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QP Name: Multiplex Operation Manager

QP Code: MES/Q2808

QP Version: 1.0

NSQF Level: 5

Model Curriculum Version: 1.0

Media & Entertainment Skills Council, 522-524, DLF Tower-A, Jasola, New Delhi - 110025

Table of Contents

Table of Contents

Table of Contents.....	2
Training Parameters.....	3
Program Overview	4
Training Outcomes	4
Compulsory Modules.....	4
<i>Module 1: Develop and direct an operational structure for the successful running of the venue.....</i>	<i>5</i>
<i>Module 2: Manage the front of the house, theatre operation and management teams</i>	<i>6</i>
<i>Module 3: Recruitment, creating contract for new staff members.....</i>	<i>7</i>
<i>Module 4: Coordinate and manage the venue schedules</i>	<i>8</i>
<i>Module 5: Produce accurate weekly and monthly sales revenue figures</i>	<i>9</i>
<i>Module 5: Maintain Workplace Health and Safety.....</i>	<i>10</i>
Annexure	11
Trainer Requirements	11
Assessor Requirements	12
Assessment strategy:-	13

Training Parameters

Sector	Media and Entertainment
Sub-Sector	Film
Occupation	Production
Country	India
NSQF Level	5
Aligned to NCO/ISCO/ISIC Code	NCO-2015/2654.0700
Minimum Educational Qualification and Experience	Graduate with two years of relevant experience OR Class 12th pass with five year of relevant experience OR ITI (After 10th) Pass with five years of relevant experience OR Sales Executive (Media) at NSQF Level - 4 with three years of relevant experience
Pre-Requisite License or Training	NA
Minimum Job Entry Age	20 Years
Last Reviewed On	15/02/2022
Next Review Date	30/03/2027
NSQC Approval Date	31/03/2022
QP Version	1.0
Model Curriculum Creation Date	18/02/22
Model Curriculum Valid Up to Date	30/03/2027
Model Curriculum Version	1.0
Minimum Duration of the Course	840 Hours
Maximum Duration of the Course	840 Hours

Program Overview

This section summarizes the end objectives of the program along with its duration.

Training Outcomes

At the end of the program, the learner should have acquired the listed knowledge and skills.

- Develop and direct an operational structure for the successful running of the venue.
- Manage the Front of House, theatre operation and management teams
- Demonstrate the process of recruitment and creation of contract for new staff members
- Coordinate and manage the venue schedules
- Produce accurate weekly and monthly sales revenue figures
- Maintain workplace health and Safety

Compulsory Modules

The table lists the modules and their duration corresponding to the Compulsory NOS of the QP.

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
MES/N2826: Develop and direct an operational structure for the successful running of the venue	60:00	90:00			150:00
MES/N2827: Manage the front of house, theatre operation and management teams	60:00	120:00			180:00
MES/N2828: Recruitment, creating contract for new staff members	60:00	120:00			180:00
MES/N2829: Coordinate and manage the venue schedules	60:00	90:00			150:00
MES/N2830: Produce accurate weekly and monthly sales revenue figures	20:00	40:00			120:00
MES/N0104: Maintain Workplace Health & Safety	40:00	80:00			60:00
Total	300:00	540:00			840:00

Module Details

Module 1: Develop and direct an operational structure for the successful running of the venue

Terminal Outcomes: After the successful completion of this module, the Participant will be able to:

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

Duration: 60:00	Duration: 90:00
Theory – Key Learning Outcomes After the successful completion of this module, the Participant will be able to:	Practical – Key Learning Outcomes After the successful completion of this module, the Participant will be able to :
<ul style="list-style-type: none"> • Analyze the role of Multiplex Operation Manager • Enlist various activities that can be covered under operational exercise for different auditorium / video room / box office • State the importance of overseeing all the activities across the multiplex 	<ul style="list-style-type: none"> • Demonstrate ways to plan operational exercise for different auditorium / video room / box office • Show how to organise structure of exercise beginning from ticket counter to seat plan • Display ways to oversee all the activities across multiplex
Classroom Aids:	
Laptop, whiteboard, marker, projector	
Tools, Equipment and Other Requirements	
Related equipment and document	

Module 2: Manage the front of house, theatre operation and management teams

Terminal Outcomes: After the successful completion of this module, the Participant will be able to:

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

Duration: 60:00	Duration: 120:00
Theory – Key Learning Outcomes After the successful completion of this module, the Participant will be able to:	Practical – Key Learning Outcomes After the successful completion of this module, the Participant will be able to :
<ul style="list-style-type: none"> • Elaborate the ways to ensure that the client receives a warm welcome • Discuss the process involved in recruiting team members • Enlist various daily administrative tasks that may come up at the multiplex • Describes the parts of the theatre that the audience has access to 	<ul style="list-style-type: none"> • Demonstrate ways to supervise and coordinate the entire front of house team • Show how to ensure that all the services are running smoothly • Carry out various administrative tasks at the multiplex • Demonstrate ways to manage the multiple service providers / vendors situated at multiplex • Demonstrate ways to oversee the management of water, power and internet with contractors / Service Providers
Classroom Aids:	
Laptop, whiteboard, marker, projector	
Tools, Equipment and Other Requirements	
Related equipment and document	

