, Departure list, Room availability chart, Procedure of preparation of guest registration card, Marketing and up-selling techniques & procedures, Preparation & Analyzing of data in front office related to Night Auditor's Report etc.</p> <p>Hence NSQF Level is 4 for this descriptor.</p>	4

Title/Name of qualification/component: Front Office Assistant			Level: 4
NSQF Domain	Outcomes of the Qualification/Component	How the outcomes relates to the NSQF level descriptors	NSQF Level
	bell service. <ul style="list-style-type: none"> • Marketing and up-selling techniques & procedures. • Preparation of procedure of handling guest departure. • Work flow at the Front Office reception. 		
Professional skill	<ul style="list-style-type: none"> • Ensure the functioning of various records, tariff cards, room position and locking system. • Ensure the concept of internet services, collect information and communicate through e-mail • Use up-selling and suggestive selling techniques to sell rooms and to promote other services of the hotel. • Follow the post departure activities. • Perform cashiering tasks like bill / invoice settlement. • Prepare & analyze data of occupancy with briefing and debriefing checklist. 	The learner after the training will be able to work independently and recall and demonstrate practical skill, routine and repetitive in narrow range of application for the learning outcomes such as ‘Ensure the functioning of various records, tariff cards, room position and locking system’, “Use up-selling and suggestive selling techniques to sell rooms and to promote other services of the hotel” etc. which involve making independent decisions using appropriate rules and tools using quality concepts. Hence NSQF Level is 4for this descriptor.	4

Title/Name of qualification/component: Front Office Assistant			Level: 4
NSQF Domain	Outcomes of the Qualification/Component	How the outcomes relates to the NSQF level descriptors	NSQF Level
	<ul style="list-style-type: none"> Prepare Room Packages and Guest Feed backs. 		
Core skill	<p>Language to communicate written or oral, with required clarity</p> <ul style="list-style-type: none"> Interpret & use formal and technical communication. <p>Basic understanding of social political and natural environment</p> <ul style="list-style-type: none"> Explain energy conservation, global warming and pollution. Comply with environment regulation and housekeeping. 	<p>The work of Front Office Assistant requires competence in written and oral language with required clarity in order to understand the work and perform the job efficiently and effectively. The learner will also need to have basic understanding of social, political and natural environment as mentioned in the learning outcomes for example 'Comply with environment regulation and housekeeping' etc.</p> <p>Hence NSQF Level is 4 for this descriptor.</p>	4
Responsibility	<ul style="list-style-type: none"> Perform the activities of front desk, bell desk, telephones and business communication. Prepare up-to-date records of occupancy. Keep personalized records and ensure services for identified guests. Compute guest registration process and maintain property management system. Express services through interpersonal communication skill. 	<p>The role of Front Office Assistant is independently responsible to perform the work as per their understanding and as per latest trend, processes, principles, practices and standards of Guest reception and preparation of occupancy report and room Management etc.</p> <p>Hence NSQF Level is 4 for this descriptor.</p>	4

Title/Name of qualification/component: Front Office Assistant			Level: 4
NSQF Domain	Outcomes of the Qualification/Component	How the outcomes relates to the NSQF level descriptors	NSQF Level
	<ul style="list-style-type: none">• Provide bell boy as needed by a guest and monitor CCTV.		

