

## QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR SPORTS INDUSTRY



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### What are Occupational Standards(OS)?

- OS describe what individuals need to do, know and understand in order to carry out a particular job role or function
- OS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding

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### Introduction

## Qualifications Pack – Porter Mountaineering

**SECTOR:** SPORTS PE FITNESS AND LEISURE

**SUB-SECTOR:** Adventure Sports

**OCCUPATION:** PORTER MOUNTAINEERING

**REFERENCE ID:** SPF/Q1110

**ALIGNED TO:** NIL

**Brief Job Description:** The individual at work accompanies mountaineers, packs and carries the luggage and other goods up and down the mountain trek –upto the BASE CAMP. The job requires the individual to be trained in movements on rock, ice and snow; should have knowledge of mountaineering equipment and packing technique.

**Personal Attributes:** This job requires the individual to be organised, have stamina to carry the luggage and climb for long hours, physical fitness and ability to adapt to changing weather conditions in mountainous terrains, understands the importance of preserving the environment and maintains health and safety standards.

<b>Job Details</b>	<b>Qualifications Pack Code</b>	<b>SPF/Q</b>		
	<b>Job Role</b>	<b>Porter Mountaineering</b>		
	<b>Credits (NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
	<b>Sector</b>	<b>Sports PE Fitness and Leisure</b>	<b>Drafted on</b>	<b>21-02-2016</b>
	<b>Sub-sector</b>	<b>Adventure Sports</b>	<b>Last reviewed on</b>	<b>21-02-2016</b>
	<b>Occupation</b>	<b>Porter Mountaineering</b>	<b>Next review date</b>	<b>21-01-2018</b>

<b>Job Role</b>	<b>Porter Mountaineering</b>
<b>Role Description</b>	Accompanies mountaineers, packs and carries the luggage and mountaineering equipment
<b>NSQF level</b>	<b>2</b>
<b>Minimum Educational Qualifications*</b>	5 <sup>th</sup> Standard pass
<b>Maximum Educational Qualifications*</b>	Not Applicable
<b>Training</b> (Suggested but not mandatory)	Preferably Mountain Climbing
<b>Experience</b>	1 year experience necessary
<b>Minimum Job Entry Age</b>	18 years
<b>Applicable National Occupational Standards (NOS)</b>	<b>Compulsory:</b> 1. Prepare for the expedition 2. Accompany mountaineer and undertake climbing 3. Maintain health, hygiene and safety standards
<b>Performance Criteria</b>	As described in the relevant OS units

Keywords /Terms	Description
Sector	Sector is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of OS.
Job Role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
OS	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the knowledge and understanding they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.
NOS	NOS are Occupational Standards which apply uniquely in the Indian context.
Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
Qualifications Pack	Qualifications Pack comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.
Unit Code	Unit Code is a unique identifier for an Occupational Standard , which is denoted by an 'N'.
Unit Title	Unit Title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Knowledge and Understanding	Knowledge and Understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform to the required standard.
Organizational Context	Organizational Context includes the way the organization is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical Knowledge is the specific knowledge needed to accomplish specific designated responsibilities.

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# National Occupational Standard



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## Overview

This unit is about preparations to be undertaken before starting the expedition.

National Occupational Standard	<b>Unit Code</b>	SPF/
	<b>Unit Title (Task)</b>	Prepare for the expedition
	<b>Description</b>	This unit is about preparations to be undertaken before starting the expedition.
	<b>Scope</b>	<p>This OS unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Coordination with guide to understand the tour</li> <li>• Document and report all items to be packed</li> <li>• Packing of luggage ensuring equitable load distribution</li> <li>• Weigh load – should not be more than 20kgs as a Standard Operating Procedure plus the individual's own gears and accessories</li> <li>• Establish and maintain effective working relationships with customer/ mountaineer, colleagues and others</li> </ul>
	<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>	
<b>Coordination with senior guide/ mountaineering organiser to understand the tour</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Receive work instructions from the senior guide or expedition organisers</p> <p>PC2. Obtain information on the duration of mountaineering upto the base camp</p> <p>PC3. Obtain information on the trek route</p> <p>PC4. Obtain general details of the program including total number of participants and crew members</p> <p>PC5. Get introduced to the mountaineer who the individual will accompany</p>	
<b>Document and report all items to be packed</b>	<p>PC6. Make a list of all items that will be packed</p> <p>PC7. Advise mountaineer if there are excess materials</p> <p>PC8. Consult senior guide in case of excess luggage</p> <p>PC9. Document the list of items and report it to senior guide</p>	
<b>Packing of luggage ensuring equitable load distribution</b>	<p>PC10. Set an order of packing different items based on weight and time of use</p> <p>PC11. Pack all items in the rucksack</p> <p>PC12. Ensure load is evenly distributed</p> <p>PC13. Counter check once the rucksack is packed - a well packed rucksack would stand straight on the ground without a support</p>	
<b>Weigh luggage</b>	<p>PC14. After completion of packing, weigh the luggage</p> <p>PC15. Ensure weight is not more than 20 kilograms</p>	

