

No. 6-38/2016- (B.Voc.) -HPU (Acad.)
Himachal Pradesh University, Summer Hill, Shimla-5
(NAAC Accredited "A" Grade University)
Academic Branch

Dated: 15 DEC 2025

To

1. The Dean, Faculty of Commerce & Management, HPU, Shimla-5
2. The Controller of Examinations, HPU, Shimla-5.
3. The D.R. Exam. (PG) HPU, Shimla-5.
4. The D.R. Eval./Re-Eval./Conduct, HPU, Shimla-5.
5. The D. R. Secrecy, HPU, Shimla-5. (with 2 spare copies.)
6. The S.O. Exam (BA./B.Voc. I,II, & III) HPU, Shimla-5.
7. The Librarian, HPU Main Library, Shimla-5 (UG)
8. The Incharge, Computer Centre, Examination Wing (PG), HPU, Shimla-5.

Subject: *Copy of revision of curriculum/syllabus of Skill Component of B.Voc. in Hospitality & Tourism and Retail Management.*

Sir/Madam,

Please find enclosed herewith a complimentary copy of *revision of curriculum/syllabus of Skill Component of B.Voc. in Hospitality & Tourism and Retail Management*, duly approved by the Academic Council in its meeting held on 05.12.2025 vide on spot item No.8, on the recommendations of the concerned Board of Studies and Faculty for its implementation from the Academic Session 2025-26 onwards as per annexure.

Yours faithfully,

Encls. As above.

for Rang
15/12/2025
Deputy Registrar (Acad.)
HP University Shimla-5.

Endst. No. Even
Copy to:

Dated: 15 DEC 2025

1. The Director, IVS, HPU, Shimla-5 for information and with the request to kindly send the soft copy in PDF format to web Admin, HPU, Shimla-5 immediately.
2. All the Principal, Govt Colleges, affiliated with H.P. University, running above mentioned courses.
3. The Web Admin, HPU, Shimla-5 with the request to upload this letter with syllabus on the website.
3. The Dealing Assistant Meeting (Acad.), HPU, Shimla-5 for information.
4. Guard file.

for Rang
15/12/2025
Deputy Registrar (Acad.)



**Revision of curriculum/syllabus
of Skill Component of
B.Voc. in Hospitality & Tourism
and
Retail Management
Implementation for the Academic
Session 2025-26.
(Approved by the BOS & Faculty)**



[Signature]
Dr. Nitin Vyas
Professor
Institute of Vocational Studies
H.P. University, Shimla-5

Academic Year-2025-26

Semester	NSQF Level	Job Role (Qualification Pack)	
		THSC	RASCI
I	4	Guest Service Associate (Front Office) (QP: THC/Q0102 V 5.0)	Retail Sales Executive RAS/Q0109 V2.0
II	4.5	Guest Service Executive (Housekeeping) THC/Q0201(v3.0)	Retail Team Leader RAS/Q0105 V3.0
III & IV	5	Duty Manager (QP: THC/Q0106 V 3.0)	Deputy Manager (Retail Store Department) RAS/Q0106 V3.02025-26)
V & IV	5.5	Restaurant Manager THC/Q2703(v3.0)	Retail Store Manager RAS/Q0107 V3.0

As per respective sector skill council the next review dates of this revised syllabus/ curriculum is as under:-

Bachelor of Vocation (B.Voc.) in Hospitality & Tourism

B Voc Semester	NSQF Level	Occupation	QP Code	Name of QP	Next Review Date
I	4	Front Office	THC/Q0102(v5.0)	Guest Service Associate (Front Office)	31-01-2027
II	4.5	Housekeeping	THC/Q0201(v3.0)	Guest Service Executive (Housekeeping)	31-01-2027
III and IV	5	Front Office	THC/Q0106(v3.0)	Duty Manager	31-01-2027
V and VI	5.5	Food & Beverage Service	THC/Q2703(v3.0)	Restaurant Manager	31-01-2027

