Qualification Pack

Multiplex Operation Manager

QP Code: MES/Q2808

Version: 1.0

NSQF Level: 5

Media & Entertainment Skills Council || Commercial premises No Ja522, 5th Floor, DLF Tower A, Jasola, New Delhi
110025

Contents

MES/Q2808: Multiplex Operation Manager

Brief Job Description

Individual at this job is responsible for the planning and execution of all operational aspects and the day to day control of the Cinemas business to meet sales and performance standards.

Personal Attributes

Multiplex Operation Manager help with the development of new projects and make arrangements for tours and events as well as taking on marketing and planning responsibilities

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. MES/N2826: Develop and direct an operational structure for the successful running of the venue

2. MES/N2827: Manage the front of house, theatre operation and management teams

3. MES/N2828: Recruitment, creating contract for new staff members

4. MES/N2829: Coordinate and manage the venue schedules

5. MES/N2830: Produce accurate weekly and monthly sales revenue figures

6. MES/N0104: Maintain Workplace Health & Safety

Qualification Pack (QP) Parameters

Sector	Media & Entertainment
Sub-Sector	Film, Television, Media and Entertainment
Occupation	Production, Ad Sales/Account Management/Scheduling/Traffic, Production
Country	India
NSQF Level	5
Credits	NA
Aligned to NCO/ISCO/ISIC Code	NCO-2015/2654.0700

Minimum Educational Qualification & Experience	Graduate with 2 Years of experience OR 12th Class with 5 Years of experience OR I.T.I ((After 10th)) with 5 Years of experience
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	NA
Minimum Job Entry Age	20 Years
Last Reviewed On	NA
Next Review Date	31/03/2027
NSQC Approval Date	31/03/2022
Version	1.0
Reference code on NQR	2022/ME/MESC/05693
NQR Version	1.0

Remarks:

MES/N2826: Develop and direct an operational structure for the successful running of the venue

Description

This NOS is about ways to plan operational exercise for different auditorium / video room / box office

Scope

The scope covers the following :

- Describe and demonstrate the role of Multiplex Operation Manager
- Demonstrate ways to plan, organize and oversee all the activities at the multiplex

Elements and Performance Criteria

Manage Multiplex Operation theatre

To be competent, the user/individual on the job must be able to:

PC1. Analyse the role to manage multiplex theatre

PC2. Plan operational exercise in different auditorium / video room / box office

PC3. Organise structure of exercise beginning from ticket counter to seat plan

PC4. Oversee the activities across multiplex

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. plan operational exercise for different auditorium / video room / box office

KU2. organise structure of exercise beginning from ticket counter to seat plan

KU3. various activities that can be covered under operational exercise for different auditorium / video room / box office

KU4. ensure that all the services are running smoothly

KU5. how to carry out various administrative tasks at the multiplex

KU6. manage the multiple service providers / vendors situated at multiplex

KU7. oversee the management of water, power and internet with contractors / Service Providers

KU8. how to recruit and create team of resources for each individual task

KU9. how to prepare shift/slot to use a suitable resource

KU10. how to coordinate with necessary service provider like Fire System, Power system, Security, Parking etc. to ensure smooth function of multiplex

KU11. ways to coordinate with film distributer for release / run of movie

KU12. Schedule a plan for different box office/auditorium to run specific movie / programme

KU13. ways to oversee technical requirement at the multiplex for each function

KU14. how to update and maintain all theatre operations guides & documents, including the Theatre Operations Manual and training presentation

KU15. ways to manage the Theatre Operations budget lines, including staffing and weekly/monthly revenue plan

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. manage and supervise the front of house

GS2. developing constructive and cooperative working relationships with others, and maintaining them

GS3. ability to communicate information and ideas in speaking so others will understand

GS4. ability to listen to and understand information and ideas presented through spoken words and sentences

GS5. critically appraise quality of own performance to identify issues

GS6. Identify the different types of health and safety hazards in a workplace

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Manage Multiplex Operation theatre	**30**	**70**	**-**	**-**
PC1. Analyse the role to manage multiplex theatre	5	-	-	-
PC2. Plan operational exercise in different auditorium / video room / box office	10	-	-	-
PC3. Organise structure of exercise beginning from ticket counter to seat plan	10	-	-	-
PC4. Oversee the activities across multiplex	5	-	-	-
NOS Total	**30**	**70**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	MES/N2826
NOS Name	Develop and direct an operational structure for the successful running of the venue
Sector	Media & Entertainment
Sub-Sector	Film, Television, Advertising, Media and Entertainment
Occupation	Production, Marketing/Advertising Sales/Traffic
NSQF Level	5
Credits	TBD
Version	1.0
Last Reviewed Date	NA
Next Review Date	31/03/2027
NSQC Clearance Date	31/03/2022