<b>Establish and maintain effective working relationships with customer/ mountaineer, colleagues and others</b>	<p>PC16. Establish and maintain communication with customer/ mountaineer, colleagues and others</p> <p>PC17. Present a positive image of oneself</p> <p>PC18. Express to the customer one's enthusiasm for the outdoors and outdoor adventure</p> <p>PC19. Build the customer's confidence</p> <p>PC20. Follow ethical guidelines</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Reporting structure and hierarchy</p> <p>KA2. Documentation procedures</p> <p>KA3. Safety and service quality standards followed in the organization</p> <p>KA4. The importance of trust, openness and honesty when working with customer, colleagues and others</p> <p>KA5. The types of diversity that you are likely to encounter when working with mountaineers, colleagues and others</p> <p>KA6. Why diversity amongst mountaineers, colleagues and others is important and should be respected and built on</p> <p>KA7. Types of discrimination that may happen and how to challenge these effectively</p>
<b>B. Technical Knowledge</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Basic knowledge on various types of mountain equipment and their usage</p> <p>KB2. Behavioural etiquettes with the mountaineers</p> <p>KB3. Safety measures and devices used during mountaineering</p> <p>KB4. Importance of packing the luggage neatly and distributing load evenly so that it is easy to carry</p> <p>KB5. Environment and safety norms to be followed</p>
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Do basic documentation</p>
	<b>Reading Skills</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA2. Ability to read and understand safety guidelines</p> <p>SA3. Read information on mountaineering instructions</p>
	<b>Oral Communication (Listening and Speaking skills)</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. Giving full attention to instructions from senior guide</p> <p>SA5. Communicate in a clear and polite manner</p>

	SA6. Communicate effectively with customer/ mountaineer SA7. Communicate effectively with organizers / colleagues
<b>B. Professional Skills</b>	<b>Decision Making</b>
	NA
	<b>Plan and organize</b>
	The user/individual on the job needs to know and understand how to: SB1. Organize and analyse information relevant to work SB2. Plan and organize luggage such that load is evenly distributed and is easy to carry
	<b>Customer Centricity</b>
	The user/individual on the job needs to know and understand how to: SB3. Build confidence of the customer/ mountaineer
	<b>Problem Solving</b>
	<b>Analytical Thinking</b>
<b>Critical Thinking</b>	



## NOS Version Control

<b>NOS Code</b>	SPF/Q1110		
<b>Credits(NSQF)</b>	TBD	<b>Version number</b>	1.0
<b>Industry</b>	Sports PE Fitness and Leisure	<b>Drafted on</b>	21/02/2016
<b>Industry Sub-sector</b>	Adventure Sports	<b>Last reviewed on</b>	22/02/2016
<b>Occupation</b>	Porter Mountaineering	<b>Next review date</b>	21/01/2017





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# National Occupational Standard



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## Overview

This unit is about undertaking the adventurous activity of mountain climbing in companionship of the customer/ mountaineer

