

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR SPORTS INDUSTRY



Contents

1. Introduction and Contacts.....	P.1
2. Qualifications Pack.....	P.2
3. OS Units.....	P.2
4. Glossary of Key Terms	P.3

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 – Rafting Guide

SECTOR: SPORTS PE FITNESS AND LEISURE

SUB-SECTOR: Adventure Sports

OCCUPATION: RAFTING GUIDE

REFERENCE ID: SPF/Q1115

ALIGNED TO: NIL

Brief Job Description: A raft guide is a trained professional capable of leading commercial white water rafting trips. Guide’s primary responsibility is to safely navigate the participants through various river patches. The individual is expected to provide leadership and assistance for entire operations while ensuring safety and quality of service.

Personal Attributes: This job requires the individual to be an active and outgoing person with very good communication and leadership skills, S/he must be able to work in a team, work under pressure and with flexibility to work during weekends or public holidays. Individuals should possess the passion for adventure and should be able to swim themselves. They should be self-motivated team players, energetic individuals interested in learning about various rafting techniques and a keen interest for adventurous activities.

Job Details	Qualifications Pack Code	SPEFL/		
	Job Role	Rafting guide		
	Credits (NSQF)	TBD	Version number	1.0
	Sector	Sports PE Fitness and Leisure	Drafted on	21-02-2016
	Sub-sector	Adventure Sports	Last reviewed on	21-02-2016
	Occupation	Rafting guide	Next review date	21-01-2018

Job Role	Rafting guide
Role Description	The Rafting guide is responsible for safely navigating the raft with passengers through various currents and rapids in the river.
NSQF level	3
Minimum Educational Qualifications*	Class 8 th pass
Maximum Educational Qualifications*	Not Applicable
Training	Swimming and river lifeguard training (Compulsory)
Experience	No experience necessary
Minimum Job Entry Age	18 years
Applicable National Occupational Standards (NOS)	Compulsory: <ol style="list-style-type: none"> 1. Preparing for a rafting trip 2. Facilitate and manage the rafting trip 3. Demonstrate white water rescue in case of emergency 4. Promoting environment conservation
Performance Criteria	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.

National Occupational Standard



Overview

This unit is about planning for the rafting trip.

National Occupational Standard	Unit Code	SPEFL/
	Unit Title (Task)	Planning a rafting trip
	Description	This unit is about inter-personal skills that every guide must possess
	Scope	<p>This OS unit/task covers the following:</p> <ul style="list-style-type: none"> • Preparing for the rafting trip • Customer service - safety demonstration and guide placement • Undertake adequate safety measures
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
	Preparing for a rafting trip	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Maintain a record of number of trips and participants</p> <p>PC2. Maintain a record of undertakings about risk involved and health declaration by the participants</p> <p>PC3. Coordinate logistical details of rafting trip with the Manager/ senior team members</p> <p>PC4. Work effectively with other guides and tour operators</p> <p>PC5. Lead and guide the passengers on the raft effectively</p> <p>PC6. Coordinate and help team members in preparing for the rafting trip</p> <p>PC7. Develop understanding of the various tasks involved in a rafting camp</p> <p>PC8. Keep the team motivated</p> <p>PC9. Report immediately to seniors before the trip commences - in case of any medical emergency or adverse climatic conditions</p>
	Customer service - safety demonstration and guide placement	<p>PC10. Explain and demonstrate Safety measures/ use of safety equipment</p> <p>PC11. Place crew appropriately</p> <p>PC12. Demonstrate clearly paddling techniques to the participants</p> <p>PC13. Give out clear instructions – overs / high sides, holding on;</p> <p>PC14. Do assessment - recognize and understand the strengths and limitations of the crew</p>
	Undertake adequate safety measures	<p>PC15. Ensure all passengers adhere to the safety guidelines</p> <p>PC16. Check all the emergency equipment in the raft</p> <p>PC17. Inspect the raft and the oars</p> <p>PC18. Place first aid appropriately</p> <p>PC19. Have access of the support and emergency support services available</p> <p>PC20. Understand and can clearly recall all the hand signals to be used during the</p>