MES/N2827: Manage the front of house, theatre operation and management teams

Description

This NOS is about supervising and coordinating the entire front of house team and to ensure that all the .services are running smoothly. The NOS covers carrying out various day to day administrative tasks at the multiplex

Scope

The scope covers the following :

- Demonstrate ways to manage and supervise the front of house
- Carry out various administrative tasks at the multiplex
- Manage the activities of the team

Elements and Performance Criteria

Manage and supervise the front of house
To be competent, the user/individual on the job must be able to:
PC1. Supervise and co-ordinate the entire front of house team
PC2. Ensures the client receives a warm welcome and that service runs nsmoothly
PC3. Involved in recruiting his team and carrying out administrative tasks
Carry out various administrative tasks at the multiplex
To be competent, the user/individual on the job must be able to:
PC4. Describes the parts of the theatre that the audience has access to
PC5. Manage the multiple service providers / vendors situated at multiplex
PC6. Oversee the management of water, power and internet with contractors / Service Providers

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. plan operational exercise for different auditorium / video room / box office
KU2. organise structure of exercise beginning from ticket counter to seat plan
KU3. various activities that can be covered under operational exercise for different auditorium / video room / box office
KU4. ensure that all the services are running smoothly
KU5. how to carry out various administrative tasks at the multiplex
KU6. manage the multiple service providers / vendors situated at multiplex
KU7. oversee the management of water, power and internet with contractors / Service Providers
KU8. how to recruit and create team of resources for each individual task
KU9. how to prepare shift/slot to use a suitable resource

KU10. how to coordinate with necessary service provider like Fire System, Power system, Security, Parking etc. to ensure smooth function of multiplex

KU11. ways to coordinate with film distributer for release / run of movie

KU12. Schedule a plan for different box office/auditorium to run specific movie / programme

KU13. ways to oversee technical requirement at the multiplex for each function

KU14. how to update and maintain all theatre operations guides & documents, including the Theatre Operations Manual and training presentation

KU15. ways to manage the Theatre Operations budget lines, including staffing and weekly/monthly revenue plan

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. manage and supervise the front of house

GS2. developing constructive and cooperative working relationships with others, and maintaining them

GS3. ability to communicate information and ideas in speaking so others will understand

GS4. ability to listen to and understand information and ideas presented through spoken words and sentences

GS5. critically appraise quality of own performance to identify issues

GS6. Identify the different types of health and safety hazards in a workplace

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Manage and supervise the front of house	**15**	**70**	**-**	**-**
PC1. Supervise and co-ordinate the entire front of house team	5	-	-	-
PC2. Ensures the client receives a warm welcome and that service runs nsmoothly	5	-	-	-
PC3. Involved in recruiting his team and carrying out administrative tasks	5	-	-	-
Carry out various administrative tasks at the multiplex	**15**	**-**	**-**	**-**
PC4. Describes the parts of the theatre that the audience has access to	5	-	-	-
PC5. Manage the multiple service providers / vendors situated at multiplex	5	-	-	-
PC6. Oversee the management of water, power and internet with contractors / Service Providers	5	-	-	-
NOS Total	**30**	**70**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	MES/N2827
NOS Name	Manage the front of house, theatre operation and management teams
Sector	Media & Entertainment
Sub-Sector	Film, Television, Media and Entertainment
Occupation	Production, Production, Marketing/Advertising Sales/Traffic, Ad Sales/Account Management/Scheduling/Traffic
NSQF Level	5
Credits	TBD
Version	1.0
Last Reviewed Date	NA
Next Review Date	31/03/2027
NSQC Clearance Date	31/03/2022

MES/N2828: Recruitment, creating contract for new staff members

Description

This NOS is about the process of recruitment and create team of resources for each individual task and also covers oversee all the regular assignments at multiplex being carried out by team

Scope

The scope covers the following :

- Describe and demonstrate the process of recruitment
- Oversee all the regular assignments at multiplex being carried out by team

