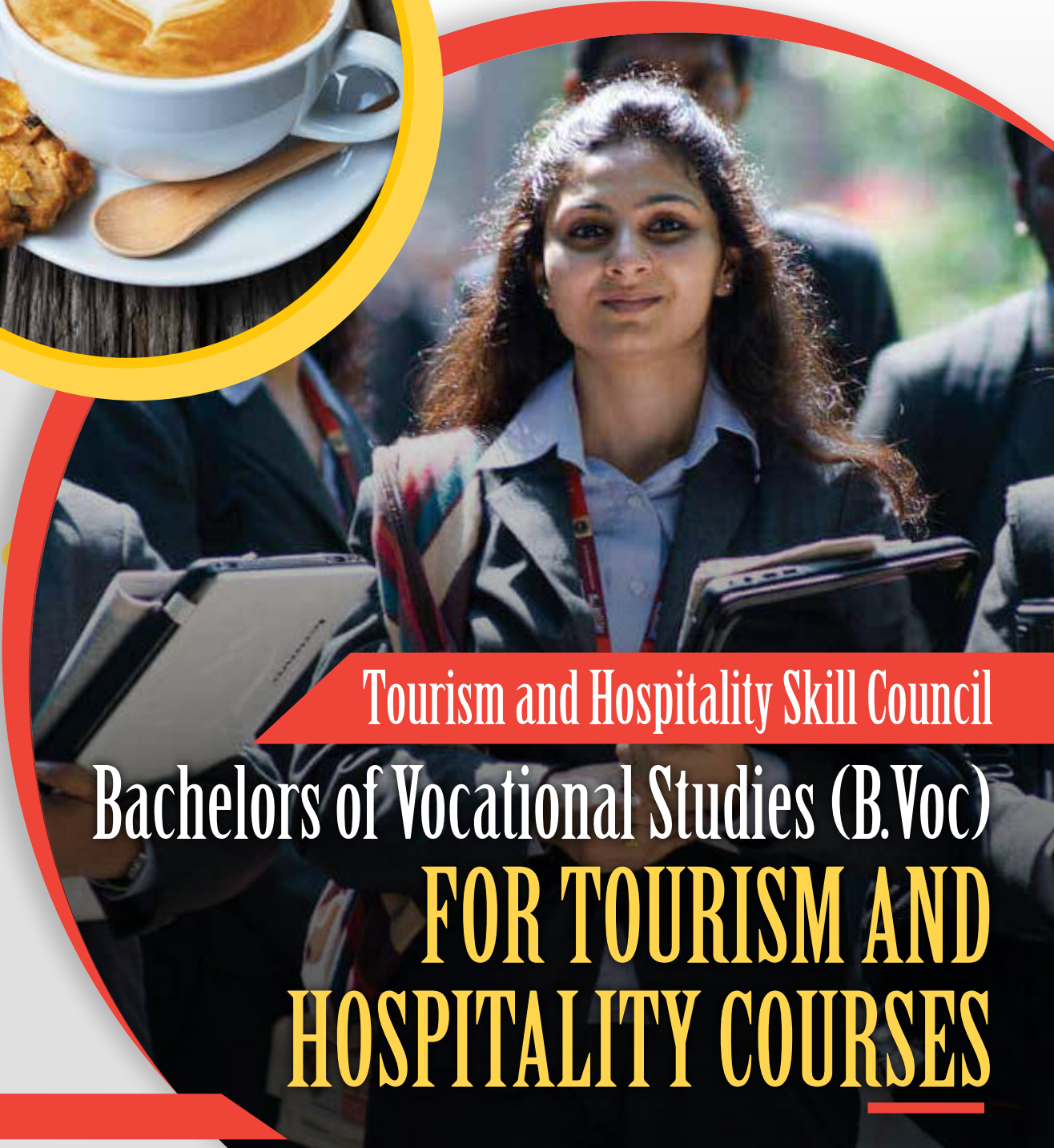




**THSC**

**TOURISM & HOSPITALITY  
SKILL COUNCIL**



**Tourism and Hospitality Skill Council**

**Bachelors of Vocational Studies (B.Voc)**

**FOR TOURISM AND  
HOSPITALITY COURSES**

# Tourism and Hospitality Skill Council (THSC)

Tourism and Hospitality Skills Council (THSC) is a Not-for-Profit Organization, registered under the Societies Registration Act, 1860. The Tourism and Hospitality Skill Council (THSC) is promoted by the Confederation of Indian Industry (CII) with inclusive representation of the Government, Industry, Industry Associations and Training Institutes across India, with financial support by Ministry of Skill Development and Entrepreneurship through National Skill Development Corporation (NSDC).

## INDUSTRY/EMPLOYER INPUTS



TOURISM AND HOSPITALITY  
SKILL COUNCIL

OCCUPATIONAL MAPPING

QP AND NOS CREATION

LMIS CREATION

CURRICULUM AND CONTENT  
ACCREDITATION

TRAINING PARTNER  
ACCREDITATION

TRAIN THE TRAINER AND  
CERTIFICATION

TRAINEE ASSESSMENT  
AND CERTIFICATION

RECOGNITION OF PRIOR  
LEARNING (RPL)

INDUSTRY MOU AND PLACEMENT



TRAINING PARTNER  
EDUCATION BODIES



TRAINED AND CERTIFIED  
MANPOWER



INDUSTRY PLACEMENTS

## THSC covers the following subsectors



### TOURISM

Tour operators and agents,  
Tourist transport, Tourist  
destinations



### HOTELS

Rated as well as all the  
Boarding and Lodging facilities



### CRUISE LINERS

The Hospitality services  
that are offered on all  
Cruise Ships



### FOOD SERVICES/RESTAURANT

Chain as well as Independent  
Conventional, Fast food, Cafes,  
Catering, Bhojanalays and  
Dhabas



### FACILITIES MANAGEMENT

Hospitality related services  
in Building, Malls, Offices,  
Corporate Guest houses  
and Hospitals

# Bachelors of Vocational Studies for Tourism and Hospitality Courses

## Introduction

It has been a long felt necessity to align higher education with the emerging needs of the economy so as to ensure that the graduates of higher education system have adequate knowledge and skills for employment and entrepreneurship. The higher education system has to incorporate in its curriculum, the requirement of the industry in an innovative and flexible manner so as to develop holistic and well-groomed graduates.



