



QUALIFICATION FILE

Cafeteria Incharge (Small Establishment)

☒ Short Term Training (STT) ☐ Long Term Training (LTT) ☐ Apprenticeship

☒ Upskilling ☐ Dual/Flexi Qualification ☐ For ToT ☐ For ToA

☒ General ☐ Multi-skill (MS) ☐ Cross Sectoral (CS) ☐ Future Skills ☐ OEM

NCrF/NSQF Level: 4

Submitted By:

Tourism and Hospitality Skill Council

#1216-1220, 12th Floor, Naurang House, Kasturba Gandhi Marg, Connaught Place

New Delhi – 110001, Landline # 011-41608056/8057 Ext.1102

Table of Contents

Section 1: Basic Details	3
Section 2: Module Summary.....	5
NOS/s of Qualifications.....	5
Mandatory NOS/s:	5
Assessment - Minimum Qualifying Percentage.....	6
Section 3: Training Related	6
Section 4: Assessment Related.....	6
Section 5: Evidence of the need for the Qualification.....	7
Section 6: Annexure & Supporting Documents Check List	7
Annexure: Evidence of Level	8
Annexure: Tools and Equipment (Lab Set-Up).....	13
Annexure: Industry Validations Summary	15
Annexure: Training & Employment Details.....	19
Annexure: Blended Learning	20
Annexure: Detailed Assessment Criteria.....	21
Annexure: Assessment Strategy	27
Annexure: Acronym and Glossary.....	28

Section 1: Basic Details

1.	Qualification Name	Cafeteria Incharge (Small Establishment)																
2.	Sector/s	Tourism and Hospitality																
3.	Type of Qualification: <input type="checkbox"/> New <input checked="" type="checkbox"/> Revised <input type="checkbox"/> Has Electives/Options <input type="checkbox"/> OEM	NQR Code & version of existing/previous qualification: <i>(change to previous, once approved)</i> 2021/TH/THSC/04559 & v3.0	Qualification Name of existing/previous version: Cafeteria Supervisor															
4.	a. OEM Name b. Qualification Name <i>(Wherever applicable)</i>																	
	National Qualification Register (NQR) Code & Version <i>(Will be issued after NSQC approval)</i>	QG-04-TH-02460-2024-V2-THSC	5. NCrf/NSQF Level: 4															
6.	Award (Certificate/Diploma/Advance Diploma/ Any Other) <i>(Wherever applicable specify multiple entry/exits also & provide details in annexure)</i>	Certificate																
7.	Brief Description of the Qualification	The individual at work receives a variety of food items and displays them for sale, serves the guests, and manages day-to-day operations of the cafeteria. The person also arranges for resources and supervises the on-site catering operations.																
8.	Eligibility Criteria for Entry for Student/Trainee/Learner/Employee	a. Entry Qualification & Relevant Experience: <table border="1"> <thead> <tr> <th>S. No.</th> <th>Academic/Skill Qualification (with Specialization - if applicable)</th> <th>Required Experience (with Specialization - if applicable)</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>12th grade pass or equivalent</td> <td>1-year (relevant experience)</td> </tr> <tr> <td>2.</td> <td>11th grade pass</td> <td>1.5-year (relevant experience)</td> </tr> <tr> <td>3.</td> <td>10th grade pass</td> <td>3- years (relevant experience)</td> </tr> <tr> <td>4.</td> <td>Previous relevant Qualification of NSQF Level 3.5</td> <td>1.5-year (relevant experience)</td> </tr> </tbody> </table> b. Age- 18 years		S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)	1.	12th grade pass or equivalent	1-year (relevant experience)	2.	11 th grade pass	1.5-year (relevant experience)	3.	10th grade pass	3- years (relevant experience)	4.	Previous relevant Qualification of NSQF Level 3.5	1.5-year (relevant experience)
S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)																
1.	12th grade pass or equivalent	1-year (relevant experience)																
2.	11 th grade pass	1.5-year (relevant experience)																
3.	10th grade pass	3- years (relevant experience)																
4.	Previous relevant Qualification of NSQF Level 3.5	1.5-year (relevant experience)																
9.	Credits Assigned to this Qualification, Subject to Assessment <i>(as per National Credit Framework (NCrF))</i>	16	10. Common Cost Norm Category (I/II/III) <i>(wherever applicable):</i> II															
11.	Any Licensing requirements for Undertaking Training on This Qualification <i>(wherever applicable)</i>	NA																