	<p>trip</p> <p>PC21. Usage of whistle</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Understand theories of leadership and group dynamics</p> <p>KA2. Types of equipment available with the organisation</p> <p>KA3. Roles and responsibilities of all individuals/teams involved during the trip</p> <p>KA4. Guidelines for managing guests and passengers</p> <p>KA5. Business, Professional and Ethical code of conduct</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. The risks involved</p> <p>KB2. Correct adjustment of life jacket, helmet, footwear and other appropriate clothing</p> <p>KB3. Sitting position and bracing, dangers of kneeling and loose T-grips</p> <p>KB4. Whitewater float position i.e. feet up, on back, looking downstream, extended paddle, defensive/active swimming (mentioning strainers, if applicable)</p> <p>KB5. Different types of rafting techniques and equipment</p> <p>KB6. How to inflate a raft</p> <p>KB7. Use of different safety equipment</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>NA</p>
	Reading Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>NA</p>
	Oral Communication (Listening and Speaking skills)

SPEFL/

Planning for the rafting trip

	<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SA2. Responding to the questions/queries of the clients SA3. Communicating in a clear and polite manner with clients when receiving enquiries SA4. Explaining the safety drills and instructions to the clients assertively SA5. Providing clear instructions to participants SA6. Ensuring clients adhere to safety guideline
<p>B. Professional Skills</p>	<p>Decision Making</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SB1. Determine crew placement considering experience, strength, weight, agility, confidence, physical and medical condition SB2. Decide if the trip should be terminated or altered in special circumstance
	<p>Plan and organize</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SB3. Coordinate logistical details of trip
	<p>Customer Centricity</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SB4. Build rapport with the participants/ guests SB5. Ensure all participants understand instructions on safety measures and use of safety equipment SB6. Check any irresponsible behavior on course SB7. Ensure clients are physically fit to undertake the water expedition
	<p>Problem Solving</p>
	<p>SB8. Read river features, speed of flow, currents, eddies to avoid anticipated hazards</p>
<p>Analytical Thinking</p>	
<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SB9. Ability to identify water currents and movement SB10. Notice when something is wrong or is likely to go wrong SB11. In case of situations that are out of normal, ability to assess situation and act accordingly 	

NOS Version Control

NOS Code	SPEFL/		
Credits(NSQF)	TBD	Version number	1.0
Industry	Sports PE Fitness and Leisure	Drafted on	21/02/2016
Industry Sub-sector	Adventure Sports	Last reviewed on	22/02/2016
Occupation	Rafting guide	Next review date	21/01/2017



National Occupational Standard



Overview

This unit is about facilitating and managing the rafting camp

Facilitate and Manage the Rafting trip

SPEFL/

National Occupational Standard

Unit Code	SPEFL
Unit Title (Task)	Facilitate and Manage the Rafting trip
Description	This unit is about facilitating and managing the rafting trip
Scope	<p>The unit/ task covers the following:</p> <ul style="list-style-type: none"> • Manage rafting trips • Control raft in moving water • Plan and run a route through moving water • Apply capsize procedures • Complete post trip responsibilities and evaluate rafting trips
Performance Criteria (PC)	
Element	Performance Criteria
Manage rafting trips	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Communicate relevant information to other guides involved in the rafting trip</p> <p>PC2. Manage general trip problems according to relevant organisational policies and procedures</p> <p>PC3. Supervise other guides on the river according to their experience and skill level and the operational management plan</p> <p>PC4. Maintain communication with crew throughout trip</p>
Control raft in moving water	<p>PC5. Demonstrate a variety of manoeuvres on rapids maintaining hazard free lines, boat control and displaying good guiding technique.</p> <p>PC6. Access and cross difficult areas on the river maintaining hazard free lines, boat control and displaying guiding technique</p> <p>PC7. Apply strokes and paddling manoeuvres effectively to control the raft</p> <p>PC8. Communicate effectively with crew, other guides, trip leader</p>
Plan and run a route through moving water	<p>PC9. Scout and assess sections of moving water to identify hydrological features, hazards and impediments</p> <p>PC10. Communicate the selected route to the crew</p> <p>PC11. Negotiate or avoid hazards using a combination of strokes, guide commands and manoeuvres</p> <p>PC12. Apply navigation skills to determine location and follow planned route or course during the activity</p>
Apply capsize procedures	<p>PC13. Maintain appropriate body position in the water to minimise injury or entrapment and apply defensive and aggressive swimming techniques if necessary</p> <p>PC14. Maintain a position upstream of the raft and recover paddles, where possible</p>