The University Grants Commission (UGC) has launched a scheme on skills development based higher education, leading to Bachelor of Vocation (B.Voc.) Degree with multiple exits such as Diploma/ Advanced Diploma.

## Objectives of B.Voc.

- To provide a judicious mix of skills related to a profession and appropriate content of General Education.
- To ensure that the students has adequate knowledge and skills, so that they are work ready at each exit point of the program.
- To provide flexibility to the students by the means of pre-determined entry and multiple exits.
- To integrate National Skills Qualification Framework (NSQF) with in the undergraduate level of higher education in order to enhance employability of the graduates and meet the industry needs. Such graduates, apart from meeting the needs of local and national industry, are also expected to be equipped to become part of global workforce.
- To provide vertical mobility to students coming out of 10+2 with vocational subjects

## Who can run B.Voc.

Any University awarding a Bachelors Degree in various streams keen to provide Vocational education to its students can start B.Voc. programs along with the respective sector Skills Council.

Tourism and Hospitality Skill Council (THSC) has been the Skill partner for over 40 colleges under UGC and has been supporting them with the Program structure and curriculum alignments. THSC is their Skills assessment partner.

The University Grants Commission (UGC) has launched a scheme on skills development based higher education, leading to Bachelor of Vocation (B.Voc.) Degree with multiple exits such as Diploma/ Advanced Diploma.

Eligibility for admissions and reservation of seats for B.Voc Tourism and Hospitality Industry shall be according to the rules framed by the University from time to time.

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THSC is their Skills assessment partner.



## COURSE STRUCTURE

B.Voc. is programme with multiple exits. All the candidates continuing to diploma courses or further will be treated at par from the second semester onwards. Students may exit after six months with certificate (NSQF Level 4) or may continue for diploma or advance diploma level courses.

