

Nepal Industrial and Business Sector **Occupational Standard (OS)** Of River Guide Level-2



In jointly implemented by

Occupational classification linkage with NSCO

Occupational Title: River Guide

Level: 2 (Foreman Level)

Sector: Tourism

Sub – Sector: Adventure Tourism

OS ID No: TR-010-078

Major Group: 6

Sub-major Group: 65

Minor Group: 653

Unit Group: 6531

Occupation Specific Employers Panel:

S.N.	Name	Designation	Organization
1.	Mr. Ganga Prasad Nepal	Proprietor	United River Adventure, Kathmandu
2.	Mr. Meg Bahadur Ale	Proprietor	Ultimate Decent, Kathmandu
3.	Ms. Rita Adhikari	Proprietor	Super holiday, Kathmandu
4.	Ms. Indu devi wagle Ghimire	Proprietor	Swiss Rafting, Kathmandu
5.	Mr. Tej Bahadur Jarga Magar	Proprietor	Mountain river Rafting, Kathmandu
6.	Mr. Nanikaji Thapa	Proprietor	Asian Adventure, Kathmandu
7.	Mr. Shankar Adhikari	Proprietor	River Fun, Kurintar
8.	Mr. Shekhar Bahadur Thapa	Proprietor	Nepal Rafting centre, Kathmandu
9.	Mr. Shankar Bahadur Gurung	Proprietor	Rapid Runner Expedition, Dhadging
10.	Mr. Gorakh Bahadur Darlami	Proprietor	Stream riverworks Nepal, Kathmandu
11.	Mr. Ramhari Aryal	Proprietor	Airbound, Kathmandu
12.	Mr. Kamal Thakuri	Proprietor	Adventure River Trails, Fishing

Expert Workers Panel:

S.N.	Name	Designation	Organization
1.	Mr. Churamani Aryal	River Guide	Navigate Outdoor Pvt Ltd, Kathmandu
2.	Mr. Kamal Thakuri	River Guide	Adventure River Trails, Dhadging
3.	Mr. Mahendra Saru	River Guide	Ultimate Decent, Pokhara
4.	Mr. Santosh Pariyar	River Guide	Nepal River, Kathmandu
5.	Mr. Dan Bahadur Gurung	River Guide	Himalayan River Fun, Dhadging
6.	Mr. Shankar Shrestha	River Guide	Mountain River Rafting, Kathmandu
7.	Mr. Nirajan Rayamajhi	River Guide	Nepal River Runner, Kathmandu
8.	Mr. Chandra Bikram Khadka	River Guide	Nepal River Runner , Kathmandu
9.	Mr. Achyut Gautam	River Guide	Ultimate River, Kathmandu
10.	Mr. Ranjit Singh Rana	River Guide	GRG, Karnali
11.	Mr. Santosh Pariyar	River Guide	Ultimate River Guide, Kathmandu
12.			

OS Development Workshop Facilitated by:

S.N.	Name	Designation	Organization
1.	Mr. Tararaj Luitel	Facilitator	Freelancer
2.	Mr. Ajit Ranabhat	Co-facilitator/Recorder	Freelancer

OS Reviewed by ELMS Tourism Sector Working Group:

S.N.	Name	Designation	Representation (Organization)
1.	Ms. Sarita Lama	General Secretary	FNCCI (TAAN)
2.	Ms. Pampha Devi Dhamala	National Council Member & Chair of Tourism Committee	CNI
3.	Ms. Roshani Upadhyaya	Sr. Vice President CWEC	FNCSI
4.	Mr. Youbraj Shrestha	Executive Member	HAN
5.	Mr. Prabesh Aryal	Sector Expert	ELMS

OS Verified by ELMS Technical Advisory Committee:

S.N.	Name	Designation	Organization
1.	Dr. Mahesh Nath Parajuli	Professor	KU
2.	Mr. Kul Bahadur Phadera	Under secretary	MoEST
3.	Mr. Pravat Uprety	Associate Prof.	TU
4.	Mr. Kishor KC	Statistics Officer	CBS
5.	Ms. Sarada Ghimire	Dy. Director	CTEVT, Curriculum Div.
6.	Mr. Keshab Ghimire	Dy. Director	CTEVT, NSTB

OS Recommended by ELMS Coordination Committee:

S.N.	Name	Designation	Organization
1.	Mr. Rabin Kumar Shrestha	Focal Person/Ex EC member	FNCCI
2.	Mr. Sumit Kumar Kedia	Executive committee member	FNCCI
3.	Mr. Birendra Raj Pandey	Vice –president	CNI
4.	Mr. Megh Nath Neupane	Senior – Consultant	CNI
5.	Ms. Shobha Gurung	Vice president	FNCSI
6.	Mr. Mohan Katuwal	Vice president	FNCSI
7.	Mr. Binayak Shah	Senior-vice president	HAN
8.	Mr. Sajjan Shakya	Secretary General	HAN
9.	Mr. Nicholas Pandey	Senior Vice President	FCAN
10.	Mr. Roshan Dahal	General Secretary	FCAN

OS Approved by ELMS Board:

S.N.	Name	Designation	Organization
11.	Mr. Shekhar Golchha	President	FNCCI
12.	Mr. Vishnu Kumar Agarwal	President	CNI
13.	Mr. Shyam Prasad Giri	President	FNCSI
14.	Ms. Srijana Rana	President	HAN
15.	Mr. Rabi Singh	President	FCAN
16.	Mr. Chandra Kanta Adhikari	Member Secretary	ELMS

Occupational Description:

Over a period of time water based adventure activities such as river sports has been very popular touristic activities amongst international visitors and young national and corporate domestic travelers. The main protagonist of river based adventure activities is river guide who plays pivotal roles from the inception to successful conduction of the activities. River Guide occupation in itself is a challenging occupation who make the activities fun filled while ensuring the safety of the clients. River Guides meet and greet guests, load and prepare rafts, execute crash courses in rafting, give safety speeches and most importantly lead a safe and fun rafting trip. Some rafting trips can be overnight, so a river guide must have wilderness skills and knowledge about the geography and the terrain they are organizing the activities. They are also responsible for formulation of the day to day itinerary, safety, education and entertainment of the guests. In addition to these skills they have to be positive, well versed and team player and expected to possess kayaking and canoeing skill, technology friendly and having photography skill.

The occupation River Guide Level-2 describes the individual with required knowledge for applying basic method of performance, knowledge to select tools, equipment and materials appropriate for the given task. He/she possess the ability to apply basic theory and principle of the common duties and tasks to solve the given assignment. Further, the performer has ability to act independently in simple core skills and can work under the supervision of supervisor for some higher level of tasks to ensure the technicality as a co-worker. This individual has to operate machines and supervises assistant worker and labour in the team. Nepal's industrial & business sector expects Individual reserving set level of skills, knowledge and attitudes which reflect for the improvement of production/services and workers' productivity.

Occupational and environmental safety:

Wastage management is a big challenge during expedition including the human waste. The proper disposal of junk and waste materials is of prime importance to reduce occupational and environmental hazards. In this line of occupation knowledge on waste management, ecofriendly practices, conservation values and practices, and knowledge on river hydrology and morphology is desired. River guides are expected to prevent crew from causing any harm to local environment, flora and fauna, discourage camp fire, cleaning in the river, and abide by laws, regulations and code of conduct. The degradable waste produced during expedition is expected to treat/decompose on-site, however, no- degradable waste are expected to brought bank and hand over to concerned authorities.