SPEFL/

Facilitate and Manage the Rafting trip

	PC15. Manage capsized response of crew and equipment
Complete post trip responsibilities and evaluate rafting trips	<p>PC16. Complete post trip tasks and evaluation according to organisational policies and procedures and the operational management plan.</p> <p>PC17. Evaluate relevant aspects of rafting trip and complete trip reports according to organisational policies and procedures</p> <p>PC18. Identify potential areas of improvement for managing future rafting trips</p> <p>PC19. Notify appropriate authorities of trip completion if applicable</p> <p>PC20. Supervise retrieve, inspect, repair and store equipment according to organisational policies and procedures</p> <p>PC21. Debrief and coach guides on performance where applicable</p>
Knowledge and Understanding (K)	
A.Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Organisational policies and procedures and the operational management plan to enable safe coordination and conduct of rafting trips</p> <p>KA2. Relevant government and peak bodies applicable to rafting to ensure safety and protection of environment</p> <p>KA3. Site-specific information to assist in the planning process and enable management of potential rafting hazards, and any special restrictions applying to the area</p> <p>KA4. Interpretation of weather information to identify forecast conditions and their effect on the activity</p>
B.Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Knots used to secure raft and perform rescues</p> <p>KB2. Broad range of rescue and recovery techniques</p> <p>KB3. Defensive and aggressive swimming techniques to maintain personal safety</p> <p>KB4. Equipment and raft types used on rapids, and material, construction and repair techniques to ensure prolonged life span and safety requirements</p> <p>KB5. Hydrology and river features such as currents, banks, change in gradient and volume, and their impact on safety</p> <p>KB6. International river grading system to understand conditions and appropriateness of the river to the level of participants</p> <p>KB7. Differentiate between normal and irregular water levels/ currents</p> <p>KB8. Rapid reading - identifying whitewater features from the boat and from shore (scouting)</p> <p>KB9. Identify potential dangers like – pool, tongue/V channel, eddy, eddy line/fence, boil, whirlpool, standing wave, crashing wave, stopper, hole, pour over, wrap rock, undercut, strainer, sieve, ledge drop, drop/waterfall, constriction, chute, corner</p>

SPEFL/

Facilitate and Manage the Rafting trip

	<p>KB10. Clothing requirements for rafting to protect and minimise injury from environmental conditions</p> <p>KB11. Importance of a Personal Flotation Device in keeping a person afloat and their head above water</p> <p>KB12. Stroke, directing and signalling techniques to control and manoeuvre the raft</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Report any incident</p>
	Reading Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA2. Ability to read and understand all usage of equipment and safety guidelines; International River Grading System</p>
	Oral Communication (Listening and Speaking skills)
<p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. Interact with Manager/ senior, other guides and participants to negotiate hazards, paddling technique, route or course</p>	
B. Professional Skills	Decision Making
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Effectively completing a sequence of paddling manoeuvres to negotiate multiple river features in a rapid on multiple occasions</p>
	Plan and organize
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. Coordinate logistical details of trip</p> <p>SB3. Complete post trip tasks and evaluation</p>
	Customer Centricity
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB4. Ensure safety of group at all times</p>
	Problem Solving
<p>SB5. Apply a range of strokes and paddling manoeuvres to control the raft in a range of different river conditions</p> <p>SB6. Apply defensive and aggressive swimming to remove self from danger after a capsize</p>	

SPEFL/

Facilitate and Manage the Rafting trip

	SB7. Manage capsize response SB8. maintain hazard free lines and boat control
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB1. Read river features, speed of flow, currents, eddies and avoid hazards



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Industry	Sports PE Fitness and Leisure	Drafted on	21/02/2016
Industry Sub-sector	Adventure Sports	Last reviewed on	22/02/2016
Occupation	Rafting guide	Next review date	21/02/2018



National Occupational Standard



Overview

This unit is about demonstrating white water rescue in case of emergency situation.