10+2 Students of Category - 2 & 3





## FOLLOWING TABLE SHOWS THE VARIOUS CERTIFICATES AND THEIR DURATION

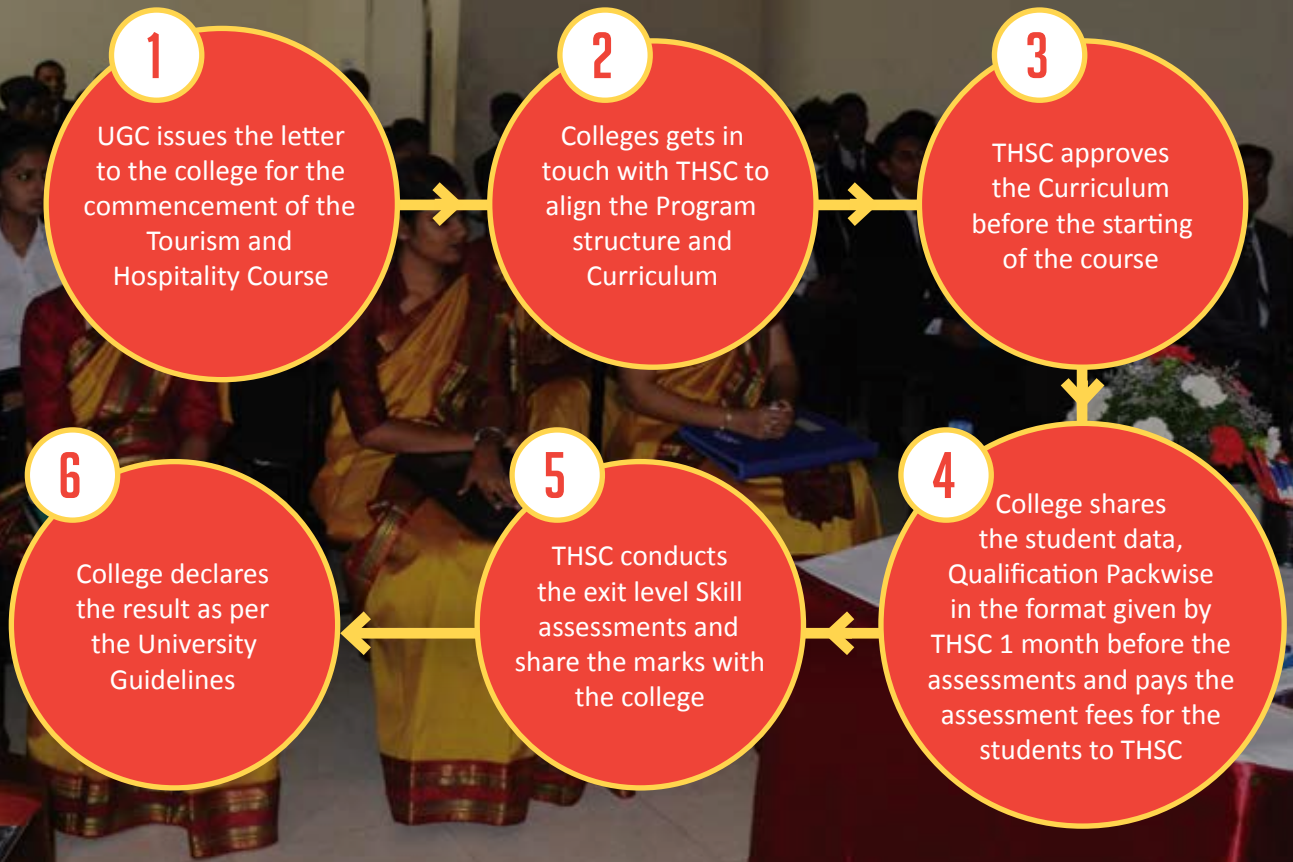
NSQF LEVEL	SKILL COMPONENT CREDIT	GENERAL EDUCATION CREDITS	TOTAL CREDIT FOR AWARDS	NORMAL DURATION	EXIT POINTS/ AWARDS
4	18	12	30	One Sem.	Certificate
5	36	24	60	Two Sem.	Diploma
6	72	48	120	Four Sem.	Advance Diploma
7	108	72	180	Six Sem.	B.Voc Degree

# SUGGESTED CURRICULUM

The curriculum in each of the years of the programme is a suitable mix of general education (prepared by the college/University) and skill development components (Aligned to the Qualification Packs).