Minimum Job Entry Requirement:

As per the labour law the Nepalese citizen aged 18 years and above and competent as per this occupation standards are eligible to enter in this occupation. To cope the required knowledge and tasks performance standard of this occupation SEE or equivalent qualification or minimum of three years of experience are recommended to enter in any skill and knowledge impartation courses. Job nature demands language proficiency in English with sound reading and writing skill

Worker's traits:

The desired workers traits are mentally and physically fit and strong, creative, presentable, having good sense of humor, disciplined and positive attitudes, good and quick decision maker, prompt responsive to the assignment, good team players, high level of passionate, courteous, can be enjoyed to work with tools, equipment and gears, adaptable with new technology, friendly behaviors,

good interpersonal skills and exhibiting strong passion towards the job.

Occupational career path:

- **Above the Position-** Senior River Guide/Expedition Leader: Level-3
- **Current Position-** River Guide: Level-2
- **Below the Position-** Junior River Guide: Level-1

Abbreviation used:

Task Level		Rating number and their meaning
Significance	:	1-Important; 2-Moderately important; 3-Highly important;
Ease	:	1-Easy; 2-Moderately easy; 3-Very easy;
Occurrence	:	1-Rarely occurred; 2-Moderately occurred; 3-Frequently occurred.

N/A	:	Not Applicable
OS	:	Occupation Standard
FNCCI	:	Federation of Nepalese Chambers of Commerce & Industry
CNI	:	Confederation of Nepalese Industries
FNCSI	:	Federation of Nepalese Cottage & Small Industries
FCAN	:	Federation of Construction Association Nepal
HAN	:	Hotel Association Nepal
ELMS	:	Employers Led Market Secretariat
SWG	:	Sector Working Group
TAC	:	Technical Advisory Committee
SOP	:	Standard Operating Procedure
KU	:	Kathmandu University
MoEST	:	Ministry of Education, Science & Technology
TU	:	Tribhuvan University
CBS	:	Central Bureau of Statistics
CTEVT	:	Council of Technical Education and Vocational Training
NSTB	:	National Skill Testing Board
Div	:	Division
PPE	:	Personal Protective Equipment
CPR	:	Cardiopulmonary resuscitation
AR	:	Atmospheric River

List of duties and tasks of the occupation:

Soft skills Area:			
S.N.	Duty statements	Task Number.	Task statements
1.	Demonstrate positive attitudes	1. 2. 3. 4. 5.	Manage time Exhibit empathy Keep work ethics Respond assignment Receive / give feedback and feed forward
2.	Exhibit interpersonal skills	6. 7. 8. 9.	Listen others Communicate with others Coordinate with others Perform net-working
3.	Demonstrate occupational leadership	10. 11. 12. 13. 14.	Exhibit behavior of team player Make decision Solve problem Take responsibility and accountability Develop work plan of River Guide
Core skills Area:			
S.N.	Duty statements	Task number	Task statements
4.	Prepare for rafting expedition	15. 16. 17. 18. 19.	Receive Itinerary Manage river crew/team Collect official documents Receive trip fund Arrange transportation
5.	Collect gear/equipment's for the expedition	20. 21. 22. 23. 24. 25.	Collect raft and paddling gears Collect camping gear Collect rescue/safety gear Collect first aid kit Collect repair kit Collect food/ingredients
6.	Receive guest	26. 27.	Perform pre-departure briefing Assess clients health condition
7.	Manage camp	28. 29. 30.	Select camp site Set up camp Breakdown tent/ Pack up tent
8.	Manage food during trip	31. 32. 33. 34.	Prepare menu Prepare/serve meal and beverages Clean/wash dish Manage waste
9.	Organize entertaining/fun activities	35. 36. 37.	Organize day hike Organize games Tell story/jokes
10.	Brief expedition/raft team	38. 39.	Conduct daily briefing/debriefing Brief safety rules/regulations
11.	Maintain gear	40. 41.	Repair and maintain gears Clean gear/ equipment

12.	Handle risk/emergency situation	42.	Perform life/human rescue
		43.	Perform gear and equipment recovery
13.	Manage accommodation	44.	Identify/select modes of accommodation
		45.	Assist check in check out procedure
14.	Perform coordination	46.	Coordinate with local authorities/community
		47.	Coordinate with local agency/ guide/expert
		48.	Coordinate with team members/client
15.	Manage budget	49.	Manage trip fund
		50.	Settle bill/voucher
16.	Manage logbook/document	51.	Maintain daily log book
		52.	Prepare lost and damage report
		53.	Prepare incident report
17.	Handle conflict	54.	Handle conflict within guest /crew/community
		55.	Handle discrimination
18.	Conclude trip	56.	Receive feedback
		57.	Debrief trip
		58.	Conduct farewell
		59.	Handover of gears/equipment

Task Competency Standard

Soft Skills Area:

Task number:	1		
Task statement:	Manage time		
Level of task:	Significance	Ease	Occurrence
	3	2	3
Terminal performance standard:	Given Condition <ul style="list-style-type: none"> Regular duty hours and work plan Task: Manage time Time: N/A Standard/Criteria: <ul style="list-style-type: none"> Exhibited punctuality; Task completed within the given time frame; Task performed as per the given work plan. 		
Related technical knowledge:	<ul style="list-style-type: none"> Importance of time management; Work priority and rescheduling as per the urgency; Points to be consider while managing time during duty hours. 		

Task number:	2		
Task statement:	Exhibit empathy		
Level of task:	Significance	Ease	Occurrence
	2	2	1
Terminal performance standard:	Given Condition <ul style="list-style-type: none"> Any incident (Problems, awkward situation or unusual situation) of customer or team members Task: Exhibit empathy Time: N/A Standard/Criteria: <ul style="list-style-type: none"> Expressed feelings (body language, gesture, posture, facial expression) as per the given incident during the performance; Acted accordingly as per the feelings. 		
Related technical knowledge:	<ul style="list-style-type: none"> Meaning and importance empathy; Different situation of empathy exhibition; Points to be consider while exhibiting empathy. 		

Task number:	3		
Task statement:	Adopt work ethics of the occupation		
Level of task:	Significance	Ease	Occurrence
	3	2	3
Terminal performance standard:	Given Condition <ul style="list-style-type: none"> Occupational ethics and Code of conduct of organization; Standard operating procedure (SOP). Task: Keep work ethics Time: N/A Standard/Criteria: <ul style="list-style-type: none"> Given occupational ethics and organizational code of conduct is followed; SOP is followed; Performer is satisfied and motivated in the occupation. 		
Related technical knowledge:	<ul style="list-style-type: none"> Meaning and importance work ethics; Occupational work ethics; Code of conducts of organization or SOP. 		

Task number:	4
---------------------	----------

Task statement:	Respond assignment		
Level of task:	Significance	Ease	Occurrence
	3	2	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> Any assignment or task order Task: Respond assignment Time: N/A Standard/Criteria: <ul style="list-style-type: none"> Prompt response is exhibited; Assignment noted; Assignment completed within the agreed time. 		
Related technical knowledge:	<ul style="list-style-type: none"> Importance of timely response; Time requirement any assignment; Manner of interaction with others; Types of work and urgency. 		

Task number:	5		
Task statement:	Receive / give feedback and feed forward		
Level of task:	Significance	Ease	Occurrence
	3	2	3
Terminal performance standard:	Given Condition <ul style="list-style-type: none"> Any assignment or task order Task: Receive / give feedback and feed forward Time: N/A Standard/Criteria: <ul style="list-style-type: none"> Performer listen actively; Noted feed forward and feedback; Firstly given positive feedback objectively; Secondly given developmental feedback objectively; Digestible amount of feedback is considered. 		
Related technical knowledge:	<ul style="list-style-type: none"> Meaning and importance of feed forward and feedback; Types of feedback; Techniques of receiving and giving feed forward and feedback. 		