Module 3: Recruitment, creating contract for new staff members

Terminal Outcomes: After the successful completion of this module, the Participant will be able to:

- Describe and demonstrate the process of recruitment
- Demonstrate ways to oversee all the regular assignments at multiplex being carried out by team

Duration: 60:00	Duration: 120:00
Theory – Key Learning Outcomes After the successful completion of this module, the Participant will be able to:	Practical – Key Learning Outcomes After the successful completion of this module, the Participant will be able to :
<ul style="list-style-type: none"> • Enlist the names of professionals and other staff members who should comprise the team • Discuss the importance of engaging service providers/contractor/vendor required to run multiplex • Elaborate about the necessary service providers with whom coordination is required for day to day smooth functioning of the multiplex 	<ul style="list-style-type: none"> • Demonstrate ways to recruit and create team of resources for each individual task • Demonstrate ways to oversee all the regular assignments at multiplex being carried out by team • Prepare shift/slot to use a suitable resource. • Show how to coordinate with necessary service provider like Fire System, Power system, Security, Parking etc. to ensure smooth function of multiplex.

Classroom Aids:
Laptop, whiteboard, marker, projector
Tools, Equipment and Other Requirements
Relevant equipment and document

Module 4: Coordinate and manage the venue schedules

Terminal Outcomes: After the successful completion of this module, the Participant will be able to:

- Demonstrate ways to coordinate and manage the venue schedules
- Update and maintain all theatre operations guides & documents, including updating the Theatre Operations Manual and training presentation

Duration: 60:00	Duration: 90:00
Theory – Key Learning Outcomes After the successful completion of this module, the Participant will be able to:	Practical – Key Learning Outcomes After the successful completion of this module, the Participant will be able to :
<ul style="list-style-type: none"> • Discuss the importance of providing regular training to the team • State the relevance of updating and maintaining all theatre operations guides & documents • Illustrate various COVID-19 health and safety procedure to be followed up the multiplex 	<ul style="list-style-type: none"> • Demonstrate ways to coordinate with film distributor for release / run of movie • Schedule a plan for different box office/auditorium to run specific movie / programme • Demonstrate ways to oversee technical requirement at the multiplex for each function • Demonstrate ways to train the team on a particular activity • Show how to update and maintain all theatre operations guides & documents, including the Theatre Operations Manual and training presentation

Classroom Aids:
Laptop, whiteboard, marker, projector
Tools, Equipment and Other Requirements
Relevant equipment and document

Module 5: Produce accurate weekly and monthly sales revenue figures

Terminal Outcomes: After the successful completion of this module, the Participant will be able to:

- Manage budget for theatre operations
- Create a written wrap report and summary of all necessary timeline and budget info.

Duration: 20:00	Duration: 40:00
Theory – Key Learning Outcomes After the successful completion of this module, the Participant will be able to:	Practical – Key Learning Outcomes After the successful completion of this module, the Participant will be able to:
<ul style="list-style-type: none"> • Illustrate various customer service best practices • Describe how to complete a post- festival inventory • Discuss the relevance of managing staffing and creating monthly revenue plan for the theatre • Enlist various equipment require at the multiplex • Explain the pointers to be covered under the wrap report post festival 	<ul style="list-style-type: none"> • Demonstrate the ways to manage the Theatre Operations budget lines, including staffing and weekly/monthly revenue plan • Prepare a monthly revenue plan for the theatre • Demonstrate how to coordinate and work with the Production Manager on venue signage and equipment needs, load ins, and load outs • Demonstrate how to work with the Box Office to develop customer service best practices for all aspects of ticket sales, rush, and refund scenarios • Compile a post-festival inventory and organization of all Theatre operations supplies & equipment • Show how to create and submit final payable hours for all Venue Managers • Create a written wrap report and summary of all necessary timeline and budget info.
Classroom Aids:	
Laptop, whiteboard, marker, projector	
Tools, Equipment and Other Requirements	
Related equipment and document	

Module 6: Maintain Workplace Health and Safety

Terminal Outcomes: After the successful completion of this module, the Participant will be able to:

- Discuss the health, safety and security risks prevalent in the workplace and report health and safety issues to the person responsible for health and safety and the resources available.
- Comply with procedures in the event of an emergency
- Discuss the various safety precautions to be taken.