12.	Training Duration by Modes of Training Delivery <i>(Specify Total Duration as per selected training delivery modes and as per requirement of the qualification)</i>	<input type="checkbox"/> Offline <input type="checkbox"/> Online <input checked="" type="checkbox"/> Blended <table border="1" data-bbox="853 172 1736 336"> <thead> <tr> <th>Training Delivery Modes</th> <th>Theory (Hours)</th> <th>Practical (Hours)</th> <th>OJT Mandatory (Hours)</th> <th>Total (Hours)</th> </tr> </thead> <tbody> <tr> <td>Classroom (offline)</td> <td></td> <td>166:00</td> <td>150:00</td> <td>316:00</td> </tr> <tr> <td>Online</td> <td>164:00</td> <td></td> <td></td> <td>164:00</td> </tr> </tbody> </table> <i>(Refer Blended Learning Annexure for details)</i>			Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	Total (Hours)	Classroom (offline)		166:00	150:00	316:00	Online	164:00			164:00
Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	Total (Hours)															
Classroom (offline)		166:00	150:00	316:00															
Online	164:00			164:00															
13.	Aligned to NCO/ISCO Code/s <i>(if no code is available mention the same)</i>	NCO-2015/1412.0100																	
14.	Progression path after attaining the qualification <i>(Please show Professional and Academic progression)</i>	Vertical Progression- Restaurant Manager																	
15.	Other Indian languages in which the Qualification & Model Curriculum are being submitted	Hindi																	
16.	Is similar Qualification(s) available on NQR-if yes, justification for this qualification	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No URLs of similar Qualifications:																	
17.	Is the Job Role Amenable to Persons with Disability	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If “Yes”, specify applicable type of Disability:																	
18.	How Participation of Women will be Encouraged	The inclusion of women in the workplace is important as there is an increase in the number of educated women. Despite progress in some areas, women still face significant challenges and barriers to their full participation in the workforce. This can be addressed by formulating policy measures on skilling, job creation and support services. To increase the proportion of women in the workforce, various support measures like childcare facilities, close proximity to the workplace, safe transportation, gender acceleration plans and return to work (allowing women to re-join the workforce after motherhood) should be provided. Organisations should provide flexible work arrangements like part-time or remote work options. This not only helps the organisation to retain talented women employees, but it also helps women to balance work and family responsibilities.																	
19.	Are Greening/ Environment Sustainability Aspects Covered <i>(Specify the NOS/Module which covers it)</i>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No THC/N9906.Follow Health, Hygiene and Safety practices																	
20.	Is Qualification Suitable to be Offered in Schools/Colleges	Schools <input type="checkbox"/> Yes <input type="checkbox"/> No Colleges <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No																	
21.	Name and Contact Details of Submitting / Awarding Body SPOC <i>(In case of CS or MS, provide details of both Lead AB & Supporting ABs)</i>	Name: Dr. Sunita Badhwar Email: sunita.badhwar@thsc.in Contact No.: 011-41608056/8057 Ext.1102 Website: www.thsc.in																	
22.	Final Approval Date by NSQC: 30/04/2024	23. Validity Duration: 3 years	24. Next Review Date: 30/04/2027																

Section 2: Module Summary

NOS/s of Qualifications

(In exceptional cases these could be described as components)

Mandatory NOS/s:

Specify the training duration and assessment criteria at NOS/ Module level. For further details refer curriculum document.

Th.-Theory **Pr.**-Practical **OJT**-On the Job **Man.**-Mandatory **Training Rec.**-Recommended **Proj.**-Project

S. No	NOS/Module Name	NOS/Module Code & Version (if applicable)	Core/Non-Core	NCrF/NS QF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%) (if applicable)
1.	Set up & Maintain Sales Counter and Assist Guests	THC/N2911 & v4.0	Core	4	3	26	24	40	0	90	25	30	0	10	65	30
2.	Manage Catering Operations	THC/N5910 & v4.0	Core	4	8	69	61	110	0	240	40	40	0	20	100	30
3.	Communicate Effectively and Maintain Service Standards	THC/N9901 & v2.0	Non-Core	4	1	15	15	0	0	30	40	40	0	20	100	15
4.	Maintain Organisational Confidentiality and Respect Customers' Privacy	THC/N9903 & v2.0	Non-Core	4	1	15	15	0	0	30	10	10	0	5	25	10
5.	Follow Health, Hygiene and Safety practices	THC/N9906 & v2.0	Non-Core	4	1	15	15	0	0	30	25	35	0	15	75	10
6.	Employability Skills (60 Hours)	DGT/VSQ/ N0102 & v1.0	Non-Core	4	2	24	36	0	0	60	20	30	0	0	50	5
Duration (in Hours) / Total Marks					16	164	166	150	0	480	160	185	0	70	415	100

Assessment - Minimum Qualifying PercentagePlease specify **any one** of the following:

Minimum Pass Percentage – Aggregate at qualification level: 70 % (Every Trainee should score specified minimum aggregate passing percentage at qualification level to successfully clear the assessment.)

Minimum Pass Percentage – NOS/Module-wise: _____ (Every Trainee should score specified minimum passing percentage in each mandatory and selected elective NOS/Module to successfully clear the assessment.)

Section 3: Training Related

1.	Trainer's Qualification and experience in the relevant sector (in years) (as per NCVET guidelines)	Certificate / Diploma / Degree / Postgraduate (specialization in Facility Management/Hotel/QSR) with 5 years of relevant industry experience (Facility Management/Hotel/QSR) and 1-year of training experience (Facility Management/Hotel/QSR)
2.	Master Trainer's Qualification and experience in the relevant sector (in years) (as per NCVET guidelines)	NA
3.	Tools and Equipment Required for Training	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (If "Yes", details to be provided in Annexure)
4.	In Case of Revised Qualification, Details of Any Upskilling Required for Trainer	NA

Section 4: Assessment Related

1.	Assessor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)	Diploma / Degree / Postgraduate with 5 years of relevant industry experience (F&B Service/Kitchen)
2.	Proctor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)	NA
3.	Lead Assessor's/Proctor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)	NA
4.	Assessment Mode (Specify the assessment mode)	Blended
5.	Tools and Equipment Required for Assessment	<input checked="" type="checkbox"/> Same as for training <input type="checkbox"/> Yes <input type="checkbox"/> No (details to be provided in Annexure-if it is different for Assessment)

Section 5: Evidence of the need for the Qualification

Provide Annexure/Supporting documents name.