National Occupational Standard	<b>Unit Code</b>	SPEFL/
	<b>Unit Title (Task)</b>	Accompany mountaineer and undertake climbing
	<b>Description</b>	This OS unit is about undertaking the adventurous activity of mountain climbing along with the customer/ mountaineer
	<b>Scope</b>	The unit/ task covers the following: <ul style="list-style-type: none"> <li>• Undertake mountain climbing with customer's luggage/ rucksack</li> <li>• Promote environmental conservation</li> <li>• Communicate effectively with the customer</li> </ul>
	<b>Performance Criteria (PC)</b>	
	<b>Element</b>	<b>Performance Criteria</b>
	<b>Undertake mountain climbing with customer's luggage/ rucksack</b>	To be competent, the user/individual on the job must be able to: <p>PC1. Balance weight and body movement</p> <p>PC2. Use appropriate techniques of mountain walking, rock climbing and rappelling; use anchors and belays where required</p> <p>PC3. When required use ice-axe and self-arrest</p> <p>PC4. Use appropriately knots and hitches while securing tents</p>
	<b>Promote environmental conservation</b>	PC5. As per the organization's environment policy, contribute to and implement codes of practice for using the environment
		PC6. Leave 'No Trace' travel, camping, and climbing – do not leave waste materials, discarded wrappers and plastic bottles in the mountains
		PC7. Do not cause damage to the fragile habitats and environments (animal life, flora and fauna) found there
<b>Communicate effectively with the customer</b>	PC8. Present a positive image of yourself and your organisation	
	PC9. Maintain the protocols for communications during the expedition	
	PC10. Promote the features of the site to customer to enhance enjoyment and understanding of the site	
	PC11. Maintain personal integrity and ethical behaviour	
	PC12. Listen actively to what customer is saying	
	PC13. Respond appropriately to what customer is telling you	
	PC14. Use an appropriate tone when communicating with your customers	
	PC15. Use appropriate body language when communicating with customers	
	PC16. Read your customer's body language to help you understand their feelings and wishes	
	PC17. Deal with customer in a respectful, helpful and professional way at all times	

Knowledge and Understanding (K)	
<b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> <li>KA1. The purpose and value of presenting a positive image of yourself and your organization</li> <li>KA2. The features of the site/ mountain terrain and your organisation to enable you to provide information and respond to queries</li> <li>KA3. The difference between hearing and listening</li> <li>KA4. How to listen actively</li> <li>KA5. How to read both positive and negative body language</li> <li>KA6. How to use body language effectively</li> <li>KA7. How to use questions to check that you understand what customers are telling you</li> <li>KA8. The difference between negative and positive language</li> <li>KA9. Why it is important to speak clearly</li> <li>KA10. Why it is important to use words the customer will understand</li> <li>KA11. How to communicate with customers who have language, dialect or accents that are different from yours</li> <li>KA12. Why the way you say things and your tone of voice affect the way your customer experiences your customer service</li> </ul>
<b>B. Technical Knowledge</b>	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> <li>KB1. Selection and use of personal equipment</li> <li>KB2. Selection and use of ropes, knots, and harnesses</li> <li>KB3. Selection and use of rock, snow, &amp; ice anchors for belays &amp; intermediate protection</li> <li>KB4. Belaying techniques on rock, snow, and ice</li> <li>KB5. Climbing techniques on low and high angle rock, snow, and ice</li> <li>KB6. Load balancing technique</li> <li>KB7. Basic principles of glacier travel</li> <li>KB8. Self-arrest; rappelling, &amp; prusiking</li> </ul>
Skills (S)	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	<b>Reading Skills</b>
	The user/individual on the job needs to know and understand how to: <ul style="list-style-type: none"> <li>SA1. Ability to read and understand organization policy on environment conservation</li> </ul>

SPF/

**Accompany mountaineer and undertake climbing**

	<b>Oral Communication (Listening and Speaking skills)</b>
	The user/individual on the job needs to know and understand how to: SA2. Giving full attention to route instructions SA3. Communicating in a clear and polite manner with mountaineer and colleagues
<b>C. Professional Skills</b>	<b>Decision Making</b>
	NA
	<b>Plan and organize</b>
	The user/individual on the job needs to know and understand how to: SB4. Organize and analyse information relevant to work SB5. Plan and organize luggage such that load is evenly distributed and is easy to carry
	<b>Customer Centricity</b>
	The user/individual on the job needs to know and understand how to: SB6. Build confidence of the mountaineer
	<b>Problem Solving</b>
	<b>Analytical Thinking</b>
<b>Critical Thinking</b>	