Levels	Levels	Exit Qualification	CATEGORY 1	CATEGORY 2	CATEGORY 3
			Travel and Tourism Management	Tourism and Hospitality management	Hospitality and Catering Management
4	1	Certificate	Travel Consultant Tour Escort	Meet and Greet Officer	Steward
5	2	Diploma	Meeting and Events Planner	Front office Executive	Facilities Supervisor
6	4	Advance Diploma	Tour Manager	Guest Relations Manager	Assistant Catering Manager
7	6	B.Voc		Reservations Revenue Manager	Outlet Manager

# CURRICULUM ALIGNMENT AND ASSESSMENT PROCESS



## CREDIT CALCULATION

**The following formula is used for conversion of time into credit hours**

- One Credit would mean equivalent of 15 periods of 60 minutes each, for theory, workshops/labs and tutorials;
- For internship/field work, the credit weightage for equivalent hours shall be 50% of that for lectures/workshops;
- For self-learning, based on e-content or otherwise, the credit weightage for equivalent hours of study should be 50% or less of that for lectures/workshops

# TRAINING PROCESS



**ACADEMIC COMPONENT**–By College Staff–current and/or additional.



**SKILL COMPONENT**–To be aligned to the relevant Qualification Packs of the SSCs. Training/Certification of all Faculty Trainers by THSC



Lab constructed by the college as per technical support/guidelines from SSCs

## ASSESSMENT

- The College conducts the assessments for the General components as per the University Guidelines
- THSC conducts the Skill Component assessment as per the guidelines of each Qualification Pack at every exit level. The assessments are conducted by using the combinations of the following methods
  - THEORY
  - PRACTICAL WORK
  - ROLE PLAYS
  - VIVA
  - EVALUATION OF INTERNSHIP REPORT
- The Sector Council assessment is independent of the University evaluation and the pass percentage of each Qualification Pack is mentioned at the end of the Pack
- The final grade will be awarded by the university/college after completion of both the evaluations successfully



## Objectives of Skill Grid

- To provide a platform for the job seekers and job providers to come together and fulfil the need for skilled candidates
- To provide local, national and international job opportunities for the THSC certified candidates
- To enable the evolution of demand based training to cater to the specific needs of the industry to be fulfilled by THSC Skill partners
- To provide avenues for On-The- Job training, internship and apprenticeship for students trained on THSC's Qualification Packs