Task number:	6		
Task statement:	Listen others		
Level of task:	Significance	Ease	Occurrence
	3	2	3
Terminal performance standard:	Given Condition <ul style="list-style-type: none"> Customer or team member is complaining / reporting Task: Listen others Time: N/A Standard/Criteria: <ul style="list-style-type: none"> Performer listen actively; Nodded the head during listening; Asked for clarification; Noted the complaint or reporting; Reporter or complainer is satisfied with his/her listening attitude. 		
Related technical knowledge:	<ul style="list-style-type: none"> Importance of active listening; Differences between active listening and hearing; Techniques of active listening. 		

Task number:	7		
Task statement:	Communicate with others		

Level of task:	Significance	Ease	Occurrence
	3	2	3
Terminal performance standard:	Given Condition <ul style="list-style-type: none"> Information to be communicated; Relevant audience. Task: Communicate with others Time: N/A Standard/Criteria: <ul style="list-style-type: none"> Clear and audible voice is listen; Communicated with pleasant vocal; Natural visual expressions are exhibited during the communication; Information shared is concise and complete. 		
Related technical knowledge:	<ul style="list-style-type: none"> Meaning and importance of effective communication; Effective communication model; Types of communication; Means of communication; Techniques of effective communication. 		

Task number:	8		
Task statement:	Coordinate with others		
Level of task:	Significance	Ease	Occurrence
	3	2	3
Terminal performance standard:	Given Condition <ul style="list-style-type: none"> Agenda or issue or information to be coordinated; Team members or relevant stakeholders; Means of coordination. Task: Coordinate with others Time: N/A Standard/Criteria: <ul style="list-style-type: none"> Coordination is done per the given agenda, issues or information to be shared; Coordination is done per the target receivers; Coordination is done per the given means of coordination. 		
Related technical knowledge:	<ul style="list-style-type: none"> Meaning and importance coordination; Means of coordination; Techniques of effective coordination. 		

Task number:	9		
Task statement:	Perform net-working		
Level of task:	Significance	Ease	Occurrence
	3	1	2
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> Assignment; Job description. Task: Perform net-working Time: N/A Standard/Criteria: <ul style="list-style-type: none"> Service delivery met the standard of the organization; Additional service procurement is found easily. 		
Related technical knowledge:	<ul style="list-style-type: none"> Meaning and importance of networking; Means of networking; Techniques of effective networking. 		
Task number:	10		
Task statement:	Exhibit behavior of team player		
Level of task:	Significance	Ease	Occurrence

	2	1	2
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Assignment; • Working team. Task: Exhibit behavior of team player Time: N/A Standard/Criteria: <ul style="list-style-type: none"> • Team members are encouraged; • Taken collective ownership; • Possessed cooperative and assertiveness; • Taken responsibility and accountability. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Meaning and importance of team work; • Characteristics of good team player; • Phases of team formation; • Tips of effective team work. 		

Task number:	11		
Task statement:	Make decision		
Level of task:	Significance	Ease	Occurrence
	3	3	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Any assignment with possible unusual situation during the process; • Problem or case and time frame. Task: Make decision Time: N/A Standard/Criteria: <ul style="list-style-type: none"> • Decision taken within given time frame; • Desired result achieved; • Decision considered efficient use of time, money and resources. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Meaning and importance of decision making; • Simple decision making process. 		

Task number:	12		
Task statement:	Solve problem		
Level of task:	Significance	Ease	Occurrence
	3	3	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Any problem or case and time frame Task: Solve problem Time: N/A Standard/Criteria: <ul style="list-style-type: none"> • Problems are solved in given time frame; • Desired result is achieved; • Considered the efficient use of time, money and resources. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Meaning and importance of problem solving; • List of potential problems in the occupation (River Guide); • General problem solving techniques. 		

Task number:	13		
Task statement:	Take responsibility and accountability		
Level of task:	Significance	Ease	Occurrence
	3	2	3

Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Assignment; • Job description. Task: Take responsibility and accountability Time: N/A Standard/Criteria: <ul style="list-style-type: none"> • Exhibited dedication to the assignment; • Attempted to complete the assignment as per the set standard; • Taken ownership of results.
Related technical knowledge:	<ul style="list-style-type: none"> • Meaning of responsibility and accountability; • Importance of responsibility and accountability for River Guide.

Task number:	14		
Task statement:	Develop work plan of River Guide		
Level of task:	Significance	Ease	Occurrence
	3	2	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • List of tasks and their priority order; • Planning forms and format; • Job description. Task: Develop work plan of River Guide Time: N/A Standard/Criteria: <ul style="list-style-type: none"> • Plan is developed as per the given tasks; • Planning is done in given forms and format; • Tasks are planned based on priority order or sequence; • Considered efficient use of resources (time, money, and people). 		
Related technical knowledge:	<ul style="list-style-type: none"> • Meaning of planning; • Importance of planning; • Different planning tools; • Points to be considered while planning. 		

Core Skills Area			
Task number:	15		
Task statement:	Receive itinerary		
Level of task:	Significance	Ease	Occurance
	3	3	3

Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> Any expedition assignment; Itinerary. Task: Receive itinerary Time: N/A Standard/Criteria: <ul style="list-style-type: none"> Itinerary is received; Terms and conditions are understood.
Related technical knowledge:	<ul style="list-style-type: none"> Meaning and Importance of Itinerary; Elements/contents of itinerary; Service inclusion & exclusion of the package; Number of packs.
Safety / precaution:	<ul style="list-style-type: none"> Ensure Itinerary is not damaged; Be clear with the contents of itinerary.
Tools, equipment and materials:	<ul style="list-style-type: none"> Itinerary, envelope.

Task number:	16		
Task statement:	Manage river crew/team		
Level of task:	Significance	Ease	Occurance
	3	2	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> After receiving itinerary; After group confirmation; Before expedition/raft; Before receiving gear. Task: Manage river crew/team Time: N/A Standard/Criteria: <ul style="list-style-type: none"> Required staff for expedition are contacted; River support staff confirms the assignment; Support staff arrives on time. 		
Related technical knowledge:	<ul style="list-style-type: none"> Meaning and importance; Technical skill required by supporting staff; Desired work ethics/attitude of staff; Number of staff required as per group size; Types of staff required. 		
Safety / precaution:	<ul style="list-style-type: none"> Ensure hired staff are sincere towards their work; Consider labor law while hiring staff. 		
Tools, equipment and materials:	<ul style="list-style-type: none"> Communication and electronic devices. 		

Task number:	17		
Task statement:	Collect official documents		
Level of task:	Significance	Ease	Occurance
	3	2	3

Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • After receiving itinerary; • After group confirmation; • Before expedition/raft; • Before receiving gear. Task: Collect official documents Time: 30 Minutes Standard/Criteria: <ul style="list-style-type: none"> • All official documents are collected and verified; • Documents are up to date and valid.
Related technical knowledge:	<ul style="list-style-type: none"> • Meaning and importance; • Types of documents required; • Detail information of crew and clients- format/checklist; • Required permits; • Insurance details of clients/crew.
Safety / precaution:	<ul style="list-style-type: none"> • Ensure all documents are valid and up to date; • Keep all documents safely; • Keep photocopy of all documents; • Submit necessary documents in designated place as required.
Tools, equipment and materials:	<ul style="list-style-type: none"> • Documents, envelope, files, river map.