National Occupational Standard	Unit Code	SPEFL
	Unit Title (Task)	Demonstrate white water rescue in case of emergency situation
	Description	This OS unit is about planning all activities that will be conducted during the camp.
	Scope	<p>The OS unit/ task covers the following:</p> <ul style="list-style-type: none"> • Demonstrate rescue and recovery technique • Undertake rescues and recoveries • Use mechanical advantage systems • Conclude rescue and recovery operations
	Performance Criteria (PC)	
	Element	Performance Criteria
	Demonstrate rescue and recovery technique	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Assess the situation and identify potential hazards and risks to self and others.</p> <p>PC2. Identify a rescue and recovery method suitable to the situation according to contextual issues ,relevant organisational policies and procedures</p> <p>PC3. Select equipment and resources required to perform identified rescues and recoveries in white water</p> <p>PC4. Communicate rescue and recovery plan to those assisting</p>
	Undertake rescues and recoveries	<p>PC5. Perform a rescue using a reach technique.</p> <p>PC6. Use throw resources to reach a swimmer in moving water</p> <p>PC7. Demonstrate towing techniques in moving water</p> <p>PC8. Use safe contact methods to rescue and transport a swimmer</p> <p>PC9. Tether a craft to perform a rescue or recovery, where appropriate</p> <p>PC10. Identify and use a range of methods to release an entrapment victim, according to the situation, type of entrapment and organisational policies and procedures</p> <p>PC11. Communicate directions to other members of the rescue team</p> <p>PC12. Hazards are avoided and managed whilst conducting a rescue or recovery according to relevant legislation and organisational policies and procedures.</p>
	Use mechanical advantage systems	<p>PC13. Identify situations requiring the use of mechanical advantage systems</p> <p>PC14. Determine the type of system required according to contextual issues and organisational policies and procedures</p>

SPEFL/

Demonstrate white water rescue in case of emergency

	<p>PC15. Establish suitable mechanical advantage systems to perform rescues and recoveries in a range of predictable situations</p> <p>PC16. Use system equipment in a safe manner according to manufacturer's recommendations and organisational policies and procedures, to ensure that design limits are not exceeded</p> <p>PC17. Modify the system to increase efficiency where necessary, and clearly communicate system changes</p>
<p>Conclude rescue and recovery operations</p>	<p>PC18. Check and store equipment according to organisational policies and procedures and manufacturer's guidelines</p> <p>PC19. Evaluate activity and identify improvements for future white water rescues and recoveries</p>
<p>Knowledge and Understanding (K)</p>	
<p>C. Organizational Context (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Rescue team roles and the incident command system</p> <p>KA2. Organisational policies and procedures to enable safe conduct of all white water rescue and recovery activities</p> <p>KA3. Rescue and recovery equipment and resource types, characteristics, advantages and disadvantages, and its care and maintenance to enable appropriate selection and use</p> <p>KA4. Communication systems used on rivers</p> <p>KA5. First aid appropriate to location and level of responsibility</p> <p>KA6. Understanding of the use of a highline tyrolean system (telfer lower) and its application.</p>
<p>D. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Understanding of the use of a 2 and 4 point tether system and its application</p> <p>KB2. Identifies low to high risk rescue options</p> <p>KB3. Hydrology and river grading systems to understand how rivers work and conduct safe rescues and recoveries on white water</p> <p>KB4. Hazards and risks associated with rescues and recoveries on white water up to Grade 3 standard, and how to safely negotiate or avoid these</p> <p>KB5. Aggressive and defensive swimming techniques to escape hazards</p> <p>KB6. Rescue and recovery techniques suitable to the routine conditions and experience of the participant</p> <p>KB7. Principles of mechanical advantage systems and contexts in which they are used</p>
<p>Skills (S)</p>	
<p>A. Core Skills/</p>	<p>Writing Skills</p>

SPEFL/

Demonstrate white water rescue in case of emergency

Generic Skills	The user/ individual on the job needs to know and understand how to: NA
	Reading Skills
	The user/individual on the job needs to know and understand how to: NA
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SB1. Inform progress SB2. Interact with other members of the rescue team
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB3. Determine which equipment to use SB4. Delegate tasks in emergency and white water rescue situations
	Plan and organise
	The user/individual on the job needs to know and understand how to: SB5. Planning and organising skills to select equipment and resources
	Customer Centricity
	The user/individual on the job needs to know and understand how to: NA
	Problem Solving
	SB6. Determine rescue and recovery methods to use according to the routine situation SB7. Anticipate and mitigate hazards and risks
Analytical Thinking	
The user/individual on the job needs to know and understand how to: SB8. Apply risk and crisis management procedures where required	

NOS Version Control

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Industry Sub-sector	Adventure Sports	Last reviewed on	22/02/2016
Occupation	Rafting guide	Next review date	21/02/2018