Bachelor of Vocation (B.Voc.) in Retail Management

I	4	Store Operations	RAS/Q0109 V2.0	Retail Sales Executive	27-08-2027
II	4.5	Store Operations	RAS/Q0105 V3.0	Retail Team Leader	22-10-2027
III and IV	5	Store Operations	RAS/Q0106 V3.0	Deputy Manager (Retail Store Department)	22-10-2027
V and VI	5.5	Store Operations	RAS/Q0107 V3.0	Retail Store Manager	29-04-2027

Curriculum of Skill Component of Bachelor of Vocation (B.Voc.) in Hospitality & Tourism (AY 2025-26)

The Skill Component shall include a mix of Theory, Practical and Internship.

The new Job roles in alignment to NSQF are enlisted below:

Semester	NSQF Level	Job Role (Qualification Pack)	Training Hours (Skill and General)
I	4	Guest Service Associate (Front Office) (QP: THC/Q0102 V 5.0)	585
II	4.5	Guest Service Executive (Housekeeping) THC/Q0201(v3.0)	585
III & IV	5	Duty Manager (QP: THC/Q0106 V 3.0)	1310
V & IV	5.5	Restaurant Manager THC/Q2703(v3.0)	1320

SEMESTER - I - Guest Service Associate (Front Office) (NSQF Level 4)

Semester	Paper	Code No.	Subject	GC/ SC	Credit	Total Hours
One	General Paper-01	EN111	Learning a Foreign or Local Language Including English.	GC	06	90
	General Paper-02	TH111	Introduction to Tourism - Aviation, Hospitality Industry.	GC	06	90
	General Component Total				12	180
	Skill Paper-01	TH121	Introduction to Front Office & Maintaining effective communication THC/N0130 & V4.0- Perform Front Office Activities NSQF Level 4 3 Module 1: Introduction to Front Office Management Module 2: Prepare for Front Office Operations Module 3: Prepare for Guests' Arrival Module 4: Perform the Activities of Guest Registration, Check-in, and Check-out Procedure	SC	04	Th. 45 Pr. 30

			THC/N9902 & V2.0 – Ensure Effective Communication and Service Standard at Work Place Module 7: Promote Effective Communication and Service Standard			
Skill Paper-02	TH122	Basic Health Standards, Organizational Confidentiality and Guest's Privacy	THC/N9907 & v2.0 Monitor and Maintain Health, Hygiene and Safety at Workplace Module 9: Monitor Health and Safety Standard	SC	04	Th. 45 Pr-30
		THC/N9910 & V4.0 – Ensure to Maintain Organizational Confidentiality and Guest's Privacy Module 8: Organizational Confidentiality and Guest's privacy				
Skill Paper-3	TH123	Front Office Activities & Employability Skills	THC/N0107 & V3.0 – Handle Guest Service during the Stay Module 5: Perform the Activities to Handle Guest Service Module 20. Customer Service THC/N0119 & v4.0 Handle Guest Reservation Activities Module 6: Handle Guest Reservation Activities DGT/VSQ/N0102: Employability Skills (60 Hours) Module 10. Introduction to Employability Skills Module 11. Constitutional values – Citizenship Module 12. Becoming a Professional in the 21st Century Module 13. Basic English Skills Module 14. Career Development & Goal Setting Module 15. Communication Skills Module 16. Diversity & Inclusion Module 17. Financial and Legal Literacy Module 18. Essential Digital Skills Module 19. Entrepreneurship Module 21. Getting Ready for	SC	04	Th. 45 Pr. 30

		Apprenticeship & Jobs			
	On Job Training/ Internship (One Month) and Project Report		SC	06	180
	Skill Component Total			18	405
	SEMESTER - I TOTAL			30	585

SEMESTER - II -- Guest Service Executive (NSQF Level 4.5)