Task number:	18		
Task statement:	Receive trip fund		
Level of task:	Significance	Ease	Occurance
	3	3	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • After receiving itinerary; • After group confirmation; • Before expedition/raft. Task: Receive trip fund Time: 30 Minutes Standard/Criteria: <ul style="list-style-type: none"> • Agreement is made; • Receipt is signed and fund is collected. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Meaning and importance; • Cost heading and allocated amount; • Difference between emergency fund and trip fund; • Techniques of managing emergency/trip fund. 		
Safety / precaution:	<ul style="list-style-type: none"> • Ensure budget allocated are sufficient on each heading; • Spend allocated budget only on each heading; • Use emergency fund only in the case of emergency situation. 		
Tools, equipment and materials:	<ul style="list-style-type: none"> • Water proof bag, envelope. 		

Task number:	19		
Task statement:	Arrange transportation		
Level of task:	Significance	Ease	Occurance
	3	1	3

Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Before and after expedition/raft; • Arrangement by company; • Self – arrangement; • Emergency situation. Task: Arrange transportation Time: 1 day Standard/Criteria: <ul style="list-style-type: none"> • Vehicle arrived on time; • Vehicle is found in good condition.
Related technical knowledge:	<ul style="list-style-type: none"> • Meaning and importance; • Types and modes of transportation; • Available legal vehicle transportation companies; • Types of documents required.
Safety / precaution:	<ul style="list-style-type: none"> • Ensure vehicle driver is well disciplined and follows the criterion set by the company; • Ensure first aid/fire extinguisher/disposable bags are available in the vehicle; • Ensure transport company provides the vehicle as per the agreement with the company; • Ensure transportation company is legal; • Ensure documents are legal and valid up to date; • Ensure driver is aware of the route.
Tools, equipment and materials:	<ul style="list-style-type: none"> • Agreement format.

Task number:	20		
Task statement:	Collect raft and paddling gears		
Level of task:	Significance	Ease	Occurance
	3	1	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Before expedition/raft; • Checklist. Task: Collect raft and paddling gears Time: 6 hours Standard/Criteria: <ul style="list-style-type: none"> • Gears condition are checked and packed; • Repairing is done on required gears; • Gears/equipment's are collected as per the checklist; • Gears are packed in the allocated bags. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Meaning and importance; • Types of rafting gears/equipment required; • Basic repairing and maintenance knowledge; • Use and care of gears/equipment; • Anatomy of raft and paddling gear; • Types of bags required for packing different gears. 		
Safety / precaution:	<ul style="list-style-type: none"> • Check condition of gears before packing; • Do necessary repairs; • Ensure all the gears are in working condition; • Ensure gears are packed in allocated bags. 		
Tools, equipment and materials:	<ul style="list-style-type: none"> • Packing bags, checklist; • Gears and equipment (kayak, raft, life jacket, helmets, paddle, pump, wetsuit, splash top, rescue bag, oars, frame, oar lock, camstraps, ropes , harness, water proof bag, barrels, ice box) 		

Task number:	21		
Task statement:	Collect camping gear		
Level of task:	Significance	Ease	Occurance
	3	3	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Before expedition/raft; • Checklist Task: Collect camping gear Time: 3 hours Standard/Criteria: <ul style="list-style-type: none"> • Gears condition are checked and packed; • Repairing is done on required gears; • Gears/equipment's are collected as per the checklist; • Gears are packed in the allocated bags; • Camping gears are safe and clean. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Meaning and importance; • Types of camping gears/equipment required; • Basic repairing and maintenance knowledge; • Usage of camping gears/equipment; • Use gears knowledge outfitting; • Types of bags required for packing camping gears; • Types of tents and gears required. 		
Safety / precaution:	<ul style="list-style-type: none"> • Check condition of gears before packing; • Do necessary repairs; • Ensure all the gears are in working condition; • Ensure gears are packed in allocated bags; • Ensure required gears for tents are collected. 		
Tools, equipment and materials:	<ul style="list-style-type: none"> • Packing bags, checklist; • Gears and equipment (member tent, kitchen tent , dining tent, toilet tent, tarp, ground tarp, tarpaulin, camping chairs, camping table, raft shelter, mattress, sleeping bag, pillow, liner sheet) 		

Task number:	22		
Task statement:	Collect rescue/safety gear		
Level of task:	Significance	Ease	Occurance
	3	2	3

Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Before expedition/raft; • Checklist. Task: Collect rescue/safety gear Time: 2 hours Standard/Criteria: <ul style="list-style-type: none"> • Gears condition are checked and packed; • Repairing is done on required gears; • Gears/equipment's are collected as per the checklist; • Gears are packed in the allocated bags; • Safety gears are safe and clean.
Related technical knowledge:	<ul style="list-style-type: none"> • Meaning and importance; • Types of safety gears/equipment required; • Basic repairing and maintenance knowledge; • Usage of safety gears/equipment; • Types of bags required for packing safety gears.
Safety / precaution:	<ul style="list-style-type: none"> • Check condition of gears before packing; • Do necessary repairs; • Ensure all the gears are in working condition; • Ensure gears are packed in allocated bags; • Ensure updated safety gears are collected as per the checklist.
Tools, equipment and materials:	<ul style="list-style-type: none"> • Packing bags, checklist; • Gears and equipment (static rope- 10 -12 mm, webbing, carabineer, pully, prussic rope, messenger line, dynamic rope-8mm, hand saw,).

Task number:	23		
Task statement:	Collect first aid kit		
Level of task:	Significance	Ease	Occurance
	3	3	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Before expedition/raft; • Checklist. Task: Collect first aid kit Time: 2 hours Standard/Criteria: <ul style="list-style-type: none"> • Medicines are collected as per the checklist; • Kits/medicines are in useable condition. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Meaning and importance; • Types of medicines/trauma kit; • Usage of kits/medicines; • Basic medical knowledge; • First aid knowledge • Cardiopulmonary resuscitation (CPR) Knowledge. 		
Safety / precaution:	<ul style="list-style-type: none"> • Check expiry dates of medicine; • Ensure medicines are purchased/collected as per the checklist; • Prepare use and dose list of medicines. 		
Tools, equipment and materials:	<ul style="list-style-type: none"> • First aid kit (medicine/trauma kit). 		

Task number:	24		
Task statement:	Collect repair kit		
Level of task:	Significance	Ease	Occurance
	3	2	3

Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> Before expedition/raft; Checklist. Task: Collect repair kit Time: 1 hour Standard/Criteria: <ul style="list-style-type: none"> Repair kits are collected as per the checklist; Required tools and equipment's inside kit are in workable condition.
Related technical knowledge:	<ul style="list-style-type: none"> Meaning and importance; Types of tools/equipment kept inside the kit; Uses of tools/equipment as per the catalogue/tool file; Technique of using tools/equipment.
Safety / precaution:	<ul style="list-style-type: none"> Ensure all equipment and tools inside the kit are up to date and in working condition; Check expiry dates; Follow do's and don'ts as per the catalogue.
Tools, equipment and materials:	<ul style="list-style-type: none"> Repair kit (gloves, glue, hardener, hammer, plier, nose plier, screw driver, pipes, extra patching material, thread, needle, sand paper, LN Key, plastic bag, rubber, scissor, matchbox, raft valve key, extra valve, ring)

Task number:	25		
Task statement:	Collect food ingredients		
Level of task:	Significance	Ease	Occurance
	3	2	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> Client interest and dietary requirement; Group size; Availability of food and ingredients. Task: Collect food ingredients Time: 2 hours Standard/Criteria: <ul style="list-style-type: none"> Hygienic/nutritious food is selected as per the client requirement; Required quantity is managed. 		
Related technical knowledge:	<ul style="list-style-type: none"> Group dynamics; Available ingredients; Health and hygiene; Nutritious values and varieties. 		
Safety / precaution:	<ul style="list-style-type: none"> Consider group dynamics/dietary requirement while collecting food and ingredients; Consider collecting nutritious ingredients; Ensure food carried is sufficient for the group. 		
Tools, equipment and materials:	<ul style="list-style-type: none"> Paper, pen, standard list. 		