## THSC SKill Grid



Industry  
Information



Internship



Permanent  
Placement



Apprenticeship

## Benefits of Skill Grid for Training Partners

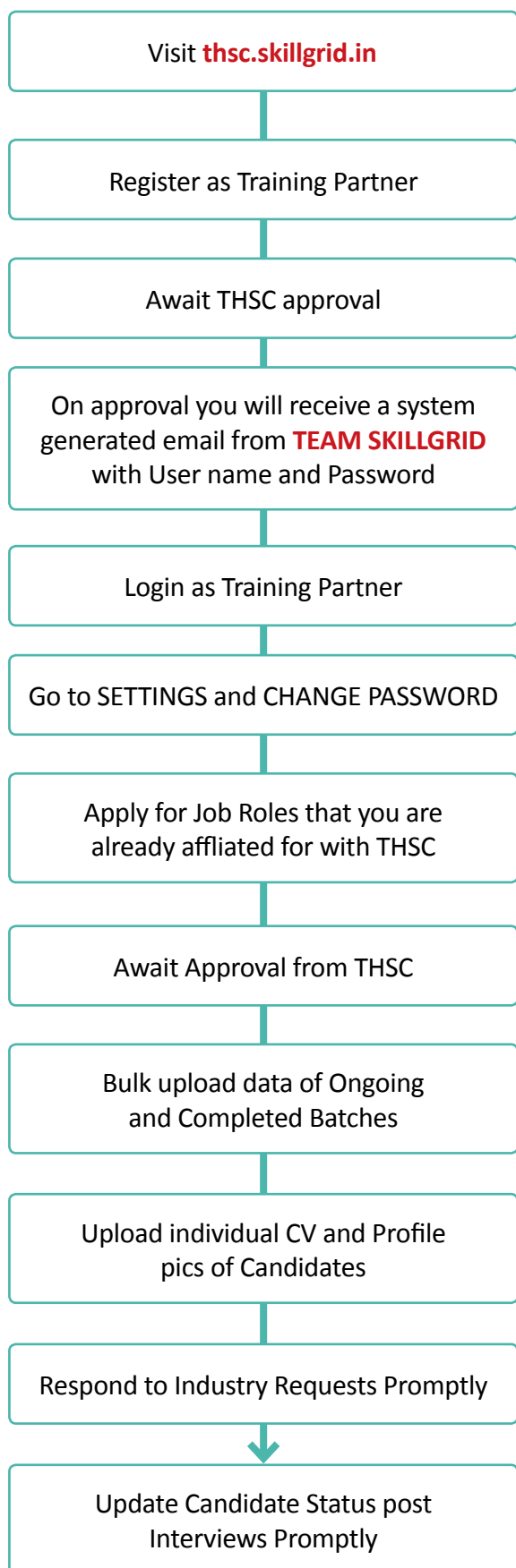
- 24\*7\*365 targeted career opportunities from Industry Partners of Tourism and Hospitality Sector for their trained candidates
- Excellent opportunity to connect with over 400 Pan India Industry Partners directly.
- One point connect with Industry for OJT/ODC/Permanent Placement/Apprenticeship with Industry.
- Excellent tool for tracking placements of candidates undergone THSC certification.

## Benefits of Skill Grid for Industry

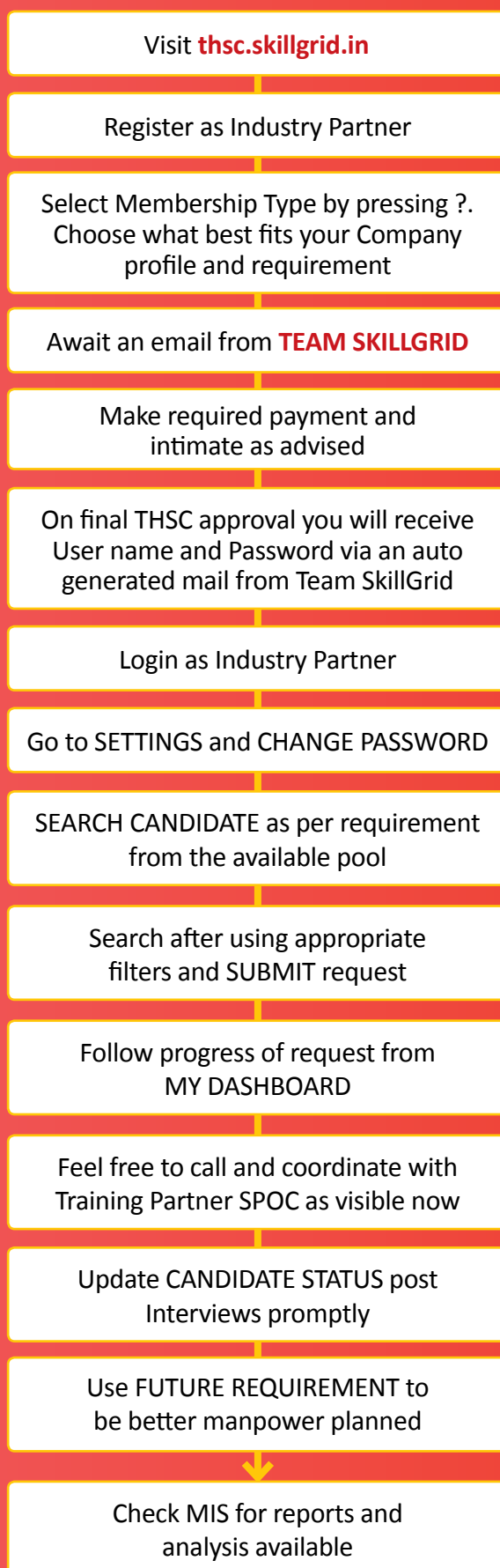
- Specific Job-role wise candidates will be available for OJT/ODC/Permanent Placement/Apprenticeship
- Progressive training now possible for existing employees.(RPL)
- School and College students in Bachelors of Vocational Studies program in Tourism and Hospitality are available for Internship/Apprenticeship/Permanent Placement.
- Better Manpower Planning through FUTURE REQUIREMENT tab.
- The skillgrid will create a Training Partner ranking from an Industry point of view.