Elements and Performance Criteria

Carryout process of recruitment

To be competent, the user/individual on the job must be able to:

PC1. Recruit and create team of resources for each individual task

PC2. Engage service providers/contractor/vendor required to run multiplex

Manage activities of the team

To be competent, the user/individual on the job must be able to:

PC3. Oversee all the regular assignments at multiplex being carried out by team

PC4. Prepare shift / slot to use suitable resource

PC5. Coordinate with necessary service provider like Fire System, Power system, Security, Parking etc. toensure smooth function of multiplex.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. plan operational exercise for different auditorium / video room / box office

KU2. organise structure of exercise beginning from ticket counter to seat plan

KU3. various activities that can be covered under operational exercise for different auditorium / video room / box office

KU4. ensure that all the services are running smoothly

KU5. how to carry out various administrative tasks at the multiplex

KU6. manage the multiple service providers / vendors situated at multiplex

KU7. oversee the management of water, power and internet with contractors / Service Providers

KU8. how to recruit and create team of resources for each individual task

KU9. how to prepare shift/slot to use a suitable resource

KU10. how to coordinate with necessary service provider like Fire System, Power system, Security, Parking etc. to ensure smooth function of multiplex

KU11. ways to coordinate with film distributer for release / run of movie

KU12. Schedule a plan for different box office/auditorium to run specific movie / programme

KU13. ways to oversee technical requirement at the multiplex for each function

KU14. how to update and maintain all theatre operations guides & documents, including the Theatre Operations Manual and training presentation

KU15. ways to manage the Theatre Operations budget lines, including staffing and weekly/monthly revenue plan

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. manage and supervise the front of house

GS2. developing constructive and cooperative working relationships with others, and maintaining them

GS3. ability to communicate information and ideas in speaking so others will understand

GS4. ability to listen to and understand information and ideas presented through spoken words and sentences

GS5. critically appraise quality of own performance to identify issues

GS6. Identify the different types of health and safety hazards in a workplace

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Carryout process of recruitment	**10**	**-**	**-**	**-**
PC1. Recruit and create team of resources for each individual task	5	-	-	-
PC2. Engage service providers/contractor/vendor required to run multiplex	5	-	-	-
Manage activities of the team	**15**	**75**	**-**	**-**
PC3. Oversee all the regular assignments at multiplex being carried out by team	5	-	-	-
PC4. Prepare shift / slot to use suitable resource	5	-	-	-
PC5. Coordinate with necessary service provider like Fire System, Power system, Security, Parking etc. toensure smooth function of multiplex.	5	-	-	-
NOS Total	**25**	**75**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	MES/N2828
NOS Name	Recruitment, creating contract for new staff members
Sector	Media & Entertainment
Sub-Sector	Film, Television, Media and Entertainment
Occupation	Production, Marketing/Advertising Sales/Traffic, Ad Sales/Account Management/Scheduling/Traffic
NSQF Level	5
Credits	TBD
Version	1.0
Last Reviewed Date	NA
Next Review Date	31/03/2027
NSQC Clearance Date	31/03/2022

MES/N2829: Coordinate and manage the venue schedules

Description

This NOS is about the process of coordinate and manage the venue schedules and plan for different box office/auditorium to run specific movie / programme

Scope

The scope covers the following :

- coordinate and manage the venue schedules
- coordinate with film distributer for release / run of movie
- plan for different box office/auditorium to run specific movie /programme

Elements and Performance Criteria

Manage the venue schedules

To be competent, the user/individual on the job must be able to:

PC1. Coordinate with film distributer for release / run of movie

PC2. Schedule different box office/auditorium to run specific movie / programme

PC3. Oversee technical requirement at the multiplex for each function

PC4. Train the team on regular interval

Maintain all theatre operations guides & documents

To be competent, the user/individual on the job must be able to:

PC5. Update and maintain all theatre operations guides & documents, including updating the Theatre Operations Manual and training presentation

PC6. Work with the Tech and Media Manager and Operations Manager to manage flow of technical and program information each day of the festival.