Task number:	26		
Task statement:	Perform pre-departure briefing		
Level of task:	Significance	Ease	Occurance
	3	2	3

Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Pre departure; • Itinerary with detailed information of clients; • Arrival of guest. Task: Welcome guest Time: 1:30 hour Standard/Criteria: <ul style="list-style-type: none"> • Guest are received as per the client list/guest list; • All crew members/clients are introduced; • Clients are briefed on dos and don'ts – responsibilities; • Clients are informed on inclusive and exclusive services; • Clients are informed on mode of transportation/accommodation/ duration; • Clients are informed on flora and fauna.
Related technical knowledge:	<ul style="list-style-type: none"> • Meaning and importance; • River knowledge- hydrology and difficulties; • Local culture and sensitiveness; • Dos and don'ts; • Local flora and fauna; • Knowledge of river corridor; • Service package and facilities; • Client's interest and expectation.
Safety / precaution:	<ul style="list-style-type: none"> • Maintain discipline; • Convey matters in a clear manner; • Maintain personal hygiene; • Ensure clients are well aware on dos and don'ts; • Understand clients culture and sensitiveness; • Respect gender sensitivity.
Tools, equipment and materials:	<ul style="list-style-type: none"> • River map, gears.

Task number:	27		
Task statement:	Assess clients health condition		
Level of task:	Significance	Ease	Occurance
	3	2	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Pre departure; • Individual approach; • Daily basis. Task: Assess clients health condition Time: N/A Standard/Criteria: <ul style="list-style-type: none"> • Clients health condition is identified and necessary action is taken; • Expedition team is physically and mentally prepared for raft. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Client past medical history / Checklist of medical condition of clients; • Necessary action to be taken as per the condition of client; • First aid knowledge; • AR/CPR knowledge. 		
Safety / precaution:	<ul style="list-style-type: none"> • Check clients medical history carefully; • Alert clients time and again; • Ensure first aid kit and other medical supplies are carried as per the health condition of clients. 		
Tools, equipment and materials:	<ul style="list-style-type: none"> • Medical history of client/ checklist of health condition. 		

Task number:	28		
Task statement:	Select camp site		
Level of task:	Significance	Ease	Occurance
	3	2	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> Camp site; During expedition/raft. Task: Select camp site Time: 15 Minutes Standard/Criteria: <ul style="list-style-type: none"> Camp site is selected in safe and appropriate area. 		
Related technical knowledge:	<ul style="list-style-type: none"> Possible landslide and sight creak/ flash flood/ deadfall/rock fall; Wildlife and animals; Site selection criterion/ guidelines. 		
Safety / precaution:	<ul style="list-style-type: none"> Ensure camp site is selected away from the village; Assess possible landslide /sight creak/ flash flood/ deadfall/rock fall; Be alert with cultural sentiments and differences. 		
Tools, equipment and materials:	N/A		

Task number:	29		
Task statement:	Set up camp		
Level of task:	Significance	Ease	Occurance
	3	2	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> Camp site; Camp gears and equipment. Task: Set up camp Time: N/A Standard/Criteria: <ul style="list-style-type: none"> Camps are set in safe, comfortable and approachable for space; Camps and gears are set as per the standard. 		
Related technical knowledge:	<ul style="list-style-type: none"> Camp set up criterion/standard; Types of tents, gears, equipment's, accessories; required to set up camp. 		
Safety / precaution:	<ul style="list-style-type: none"> Handle tents, gears, equipment's cautiously; Avoid injuries while fixing camp; Consider possible natural disaster during stay; Manage waste produced during setting up camp. 		
Tools, equipment and materials:	<ul style="list-style-type: none"> Tents, gears, equipment's, 		

Task number:	30		
Task statement:	Breakdown tent/ Pack up tent		
Level of task:	Significance	Ease	Occurance
	3	2	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> Camp site; 		

	<ul style="list-style-type: none"> • Camp gears and equipment; Task: Breakdown tent/ Pack up tent Time: 2 hours Standard/Criteria: <ul style="list-style-type: none"> • Camp and gears are safely broken down; • All gears and tents are collected and packed.
Related technical knowledge:	<ul style="list-style-type: none"> • Camp breakdown criterion/standard; • Packing of tents, gears, equipment's and accessories used; • Assembling and dissembling of tents/equipment.
Safety / precaution:	<ul style="list-style-type: none"> • Handle tents, gears, equipment's cautiously while breaking down; • Avoid injuries while breaking down camps; • Pack gears/tents and equipment in appropriate bags; • Keep the area clean after work.
Tools, equipment and materials:	<ul style="list-style-type: none"> • Tents, gears, equipment, packing dry bags.

Task number:	31		
Task statement:	Prepare menu		
Level of task:	Significance	Ease	Occurance
	3	2	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Client interest; • Group size; • Available ingredients. Task: Prepare menu Time: 2 hours Standard/Criteria: <ul style="list-style-type: none"> • Hygienic/nutritious menu is prepared as per the client requirement; • Menu is prepared as per the available ingredients. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Group dynamics; • Available ingredients; • Health and hygiene; • Nutritious values and varieties. 		
Safety / precaution:	<ul style="list-style-type: none"> • Consider group dynamics/dietary requirement while preparing the menu; • Consider nutritious ingredients while preparing the menu. 		
Tools, equipment and materials:	<ul style="list-style-type: none"> • Paper, pen. 		

Task number:	32		
Task statement:	Prepare/serve meal and beverages		
Level of task:	Significance	Ease	Occurance
	3	2	3

Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Group size; • Kitchen ; • Food ingredients. Task: Prepare/serve meal and beverages Time: 2 hours Standard/Criteria: <ul style="list-style-type: none"> • Hygienic/nutritious breakfast is prepared and served; • Hygienic/nutritious lunch is prepared and served; • Hygienic/nutritious dinner is prepared and served.
Related technical knowledge:	<ul style="list-style-type: none"> • Cooking skill; • Serving and plating skill; • Food presentation skill; • Storing.
Safety / precaution:	<ul style="list-style-type: none"> • Ensure foods are well cooked; • Maintain kitchen hygiene; • Apply safety measure while preparing food.
Tools, equipment and materials:	<ul style="list-style-type: none"> • Kitchen gears and equipment.

Task number:	33		
Task statement:	Clean/wash dish		
Level of task:	Significance	Ease	Occurance
	3	2	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • After every meal; • Used kitchen utensils. Task: Clean/wash dish Time: 30 Minutes Standard/Criteria: <ul style="list-style-type: none"> • Kitchen tools/utensils are washed; • Kitchen gear/tools and equipment's are packed. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Dish washing skill; • Storing/packaging skill; • Types and usage of detergents/soaps/iodine/chlorine. 		
Safety / precaution:	<ul style="list-style-type: none"> • Ensure all kitchen utensils are properly washed; • Ensure used utensils are sanitized and dry. 		
Tools, equipment and materials:	<ul style="list-style-type: none"> • Kitchen gears and equipment, soaps; • Detergents, iodine; • Washing tub, scrubbers. 		