National Occupational Standard



Overview

This unit is about promoting environment conservation

National Occupational Standard	Unit Code	SPEFL
	Unit Title (Task)	Promoting environment conservation
	Description	This OS unit is about preserving and promoting environment sustainability
	Scope	<p>The unit/ task covers the following:</p> <ul style="list-style-type: none"> Promote environment sustainability Follow river etiquettes
	Performance Criteria (PC)	
	Element	Performance Criteria
	Promote Environment sustainability	<p>PC1. As per the organization's environment policy, contribute to and implement codes of practice for using the environment</p> <p>PC2. Leave 'No Trace' travel, camping, rafting and climbing – do not leave waste materials, discarded wrappers and plastic bottles in the river and on the riverbed</p> <p>PC3. Do not cause damage to the fragile habitats and environments (animal life, flora and fauna) found there</p>
	Follow River etiquette guidelines	<p>PC4. Keep the activity area clean</p> <p>PC5. Ensure all participants follow the camp rules</p> <p>PC6. Paddlers staged in an eddy waiting their turn to get into a play spot must first let the waiting upstream traffic pass</p> <p>PC7. Leave adequate room for paddlers coming downstream to also get into the eddy</p> <p>PC8. Be aware of people swimming and paddlers who have lost control of their boat, who may be unable to stop from coming through a feature when you are playing in it.</p> <p>PC9. Follow rules laid by the local association and International Rafting federation</p>
	Knowledge and Understanding (K)	
	A.Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Sources of information on environmental good practice during outdoor camping activities</p> <p>KA2. Organisational procedures for minimal environmental impact practices relevant to specific activities, sites or locations.</p> <p>KA3. Responsibilities and best practice for the protection of human and natural environment, covering: access and movement, camping/campfires, disposal of waste, protection of local species, protection of historical and geological</p>

SPEFL/

Promoting environment sustainability

	<p>features, respect for local communities, respect for other visitors,</p> <p>KA4. How to brief/train staff and participants in issues to do with environmental protection</p> <p>KA5. The importance of monitoring the implementation of policies and procedures and describe how this should be done</p> <p>KA6. How to respond when policies and procedures are not being followed and what types of support people may need</p> <p>KA7. How to monitor and evaluate impact on the human and natural environment</p> <p>KA8. Why it is important to be a good role model on environmental issues</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. The values and principles of the outdoor sector and how these should be put into practice when addressing environmental issues</p> <p>KB2. Any specific environmental requirements that apply to programmes in this area of work</p> <p>KB3. Best practice in terms of environmental protection for the types of outdoor programmes you are involved in</p> <p>KB4. The relevant colleagues and other stakeholders you would consult with on environmental protection issues</p> <p>KB5. Your own responsibilities for environmental protection and the responsibilities of others with whom you work</p> <p>KB6. Legislation and codes relating to environmental protection and cultural and heritage protection for the activity area and location to enable outdoor camping and recreation activities to be undertaken responsibly</p>
<p>Skills (S)</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Reading and Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. To read and interpret organisational procedures to reduce environmental impact</p> <p>Oral Communication (Listening and Speaking skills)</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA2. Follow instructions to implement minimal environmental impact practices in outdoor activities</p> <p>SA3. Report inappropriate practices</p> <p>Decision Making</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>NA</p>
<p>B. Professional Skills</p>	<p>Plan and organise</p>

SPEFL/

Promoting environment sustainability

	The user/individual on the job needs to know and understand how to: NA
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB1. Ensure participants are sensitive towards environment protection by explaining them adverse consequences in a polite and appropriate way
	Problem Solving
	SB2. Anticipate the consequences of rafting activities on the environment and implement strategies to reduce the potential impact
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB3. Analyse how impact on the environment could be minimized



NOS Version Control

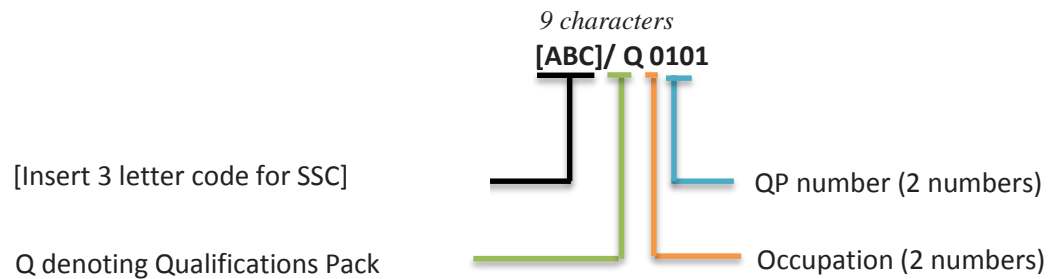
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Annexure