Semester	Paper	Code No.	Subject	GC/ SC	Credit	Total Hours
Two	General Paper-1	EN211	Tourism Products.	GC	06	90
	General Paper-2	TH212	Communicative English for Tourism and Hospitality.	GC	06	90
	General Component Total				12	180
	Skill Paper-1	TH221	Introduction to House Keeping and Maintain Effective Communication	SC	05	Th. 60
			THC/N0242 & V2.0- Manage Housekeeping Staff and Inventory Module 1: Introduction to Housekeeping Industry and Guest Service Executive (Housekeeping) Module 2: Monitor and Train Housekeeping Staff Module 3: Perform Inventory Management for Housekeeping Operations			Pr. 30
			THC/N9902 & V2.0 - Ensure Effective Communication and Service Standard at Work Place Module 7: Promote Effective Communication and Service Standard			
	Skill Paper-2	TH122	Guest Service , Health Hygiene and safety Standards , Organizational Confidentiality and Guest's privacy	SC	04	Th. 45
			THC/N9910 & V4.0 - Ensure to Maintain Organizational Confidentiality and Guest's Privacy Module 8: Organizational Confidentiality and Guest's privacy			Pr. 30
			THC/N9907 & V2.0 - Monitor and Maintain Health, Hygiene and Safety at Workplace Module 9: Monitor Health and Safety Standard			

	Skill Paper-3	TH223	House Keeping Operations & Employability Skills	SC	04	Th. 45 Pr. 30
			THC/N0243 & V2.0 - Supervise Housekeeping Operations			
			Module 4: Prepare for Housekeeping Operations			
			Module 5: Monitor Housekeeping Activities			
			Module 6: Perform Administrative Duties			
			DGT/VSQ/N0102: Employability Skills			
			Module 10. Introduction to Employability Skills			
			Module 11. Constitutional values - Citizenship			
			Module 12. Becoming a Professional in the 21st Century			
			Module 13. Basic English Skills			
			Module 14. Career Development & Goal Setting			
			Module 15. Communication Skills			
			Module 16. Diversity & Inclusion			
			Module 17. Financial and Legal Literacy			
			Module 18. Essential Digital Skills			
			Module 19. Entrepreneurship			
			Module 20. Customer Service			
			Module 21. Getting Ready for Apprenticeship & Jobs			
	On Job Training/ Internship (One Month) and Project Report			SC	05	165
	Skill Component Total				18	405
	SEMESTER - II TOTAL				30	585

SEMESTER - III & IV (2nd Year)- Duty Manager (NSQF Level 5)

Semester	Paper	Code No.	Subject	GC/ SC	Credit	Total Hours
Three	General Paper-1	TH311	Basic of Tourism Research	GC	06	90
	General Paper-2	TH312	Basic of Tourism Management	GC	06	90
	General Paper-3	TH313	Travel Agency Management and Operations	GC	06	90
	General Paper-4	TH314	Environmental Science	GC	06	90
	General Component Total				24	360

Skill Paper-1	TH321	Monitoring Front Office Activities and Guest Experiences and Manage Concierge Operations THC/N0116 & V3.0 – Monitor Front Office Operations Module 1: Introduction to Hotel Industry and Duty Manager Module 2 : Monitor Front Office Staff, Module 3: Ensure Effective Guest Experience Module 4: Monitor Front Office Activities	SC	05	Th. 45 Pr. 60
		THC/N0140 & V2.0 – Manage Concierge Operations Module 5: Monitor Concierge Budget Module 6: Perform Team Management for Concierge Department Module 7: Manage the Vendors Module 8: Manage Guest Service Activities			
Skill Paper-2	TH322	Manage Operations & Financial and Administrative Aspects of Business and Ensure Effective Communication THC/N1117 & V3.0 – Assist the management to manage financial and administrative aspects of business Module 9: Monitor Budget and Revenue Module 10: Manage Administrative Tasks THC/N9902 & V2.0 – Ensure Effective Communication and Service Standard at Work Place Module 11: Promote Effective Communication and Service Standard	SC	04	Th. 45 Pr. 30
Skill Paper-3	TH323	Maintain Organizational Confidentiality and Guest's Privacy, maintaining Health & Safety THC/N9910 & V4.0 – Ensure to Maintain Organizational Confidentiality and Guest's Privacy Module 12: Organizational Confidentiality and Guest's privacy THC/N9907 & V2.0 – Monitor and Maintain Health, Hygiene and Safety at Workplace Module 13: Monitor Health and Safety	SC	03	Th. 35 Pr. 15