Task number:	34		
Task statement:	Manage waste		
Level of task:	Significance	Ease	Occurance
	3	2	3

Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Production of degradable and non-degradable waste during trip; • Production of recycle and reusable waste during trip. Task: Manage waste Time: N/A Standard/Criteria: <ul style="list-style-type: none"> • Segregation of waste is done; • Degradable waste are decomposed; • Non degradable waste are packed out; • Non degradable waste are disposed in designated area.
Related technical knowledge:	<ul style="list-style-type: none"> • Meaning and importance of waste management; • Segregation and packing of waste; • Types of waste and their characteristics; • Impact of waste in environment.
Safety / precaution:	<ul style="list-style-type: none"> • Separate burnable and non burnable waste carefully; • Pack the waste properly; • Carry and transport safely/ clearly; • Handover non decomposable waste to authorized organization; • Handover of recyclable waste to concerned authorities.
Tools, equipment and materials:	<ul style="list-style-type: none"> • Sack, disposable bag, drum.

Task number:	35		
Task statement:	Organize day hike		
Level of task:	Significance	Ease	Occurance
	3	2	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Rest day (lay over day) • Rafting crew & group. Task: Organize day hike Time: N/A Standard/Criteria: <ul style="list-style-type: none"> • Crew members are energized; • Guest experienced local culture and lifestyle; • Interaction with the locals are conducted. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Local culture/lifestyle/food; • Location suitable for day hike; • Navigation and route knowledge; • Weather condition/environment; • Hiking and safety knowledge; • Types of gears/equipment required for hiking; • Time management. 		
Safety / precaution:	<ul style="list-style-type: none"> • Ensure first aid kits are carried; • Ensure communication devices are carried during hike; • Ensure necessary gears/equipment are carried; • Respect local culture; • Avoid conflict between crew members and locals; • Carry necessary food and water; • Provide weather information; • Ensure crew members carry appropriate dress. 		
Tools, equipment and materials:	<ul style="list-style-type: none"> • Communication devices, gears and equipment; • Day bag, extra food and water, first aid kit, note book. 		

Task number:	36		
Task statement:	Organize games		
Level of task:	Significance	Ease	Occurance
	3	2	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> Rest day (lay over day) During the trip Task: Organize games Time: N/A Standard/Criteria: <ul style="list-style-type: none"> Clients/crew members are engaged/energized and entertained. 		
Related technical knowledge:	<ul style="list-style-type: none"> Types of river games; Techniques of facilitation; Entertaining/paddle/ninja games. 		
Safety / precaution:	<ul style="list-style-type: none"> Conduct games in safe and appropriate area; Avoid include conflicting games; Respect local culture; Avoid conflict between crew members and locals; Avoid injuries. 		
Tools, equipment and materials:	<ul style="list-style-type: none"> Paddle, rope, ball, board. 		

Task number:	37		
Task statement:	Tell story/jokes		
Level of task:	Significance	Ease	Occurance
	3	2	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> Any appropriate time during the trip Task: Tell story/jokes Time: N/A Standard/Criteria: <ul style="list-style-type: none"> Clients/crew members are entertained; Experience/learnings are shared. 		
Related technical knowledge:	<ul style="list-style-type: none"> Religious and cultural sentiments; Interesting events/stories; Presentation skill. 		
Safety / precaution:	<ul style="list-style-type: none"> Consider religious/cultural sentiments; Ensure voice is loud and audible/ communicate clearly. 		
Tools, equipment and materials:	<ul style="list-style-type: none"> Story/jokes book. 		

Task number:	38		
Task statement:	Conduct daily briefing /debriefing		
Level of task:	Significance	Ease	Occurance
	3	2	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> Daily basis; 		

	<ul style="list-style-type: none"> • Situational; • After raft activities; • After incident. Task: Conduct daily briefing /debriefing Time: 20 Minutes Standard/Criteria: <ul style="list-style-type: none"> • Factual information is delivered ; • Incidental report is prepared and submitted; • Clients are informed on daily activities.
Related technical knowledge:	<ul style="list-style-type: none"> • Safety rules and regulations; • Potential risk and hazards in the route; • River knowledge; • Presentation skill; • Weather condition and necessary precautions required; • Rescue measure available; • Daily activities.
Safety / precaution:	<ul style="list-style-type: none"> • Communicate clearly; • Be objective and specific; • Provide factual information; • Ensure clients are informed on daily activities; • Rectify mistakes happened; • Document incidents/events occurred on timely basis; • Report to concern – office/admin.
Tools, equipment and materials:	<ul style="list-style-type: none"> • Communication device, paper, pen, incident report form, nearmis report.

Task number:	39		
Task statement:	Brief safety rules/regulations		
Level of task:	Significance	Ease	Occurance
	3	2	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Before rafting activities; • Daily briefing. Task: Brief safety rules/regulations Time: 20 Minutes Standard/Criteria: <ul style="list-style-type: none"> • Clients/crew members are informed on safety rules and regulations; • Clients/crew members understood potential risk factors and hazards; • Clients/crew members followed safety rules and regulations. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Safety rules and regulations; • Potential risk and hazards in the route; • River information; • Presentation skill; • Weather condition and necessary precautions required; • Rescue measure available. 		
Safety / precaution:	<ul style="list-style-type: none"> • Clearly communicate the rules and regulations; • Clearly inform dos and don'ts during raft; • Communicate clearly. 		
Tools, equipment and materials:	N/A		

Task number:	40		
Task statement:	Repair and maintain gears		
Level of task:	Significance	Ease	Occurance

	3	2	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> Damaged rafting and paddling gears; Damaged tent; Damaged kitchen utensils and others. Task: Repair and maintain gears Time: N/A Standard/Criteria: <ul style="list-style-type: none"> Repaired gears/equipment's are fixed and turned in working condition. 		
Related technical knowledge:	<ul style="list-style-type: none"> Raft and paddling gears; Repairing tools/materials/ equipment; Types of rafts and gears; Damage condition and severity; Weather and environment knowledge/ season / climatic condition; Repair and maintenance; Chemical side effect; Safety precautions required. 		
Safety / precaution:	<ul style="list-style-type: none"> Carry necessary tools/ equipment required for repair; Avoid chemical hazard; Use PPE while repairing; Ensure first aid kit is available; Follow instruction manual while repairing/guidelines. 		
Tools, equipment and materials:	Repairing kits, instruction manual/guidelines		

Task number:	41		
Task statement:	Clean gear/equipment		
Level of task:	Significance	Ease	Occurance
	3	2	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> Before handover; Daily basis – during trip. Task: Clean gear/equipment Time: N/A Standard/Criteria: <ul style="list-style-type: none"> Prescribed raft cleaners are used; Gears/equipment's are clean; Serviceability is increased. 		
Related technical knowledge:	<ul style="list-style-type: none"> Meaning and importance Process and procedure of cleaning different craft; Types of cleaning materials required for different craft; Safety precautions required while cleaning. 		
Safety / precaution:	<ul style="list-style-type: none"> Use prescribed cleaning detergents only Follow cleaning schedule 		
Tools, equipment and materials:	Detergents, soaps, scrubs, shampoo, 303 chemical, boric powder/nycil		

Task number:	42		
Task statement:	Perform life/human rescue		
Level of task:	Significance	Ease	Occurance
	3	1	1
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> Boat flip; Crew and member fall out. Task: Perform life/human rescue		

	Time: N/A Standard/Criteria: <ul style="list-style-type: none"> Rescue operation is done in timely manner with minimum damage; Crew and members are brought back into the boat/shore.
Related technical knowledge:	<ul style="list-style-type: none"> In water and on water rescue method; River signal and communication knowledge; Rope skill (throw bag/rescue bag skill) method; Kayak rescue method; First aid; AR/CPR.
Safety / precaution:	<ul style="list-style-type: none"> Observe scene size up; Prioritize self-rescue first; Rescue bystander/team after self- rescue; Rescue swimmer following bystander/team rescue.
Tools, equipment and materials:	<ul style="list-style-type: none"> Rope (throw bag/rescue bag), kayak, boat, paddle.