1.	Latest Skill Gap Study (not older than 2 years) (Yes/No): No
2.	Latest Market Research Reports or any other source (not older than 2 years) (Yes/No): No
3.	Government /Industry initiatives/ requirement (Yes/No): Yes
4.	Number of Industry validation provided: 21
5.	Estimated nos. of persons to be trained and employed: NA
6.	Evidence of Concurrence/Consultation with Line Ministry/State Departments: No If "No", why:

Section 6: Annexure & Supporting Documents Check List

Specify Annexure Name / Supporting document file name

1.	Annexure: NCrf/NSQF level justification based on NCrf level/NSQF descriptors <i>(Mandatory)</i>	<i>Attached</i>
2.	Annexure: List of tools and equipment relevant for qualification <i>(Mandatory, except in case of online course)</i>	<i>Attached</i>
3.	Annexure: Detailed Assessment Criteria <i>(Mandatory)</i>	<i>Attached</i>
4.	Annexure: Assessment Strategy <i>(Mandatory)</i>	<i>Attached</i>
5.	Annexure: Blended Learning <i>(Mandatory, in case selected Mode of delivery is "Blended Learning")</i>	<i>Attached</i>
6.	Annexure: Multiple Entry-Exit Details <i>(Mandatory, in case qualification has multiple Entry-Exit)</i>	<i>Attached</i>
7.	Annexure: Acronym and Glossary <i>(Optional)</i>	<i>Attached</i>
8.	Supporting Document: Model Curriculum <i>(Mandatory – Public view)</i>	<i>Attached</i>
9.	Supporting Document: Career Progression <i>(Mandatory - Public view)</i>	<i>Attached</i>
10.	Supporting Document: Occupational Map <i>(Mandatory)</i>	<i>Attached</i>
11.	Supporting Document: Assessment SOP <i>(Mandatory)</i>	<i>Attached</i>
12.	Any other document you wish to submit:	-

Annexure: Evidence of Level

NCrF/NSQF Level Descriptors	Key requirements of the job role/ outcome of the qualification	How the job role/ outcomes relate to the NCrF/NSQF level descriptor	NCrF/NSQF Level
Professional Theoretical Knowledge/Process	Specialized knowledge <ul style="list-style-type: none"> Legislation, standards, policies, regulations and procedures followed in the organization Relevant occupational health and safety requirements applicable at the workplace FSSAI (Food Safety and Standards Authority of India) and HACCP (Hazard Analysis and Critical Control Points) standard protocols related to food production, safety and quality standard Organization culture and typical guest profile Procedure to set up the sales counter effectively Types of food merchandising displays Precautionary measures to be taken and environmental conditions to be ensured to display food items without affecting their quality Types and usage of tools and equipment required at the counter to serve guests Inventory management techniques Types of food & beverage items available in the store and their preparation Factors affecting shelf life of food and beverages available in the QSR Types of sauces and accompaniments for different cuisine Optimum temperature requirement for serving varieties of food and beverages Types and usage of tableware Procedure to handle online orders Organization culture and typical guest profile Occupational health and safety requirements are applicable in the workplace FSSAI (Food Safety and Standards Authority of India) guidelines for food safety Methods of record-keeping Ways to give clear instructions to the staff Effective leadership and team management techniques 	<ul style="list-style-type: none"> A Cafeteria Incharge (Small Establishment) should be well acquainted with the facts, principles, processes and general concepts of legislation, standards, policies, regulations and procedures like FSSAI guidelines, team management and administrative skills, and general concept of cafeteria supervision. Hence Level 4 	4

	<ul style="list-style-type: none"> • Methods to provide constructive feedback • Procedure to prepare work schedules and duty roasters • Conflict management procedures • Resource management techniques • Effective de-briefing methods • Strategies to manage staff attendance problems • Team performance monitoring methods • Inventory management and stock optimization methods • Training need analysis techniques • Policy implementation procedure • Organizational policies on behavioural etiquette and professionalism • Organizational policies on gender sensitive service practices at workplace • Organizational reporting and hierarchy structure • Documentation policy and procedures of the organization • Service quality standards as per organizational policies • Complaint handling policy and procedures • SOP on personal hygiene • Procedure of giving and receiving feedback positively • Specific requirements of different age-groups of guests • Age and gender specific etiquette • Organizational policy with regards to Persons with disability • Significance of professional etiquette and behaviour • Basics of IPR Laws, Trademark Laws, Patent Laws, etc. in the country, and penalties associated with them • Organisation's policies on intellectual property rights and confidential information • Organisation's product, service or design patents • How Intellectual property protection is important for competitiveness of an organisation 		
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	<ul style="list-style-type: none"> Guidelines for crafting effective SOPs regarding IPR Procedure for disposal of confidential documents Confidential data protection methods Organizational policies on safety procedures at workplace Procedure to maintain cleanliness standards at workplace Compliance norms for established health and hygiene procedures at workplace Importance of preventive health check-up and healthy living Purpose and usage of PPE such as gloves, protective goggles, masks, etc. Basic first aid procedures Methods to minimize accidental risks The significance of safe handling of chemicals, acids, etc. for cleaning Instructions for operating and handling equipment as per standard Emergency procedures to be followed in case of a mishappening such as fire accidents, etc 		
Professional and Technical Skills/ Expertise/ Professional Knowledge	Specialized skills <ul style="list-style-type: none"> Prepare list of resources and their quantity required for performing the job Plan the quantity of supplies required to maintain inventory Handle unsatisfied guests and their complaints effectively Analyze the time taken to serve guest Analyze innovative ways of food presentation to make food more attractive to guests Fill-in checklists and logs Prepare relevant reports and records Assess the competence level of staff Create a priority task list to ensure smooth functioning of staff activities Motivate the team to perform to its potential Fill up documentation pertaining to job requirement 	<ul style="list-style-type: none"> A Cafeteria Incharge (Small Establishment) applies professional skill to accomplish tasks like managing the cafeteria counter, resources, taking care of cleanliness and sanitation etc. at workplace as per the organizational service standards. He applies cognitive and practical skills to handle problems, if any. A Cafeteria Incharge (Small Establishment) must have social and political understanding, and some skill of collecting and organising information, mathematical skills to handle payments and communication 	4