			Standard			
			DGT/VSQ/N0102 & v1.0: Employability Skills revision			
	Skill Component Total-Semester III				12	230
Fourth	OJT/INTERNSHIP and REPORT			SC	24	720
	SEMESTER - III and IV TOTAL (2 nd Year)				60	1310

SEMESTER - V & VI (3rd Year)- Restaurant Manager
(NSQF Level ' 5.5 from 2025)

Semester	Paper	Code No.	Subject	GC/ SC	Credit	Total Hours
Fifth	General Paper-1	TH511	Travel Geography	GC	06	90
	General Paper-2	TH512	Itinerary Preparations	GC	06	90
	General Paper-3	TH513	Entrepreneurship in Tourism and Hospitality Industry	GC	06	90
	General Paper-4	TH514	Introduction to Tourism Marketing	GC	06	90
	General Component Total				24	360
	Skill Paper-1	TH521	Maintain Organizational Confidentiality and Guest's Privacy, Effective Communication and Maintain Health, Hygiene THC/N9902 & V 2.0 – Ensure Effective Communication and Service Standard at Work Place Module 5: Promote Effective Communication and Service Standard THC/N9910 & V 4.0 – Ensure to Maintain Organizational Confidentiality and Guest's Privacy Module 6: Organizational Confidentiality and Guest's privacy THC/N9907 & V 2.0 – Monitor and Maintain Health, Hygiene and Safety at Workplace Module 7: Monitor Health and Safety Standard DGT/VSQ/N0103: Employability Skills revision	SC	02	Th. 30
	Skill Paper-2	TH522	Manage Team, food outlet operations , business, staff, and	SC	03	Th. 45

			cost and banquet events		02	Pr. 60
			THC/N0427 & 4.0– Build and Manage Team Module 4: Develop and Manage a Team Efficiently THC/N0325 & V 2.0 - Manage food outlet operations Module 5: Ensure facility maintenance Module 6: Manage food and beverage operations Module 7: Ensure effective guest service THC/N0321 & V 3.0: Manage business, staff, and cost Module 11: Develop and implement business strategies and manage the staff Module 12: Prepare budget and control costs THC/N0323 & V 3.0: Manage banquet events Module 14: Prepare for the event Module 15: Manage the event			
	Skill Paper-3	TH523	Manage Business resourcing, financial and administrative aspects of business and food outlet THC/N2709 & v 4.0– Develop Strategies to Operate Business Profitably Module 1: Introduction to the Restaurant and Restaurant Manager Module 2: Develop Strategies for effective operation of Business THC/N2711 & v 4.0 – Manage resourcing, financial and administrative aspects of the business Module 3: Manage Financial and Administrative Activities THC/N0326 & V 3.0 - Manage human resource, financial and administrative operations at the food outlet Module 8: Manage human resource Module 9: handle financial activities	SC	03 02	Th. 45 Pr. 60

			Module 10: Manage administrative tasks			
	Skill Component Total (Semester V)				12	240
Sixth	OJT/INTERNSHIP () and REPORT			SC	24	720
	SEMESTER - V and VI TOTAL (3 rd Year)				60	1320

Note : In Skill Component the aggregate minimum of 60% marks are required to pass NSQF Level 4 to 7.

For detailed QP wise curriculum please download from the websites : - https://thsc.in/qp_hours/

Curriculum of Skill Component of Bachelor of Vocation (B.Voc.) in Retail Management (AY 2025-26)

The Skill Component shall include a mix of Theory, Practical and Internship.