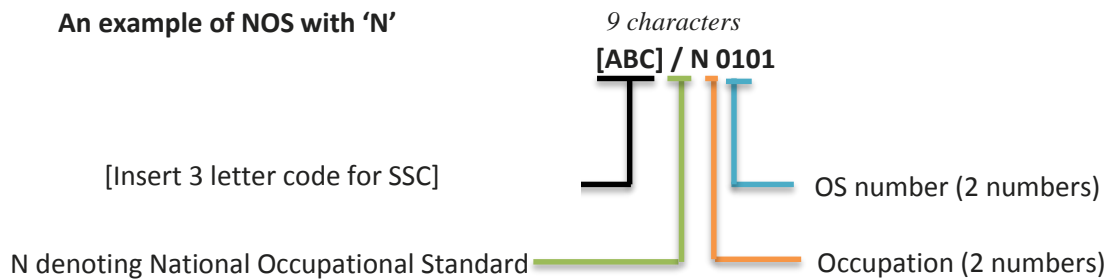
Nomenclature for QP and NOS

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: Rafting Guide

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
	Preparing for a rafting trip	10
	Facilitate and manage the rafting trip	35
	Demonstrate white water rescue in case of emergency	35
	Promoting environment conservation	20
		100

NOS CODE	Preparing for a rafting trip	Theory	Practical
Preparing for a rafting trip	PC1. Maintain a record of number of trips and participants	1	3
	PC2. Maintain a record of undertakings about risk involved and health declaration by the participants	3	2
	PC3. Coordinate logistical details of rafting trip with the Manager/ senior team members	1	5
	PC4. Work effectively with other guides and tour operators	0	4
	PC5. Lead and guide the passengers on the raft effectively	0	3
	PC6. Coordinate and help team members in preparing for the rafting trip	2	4
	PC7. Develop understanding of the various tasks involved in a rafting camp	3	4

	PC8. Keep the team motivated	1	3
	PC9. Report immediately to seniors before the trip commences - in case of any medical emergency or adverse climatic conditions	3	1
		14	29
Customer service - safety demonstration and guide placement	PC10. Explain and demonstrate Safety measures/ use of safety equipment	2	4
	PC11. Place crew appropriately	2	4
	PC12. Demonstrate clearly paddling techniques to the participants	3	3
	PC13. Give out clear instructions – overs / high sides, holding on	1	4
	PC14. Do assessment - recognize and understand the strengths and limitations of the crew	3	4
		11	19
Undertake adequate safety measures	PC15. Ensure all passengers adhere to the safety guidelines	0	3
	PC16. Check all the emergency equipment in the raft	1	3
	PC17. Inspect the raft and the oars	1	4
	PC18. Place first aid appropriately	1	3
	PC19. Have access of the support and emergency support services available	3	3
	PC20. Understand and can clearly recall all the hand signals to be used during the trip	0	3
	PC21. Usage of whistle	0	2
		6	21
	TOTAL	31	69
			100

NOS CODE	Facilitate and manage a rafting trip	Theory	Practical
Manage rafting trips	PC1. Communicate relevant information to other guides involved in the rafting trip	2	2
	PC2. Manage general trip problems according to relevant organisational policies and procedures	2	2
	PC3. Supervise other guides on the river according to their experience and skill level and the operational management plan	2	2
	PC4. Maintain communication with crew throughout trip	0	3
		6	9

