

## Annexure I

[This Annexure has to be considered as the Part and Parcel of the Main Agreement signed between **PRAGTI EDUCATION AND WELFARE SOCIETY**(First Part) and .....(Second Part) on ....., 2018.]

### **Term Sheet for Front Office Associate for PMKVY 2.0** Project Name: PMKVY 2016-2020

#### **A. Course Details:**

1. **Course Name/Title: Front Office Associate**
2. Course Affiliated by: Tourism and Hospitality Skills Council
3. QP Code: THC/Q0102
4. Level: Level 4
5. Course Duration (Hours/Days): 320 hours (Theory: 110 + Practical:170 + Entrepreneurships + Soft Skills 40) , 4 hours per day, 6 days in a week  
*(Additional Duration: Digital Literacy - Not to be counted in total hours - trainee will undergo this on his/her own via online - available in English and Regional Languages at [indiaskilsonline.com](http://indiaskilsonline.com))*
6. Course Structure (Theory-Practical Divisions): Will be intimated by Academics Team
7. Students' eligibility criteria: Preferably Class x , minimum 18 years old, Aadhaar Card mandatory
8. Batch size: 30 (maximum)
9. Certification: Tourism and Hospitality Skills Council

#### **B. Infrastructure requirements:**

1. **General requirements: (Common for all courses)**
  - a. Electricity, lights, fans
  - b. Water purifier
  - c. Toilet
  - d. Lights-Fans
  - e. Air-conditioner
  - f. Power backup
  - g. Broadband Internet connection (2 MBPS)
  - h. Printer
  - i. Scanner
  - j. Web Cam
  - k. Digital Camera – to take photographs of training, examination, interview preparation and other events
2. Theory and Practical Room with following facilities
  - a. Size: Capacity: 20 candidates - For class of size 200 to 249 sq. ft.,25 candidates - For class of size 250 to 299 sq. ft.,30 candidates for above 300 sq. ft. Ft  
Measurement for Theory and 300 square feet for Lab. Allow Hybrid arrangement
  - b. Capacity: 30 students
  - c. Chairs and Desks
  - d. One Computer for theory classes with Sound system and DVD Rom
  - e. Projector
  - f. White Board and Marker
  - g. Internet
  - h. Printer

**C. Faculty : Minimum one faculty per course per centre** (one faculty can take maximum two batches per day).

Minimum Educational Qualification of the Trainer	TOTAL Experience (In Years) required for the Trainer	Out of Total Experience, Sector Specific Experience (in years)	Out of Total Experience, Teaching Experience (in years)	Remarks
Certificate in Domain	5	5	0-1	Teaching experience is preferred
Diploma in Hotel Management	5	5	0-1	Teaching experience is preferred

Degree in Hotel management	5	5	0-1	Teaching experience is preferred
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**Recruitment:** Responsibility of respective centre/partner, but the final interview will be conducted by Quality Audit Team at **PRAGTI EDUCATION AND WELFARE SOCIETY** conducted Office.

**Train the Trainer Programme:** Training will be arranged respective Sector Skill Council as per the guidelines of the respective Sector Skill. Participation in the said programme is compulsory. The training cost to be borne by the partner/centre as prescribed by the SSC.

**D. Study Material:** As prescribed by respective SSC

**E. Promotions:**

- Flex/Banner/Hoarding/Standee – at the entrance of the centre
- In-house Poster at reception and class rooms
- Regular updates in Facebook with photos and videos of various events/activities
- Certificate of NSDC Partnership and Affiliation Certificate from Sector Skill Councils to be displayed at Notice Board

(All promotional artworks to be provided by **PRAGTI EDUCATION AND WELFARE SOCIETY** as per the guidelines of NSDC/PMKVY)

**F. Staff pattern for Training Centre (Aadhaar Card Mandatory)**

Sl. No	Post Name
1.	Receptionist/ Front Office Coordinator
2.	Placement Coordinator
3.	Counselor
4.	Administration Officer
5.	MIS Coordinator(management information system)
6.	Mobiliser
7.	SPOC(Single Person of Contact)Cont.
8.	Faculty
9.	IT Coordinator
10.	Nodal Officer

**G. Documents to be maintained:**

1. List of Trainees enrolled in SDMS Format (at the time of registration for PMKVY scheme)
2. PMKVY Enrollment Form\*
3. Details of Trainers
4. Attendance report (to be uploaded on website everyday)
5. Students' leave register\*
6. Study material distribution register\*
7. Academic reports\*
8. Students' feedback form\*
9. Drop out register
10. Internship register\*#
11. Examination – attendance register and marks register\*
12. Certification issue register\*
13. Placement register\*
14. Outreach programme details
15. Photos and videos of theory and practical classes to be sent to Head Office (atleast one per batch per week)
16. Photos and videos of various activities/events
17. Proper entry in web-system as guided by **PRAGTI EDUCATION AND WELFARE SOCIETY** specially in following areas
  - a. Students' Information System (SIS)
  - b. Attendance
  - c. Marks
  - d. Study material distribution record
  - e. Drop out

## Equipment List

Equipment Name	Minimum number of Equipment required (per batch of 30 trainees)	Minimum number of Equipment required (per batch of 25 trainees)	Minimum number of Equipment required (per batch of 20 trainees)	Unit Type	Is this a mandatory Equipment to be available at the Training Center (Yes/No)
White Board / Black Board	1			units	Yes
Trainers Table And Chair	1			units	Yes
Students Chair	30			units	Yes
Front Office Counter	1			units	Yes
Desktop / Laptop	3			units	Yes
Telephones	6			units	Yes
Printer Laser Jet/ Ink Jet	2			units	Yes
Wall Clock	4			units	Yes
Debit/Credit Card Machine	1			units	Yes
Different Maps	4			units	Yes
Fake Note Detecting Machine	1			units	Yes
Register And Log Books	4			units	Yes

**PRAGTI EDUCATION AND WELFARE SOCIETY**

(First Party)

By its Authorized Signatory

.....

(Second Party)

By its Authorized Signatory

**MUKHTIAR SINGH**

(PRESIDENT)

Date: ...th ,2018

**In presence of the following Witnesses**

- 1.
- 2.

.....

(.....)

Date: ..... Day of ... ,2018

**In presence of the following Witnesses**

- 1.
- 2.