	<ul style="list-style-type: none"> Spot and report potential areas of disruption to work process proactively Improve work processes by incorporating guest feedback Identify measures that can prevent potential infringements within the team Evaluate organisation policies and procedures and assess its robustness to prevent IPR infringements Analyse the impact of IPR infringement on the guests and the organization Read applicable safe food handling standards, food labels etc. Read instructions on various equipment Listen carefully and interpret guest's requirement Communicate effectively with guests, QSR coordinator, visitors, co-workers and supervisors Exhibit professional etiquette at all times Read procedure manuals, instructions, organizational SOPs, and information applicable at the workplace Prepare relevant reports and records Communicate effectively and accurately with the staff to provide work instructions Manage time effectively and efficiently Read job sheets, organization policy documents, information displayed at the workplace and comments received from the supervisor or guest Interact with team members to work efficiently Communicate effectively with the guests Motivate self and colleagues to work effectively Read and follow IPR and related information documents Manage communication regarding IPR infringement, prevention, and management Analyze importance of personal hygiene Analyze the impact of not adhering to the health and safety procedures 	<p>skills to effectively deal with guests.</p> <ul style="list-style-type: none"> Hence Level 4 	
Employment Readiness & Entrepreneurship	Team readiness, self-entrepreneurship readiness	<ul style="list-style-type: none"> A Cafeteria Incharge (Small Establishment) should have good oral and written communication 	4

Skills & Mind-set/Professional Skill	<ul style="list-style-type: none"> • Read and write different types of documents/instructions/correspondence • Communicate effectively using appropriate language in formal and informal settings • Behave politely and appropriately with all • How to work in a virtual mode • Perform calculations efficiently • Solve problems effectively • Pay attention to details • Manage time efficiently • Maintain hygiene and sanitization to avoid infection 	skills, advanced literacy and numeracy skills, organisation and time management skills, good understanding of social, political and work environment, etc.	
Broad Learning Outcomes/Core Skill	Specialized/ complex jobs/tasks <ul style="list-style-type: none"> • Set up & maintain sales counter and assist guests • Manage catering operations • Ensure effective communication and service standards at workplace • Ensure to maintain organisational confidentiality and guest's privacy • Monitor and maintain health, hygiene and safety at workplace. 	<ul style="list-style-type: none"> • A Cafeteria Incharge (Small Establishment) sets up the cafeteria counter and manage the resources which requires well developed skill with clear choice of procedures in familiar context. • Hence Level 4 	4
Responsibility	Self and team responsibility – Sr. Technician or Master Technician <ul style="list-style-type: none"> • Set up the sales counter for day's work Assist guests with their orders • Manage resources for catering service • Manage logistics for outdoor catering • Ensure food quality and sanitation • Ensure catering business administration • Promote effective communication • Maintain professional etiquette • Ensure rendering of specific services as per the guests' requirements • Maintain organisational confidentiality • Maintain guests' privacy • Ensure personal and workplace hygiene • Maintain safe and secure working environment • Follow effective waste management and recycling practices at workplace 	<ul style="list-style-type: none"> • A Cafeteria Incharge (Small Establishment) is responsible for setting up sales counter for day's work as well as manage resources for catering service as per the organizational standards. The individual is responsible for own work and learning and also has some responsibility for other's work and learning. • Hence Level 4 	4

Annexure: Tools and Equipment (Lab Set-Up)

List of Tools and Equipment

Batch Size: 30

S. No.	Tool / Equipment Name	Specification	Quantity for specified Batch size
1.	Relevant tools and equipment	Standard	01
2.	Various types of food and beverages	Standard	01
3.	Other supplies, and materials	Standard	01
4.	Cutlery	Standard	01
5.	Tableware	Standard	01
6.	Sauces	Standard	01
7.	Accompaniments	Standard	01
8.	Wrappers	Standard	01
9.	Various cleaning chemicals and accessories	Standard	01
10.	Some pre/semi-cooked food material	Standard	01
11.	Sample work schedule	Standard	01
12.	Training plan		01
13.	Vehicle	Standard	01
14.	Sample equipment maintenance schedules	Standard	01
15.	Menu	Standard	01
16.	Sample of escalation matrix	Standard	01
17.	Organisation structure	Standard	01
18.	Handouts of IPR guidelines and regulations	Standard	01
19.	Personal Protection Equipment: Safety glasses, Head protection, Rubber gloves, Safety footwear, Warning signs and tapes, Fire extinguisher, First aid kit	Standard	01
20.	Standard Operating Procedures	Standard	01
21.	Sample Reports	Standard	01

Classroom Aids

The aids required to conduct sessions in the classroom are:

1. Whiteboard
2. Flip Chart
3. Duster
4. Projector
5. Projector screen
6. Computer/ Laptop with charger
7. Power Point Presentation
8. Laptop External Speakers
9. Training kit (Trainer guide, Presentations)
10. Participant Handbook and Related Standard Operating Procedures
11. Markers
12. Chalk

Annexure: Industry Validations Summary

Provide the summary information of all the industry validations in table. This is not required for OEM qualification.