## Process for Training Partner



## Process for Industry Partner



# SAMPLE B.VoC. PROGRAM STRUCTURE

SEMESTER	CODE NO	SUBJECT	GC/SC	CREDIT	TOTAL HOURS
ONE/CERTIFICATE-FRONT OFFICE ASSOCIATE	EN111	Learning a Foreign or Local Language including English - I	GC	6	
	TH111	Introduction to Tourism-Aviation & Hospitality Industry	GC	6	
	TH121	Skill Paper 1	SC	4	Theory 30 Practical 60
		THC/N0108: Record guest details for registration			
		THC/N0109: Follow check-in procedure and allot room			
		THC/N9902: Maintain customer-centric service orientation	SC	4	Theory 30 Practical 60
	TH122	Skill Paper2			
		THC/N9901: Communicate with customer and colleagues			
		THC/N9903: Maintain standard of etiquette and hospitable conduct			
		THC/N9904: Follow gender and age sensitive service practices	SC	4	Theory 30 Practical 60
		THC/N9905: Maintain IPR of organisation and customers			
	TH123	Skill Paper 3	SC	4	Theory 30 Practical 60
		THC/N0107: Attend to guest queries			
		THC/N0110: Perform cashiering activities			
	THC/N9906: Maintain health and hygiene				
	THC/N9907: Maintain safety at work place				
TH124	On Job Practical Training and Report	SC	6	180	
TH211	Tourism Products	GC	6		
TH212	Learning a Foreign or Local Language including English – II	GC	6		
TWO/DIPLOMA/FRONT OFFICE EXECUTIVE	TH221	Skill Paper 1	SC	5	Theory 35 Practical 75
		THC/N0119: Assist guest in check-in and checkout process			
		THC/N0107: Attend to guest queries			
		THC/N0110: Perform cashiering activities			
		THC/N9905: Maintain IPR of organisation and customers	SC	4	Theory 30 Practical 50
	TH222	Skill Paper 2			
		THC/N0120: Handle guest complaints and guide front office staff			
		THC/N9901: Communicate with customer and colleagues	SC	4	Theory 30 Practical 50
		THC/N9902: Maintain customer-centric service orientation			
		THC/N9903: Maintain standard of etiquette and hospitable conduct	SC	4	Theory 30 Practical 50
	TH223	Skill Paper 3			
		THC/N9904: Follow gender and age sensitive service practices			
		THC/N9906: Maintain health and hygiene			
		THC/N9907: Maintain safety at workplace	SC	4	Theory 30 Practical 50
	THC/N9909: Learn a foreign or local language(s) including English				
TH224	On Job Practical Training	SC	5	180	