Task number:	43		
Task statement:	Perform gear and equipment recovery		
Level of task:	Significance	Ease	Occurance
	3	1	1
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> River craft flip and pinned; Gear float. Task: Perform gear and equipment recovery Time: N/A Standard/Criteria: <ul style="list-style-type: none"> Rescue operation is done in timely manner with minimum damage; Gears and equipment are brought back into the boat/shore. 		
Related technical knowledge:	<ul style="list-style-type: none"> In water and on water rescue method; River signal and communication knowledge; Rope skill (throw bag/rescue bag skill) method; Kayak rescue method; Rescue kit. 		
Safety / precaution:	<ul style="list-style-type: none"> Observe scene size up; Ensure self-safety while performing rescue operation; Communicate with rescue team as necessary; Avoid gear damage and lost; Conduct rescue in timely manner. 		
Tools, equipment and materials:	<ul style="list-style-type: none"> Rope(throw bag/rescue bag), kayak, boat, Paddle, rescue kit. 		

Task number:	44		
Task statement:	Identify/select modes of accommodation		
Level of task:	Significance	Ease	Occurance
	3	3	3

Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • During travel; • Before and after expedition. Task: Identify/select modes of accommodation Time: N/A Standard/Criteria: <ul style="list-style-type: none"> • Convenient hotel/lodge are identified and managed; • Safe, hygienic and comfortable accommodation is selected.
Related technical knowledge:	<ul style="list-style-type: none"> • Types of accommodation facilities; • Location and convenience; • Accommodation facilities standard; • Food hygiene and cleanliness; • Local area.
Safety / precaution:	<ul style="list-style-type: none"> • Ensure rooms are clean and comfortable; • Chose safe and secured accommodation; • Ensure cleanliness and hygiene is maintained; • Ensure guest follows rules and regulation of accommodation facility.
Tools, equipment and materials:	<ul style="list-style-type: none"> • Communication devices.

Task number:	45		
Task statement:	Assist check in check out procedure		
Level of task:	Significance	Ease	Occurance
	3	3	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Guest/crew member arrival at hotel; • Guest/crew member departure from hotel. Task: Assist check in check out procedure Time: N/A Standard/Criteria: <ul style="list-style-type: none"> • Guest preference is considered; • Guest receives the room keys and luggage's are delivered; • Room keys are handed over and bills are settled. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Process and procedure of check in and check out; • General briefing on hotel and surroundings; • Bill settlement procedure; • Accommodation rules and regulations. 		
Safety / precaution:	<ul style="list-style-type: none"> • Ensure bills are reasonably charged; • Ensure guest belongings are safely handed; • Recheck room to ensure guest belongings are not left. 		
Tools, equipment and materials:	<ul style="list-style-type: none"> • Communication devices , keys; • Travelling bags and luggage's; • Swift card. 		

Task number:	46		
Task statement:	Coordinate with local authorities/community		
Level of task:	Significance	Ease	Occurance
	3	3	3

Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Trip preparation and emergency situation; • During trip. Task: Coordinate with local authorities/community Time: N/A Standard/Criteria: <ul style="list-style-type: none"> • Safety standard is maintained in coordination and communication with local authorities and community; • Emergency situation is handled in coordination with the local authorities; • Community/authorities responded to communicated matters and necessary action is taken in time.
Related technical knowledge:	<ul style="list-style-type: none"> • Types of local bodies and authorities; • Situation and condition of coordination ; • Matters to be communicated; • Potential emergency situation; • Local rules and regulations • Means and media of coordination.
Safety / precaution:	<ul style="list-style-type: none"> • Coordinate with the concerned authorities; • Ensure communication matter is clear and understandable; • Coordinate in timely manner; • Maintain privacy in confidential matter.
Tools, equipment and materials:	<ul style="list-style-type: none"> • Appropriate communication devices.

Task number:	47		
Task statement:	Coordinate with local agency/ guide/expert		
Level of task:	Significance	Ease	Occurance
	3	3	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Trip preparation and emergency situation; • During trip. Task: Coordinate with local agency/ guide/expert Time: N/A Standard/Criteria: <ul style="list-style-type: none"> • Safety standard is maintained in coordination and communication with local agency and expert; • Emergency situation is handled in coordination with the local agency and expert; • Local agency and expert responded to communicated matters and necessary action is taken in time. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Local experts and agency and their location; • Contact details of local agency and experts; • Situation and condition of coordination; • Matters to be communicated; • Potential emergency situation; • Means and media of coordination. 		
Safety / precaution:	<ul style="list-style-type: none"> • Make contact list of local agencies and experts; • Ensure communication matter is clear and understandable; • Coordinate in timely manner; • Maintain privacy in confidential matter. 		
Tools, equipment and materials:	<ul style="list-style-type: none"> • Appropriate communication devices ,contact list 		

Task number:	48		
Task statement:	Coordinate with team members/client		
Level of task:	Significance	Ease	Occurance

	3	3	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Trip preparation and emergency situation; • During trip. Task: Coordinate with team members/client Time: N/A Standard/Criteria: <ul style="list-style-type: none"> • Smooth operation of trip is maintained; • Safety standard is maintained; • Emergency situation is handled; • Assigned duties and responsibilities are performed. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Team building criterion; • Skill and knowledge required; • Duties and responsibilities of crew/team members; • Matters to be communicated; • Situation and condition of coordination. 		
Safety / precaution:	<ul style="list-style-type: none"> • Ensure communication is clear and understandable; • Coordinate in timely manner; • Maintain privacy in confidential matter; • Maintain respect within crew/team members. 		
Tools, equipment and materials:	<ul style="list-style-type: none"> • Appropriate communication devices 		

Task number:	49		
Task statement:	Manage trip fund		
Level of task:	Significance	Ease	Occurance
	3	2	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • General expenses; • Emergency expenses; • Extra expenses. Task: Manage trip fund Time: N/A Standard/Criteria: <ul style="list-style-type: none"> • Trip fund is spent as per the allocated headings; • Emergency funds are used as per the situation; • Bills and vouchers are collected. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Budget heading; • General expenses; • Bills and vouchers; • Emergency fund mobilization; • Extra expenses. 		
Safety / precaution:	<ul style="list-style-type: none"> • Collect genuine bills/voucher; • Keep bills and voucher safely; • Keep record of daily expenses in a logbook; • Handle fund safely. 		
Tools, equipment and materials:	<ul style="list-style-type: none"> • Bills, voucher, check, cash, log book, company expenditure list, paper, pen. 		

Task number:	50		
Task statement:	Settle bill/voucher		
Level of task:	Significance	Ease	Occurance
	3	2	3
Terminal performance standard:	Given Condition:		

	<ul style="list-style-type: none"> • After trip; • Budget agreement document. Task: Settle bill/voucher Time: N/A Standard/Criteria: <ul style="list-style-type: none"> • Bills and vouchers are settled as per the agreement; • Emergency and situational expenses are settled.
Related technical knowledge:	<ul style="list-style-type: none"> • Budget agreement document; • Budget heading and terms and conditions; • Bills and vouchers; • Emergency fund mobilization; • Extra expenses.
Safety / precaution:	<ul style="list-style-type: none"> • Keep bills and voucher safely; • Submit genuine bills; • Carry daily logbook.
Tools, equipment and materials:	<ul style="list-style-type: none"> • Bills, voucher, check, cash, log book, agreement paper, paper, pen.