The new Job roles in alignment to NSQF are enlisted below:

Semester	NSQF Level	Job Role (Qualification Pack)	Training Hours
I	4	Retail Sales Executive RAS/Q0109 V2.0	585
II	4.5	Retail Team Leader RAS/Q0105 V3.0	585
III & IV	5	Deputy Manager (Retail Store Department) RAS/Q0106 V3.0	1170
V & VI	5.5	Retail Store Manager RAS/Q0107 V3.0	1245

SEMESTER I - Retail Sales Executive (NSQF Level 4)

Semester	Paper	Code No.	Subject	GC/SC	Credit	Total Hours
One	General Paper-01	RA111	<u>Business Communication and Personality Development-I.</u> Business Communication. Personality Development.	GC	06	90
	General Paper-02	RA112	<u>Fundamentals in Accounting and Technology (Computer Skills)-I.</u> Fundamentals in Accounting. Fundamentals in Technology (Computer Skills).	GC	06	90
	General Component Total				12	180
	Skill Paper-01	RA121	<u>Introduction of Retail store operation and Retail Sales Process</u> RAS/N0126: To help customers choose the right products RAS/N0125: To demonstrate products to customers RAS/N0128: To maximise sales of goods & services RAS/N0129: To provide personalised sales & post-sales service support	SC Practical Retail Lab	02 01	Th 30 Pr 30

			RAS/N0127: To provide specialist support to customers facilitating purchases RAS/N0114: To process credit applications for purchases			
Skill Paper-02	RA122		<u>Cashier Services</u> RAS/N0115: To process payments RAS/N0111: To follow point-of-sale procedures for age-restricted products RAS/N0116: To process cash and credit transactions RAS/N0117: To process returned goods RAS/N0113: To process part exchange sale transactions RAS/N0112: To process customer orders for goods RAS/N0110: To service cash point / POS	SC	03 01	Th 45 Pr 30
Skill Paper-3	RA123		<u>Post-Sales Services,</u> <u>Health and Safety at the Workplace</u> RAS/N0133: To organize the delivery of reliable service RAS/N0132: To resolve customer concerns RAS/N0135: To monitor and solve service concerns RAS/N0136: To promote continuous improvement in service RAS/N0120: To help keep the store secure RAS/N0121: To Maintain Health and Safety DGT/VSQ/N0102: Employability skills	SC Practical Retail Lab	03 01	Th 45 Pr 30
			Internship Project	SC	07	195
			Skill Component Total		18	405
			SEMESTER - I TOTAL		30	585

SEMESTER II - Team Leader (NSQF Level 4.5)

Semester	Paper	Code No.	Subject	GC/SC	Credit	Total Hours
Two	General Paper-1	RA211	<u>Business Communication and Personality Development-II.</u> Business Communication. Personality Development.	GC	06	90

General Paper-2	RA212	<u>Fundamentals in Accounting and Technology (Computer Skills)-II.</u> Fundamentals in Accounting. Fundamentals in Technology (Computer Skills).	GC	06	90
General Component Total				12	180
Skill Paper-1	RA221	<u>Customer Service and Sales</u> RAS/N0140 Establish and satisfy customer needs RAS/N0148 Maintain the availability of goods for sale to customers RAS/N0150 Monitor and solve customer service problems RAS/N0147 Process the sale of products	SC SC Practical Retail Lab	03 01	Th 45 Pr 30
Skill Paper-2	RA222	<u>Work Management with AI tools and Employability Skills</u> RAS/N0131 Allocate and check work in your team RAS/N0164: Utilize AI tools In Store Operations RAS/N0231: Deliver customer service in online mode DGT/VSQ/N0102: Employability Skills	SC SC Practical Retail Lab	04 01	Th 60 Pr 30
Skill Paper-3	RA223	<u>Product Display, Visual Merchandising</u> RAS/N0146 Organize the display of products at the store RAS/N0139 Plan visual merchandising	SC	02	Th 30
Internship Project			SC	07	210
Skill Component Total				18	405
SEMESTER - II TOTAL				30	585