PC7. Work with the Operations Coordinator on COVID-19 heath and safety procedures.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. plan operational exercise for different auditorium / video room / box office

KU2. organise structure of exercise beginning from ticket counter to seat plan

KU3. various activities that can be covered under operational exercise for different auditorium / video room / box office

KU4. ensure that all the services are running smoothly

KU5. how to carry out various administrative tasks at the multiplex

KU6. manage the multiple service providers / vendors situated at multiplex

KU7. oversee the management of water, power and internet with contractors / Service Providers

KU8. how to recruit and create team of resources for each individual task

KU9. how to prepare shift/slot to use a suitable resource

KU10. how to coordinate with necessary service provider like Fire System, Power system, Security, Parking etc. to ensure smooth function of multiplex

KU11. ways to coordinate with film distributer for release / run of movie

KU12. Schedule a plan for different box office/auditorium to run specific movie / programme

KU13. ways to oversee technical requirement at the multiplex for each function

KU14. how to update and maintain all theatre operations guides & documents, including the Theatre Operations Manual and training presentation

KU15. ways to manage the Theatre Operations budget lines, including staffing and weekly/monthly revenue plan

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. manage and supervise the front of house

GS2. developing constructive and cooperative working relationships with others, and maintaining them

GS3. ability to communicate information and ideas in speaking so others will understand

GS4. ability to listen to and understand information and ideas presented through spoken words and sentences

GS5. critically appraise quality of own performance to identify issues

GS6. Identify the different types of health and safety hazards in a workplace

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Manage the venue schedules	**20**	**-**	**-**	**-**
PC1. Coordinate with film distributer for release / run of movie	5	-	-	-
PC2. Schedule different box office/auditorium to run specific movie / programme	5	-	-	-
PC3. Oversee technical requirement at the multiplex for each function	5	-	-	-
PC4. Train the team on regular interval	5	-	-	-
Maintain all theatre operations guides & documents	**10**	**70**	**-**	**-**
PC5. Update and maintain all theatre operations guides & documents, including updating the Theatre Operations Manual and training presentation	5	-	-	-
PC6. Work with the Tech and Media Manager and Operations Manager to manage flow of technical and program information each day of the festival.	-	-	-	-
PC7. Work with the Operations Coordinator on COVID-19 heath and safety procedures.	5	-	-	-
NOS Total	**30**	**70**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	MES/N2829
NOS Name	Coordinate and manage the venue schedules
Sector	Media & Entertainment
Sub-Sector	Film, Television, Media and Entertainment
Occupation	Production, Production, Marketing/Advertising Sales/Traffic, Ad Sales/Account Management/Scheduling/Traffic
NSQF Level	5
Credits	TBD
Version	1.0
Last Reviewed Date	NA
Next Review Date	31/03/2027
NSQC Clearance Date	31/03/2022

MES/N2830: Produce accurate weekly and monthly sales revenue figures

Description

This NOS is about the ways to manage the Theatre Operations budget lines, including staffing and weekly/monthly revenue plan and various customer service best practices

Scope

The scope covers the following :

- Manage budget for theatre operations
- Writing wrap report and summary of all necessary timeline and budget info

Elements and Performance Criteria

Manage budget for theatre operations

To be competent, the user/individual on the job must be able to:

PC1. Manage Theatre Operations budget lines, including staffing and weekly/monthly revenue plan

PC2. Work with the Production Manager on venue signage and equipment needs, load ins, and load outs

PC3. • Work with the Box Office to develop customer service best practices for all aspects of ticket sales, rush, and
• refund scenarios

PC4. Complete a post-festival inventory and organization of all theater operations supplies & equipment

PC5. Submit final payable hours for all Venue Managers

PC6. Create a written wrap report and summary of all necessary timeline and budget info.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. plan operational exercise for different auditorium / video room / box office

KU2. organise structure of exercise beginning from ticket counter to seat plan

KU3. various activities that can be covered under operational exercise for different auditorium / video room / box office

KU4. ensure that all the services are running smoothly

KU5. how to carry out various administrative tasks at the multiplex

KU6. manage the multiple service providers / vendors situated at multiplex

KU7. oversee the management of water, power and internet with contractors / Service Providers

KU8. how to recruit and create team of resources for each individual task

KU9. how to prepare shift/slot to use a suitable resource

KU10. how to coordinate with necessary service provider like Fire System, Power system, Security, Parking etc. to ensure smooth function of multiplex

KU11. ways to coordinate with film distributer for release / run of movie

KU12. Schedule a plan for different box office/auditorium to run specific movie / programme

KU13. ways to oversee technical requirement at the multiplex for each function

KU14. how to update and maintain all theatre operations guides & documents, including the Theatre Operations Manual and training presentation