S. No	Organization Name	Representative Name	Designation	Contact Address	Contact Phone No	E-mail ID	LinkedIn Profile (if available)
1	BWHindi	Amit Sharma	Corporate Training Manager	-Gurgoan, haryana	837883382	amit.sharma@bwhinda.in	-
2.	BVG India Limited	Ravi Ghat	Head of Department	Midas Tower, Rajiv Gandhi Infotech Park, Hinjawadi, Pune	9822522333	ravighate@bvgindia.com	-
3.	Checkmate Services Private Limited (Branch NCR)	Col Deepak Kumar	General Manager Operations	Plot No 138, Udyog Vihar Phase IV, Gurugram 122016	9687530491	Deepak.kumar@checkmateservices.com	-
4.	Kapston Services limited	Haraprasad Panda	Executive President	Plot 75, Kavuri Hills, Madhapur, Hyderabad, Telangana-500034	9949062250	haraprasad@kapstonservices.com	-
5.	Orion Secure	Ashwani Kumar	General Manager	Sector 44 plot no.136, rider house, Gurugram	9716055556	Ashwani.kumar@orionsecure.co.in	-
6.	Lucky Restaurant	Lucky Singh	Owner	513, Civil Line, Court Road, Near Deep Plaza, 18, Old railway Road, Jacobpura, Gurugram, Haryana, 122007	9675994353	Lkysingh059@gmail.com	-
7.	Sangam Restaurant	Mukesh Bisht	Owner	Bageshwar, Uttarakhand	8869014393	BishtMukesh55@gmail.com	-
8.	The Modern Café & Eatery	Reha S. Bisht	Owner	T-540, Panchsheela Rendezvous Complex, Panchshila Park, Malviya Nagar, 110017	9953235352	IVORYTHEMODERNEATER@Y@gmail.com	-
9.	Grover Foods	Amandeep	MD	Uttarakhand	9808979795	amangrover2011@gmail.com	-
10.	Optima Group,	Mr.Raju	Proprietor	Office No:622, Block B, Phase-2 Near police Station,	7011141426	optimagroup@gmail.com	-

				Madanpur Khatar, New Delhi-76			
11.	Amars Skill Ventures Pvt. Ltd	Yogender Singh	Sr. Manager	Gurugram	7840010621	amassskillvpl@gmail.com	-
12.	Win Facilities	Vikas Kumar	Proprietor	Dwarka, New Delhi	9711898985	winfacilities@yahoo.com	-
13.	Ahuja Residency	Karan Kapoor	Ast.HR Manager	302, 302A, The Palm Spring Plaza Golf course road, sector-54	8500090227	Karan.kapoor@ahujaresidency.com	-
14.	Golden Security Guards	Yash Gupta	Proprietor	B156, New ashok Nagar, New Delhi, PIN 110096	8595782318	yash.gupta@gsgsecurenet.com	-
15.	Shine & Standard	Divya Bhatt	Manager	C-270, 2nd Floor, Sector-63, Noida Pin Code:- 201301	8448334194	divyabhatt007777@gmail.com shinestandardnaps@gmail.com	-
16.	Kaahlina Technology Pvt . Ltd	Rajani kant	Director	Boomerang Building, A 005, Lower Ground, Chandivali, Andheri East, Mumbai, Maharashtra 400072	9209052021	rajani.kant@rozgarkhoj.com	-
17.	Property Solutions (India) Pvt.Ltd	Dharmendar Patil	General Manager	Unit no 11, Ground floor, Kalpataru Square, Off. Andheri karla Road, Kondivita Lane, Andheri (E), Mumbai -400059	9898049090	dharmendra.patil@psiopl.co.in	-
18.	Sodoexo India Services Private Limited	Vivek Adavatkar	AVP-IR and Compliance	1 st Floor, Gemstar Commercial complex, Near Ramchandra lane, Kanchpada- Malad West, Mumbai- 400064	9823321421	vivek.adavatkar@sodexo.com	-
19.	Akaya India Care Limited	Viraj Anil Bandekar	Head HR	5 th Floor Maitri Plot no 10, Road no 10, Vile Parle, West Mumbai City, MH 400049	8793403463	info@akayindiicare.com	-

20.	AGR Talent Consulting LLP	Prem	Manager-Operations	H.NO C-8 G/F GALI NO-1 AALI VIHAR NA SARITA VIHAR New Delhi Delhi 110076	9872427026	Operations.agr@gmail.com	-
21.	ATC Security and Intelligence Pvt.Ltd	Prem	Manager-Operations	Kailash Business Park Vikhroli - 400079 Mumbai, India	9872427026	info@atc.co.in	-

Annexure: Training & Employment Details

Training and Employment Projections:

Year	Total Candidates		Women		People with Disability	
	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities
	NA	NA	NA	NA	NA	NA

Data to be provided year-wise for next 3 years

Training, Assessment, Certification, and Placement Data for previous versions of qualifications: NA

Qualification Version	Year	Total Candidates				Women				People with Disability			
		Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed
		NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

Applicable for revised qualifications only, data to be provided year-wise for past 3 years.