Duration: 40:00	Duration: 80:00
Theory – Key Learning Outcomes After the successful completion of this module, the Participant will be able to:	Practical – Key Learning Outcomes After the successful completion of this module, the Participant will be able to:
<ul style="list-style-type: none"> • Recall health, safety and security- related guidelines and identify the risks involved. • Maintain correct posture while working and maintain and use the first aid kit whenever required. • report health and safety risks/ hazards to concerned personnel • Recall people responsible for health and safety and able to contact in case of emergency • Illustrate security signals and other safety and emergency signals • Explain the process to identify and report risk. • Enumerate and recommend opportunities for improving health, safety, and security to the designated person • Describe how to report any hazards outside the individual’s authority to the relevant person in line with organisational procedures and warn other people who may be affected • complying with procedures in the event of an emergency • Explain the impact of the violation of safety procedures. 	<ul style="list-style-type: none"> • Identify the different types of health and safety hazards in a workplace • Practice safe working practices for own job role • Perform evacuation procedures and other arrangements for handling risks • Perform the reporting of hazard • identify and document potential risks like sitting postures while using the computer, eye fatigue and other hazards in the workplace • Demonstrate the use of Personal Protective Equipment (PPE) appropriately.
Classroom Aids:	
Laptop, whiteboard, marker, projector, Health and Safety Signs and policy	
Tools, Equipment and Other Requirements	
Health and Safety Signs and policy	

Annexure

Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
Graduate		2	Relevant experience in operations required	1	-	-

Trainer Certification	
Domain Certification	Platform Certification
Certified for Job Role: “Multiplex Operation Manager” mapped to QP: “MES/Q2808”, version 1.0. Minimum accepted score as per SSC guidelines is 80%.	Recommended that the Trainer is certified for the Job Role: “Trainer”, mapped to the Qualification Pack: “MEP/Q2601, v1.0 Trainer” with the scoring of a minimum of 80%.

Assessor Requirements

Assessor Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training/Assessment Experience		Remarks
		Years	Specialization	Years	Specialization	
Graduate		4	Relevant experience in operations required	2		

Assessor Certification	
Domain Certification	Platform Certification
<p>Certified for Job Role: “Multiplex Operation Manager” mapped to QP: “MES/Q2808”, version 1.0. Minimum accepted score as per SSC guidelines is 80%.</p>	<p>Recommended that the Assessor is certified for the Job Role: “Assessor”, mapped to the Qualification Pack: “MEP/Q2701, v1.0 Assessor” with the scoring of a minimum 80%.</p>

Assessment Strategy

This section includes the processes involved in identifying, gathering and interpreting information to evaluate the learner on the required competencies of the program.

Assessment system Overview:-

Assessment will be carried out by MESC affiliated assessment partners. Based on the results of assessment, MESC certifies the learners. Candidates have to pass online theoretical assessment which is approved by MESC. The assessment will have both theory and practical components in 30:70 ratio. While theory assessment is summative and an online written exam; practical will involve demonstrations of applications and presentations of procedures and other components. Practical assessment will also be summative in nature.

Testing Environment:-

Training partner has to share the batch start date and end date, number of trainees and the job role. Assessment is fixed for a day after the end date of training. It could be next day or later. Assessment will be conducted at the training venue. Question bank of theory and practical will be prepared by assessment agency and approved by MESC. From this set of questions, assessment agency will prepare the question paper. Theory testing will include multiple choice questions, pictorial question, etc. which will test the trainee on theoretical knowledge of the subject. The theory and practical assessments will be carried out on same day. If there are candidates in large number, more assessors and venue will be organized on same day of the assessment.

Assessment			
Assessment Type	Formative or Summative	Strategies	Examples
Theory	Summative	Written Examination	Knowledge of facts related to the job role and functions. Understanding of principles and concepts related to the job role and functions
Practical	Summative	Structured tasks	Presentation
Viva	Summative	Questioning and Probing	Mock interview on topics

Assessment Quality Assurance framework

Only certified assessor can be assigned for conducting assessment. Provision of 100 % video recording with clear audio to be maintained and the same is to be submitted to MESC. The training partner will intimate the time of arrival of the assessor and time of leaving the venue.

Methods of Validation:-

Unless the trainee is registered, the person cannot undergo assessment. To further ensure that the person registered is the person appearing for assessment, id verification will be carried out. Aadhar card number is required of registering the candidate for training. This will form the basis of further verification during the assessment. Assessor conducts the assessment in accordance with the assessment guidelines and question bank as per the job role. The assessor carries tablet with the loaded questions. This tablet is geotagged and so it is monitored to check their arrival and completion of assessment. Video of the practical session is prepared and submitted to MESC. Random spot checks/audit is conducted by MESC assigned persons to check the quality of assessment. Assessment agency will be responsible to put details in SIP. MESC will also validate the data and result received from the assessment agency.

Method of assessment documentation and access

The assessment agency will upload the result of assessment in the portal. The data will not be accessible for change by the assessment agency after the upload. The assessment data will be validated by MESC assessment team. After upload, only MESC can access this data. MESC approves the results within a week and uploads it.