KU15. ways to manage the Theatre Operations budget lines, including staffing and weekly/monthly revenue plan

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. manage and supervise the front of house

GS2. developing constructive and cooperative working relationships with others, and maintaining them

GS3. ability to communicate information and ideas in speaking so others will understand

GS4. ability to listen to and understand information and ideas presented through spoken words and sentences

GS5. critically appraise quality of own performance to identify issues

GS6. Identify the different types of health and safety hazards in a workplace

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Manage budget for theatre operations	**30**	**70**	**-**	**-**
PC1. Manage Theatre Operations budget lines, including staffing and weekly/monthly revenue plan	5	-	-	-
PC2. Work with the Production Manager on venue signage and equipment needs, load ins, and load outs	5	-	-	-
PC3. • Work with the Box Office to develop customer service best practices for all aspects of ticket sales, rush, and • refund scenarios	5	-	-	-
PC4. Complete a post-festival inventory and organization of all theater operations supplies & equipment	5	-	-	-
PC5. Submit final payable hours for all Venue Managers	5	-	-	-
PC6. Create a written wrap report and summary of all necessary timeline and budget info.	5	-	-	-
NOS Total	**30**	**70**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	MES/N2830
NOS Name	Produce accurate weekly and monthly sales revenue figures
Sector	Media & Entertainment
Sub-Sector	Film, Television, Media and Entertainment
Occupation	Production, Marketing/Advertising Sales/Traffic, Ad Sales/Account Management/Scheduling/Traffic
NSQF Level	5
Credits	TBD
Version	1.0
Last Reviewed Date	NA
Next Review Date	31/03/2027
NSQC Clearance Date	31/03/2022

MES/N0104: Maintain Workplace Health & Safety

Description

This OS unit is about contributing towards maintaining a healthy, safe and secure working environment

Elements and Performance Criteria

Understanding the health, safety and security risks prevalent in the workplace

To be competent, the user/individual on the job must be able to:

PC1. understand and comply with the organizations current health, safety and security policies and procedures

PC2. understand the safe working practices pertaining to own occupation

PC3. understand the government norms and policies relating to health and safety including emergency procedures for illness, accidents, fires or others which may involve evacuation of the premises

PC4. participate in organization health and safety knowledge sessions and drills

Knowing the people responsible for health and safety and the resources available

To be competent, the user/individual on the job must be able to:

PC5. identify the people responsible for health and safety in the workplace, including those to contact in case of an emergency

PC6. identify security signals e.g. fire alarms and places such as staircases, fire warden stations, first aid and medical rooms

Identifying and reporting risks

To be competent, the user/individual on the job must be able to:

PC7. identify aspects of your workplace that could cause potential risk to own and others health and safety

PC8. ensure own personal health and safety, and that of others in the workplace though precautionary measures

PC9. identify and recommend opportunities for improving health, safety, and security to the designated person

PC10. report any hazards outside the individuals authority to the relevant person in line with organizational procedures and warn other people who may be affected

Complying with procedures in the event of an emergency

To be competent, the user/individual on the job must be able to:

PC11. follow organizations emergency procedures for accidents, fires or any other natural calamity in case of a hazard

PC12. identify and correct risks like illness, accidents, fires or any other natural calamity safely and within the limits of individuals authority

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. Organizations norms and policies relating to health and safety

KU2. Government norms and policies regarding health and safety and related emergency procedures

KU3. Limits of authority while dealing with risks/ hazards

KU4. The importance of maintaining high standards of health and safety at a workplace

KU5. The different types of health and safety hazards in a workplace

KU6. Safe working practices for own job role

KU7. Evacuation procedures and other arrangements for handling risks

KU8. Names and contact numbers of people responsible for health and safety in a workplace

KU9. How to summon medical assistance and the emergency services, where necessary

KU10. Vendors or manufacturers instructions for maintaining health and safety while using equipment, systems and/or machines

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. how to write and provide feedback regarding health and safety to the concerned people

GS2. how to write and highlight potential risks or report a hazard to the concerned people

GS3. read instructions, policies, procedures and norms relating to health and safety

GS4. highlight potential risks and report hazards to the designated people

GS5. listen and communicate information with all anyone concerned or affected

GS6. make decisions on a suitable course of action or plan

GS7. plan and organize people and resources to deal with risks/ hazards that lie within the scope of ones individual authority