Task number:	51		
Task statement:	Maintain daily log book		
Level of task:	Significance	Ease	Occurance
	3	2	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Daily activities; • Events and situations; • During trip. Task: Maintain daily log book Time: 1 hour daily Standard/Criteria: <ul style="list-style-type: none"> • Daily activities, incidents and events are recorded; • Weather situation and condition during trip is recorded; • Fund management is recorded. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Meaning and importance maintaining logbook; • Contents/details included in logbook. 		
Safety / precaution:	<ul style="list-style-type: none"> • Keep logbook safe and clean; • Record events/activities on daily basis. 		
Tools, equipment and materials:	<ul style="list-style-type: none"> • Logbook, pen, logbook keeping bag. 		

Task number:	52		
Task statement:	Prepare lost and damage report		
Level of task:	Significance	Ease	Occurance
	3	2	2
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Lost and damage of gears and equipment Task: Prepare report on lost and damage Time: 2 hour		

	Standard/Criteria: <ul style="list-style-type: none"> • Company are informed on lost /damage and found in timely manner; • Document is prepared including the causes/reasons of lost /damage and found; • Written document on lost/damage and found is submitted to the company.
Related technical knowledge:	<ul style="list-style-type: none"> • Meaning and importance; • Reporting format; • Situation and condition; • Case sensitiveness; • Damage condition (usable/unusable).
Safety / precaution:	<ul style="list-style-type: none"> • Inform timely; • Understand case sensitiveness; • Keep record in logbook; • Provide factual information; • Clearly present the condition of gears and equipment.
Tools, equipment and materials:	Equipment list, reporting format, logbook

Task number:	53		
Task statement:	Prepare incident report		
Level of task:	Significance	Ease	Occurance
	3	2	2
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Life and limb; • Boat flip; • Accidental case. Task: Prepare incident report Time: 2 hour Standard/Criteria: <ul style="list-style-type: none"> • Company are informed on accidental case, life and limb, and gear/equipment incident in timely manner; • Document is prepared including the causes/reasons of incident; • Written document is submitted. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Meaning and importance; • Reporting format; • Situation and condition of preparing report; • Case sensitiveness and urgency; • Damage condition(usable/unusable) of gears/equipment; • Life and limb. 		
Safety / precaution:	<ul style="list-style-type: none"> • Inform timely; • Understand case sensitiveness; • Keep record in logbook; • Provide factual information; • Clearly present the condition of gears and equipment; • Clearly present the condition of life and limb. 		
Tools, equipment and materials:	Equipment list, incident report format, logbook ,		

Task number:	54		
Task statement:	Handle conflict within guest /crew/community		
Level of task:	Significance	Ease	Occurance
	3	1	2

Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Unpleasant situation; • Code of conduct not followed; • Conflicting matters; • Ambiguous rules and regulations in visiting sites. Task: Handle conflict within guest /crew/community Time: N/A Standard/Criteria: <ul style="list-style-type: none"> • Misunderstanding is cleared; • Code of conduct is followed; • Unpleasant situation is handled; • Harmony is created.
Related technical knowledge:	<ul style="list-style-type: none"> • Possible causes of conflict; • Conflict Handling Skill; • Communication skill; • Law, rules and order of visiting sites.
Safety / precaution:	<ul style="list-style-type: none"> • Avoid mishaps; • Avoid injuries; • Immediately report to concerned authorities; • Report tourist police if necessary.
Tools, equipment and materials:	Communication media

Task number:	55		
Task statement:	Handle discrimination		
Level of task:	Significance	Ease	Occurrence
	3	1	2
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Code of conduct not followed; • Misbehaving situation. Task: Handle discrimination Time: N/A Standard/Criteria: <ul style="list-style-type: none"> • Code of conduct is followed; • Harmony is created. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Possible causes of gender discrimination; • Handling Skill; • Types of conflicting situation; • Types of discrimination; • Reporting skill; • Communication skill. 		
Safety / precaution:	<ul style="list-style-type: none"> • Avoid misunderstanding; • Avoid misbehave; • Follow code of conduct; • Avoid discrimination, gender, religious, caste, social status, financial status , race, etc 		
Tools, equipment and materials:	<ul style="list-style-type: none"> • Communication media, pen; • Paper, digital media. 		

Task number:	56		
Task statement:	Receive feedback		
Level of task:	Significance	Ease	Occurance

	3	3	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> Upon completion of trip Task: Receive feedback Time: 30 Minutes Standard/Criteria: <ul style="list-style-type: none"> Written and oral feedback is taken positively; Feedback is taken positively; Trip analysis form is submitted. 		
Related technical knowledge:	<ul style="list-style-type: none"> Meaning and importance; Process and procedure; Trip analysis form. 		
Safety / precaution:	<ul style="list-style-type: none"> Take feedback positively; Accept criticism as a part of personal growth; Avoid negative impact; Create harmonious environment. 		
Tools, equipment and materials:	<ul style="list-style-type: none"> Trip analysis form. 		

Task number:	57		
Task statement:	Debrief trip		
Level of task:	Significance	Ease	Occurance
	3	3	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> Upon completion of trip; Company policy. Task: Debrief trip Time: N/A Standard/Criteria: <ul style="list-style-type: none"> Company is informed on team performance, gear condition and situation; transportation facility, incident and accidental case and all other major activities; Feedback is given on areas of improvement. 		
Related technical knowledge:	<ul style="list-style-type: none"> Meaning and importance; Matters to be communicated; Areas of improvement and growth; Impact/ result of debriefing; Situation and time of debriefing. 		
Safety / precaution:	<ul style="list-style-type: none"> Provide feedback in timely manner; Present feedback in non-offensive manner; Provide feedback in favorable situation; Create harmonious environment during debriefing; Stay calm and cool while providing feedback. 		
Tools, equipment and materials:	N/A		
Task number:	58		
Task statement:	Conduct farewell		
Level of task:	Significance	Ease	Occurance
	3	3	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> Before clients departure; Upon completion of farewell dinner. Task: Conduct farewell Time: N/A		

	Standard/Criteria: <ul style="list-style-type: none"> Farewell dinner is organized and celebration is done; Gratitude is extended; Experience sharing is done.
Related technical knowledge:	<ul style="list-style-type: none"> Meaning and importance; Communication skill; Manner and discipline; Personal hygiene.
Safety / precaution:	<ul style="list-style-type: none"> Attend ceremony in presentable manner; Maintain discipline; Make necessary arrangements.
Tools, equipment and materials:	<ul style="list-style-type: none"> Invitation card, communication devices; Gift/souvenir, khada/mala, garlands, brochure.

Task number:	59		
Task statement:	Handover of gears/equipment		
Level of task:	Significance	Ease	Occurance
	3	2	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> Upon completion of expedition; Checklist. Task: Handover of gears/equipment Time: N/A Standard/Criteria: <ul style="list-style-type: none"> Gears are well checked before handover; Separation is done before handover (damaged/undamaged); Gears are dry and clean; Gears are handed over as per the checklist and working condition. 		
Related technical knowledge:	<ul style="list-style-type: none"> Types of gears/equipment; Checklist; Marking tag; Packing knowledge; Storing place. 		
Safety / precaution:	<ul style="list-style-type: none"> Ensure gears are stored in designated place; Handle gears carefully; Keep gears dry and clean; Follow checklist at the time of hand over. 		
Tools, equipment and materials:	<ul style="list-style-type: none"> All expedition gears, checklist, packing bags, marking tag. 		





**Establishing an Employer led
Labour Market Secretariat**

Pachali Shahid Shukra FNCCI
Milan Marg, Teku, Kathmandu

Phone: 01-5362061

Email: info@elms.com.np

Website: elms.com.np