List Schemes in which the previous version of Qualification was implemented: NA

Content availability for previous versions of qualifications:

☐ Participant Handbook ☐ Facilitator Guide ☐ Digital Content ☐ Qualification Handbook ☐ Any Other:

Languages in which Content is available:

Annexure: Blended Learning

Blended Learning Estimated Ratio & Recommended Tools:

Refer NCVET “Guidelines for Blended Learning for Vocational Education, Training & Skilling” available on:

<https://ncvet.gov.in/sites/default/files/Guidelines%20for%20Blended%20Learning%20for%20Vocational%20Education,%20Training%20&%20Skilling.pdf>

S. No.	Select the Components of the Qualification	List Recommended Tools – for all Selected Components	Offline : Online Ratio
1	<input type="checkbox"/> Theory/ Lectures - Imparting theoretical and conceptual knowledge	<ul style="list-style-type: none"> • Books/ e-books • Presentations • Reference Material • Audio / Video Modules 	
2	<input type="checkbox"/> Imparting Soft Skills, Life Skills, and Employability Skills /Mentorship to Learners	<ul style="list-style-type: none"> • Self-Learning Videos • Broadcasts • Mobile Learning • Curated Digital content 	
3	<input type="checkbox"/> Showing Practical Demonstrations to the learners	<ul style="list-style-type: none"> • Video Content • E-Resource library • AR/ VR/ XR 	
4	<input type="checkbox"/> Imparting Practical Hands-on Skills/ Lab Work/ workshop/ shop floor training	<ul style="list-style-type: none"> • Training tools (tools list attached) • Video Play • Presentations 	
5	<input type="checkbox"/> Tutorials/ Assignments/ Drill/ Practice	<ul style="list-style-type: none"> • Online Question Bank • Mobile Quick test app • MCQ based tests 	
6	<input type="checkbox"/> Proctored Monitoring/ Assessment/ Evaluation/ Examinations	<ul style="list-style-type: none"> • Assessment engine for Essays • Up-loadable file examinations • Mock test sessions 	
7	<input type="checkbox"/> On the Job Training (OJT)/ Project Work Internship/ Apprenticeship Training	<ul style="list-style-type: none"> • Online tests • Offline assessments 	

Annexure: Detailed Assessment Criteria

Detailed assessment criteria for each NOS/Module are as follows:

NOS/Module Name	Assessment Criteria for Performance Criteria/Learning Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
THC/N2911: Set up & maintain sales counter and assist guests	<i>Set up the sales counter for day's work</i>	15	20	0	5
	PC1. prepare and organize the sales counter as per safety norms and organizational standards	-	-	-	-
	PC2. place and organize all the tools and equipment at workstation to ensure safety, hygiene and efficiency	-	-	-	-
	PC3. ensure cleanliness and availability of adequate space at the display area of the sales counter for displaying food products	-	-	-	-
	PC4. display the food and beverage items at the counter to enhance sales	-	-	-	-
	PC5. check the food products for clear and accurate labels as per standards	-	-	-	-
	PC6. inspect all displayed food products for freshness, cleanliness and visual appeal	-	-	-	-
	PC7. ensure that food products are not displayed beyond their expiry date	-	-	-	-
	PC8. confirm availability of adequate quantities of food items and other supplies & materials at the workstation as per organizational standards	-	-	-	-
	<i>Assist guests with their orders</i>	10	10	0	5
	PC9. receive and greet the guest as per organizational policy	-	-	-	-
	PC10. present the menu to the guest as per standards	-	-	-	-
	PC11. establish guest's food and beverage requirements quickly	-	-	-	-
	PC12. respond to guest's queries at the counter	-	-	-	-
	PC13. suggest food products and beverages to the guests as per their requirement	-	-	-	-
	PC14. offer suitable alternatives to the guests for the unavailable items	-	-	-	-
	PC15. take orders from guests and process them or pass it on to either QSR coordinator for relaying to kitchen or straight to kitchen either manually or electronically, as required	-	-	-	-
	PC16. provide estimated delivery time of the order to the guest	-	-	-	-
	PC17. provide instructions to guests regarding the handling, storage and consumption of packed food & beverages, if any	-	-	-	-
	Total Marks	25	30	0	10
THC/N5910: Manage catering operations	<i>Manage resources for catering service</i>	10	10	0	5
	PC18. prepare weekly work schedule and duty rosters for the staff, as required	-	-	-	-
	PC19. brief the catering staff regarding the assigned duties	-	-	-	-
	PC20. maintain daily operations and delegate day to day responsibilities accurately	-	-	-	-

PC21. handle and resolve staff problems like absenteeism, schedule change, etc.	-	-	-	-
PC22. arrange for backup in case of unplanned leaves of any employee	-	-	-	-
PC23. administer performance management and take disciplinary actions as needed	-	-	-	-
PC24. give feedback to staff to help them improve their performance where appropriate	-	-	-	-
PC25. inform the management regarding human resource requirement	-	-	-	-
PC26. assist the catering manager in hiring the staff	-	-	-	-
PC27. implement the policies and procedures in operating the catering services	-	-	-	-
PC28. supervise the staff in maximising all resources to achieve high quality and excellent cost control	-	-	-	-
PC29. identify training needs and implement a staff training plan	-	-	-	-
PC30. train the staff about organizational work culture, quality standards, and job responsibilities	-	-	-	-
<i>Manage logistics for outdoor catering</i>	10	10	0	5
PC31. obtain details from the manager regarding the booking like menu, pax, or any other special requirement	-	-	-	-
PC32. ensure availability of all supplies, material and equipment as per requirement	-	-	-	-
PC33. check the vehicle for cleanliness and sanitation before uploading the food items, supplies and equipment	-	-	-	-
PC34. make sure all food items are loaded properly and stored at appropriate temperature in the vehicle as per standards	-	-	-	-
<i>Ensure food quality and sanitation</i>	10	10	0	5
PC35. inspect supplies, equipment, and work areas to ensure efficient service and conformance to standards	-	-	-	-
PC36. inspect the food for quality during cooking and presentation while serving	-	-	-	-
PC37. check the food and beverage items for correct temperature before serving	-	-	-	-
PC38. ensure serving standards are maintained while serving the guests	-	-	-	-
PC39. make sure special requests of the guests are addressed, if any	-	-	-	-
<i>Ensure catering business administration</i>	10	10	0	5
PC40. assist catering manager with planning of special events like menu planning, logistics etc.	-	-	-	-
PC41. monitor working hours of the staff with appropriate break periods	-	-	-	-
PC42. analyse operational problems, such as theft and wastage, and establish procedures to alleviate these problems	-	-	-	-
PC43. control inventories of food, equipment, and beverages, and report shortages to designated personnel	-	-	-	-
PC44. develop equipment maintenance schedules and arrange for repairs	-	-	-	-
PC45. ensure self-availability on-site during Out Door Catering (ODC) at all times	-	-	-	-
PC46. handle and address client complaints promptly	-	-	-	-
PC47. submit the bills timely to client and collect money, if required	-	-	-	-