Control raft in moving water	PC5. Demonstrate a variety of manoeuvres on rapids maintaining hazard free lines, boat control and displaying good guiding technique.	2	5
	PC6. Access and cross difficult areas on the river maintaining hazard free lines, boat control and displaying guiding technique	2	5
	PC7. Apply strokes and paddling manoeuvres effectively to control the raft	2	5
	PC8. Communicate effectively with crew, other guides, trip leader	0	3
		6	18
Plan and run a route through moving water	PC9. Scout and assess sections of moving water to identify hydrological features, hazards and impediments	2	5
	PC10. Communicate the selected route to the crew	0	2
	PC11. Negotiate or avoid hazards using a combination of strokes, guide commands and manoeuvres	2	5
	PC12. Apply navigation skills to determine location and follow planned route or course during the activity	2	5
		6	17
Apply capsize procedures	PC13. Maintain appropriate body position in the water to minimise injury or entrapment and apply defensive and aggressive swimming techniques if necessary	2	5
	PC14. Maintain a position upstream of the raft and recover paddles, where possible	2	4
	PC15. Manage capsize response of crew and equipment	2	4
		6	13
Complete post trip responsibilities and evaluate rafting trips	PC16. Complete post trip tasks and evaluation according to organisational policies and procedures and the operational management plan.	2	2
	PC17. Evaluate relevant aspects of rafting trip and complete trip reports according to organisational policies and procedures	1	3
	PC18. Identify potential areas of improvement for managing future rafting trips	1	3
	PC19. Notify appropriate authorities of trip completion if applicable	1	1
	PC20. Supervise retrieve, inspect, repair and store equipment according to organisational policies and procedures	1	2
	PC21. Debrief and coach guides on performance where applicable	0	2
		6	13
TOTAL		30	70
			100

NOS CODE	Demonstrate white water rescue	Theory	Practical
Demonstrate rescue and recovery technique	PC1. Assess the situation and identify potential hazards and risks to self and others.	2	4
	PC2. Identify a rescue and recovery method suitable to the situation according to contextual issues ,relevant organisational policies and procedures	2	4
	PC3. Select equipment and resources required to perform identified rescues and recoveries in white water	2	4
	PC4. Communicate rescue and recovery plan to those assisting	0	4
		6	16
Undertake rescues and recoveries	PC5. Perform a rescue using a reach technique.	2	4
	PC6. Use throw resources to reach a swimmer in moving water	2	4
	PC7. Demonstrate towing techniques in moving water	0	2
	PC8. Use safe contact methods to rescue and transport a swimmer	2	4
	PC9. Tether a craft to perform a rescue or recovery, where appropriate	2	4
	PC10. Identify and use a range of methods to release an entrapment victim, according to the situation, type of entrapment and organisational policies and procedures	1	4
	PC11. Communicate directions to other members of the rescue team	0	3
	PC12. Hazards are avoided and managed whilst conducting a rescue or recovery according to relevant legislation and organisational policies and procedures.	1	5
		10	30
Use mechanical advantage systems	PC13. Identify situations requiring the use of mechanical advantage systems	2	3
	PC14. Determine the type of system required according to contextual issues and organisational policies and procedures	2	3

	PC15. Establish suitable mechanical advantage systems to perform rescues and recoveries in a range of predictable situations	2	4
	PC16. Use system equipment in a safe manner according to manufacturer's recommendations and organisational policies and procedures, to ensure that design limits are not exceeded	2	3
	PC17. Modify the system to increase efficiency where necessary, and clearly communicate system changes	2	3
		10	16
Conclude rescue and recovery operations	PC18. Check and store equipment according to organisational policies and procedures and manufacturer's guidelines	2	4
	PC19. Evaluate activity and identify improvements for future white water rescues and recoveries	2	4
		6	6
	TOTAL	32	68
			100

NOS CODE	Promote environment sustainability	Theory	Practical
Promote Environment sustainability	PC1. As per the organization's environment policy, contribute to and implement codes of practice for using the environment	4	3
	PC2. Leave 'No Trace' travel, camping, rafting and climbing – do not leave waste materials, discarded wrappers and plastic bottles in the river and on the riverbed	2	5
	PC3. Do not cause damage to the fragile habitats and environments (animal life, flora and fauna) found there	2	3
		8	11
Follow River etiquette guidelines	PC4. Keep the activity area clean	0	5
	PC5. Ensure all participants follow the camp rules	3	3
	PC6. Paddlers staged in an eddy waiting their turn to get into a play spot must first let the waiting upstream traffic pass	0	3
	PC7. Leave adequate room for paddlers coming downstream to also get into the eddy	0	3
	PC8. Be aware of people swimming and paddlers who have lost control of their boat, who may be unable to stop from coming through a feature when you are playing in it.	3	3
	PC9. Follow rules laid by the local association and International Rafting federation	4	4

Qualifications Pack For Rafting Guide



		10	21
	TOTAL	18	32
			50