GS8. apply problem solving approaches in different situations

GS9. understand hazards that fall within the scope of individual authority and report all hazards that may supersede ones authority

GS10. apply balanced judgments in different situations

GS11. How to write and provide feedback regarding health and safety to the concerned people

GS12. How to write and highlight potential risks or report a hazard to the concerned people

GS13. Read instructions, policies, procedures and norms relating to health and safety

GS14. Highlight potential risks and report hazards to the designated people

GS15. Listen and communicate information with all anyone concerned or affected

GS16. Make decisions on a suitable course of action or plan

GS17. Plan and organize people and resources to deal with risks/ hazards that lie within the scope of ones individual authority

GS18. Apply problem solving approaches in different situations

GS19. build and maintain positive and effective relationships with colleges and customers

GS20. analyze data and activites

GS21. Understand hazards that fall within the scope of individual authority and report all hazards that may supersede ones authority

GS22. Apply balanced judgments in different situations

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Understanding the health, safety and security risks prevalent in the workplace	**15**	**15**	**-**	**-**
PC1. understand and comply with the organizations current health, safety and security policies and procedures	5	5	-	-
PC2. understand the safe working practices pertaining to own occupation	5	5	-	-
PC3. understand the government norms and policies relating to health and safety including emergency procedures for illness, accidents, fires or others which may involve evacuation of the premises	3	2	-	-
PC4. participate in organization health and safety knowledge sessions and drills	2	3	-	-
Knowing the people responsible for health and safety and the resources available	**10**	**10**	**-**	**-**
PC5. identify the people responsible for health and safety in the workplace, including those to contact in case of an emergency	5	5	-	-
PC6. identify security signals e.g. fire alarms and places such as staircases, fire warden stations, first aid and medical rooms	5	5	-	-
Identifying and reporting risks	**18**	**17**	**-**	**-**
PC7. identify aspects of your workplace that could cause potential risk to own and others health and safety	5	5	-	-
PC8. ensure own personal health and safety, and that of others in the workplace though precautionary measures	5	5	-	-
PC9. identify and recommend opportunities for improving health, safety, and security to the designated person	3	2	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. report any hazards outside the individuals authority to the relevant person in line with organizational procedures and warn other people who may be affected	5	5	-	-
Complying with procedures in the event of an emergency	**7**	**8**	**-**	**-**
PC11. follow organizations emergency procedures for accidents, fires or any other natural calamity in case of a hazard	5	5	-	-
PC12. identify and correct risks like illness, accidents, fires or any other natural calamity safely and within the limits of individuals authority	2	3	-	-
NOS Total	**50**	**50**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	MES/N0104
NOS Name	Maintain Workplace Health & Safety
Sector	Media & Entertainment
Sub-Sector	Film, Television, Animation, Gaming, Radio, Advertising
Occupation	Ad sales/Account Management/Scheduling/Traffic
NSQF Level	5
Credits	TBD
Version	1.0
Last Reviewed Date	30/12/2021
Next Review Date	27/01/2027
NSQC Clearance Date	27/01/2022

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

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. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.

4. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).

5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criterion.

6. To pass the Qualification Pack, every trainee should score a minimum of 70% of aggregate marks to successfully clear the assessment.

7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

Minimum Aggregate Passing % at QP Level : 70

(**Please note**: Every Trainee should score a minimum aggregate passing percentage as specified above, to successfully clear the Qualification Pack assessment.)

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
MES/N2826.Develop and direct an operational structure for the successful running of the venue	30	70	0	0	100	20
MES/N2827.Manage the front of house, theatre operation and management teams	30	70	0	0	100	20
MES/N2828.Recruitment, creating contract for new staff members	25	75	0	0	100	15
MES/N2829.Coordinate and manage the venue schedules	30	70	0	0	100	15
MES/N2830.Produce accurate weekly and monthly sales revenue figures	30	70	0	0	100	20
MES/N0104.Maintain Workplace Health & Safety	50	50	-	-	100	10
Total	**195**	**405**	**-**	**-**	**600**	**100**

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training

Glossary

Sector	Sector is a conglomeration of different business operations having similar business 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.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
Occupational Standards (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 (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria (PC)	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications 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.
Scope	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.

Knowledge and Understanding (KU)	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
Organisational Context	Organisational context includes the way the organisation 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.
Core Skills/ Generic Skills (GS)	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
Electives	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
Options	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.