## NOS Version Control

<b>NOS Code</b>	SPF/Q		
<b>Credits(NSQF)</b>	TBD	<b>Version number</b>	1.0
<b>Industry</b>	Sports PE Fitness and Leisure	<b>Drafted on</b>	21/02/2016
<b>Industry Sub-sector</b>	Adventure Sports	<b>Last reviewed on</b>	22/02/2016
<b>Occupation</b>	Porter Mountaineering	<b>Next review date</b>	21/02/2018



# National Occupational Standard



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## Overview

**This unit is about maintaining health, hygiene and safety standards**

<b>Unit Code</b>	<b>SPEFL/</b>
<b>Unit Title (Task)</b>	<b>Maintaining Health, Hygiene and Safety Stan</b>
<b>Description</b>	This OS unit is about maintaining good health, hygiene and safety standards
<b>Scope</b>	<p>The unit/ task covers the following:</p> <ul style="list-style-type: none"> <li>• Safety measures pertaining to equipment use and climbing techniques</li> <li>• Follow general cleanliness and personal hygiene practices</li> <li>• Take precautionary health measures</li> <li>• Respond to emergency situation</li> </ul>
<b>Performance Criteria (PC)</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Safety measures pertaining to equipment use and climbing techniques</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Identify hazards associated with the activity and apply procedures to minimise risks, as advised the supervisor.</p> <p>PC2. Apply safety procedures according to organisational policies</p> <p>PC3. Identify and select equipment according to contextual issues</p> <p>PC4. Adjust and fit equipment to ensure personal safety and comfort</p> <p>PC5. Complete all necessary personal and equipment safety checks, prior to commencing ascent</p> <p>PC6. Locate and utilise rest positions to reduce fatigue</p> <p>PC7. Use safe and correct climbing techniques</p> <p>PC8. Establish a suitable communication system with the mountaineer and perform safety checks of equipment before climb</p>
<b>Follow general cleanliness and personal hygiene practices</b>	<p>PC9. Remove and appropriately dispose general waste as and when required at camp site</p> <p>PC10. Identify any damaged items and equipment and notify appropriate personnel</p> <p>PC11. Maintain cleanliness, safety and tidiness of self</p> <p>PC12. Wash hands at appropriate times and follow hand washing procedures consistently</p> <p>PC13. Maintain clean clothes, wear required personal protective clothing and only use organisation-approved bandages and dressings in case of minor injury</p> <p>PC14. Prevent food contamination from clothing and other items worn</p> <p>PC15. Prevent unnecessary direct contact with ready to eat food</p> <p>PC16. Avoid unhygienic personal contact with food or food contact surfaces</p> <p>PC17. Avoid unhygienic cleaning practices that may cause food-borne illnesses</p>

SPEFL/

**Maintain Health, Hygiene and Safety Standards**

<p><b>Take precautionary health measures</b></p>	<p>PC18. Report on personal health issues related to injury, food, air and infectious health measures diseases</p> <p>PC19. Ensure not to commense ascent if unwell</p> <p>PC20. Use a tissue, cover the mouth and turn away from people while sneezing or coughing</p> <p>PC21. Ensure to get appropriate vaccines regularly</p> <p>PC22. Undergo preventive health check-ups at regular intervals</p> <p>PC23. Take prompt treatment from the doctor in case of illness</p> <p>PC24. Have a general sense of hygiene and appreciation for cleanliness for the benefit of self and the customers or local community</p>
<p><b>Respond to emergency situation</b></p>	<p>PC25. Ensure that you have the necessary information about sources of help, support and information</p> <p>PC26. Ensure you have the necessary information on the organizational procedures that are in place and roles and responsibilities of oneself in case on an emergency</p> <p>PC27. Use communication systems during the emergency</p> <p>PC28. Select and use emergency equipment where appropriate</p> <p>PC29. Follow instructions from appropriate personnel during an emergency</p>
<p><b>Knowledge and Understanding (K)</b></p>	
<p><b>C. Organizational Context</b> (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Hygienic practices for individual</p> <p>KA2. Why employee responsibility to participate in hygienic practices</p> <p>KA3. Organisational policies and procedures to enable safe response to an emergency and ensure safe response to situations according to own work role and level of responsibility</p> <p>KA4. Contingency management techniques</p> <p>KA5. Basic first - aid knowledge</p> <p>KA6. Local call-out procedures and information to access to emergency services personnel</p>
<p><b>D. Technical Knowledge</b></p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB9. Meaning of contaminant</p> <p>KB10. Major causes of food contamination and food - borne illnesses</p> <p>KB11. Sources and effects of microbiological contamination of food</p> <p>KB12. Precautionary rules to follow for maintaining health</p> <p>KB13. Hygiene hazards when handling food and food contact surfaces</p> <p>KB14. Use of emergency and communication equipment</p>