	PC48. record production, operational, and personnel data on specified form	-	-	-	-
	Total Marks	40	40	0	20
THC/N9901: Communicate effectively and maintain service standards	<i>Communicate effectively with guests, colleagues and superiors</i>	20	20	0	10
	PC1. greet the guests promptly and appropriately as per organization's procedure	-	-	-	-
	PC2. communicate with the guests in a polite and professional manner	-	-	-	-
	PC3. clarify guest's requirements by asking appropriate questions	-	-	-	-
	PC4. address guest's dissatisfactions and complaints effectively	-	-	-	-
	PC5. build effective yet impersonal relationship with guests	-	-	-	-
	PC6. inform guests on any issue/problem beforehand including any developments involving them	-	-	-	-
	PC7. seek feedback from the guests and incorporate that to improve the guest experience	-	-	-	-
	PC8. escalate any negative feedback from the guests to immediate reporting authority on high priority	-	-	-	-
	PC9. pass on essential information to your colleagues timely	-	-	-	-
	PC10. report any workplace issues to the superior immediately	-	-	-	-
	<i>Maintain professional etiquette</i>	10	10	0	5
	PC11. report to work on time	-	-	-	-
	PC12. follow proper etiquette while interacting with colleagues and superiors	-	-	-	-
	PC13. follow the dress code as per organizational policy	-	-	-	-
	PC14. maintain good personal hygiene	-	-	-	-
	PC15. respect privacy of others at the workplace	-	-	-	-
	<i>Provide specific services as per the guests' requirements</i>	10	10	0	5
	PC16. offer services and maintain the quality of facilities to cater to specific needs of every individual, across all gender and age group as per organisation standards	-	-	-	-
	PC17. provide assistance to Persons with Disability, if required	-	-	-	-
	PC18. follow gender and age sensitive service practices at all times	-	-	-	-
	PC19. follow the organisational policies specified for Persons with Disability	-	-	-	-
	PC20. adhere to the company policies related to prevention of sexual harassment, both physical and verbal	-	-	-	-
	Total Marks	40	40	0	20
THC/N9903: Maintain organisational confidentiality and respect guests' privacy	<i>Maintain organisational confidentiality</i>	6	6	0	3
	PC1. ensure not leaving any confidential information visible and unattended on the workstation	-	-	-	-
	PC2. comply to organizational IPR policy at all times	-	-	-	-
	PC3. report any infringement of IPR observed by anyone in the company to the concerned person	-	-	-	-
	PC4. maintain the confidentiality of the organisational information through appropriate use, storage and disposal	-	-	-	-
	<i>Respect guest's privacy</i>	4	4	0	2

	PC5. protect personal and financial information of the guest	-	-	-	-
	PC6. refrain self from infringing upon guest's professional deals and plans	-	-	-	-
	Total Marks	10	10	0	5
THC/N9906: Follow Health, Hygiene and Safety practices	<i>Maintain personal and workplace hygiene</i>	10	10	0	5
	PC1. wash and sanitize hands at regular intervals using hand wash & alcohol-based sanitizers	-	-	-	-
	PC2. clean the workplace with appropriate cleaning solution and disinfectants as recommended	-	-	-	-
	PC3. clean the crockery and other articles as per established standards	-	-	-	-
	PC4. sanitize all tools and equipment requiring touch points at regular intervals	-	-	-	-
	PC5. ensure that the trashcans are cleared regularly following the cleanliness and maintenance schedule	-	-	-	-
	PC6. use appropriate PPE (headwear, glasses, goggles, footwear etc.) considering the task to be performed and the working environment	-	-	-	-
	PC7. dispose of the waste as per the prescribed standards	-	-	-	-
	PC8. maintain good personal hygiene by brushing teeth regularly, washing and sanitizing hands, wearing clean clothes, following a healthy diet etc.	-	-	-	-
	<i>Take precautionary health measures</i>	5	5	0	0
	PC9. attend regular health check-ups organized by the management	-	-	-	-
	PC10. report personal health issues related to injury, food, air and infectious disease	-	-	-	-
	PC11. report to the concerned authority in case any coworker is unwell	-	-	-	-
	<i>Follow standard safety procedure</i>	5	10	0	5
	PC12. follow safety procedures while handling materials, tools, equipment etc.	-	-	-	-
	PC13. follow first aid procedures appropriately	-	-	-	-
	PC14. identify hazards at the workplace and report to the concerned person in time	-	-	-	-
	<i>Follow effective waste management</i>	5	10	0	5
	PC15. identify and segregate recyclable, non-recyclable and hazardous waste at workplace	-	-	-	-
	PC16. segregate waste into different coloured dustbins	-	-	-	-
	PC17. handle the waste as per SOP	-	-	-	-
	PC18. recycle waste wherever applicable	-	-	-	-
	PC19. dispose of PPEs in a plastic bag, sealed and labelled as infectious waste	-	-	-	-
	Total Marks	25	35	0	15
DGT/VSQ/N0102 - Employability Skills (60 hours)	<i>Introduction to Employability Skills</i>	1	1	-	-
	PC1. identify employability skills required for jobs in various industries	-	-	-	-
	PC2. identify and explore learning and employability portals	-	-	-	-
	<i>Constitutional values – Citizenship</i>	1	1	-	-