**SEMESTER - III Deputy Manager
(Retail Store Department)**

Semester	Paper	Code No.	Subject	GC /SC	Credit	Total Hours
Three Departmental Manager	General Paper-1	RA311	<u>Communicative English</u>	GC	06	90
	General Paper-2	RA312	Stores Operation & Supply Chain Management	GC	06	90
	General Component Total				12	180
	Skill Paper-1	RA323	<u>Retail Store Operations and Profitability Management.</u> RAS/N0139: Plan visual merchandising RAS/N0151: Manage a budget RAS/N0166: Achieve Sales Goals	SC	05	Th 75
					02	60
	Skill Paper-2	RA322	<u>Customer Experience Management.</u> RAS/N0140: Establish and satisfy customer needs RAS/N0167: Utilise AI for Optimized Management of Retail Departments	SC	05	Pr 75
			Internship Project	SC	04	120
			Skill Component Total		16	330
			SEMESTER - III TOTAL		28	510

**SEMESTER - IV Deputy Manager
(Retail Store Department)**

Semester	Paper	Code No.	Subject	GC/SC	Credit	Total Hours
Four Departmental Manager	General Paper-1	RA411	Environmental Science	GC	06	90
	General Paper-2	RA412	Human Resource Management	GC	06	90
	General Component Total				12	180
	Skill Paper-1	RA324	<u>Understanding Leadership.</u> RAS/N0165: Execute Operational Plan RAS/N0142: Provide leadership for your team	SC	04	Th 60
					02	Pr 60

	Skill Paper-2	RA325	DGT/VSQ/N0102: Employability skills	SC	04	Th 60
			Internship Project	SC	10	300
			Skill Component Total		20	480
			2 ND YEAR TOTAL		60	1170

SEMESTER V - Store Manager

Semester	Paper	Code No.	Subject	GC/SC	Credit	Total Hours
Five	General Paper-1	RA511	Marketing Management	GC	06	90
	General Paper-2	RA512	<u>Business Statistics</u>	GC	06	90
	General Component Total				12	180
	Skill Paper-1	RA521	<u>Retail Store Operations and Sales.</u> RAS/N0152- Optimize inventory to ensure maximum availability of stocks and minimized losses RAS/N0153- Implement standard operating procedures, processes and policies of the store while ensuring timely and accurate reporting RAS/N0154- Manage sales and service delivery to increase store profitability RAS/N0163: Use Artificial Intelligence (AI) tools to optimize store operations	SC Th	04	Th 60
	Skill Paper-2	RA522	<u>Process compliance, safety and security.</u> RAS/N0155- Check and confirm adherence to visual merchandising plans RAS/N0156- Manage overall safety, security and hygiene of	SC	04	Th 60

			the store RAS/N0162: Monitor and analyse store performance data			
			Internship Project	SC	08	240
			Skill Component Total		18	420
			SEMESTER - V TOTAL		30	600

SEMESTER VI - Store Manager

Semester	Paper	Code No.	Subject	GC/SC	Credit	Total Hours
Six	General Paper-1	RA611	<u>Ethics and Corporate Social Responsibility.</u>	GC	06	90
	General Paper-2	RA612	<u>Retail Environment</u>	GC	06	90
			General Component Total		12	180
	Skill Paper-1	RA524	<u>Store Management & market study.</u> RAS/N0157- Implement promotions and special events at the store RAS/N0158: Manage human resources at the store through manpower planning, recruitment, training and performance management RAS/N0159- Conduct price benchmarking and market study of competition RAS/N0161: To ensure sustainable practices in all process and procedures while managing a Retail Store DGT/VSQ/N0103: Employability skills	SC Th. Pr.	05 02	Th 75 Pr 60
			Internship Project	SC	11	330
			Skill Component Total		18	465
			SEMESTER - VI TOTAL		30	645
			3RD YEAR TOTAL		60	1245

Note : In Skill Component the aggregate minimum of 45% marks are required to pass NSQF Level 4 and 5 and 50% marks for Level 6 and 7 respectively.

For detailed QP wise curriculum please download from the websites :
<https://rasci.in/National-Occupational-Standards.php>