Skills (S)	
A. Core Skills/ Generic Skills	<b>Writing Skills</b>
	<b>Reading Skills</b>
	The user/individual on the job needs to know and understand how to: SA4. Read hygiene documents and food safety procedures SA5. Organisational food safety program SA6. Read and follow emergency related policies and procedures SA7. Identify and interpret safety signs and symbols
	<b>Oral Communication (Listening and Speaking skills)</b>
	The user/individual on the job needs to know and understand how to: SA8. Report emergency situations SA9. Follow instructions and procedures during emergencies SA10. Report actual or potential hazards and incidents SA11. Report about unsafe or damaged equipment
D. Professional Skills	<b>Decision Making</b>
	The user/individual on the job needs to know and understand how to: SA12. Respond appropriately to an emergency situation
	<b>Plan and organize</b>
	The user/individual on the job needs to know and understand how to: SB7. Plan and manage oneself to meet Organisational Health and Safety responsibilities
	<b>Customer Centricity</b>
	The user/individual on the job needs to know and understand how to: SB8. Coordinate customer movement away from the emergency
	<b>Problem Solving</b>
	The user/individual on the job needs to know and understand how to: SB9. Identify an emergency situations and respond safely and promptly
	<b>Analytical Thinking</b>
	The user/individual on the job needs to know and understand how to: SB10. Risk assessment of different situations
<b>Critical Thinking</b>	
	<b>NA</b>

## NOS Version Control

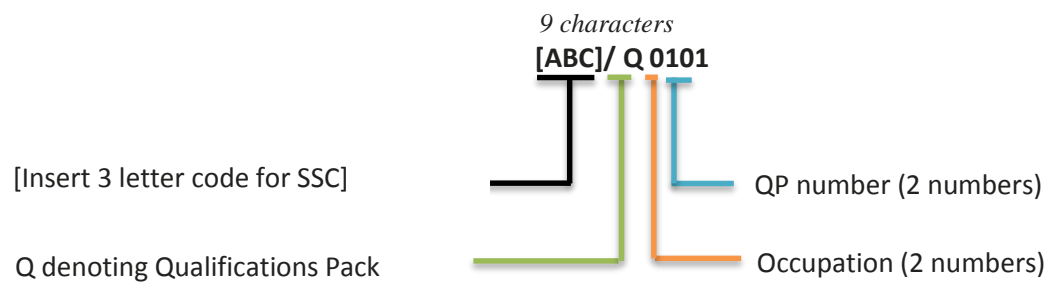
<b>NOS Code</b>	SPF/Q		
<b>Credits(NSQF)</b>	TBD	<b>Version number</b>	1.0
<b>Industry</b>	Sports PE Fitness and Leisure	<b>Drafted on</b>	21/02/2016
<b>Industry Sub-sector</b>	Adventure Sports	<b>Last reviewed on</b>	22/02/2016
<b>Occupation</b>	Porter Mountaineering	<b>Next review date</b>	21/02/2018



## Annexure

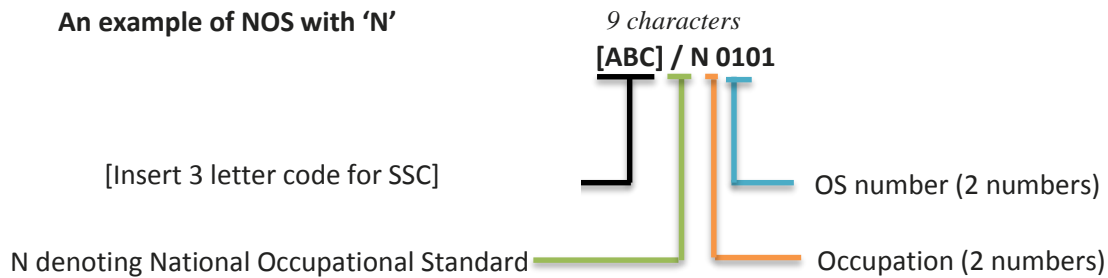
### Nomenclature for QP and NOS

#### Qualifications Pack



#### Occupational Standard

##### An example of NOS with 'N'



The following acronyms/codes have been used in the nomenclature above:

Sub-sector	Range of Occupation numbers
Sports Science and Technology	01
Sports Medicine	02
Sports Broadcasting/Communications	03
Sports Grassroots	04
Sports Facilities	05
Sports Management	06
Sports Development	07
Sports Event Management	08
Sports Coaching	09
Sports Manufacturing	10
Sports Fitness & Leisure	11

Sequence	Description	Example
Three letters	Industry name	SPF
Slash	/	/
Next letter	Whether QP or NOS	N
Next two numbers	Occupation code	01
Next two numbers	OS number	01

**PERFORMANCE CRITERIA**

**Job Role: High Altitude Porter Mountaineering**

**Qualification Pack: SPF/**

**Sector Skill Council: Sports, Physical Education, Fitness and Leisure Sector Skill Council**

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3. Individual assessment agencies will create unique question papers for theory and skill practical part for each candidate at each examination/training center.
4. To pass the Qualification Pack, every trainee should score a minimum of 40% in every NOS overall 50% pass percentage.
5. In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack.

Assessment Strategy Marks Allocation		
NOS CODE	NOS TITLE	WEIGHTAGE
SPL	Prepare for the expedition	30
	Accompany mountaineer and undertake climbing	40
	Maintain health, hygiene and safety standards	30
		<b>100</b>

NOS Code	Prepare for the expedition		
Element	Performance Criteria	Theory	Practical
Coordination with senior guide/ mountaineering organiser to understand the tour	PC1. Receive work instructions from the senior guide or mountaineering organisers	2	4
	PC2. Obtain information on the duration of mountaineering	1	0
	PC3. Obtain information on the trek route	3	0
	PC4. Obtain general details of the program including total number of participants and crew members	2	2
	PC5. Get introduced to the mountaineer who the individual will accompany	0	2
		<b>8</b>	<b>8</b>
Document and report all items to be packed	PC6. Make a list of all items that will be packed	2	3
	PC7. Advise mountaineer if there are excess materials	2	4
	PC8. Consult senior guide in case of excess luggage	2	3
	PC9. Document the list of items and report it to senior guide	4	2

		10	12
Packing of luggage ensuring equitable load distribution	PC10. Set an order of packing different items based on weight and time of use	4	5
	PC11. Pack all items in the rucksack	2	5
	PC12. Ensure load is evenly distributed	4	8
	PC13. Counter check once the rucksack is packed - a well packed rucksack would stand straight on the ground without a support	2	3
		<b>12</b>	<b>21</b>
Weigh Luggage	PC14. After completion of packing, weigh the luggage	0	2
	PC15. Ensure weight is not more than 20 kilograms	0	3
		<b>0</b>	<b>5</b>
Establish and maintain effective working relationships with customer/ mountaineer, colleagues and others	PC16. Establish and maintain communication with customer/ mountaineer, colleagues and others	0	5
	PC17. Present a positive image of oneself	0	4
	PC18. Express to the customer one's enthusiasm for the outdoors and outdoor adventure	0	4
	PC19. Build the customer's confidence	0	4
	PC20. Follow ethical guidelines	2	5
		<b>2</b>	<b>22</b>
	<b>TOTAL</b>	<b>32</b>	<b>68</b>
			<b>100</b>