SECTION 3
EVIDENCE OF NEED

26	<p>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?</p> <table border="1" data-bbox="331 546 1380 1693"> <thead> <tr> <th data-bbox="331 546 619 689">Basis</th> <th data-bbox="619 546 1380 689">In case of other Awarding Bodies (Institutes under Central Ministries and states departments)</th> </tr> </thead> <tbody> <tr> <td data-bbox="331 689 619 1070">Need of the qualification</td> <td data-bbox="619 689 1380 1070"> <p>Tourism & Hospitality Sector has a significant presence of organized as well as unorganized skilled manpower requirement. This sector is poised to grow exponentially in the years to come and is highly labour intensive and there are many emerging trends in this sector.</p> <p>Hence the qualification has been designed keeping in view to cater to the ever-increasing demand of skilled manpower in consultation with stakeholders.</p> </td> </tr> <tr> <td data-bbox="331 1070 619 1496">Industry Relevance</td> <td data-bbox="619 1070 1380 1496"> <p>The job role defined for the qualification is as per the National Classification of Occupations 2015 which is developed by Employment Directorate under the ministry of Labour and Employment in collaboration with different industry partners and as per ILO guidelines. Moreover, the training is imparted in ITIs/ NSTIs/ MSTIs/ BTC/ BTPs/ Industries / Establishments etc. where such requirement is available. This justifies the qualification is very much relevant for industry.</p> </td> </tr> <tr> <td data-bbox="331 1496 619 1621">Usage of the qualification</td> <td data-bbox="619 1496 1380 1621"> <p>The Proposed qualification will create skilled Craftsmen for various establishments in different Sectors.</p> </td> </tr> <tr> <td data-bbox="331 1621 619 1693">Estimated uptake</td> <td data-bbox="619 1621 1380 1693"> <p>The present seating capacity is 1950.</p> </td> </tr> </tbody> </table>	Basis	In case of other Awarding Bodies (Institutes under Central Ministries and states departments)	Need of the qualification	<p>Tourism & Hospitality Sector has a significant presence of organized as well as unorganized skilled manpower requirement. This sector is poised to grow exponentially in the years to come and is highly labour intensive and there are many emerging trends in this sector.</p> <p>Hence the qualification has been designed keeping in view to cater to the ever-increasing demand of skilled manpower in consultation with stakeholders.</p>	Industry Relevance	<p>The job role defined for the qualification is as per the National Classification of Occupations 2015 which is developed by Employment Directorate under the ministry of Labour and Employment in collaboration with different industry partners and as per ILO guidelines. Moreover, the training is imparted in ITIs/ NSTIs/ MSTIs/ BTC/ BTPs/ Industries / Establishments etc. where such requirement is available. This justifies the qualification is very much relevant for industry.</p>	Usage of the qualification	<p>The Proposed qualification will create skilled Craftsmen for various establishments in different Sectors.</p>	Estimated uptake	<p>The present seating capacity is 1950.</p>
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27	<p>Recommendation from the concerned Line Ministry of the Government/Regulatory Body. To be supported by documentary evidences.</p> <p>The qualification, originally designed for Craftsman Training Scheme is in existence for many years and approved by DGT (Regulatory Body) under Ministry of Skill Development and Entrepreneurship, Govt. of India.</p>										

28	<p>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</p> <p>The qualification is originally designed and approved by DGT for the Craftsman Training Scheme and is in existence for many years. No such duplicate qualification of same duration and competencies exists.</p>
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> <ul style="list-style-type: none"> • The research wing of CSTARI & DGT reviews and updates the qualification, in consultation with industries and other stakeholders, on a regular basis by conducting trade committee meetings. • DGT will monitor any duplicity by comparing existing qualifications with upcoming ones in the National Qualifications Register (NQR) and relevant sectors.

SECTION 4
EVIDENCE OF PROGRESSION

30 **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? Show the career map here to reflect the clear progression**

On completion of the training the trainee will have an opportunity to move in vertical / horizontal pathways to promote to higher designations. The learner can further undergo other specialised courses to excel in the relevant field.

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    graph LR
      A[Craftsman] --> B[Senior Craftsman]
      B --> C[Supervisor]
      C --> D[Manager]
      A --- E[ ]
      B --- E
      C --- E
      D --- E
      E --> F[Entrepreneur]
  
```

The diagram illustrates a career progression path. It starts with a box labeled 'Craftsman', followed by 'Senior Craftsman', 'Supervisor', and 'Manager' in a horizontal sequence, connected by double-headed arrows. Below this sequence, a vertical line descends from the center, ending in a downward-pointing arrow that leads to a box labeled 'Entrepreneur'.