SEMESTER	CODE NO	SUBJECT	GC/SC	CREDIT	TOTAL HOURS
THREE/ GUEST RELATIONS MANAGER	TH311	Research methods & statistical techniques	GC	6	
	TH312	Human Resource Management	GC	6	
	TH313	Customer Relationship Management Systems (IT based)	GC	6	
	TH314	Learning a Foreign or Local Language including English–III			
	TH321	<b>Skill Paper 1</b>	SC	5	Theory 35 Practical 50
		THC/N0113: Facilitate a smooth stay for the guests at the hotel			
		THC/N0107: Attend to guest queries			
		THC/N0114: Handle guest complaints			
		THC/N9905: Maintain IPR of organisation and customers			
	TH322	<b>Skill Paper 2</b>	SC	4	Theory 30 Practical 50
		THC/N0115: Train and supervise front office staff			
		THC/N9901: Communicate with customer and colleagues			
		THC/N9902: Maintain customer-centric service orientation			
		THC/N9903: Maintain standard of etiquette and hospitable conduct			
	TH323	<b>Skill Paper 3</b>	SC	3	Theory 30 Practical 50
		THC/N9904: Follow gender and age sensitive service practices			
		THC/N9906: Maintain health and hygiene			
	THC/N9907: Maintain safety at workplace				
	THC/N9909: Learn a foreign or local language(s) including English				
FOURTH/ADV. DIPLOMA/GUEST RELATIONS MANAGER	INTERNSHIP and REPORT 4 months 740 hours 24 Credits				
FIFTH/DUTY MANAGER	TH511	Management Accounting	GC	6	
	TH512	Advertising & personal selling	GC	6	
	TH513	Ethical, legal & regulatory framework for tourism	GC	6	
	TH514	Organizational behavior	GC	6	
	TH521	Skill Paper 1 Hotel Reservation System	SC	2	Theory 20 Practical 30
	TH522	<b>Skill Paper 2</b>	SC	5	Theory 37 Practical 75
		THC/N0116: Plan and control day to day front office activities			
		THC/N0117: Assist in managing the front office operation			
		THC/N0118: Manage the front office staffing process			
	TH523	<b>Skill Paper 3</b>	SC	5	Theory 37 Practical 50
		THC/N9901: Communicate with customer and colleagues			
		THC/N9902: Maintain customer-centric service orientation			
		THC/N9903: Maintain standard of etiquette and hospitable conduct			
		THC/N9904: Follow gender and age sensitive service practices			
	THC/N9905: Maintain IPR of organisation and customers				
	THC/N9906: Maintain health and hygiene				
	THC/N9907: Maintain safety at workplace				
SIXTH/BVOC/DUTY MANAGER	INTERNSHIP PROJECT and REPORT/4 months 740 hours/24 Credits				



# SAMPLE SKILLS SYLLABUS: Front Office Associate: SEMESTER- I

## SKILL PAPER 1

### UNIT I Front Office Organization & Hierarchy:

Different sections & layouts of front office and their importance; coordination of FO with other departments; front office organization and hierarchy; duties and responsibilities of principal staff and their job description – FO Manager- Duty Manager- Lounge Manager-FO Agent- Cashier- Bell Captain- Bell Boy- GRE- Concierge; introduction to Bell Desk Operations. Attributes- qualities- telephone manners- standard phrases required for office staff.

### UNIT II Assist guest in check-in and checkout process

Welcoming and greeting the guests; understanding reservation status and arranging for booking; arranging for guest requirement; following guest check-in process; registration; registration card – importance of registration card; checking in a guest with confirmed booking; lobby attendant – errand card

Greeting guest as per SOP-Type of guest-Types of rooms- Room allotment as per guest preference-Rate negotiation and discounts-Handle room allotment as per type of guest Upgrade / downgrade-Procedure for upgrade / downgrade-Transferring guest rooms Procedure & handling of walk-in guest; VIP SPATT- scanty baggage guest; 'C' Form; procedure for room allotment- post registration activities- different types of guest folios- procedure for group check-in


### UNIT III Customer-centric service

Understanding guest requirement- Inter-departmental communication-Responding to guest queries-Protocol to contact guest in the room-Front office consumables-What is customer service-Handling customer requests-Brand value.

## GET IN TOUCH

## TOURISM AND HOSPITALITY SKILL COUNCIL



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