NOS Code	Accompany mountaineer and undertake climbing	Theory	Practical
Undertake mountain climbing with customer's luggage/ rucksack	PC1. Balance weight and body movement	2	8
	PC2. Use appropriate techniques of mountain walking, rock climbing and rappelling; use anchors and belays where required	4	5
	PC3. When required use ice-axe and self-arrest	2	5
	PC4. Use appropriately knots and hitches while securing tents	3	5
		<b>11</b>	<b>23</b>
Promote environmental conservation	PC5. As per the organization's environment policy, contribute to and implement codes of practice for using the environment	3	3
	PC6. Leave 'No Trace' travel, camping, and climbing – do not leave waste materials, discarded wrappers and plastic bottles in the mountains	3	3
	PC7. Do not cause damage to the fragile habitats and environments (animal life, flora and fauna) found there	3	3
		<b>9</b>	<b>9</b>
Communicate	PC8. Present a positive image of yourself and your organisation	2	3

effectively with the customer	PC9. Maintain the protocols for communications during the expedition	2	3
	PC10. Promote the features of the site to customer to enhance enjoyment and understanding of the site	1	3
	PC12. Maintain personal integrity and ethical behaviour	2	5
	PC13. Listen actively to what customer is saying	0	4
	PC14. Respond appropriately to what customer is telling you	1	2
	PC15. Use an appropriate tone when communicating with your customers	1	4
	PC16. Use appropriate body language when communicating with customers	1	4
	PC17. Read your customer's body language to help you understand their feelings and wishes	1	4
	PC19. Help to give good customer service by passing messages to senior colleagues on things which you cannot address directly	1	4
		<b>12</b>	<b>36</b>
	<b>TOTAL</b>	<b>32</b>	<b>68</b>
			<b>100</b>

NOS CODE	Maintain Health, Hygiene and Safety Standards	Theory	Practical
Safety measures pertaining to equipment use and climbing techniques	PC1. Identify hazards associated with the activity and apply procedures to minimise risks, as advised the supervisor.	1	3
	PC2. Apply safety procedures according to organisational policies	1	3
	PC3. Identify and select equipment according to contextual issues	1	3
	PC4. Adjust and fit equipment to ensure personal safety and comfort	1	3
	PC5. Complete all necessary personal and equipment safety checks, prior to commencing ascent	1	2
	PC6. Locate and utilise rest positions to reduce fatigue	1	2
	PC7. Use safe and correct climbing techniques	1	4
	PC8. Establish a suitable communication system with the mountaineer and perform safety checks of equipment before climb	1	3
		<b>8</b>	<b>23</b>

Follow general cleanliness and personal hygiene practices	PC9. Remove and appropriately dispose general waste as and when required at camp site	1	3
	PC10. Identify any damaged items and equipment and notify appropriate personnel	2	3
	PC11. Maintain cleanliness, safety and tidiness of self	1	3
	PC12. Wash hands at appropriate times and follow hand washing procedures consistently	0	2
	PC13. Maintain clean clothes, wear required personal protective clothing and only use organisation-approved bandages and dressings in case of minor injury	1	2
	PC14. Prevent food contamination from clothing and other items worn	1	3
	PC15. Prevent unnecessary direct contact with ready to eat food	1	3
	PC16. Avoid unhygienic personal contact with food or food contact surfaces	1	3
	PC17. Avoid unhygienic cleaning practices that may cause food-borne illnesses	1	3
		<b>9</b>	<b>25</b>
Take precautionary health measures	PC18. Report on personal health issues related to injury, food, air and infectious health measures diseases	2	2
	PC19. Ensure not to commence ascent if unwell	3	
	PC20. Use a tissue, cover the mouth and turn away from people while sneezing or coughing	1	2
	PC21. Ensure to get appropriate vaccines regularly	1	2
	PC22. Undergo preventive health check-ups at regular intervals	1	1
	PC23. Take prompt treatment from the doctor in case of illness	1	1
	PC24. Have a general sense of hygiene and appreciation for cleanliness for the benefit of self and the customers or local community	1	2
		<b>10</b>	<b>10</b>
Respond to emergency situation	PC25. Ensure that you have the necessary information about sources of help, support and information	2	0



	PC26. Ensure you have the necessary information on the organizational procedures that are in place and roles and responsibilities of oneself in case on an emergency	2	0
	PC27. Use communication systems during the emergency	1	3
	PC28. Select and use emergency equipment where appropriate	1	3
	PC29. Follow instructions from appropriate personnel during an emergency	0	3
		<b>6</b>	<b>9</b>
	<b>TOTAL</b>	<b>33</b>	<b>67</b>
			<b>100</b>