PC3. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.	-	-	-	-
PC4. follow environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	2	4	-	-
PC5. recognize the significance of 21st Century Skills for employment	-	-	-	-
PC6. practice the 21st Century Skills such as Self- Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life	-	-	-	-
<i>Basic English Skills</i>	2	3	-	-
PC7. use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-
PC8. read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
PC9. write short messages, notes, letters, e-mails etc. in English	-	-	-	-
<i>Career Development & Goal Setting</i>	1	2	-	-
PC10. understand the difference between job and career	-	-	-	-
PC11. prepare a career development plan with short- and long-term goals, based on aptitude	-	-	-	-
<i>Communication Skills</i>	1	1	-	-
PC12. follow verbal and non-verbal communication etiquette and active listening techniques in various settings	-	-	-	-
PC13. work collaboratively with others in a team	-	-	-	-
<i>Diversity & Inclusion</i>	1	2	-	-
PC14. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC15. escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
<i>Financial and Legal Literacy</i>	2	3	-	-
PC16. select financial institutions, products and services as per requirement	-	-	-	-
PC17. carry out offline and online financial transactions, safely and securely	-	-	-	-
PC18. identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
PC19. identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
<i>Essential Digital Skills</i>	3	4	-	-
PC20. operate digital devices and carry out basic internet operations securely and safely	-	-	-	-
PC21. use e- mail and social media platforms and virtual collaboration tools to work effectively	-	-	-	-
PC22. use basic features of word processor, spreadsheets, and presentations	-	-	-	-

	<i>Entrepreneurship</i>	2	3	-	-
	PC23. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
	PC24. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
	PC25. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
	<i>Customer Service</i>	1	2	-	-
	PC26. identify different types of customers	-	-	-	-
	PC27. identify and respond to customer requests and needs in a professional manner.	-	-	-	-
	PC28. follow appropriate hygiene and grooming standards	-	-	-	-
	<i>Getting ready for apprenticeship & Jobs</i>	2	3	-	-
	PC29. create a professional Curriculum vitae (Résumé)	-	-	-	-
	PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
	PC31. apply to identified job openings using offline/online methods as per requirement	-	-	-	-
	PC32. answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
	PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
	Total Marks	20	30	-	-
Grand Total		160	185	0	70

Annexure: Assessment Strategy

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

<1. Assessment System Overview:

- Batches assigned to the assessment agencies for conducting the assessment on SIP or email
- Assessment agencies send the assessment confirmation to VTP/TC looping SSC
- Assessment agency deploys the ToA certified Assessor for executing the assessment
- SSC monitors the assessment process & records

2. Testing Environment:

- Check the Assessment location, date and time
- If the batch size is more than 30, then there should be 2 Assessors.
- Check that the allotted time to the candidates to complete Theory & Practical Assessment is correct.

3. Assessment Quality Assurance levels/Framework:

- Question bank is created by the Subject Matter Experts (SME) are verified by the other SME
- Questions are mapped to the specified assessment criteria
- Assessor must be ToA certified & trainer must be ToT Certified

4. Types of evidence or evidence-gathering protocol:

- Time-stamped & geotagged reporting of the assessor from assessment location
- Centre photographs with signboards and scheme specific branding

5. Method of verification or validation:

- Surprise visit to the assessment location

6. Method for assessment documentation, archiving, and access

- Hard copies of the documents are stored

On the Job:

1. Each module (which covers the job profile of Cafeteria Incharge (Small Establishment)) will be assessed separately.
2. The candidate must score 70% in each module to successfully complete the OJT.
3. Tools of Assessment that will be used for assessing whether the candidate is having desired skills and etiquette of dealing with customers, understanding needs & requirements, assessing the customer and perform Soft Skills effectively:
 - Videos of Trainees during OJT
4. Assessment of each Module will ensure that the candidate is able to:
 - Effective engagement with the customers
 - Understand the working of various tools and equipment
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Annexure: Acronym and Glossary

Acronym

Acronym	Description
AA	Assessment Agency
AB	Awarding Body
ISCO	International Standard Classification of Occupations
NCO	National Classification of Occupations
NCrF	National Credit Framework
NOS	National Occupational Standard(s)
NQR	National Qualification Register
NSQF	National Skills Qualifications Framework
OJT	On the Job Training
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training
SOP	Standard operating procedure
OH&S	Occupational Health and Safety
PPE	Personal Protective Equipment
IPR	Intellectual Property Rights
FSSAI	Food Safety and Standards Authority of India
HACCP	Hazard analysis and critical control points
ISO	The International Organization for Standardization

Glossary

Term	Description
National Occupational Standards (NOS)	NOS define the measurable performance outcomes required from an individual engaged in a particular task. They list down what an individual performing that task should know and also do.
Qualification	A formal outcome of an assessment and validation process which is obtained when a competent body determines that an individual has achieved learning outcomes to given standards
Qualification File	A Qualification File is a template designed to capture necessary information of a Qualification from the perspective of NSQF compliance. The Qualification File will be normally submitted by the awarding body for the qualification.
Sector	A grouping of professional activities on the basis of their main economic function, product, service or technology.
Long Term Training	Long-term skilling means any vocational training program undertaken for a year and above.