



QUALIFICATION FILE

Cleaner-Roadside Eatery

- 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: 1

Submitted By:

Tourism and Hospitality Skill Council

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

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Section 1: Basic Details

1.	Qualification Name	Cleaner-Roadside Eatery								
2.	Sector/s	Tourism & 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/THSSC/04485 and v3.0	Qualification Name of existing/previous version: Cleaner-Roadside Eatery							
4.	a. OEM Name b. Qualification Name <i>(Wherever applicable)</i>									
5.	National Qualification Register (NQR) Code &Version <i>(Will be issued after NSQC approval)</i>	QG-01-TH-02470-2024-V2-THSC	6. NCrF/NSQF Level: 1							
7.	Award (Certificate/Diploma/Advance Diploma/ Any Other <i>(Wherever applicable specify multiple entry/exits also & provide details in annexure)</i>	Certificate								
8.	Brief Description of the Qualification	The individual at work performs day-to-day cleaning of floors, furniture, fitments, kitchen and dining areas, and washrooms in a roadside eatery for a clean and hygienic customer-friendly environment.								
9.	Eligibility Criteria for Entry for Student/Trainee/Learner/Employee	a. Entry Qualification & Relevant Experience: <table border="1" style="margin-left: 40px;"> <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>No formal education prescribed</td> <td></td> </tr> </tbody> </table> b. Age-14 years			S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)	1.	No formal education prescribed	
S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)								
1.	No formal education prescribed									
10.	Credits Assigned to this Qualification, Subject to Assessment <i>(as per National Credit Framework (NCrF))</i>	6	11. Common Cost Norm Category (I/II/III) <i>(wherever applicable):</i> II							
12.	Any Licensing requirements for Undertaking Training on This Qualification <i>(wherever applicable)</i>	NA								

13.	Training Duration by Modes of Training Delivery (Specify Total Duration as per selected training delivery modes and as per requirement of the qualification)	<input type="checkbox"/> Offline <input type="checkbox"/> Online <input checked="" type="checkbox"/> Blended				
		Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	Total (Hours)
		Classroom (offline)		78:00	30:00	108:00
		Online	72:00			72:00
		(Refer Blended Learning Annexure for details)				
14.	Aligned to NCO/ISCO Code/s (if no code is available mention the same)	NCO-2015/9112.9900				
15.	Progression path after attaining the qualification (Please show Professional and Academic progression)	Kitchen Helper				
16.	Other Indian languages in which the Qualification & Model Curriculum are being submitted	Hindi				
17.	Is similar Qualification(s) available on NQR-if yes, justification for this qualification	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No URLs of similar Qualifications:				
18.	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:				
19.	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.				
20.	Are Greening/ Environment Sustainability Aspects Covered (Specify the NOS/Module which covers it)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No THC/N9906.Follow Health, Hygiene and Safety practices				
21.	Is Qualification Suitable to be Offered in Schools/Colleges	Schools <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Colleges <input type="checkbox"/> Yes <input type="checkbox"/> No				
22.	Name and Contact Details of Submitting / Awarding Body SPOC (In case of CS or MS, provide details of both Lead AB & Supporting ABs)	Name: Dr. Sunita Badhwar Email: sunita.badhwar@thsc.in Contact No.: 011-41608056/8057 Ext.1102 Website: www.thsc.in				
23.	Final Approval Date by NSQC: 30/04/2024	24. Validity Duration: 3 years		25. 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.	Clean the Roadside Eateries	THC/N3002 &v3.0	Core	1	2	15	15	30	0	60	70	80	0	50	200	50
2.	Communicate Effectively and Maintain Service Standards	THC/N9901 &v2.0	Non-Core	1	1	15	15	0	0	30	40	40	0	20	100	10
3.	Maintain Organisational Confidentiality and Respect Customers' Privacy	THC/N9903 &v2.0	Non-Core	1	1	15	15	0	0	30	10	10	0	5	25	10
4.	Follow Health, Hygiene and Safety practices	THC/N9906 &v2.0	Non-Core	1	1	15	15	0	0	30	25	35	0	15	75	10
5.	Employability Skills (30 Hours)	DGT/VSQ/ N0101 &v1.0	Non-Core	2	1	12	18	0	0	30	20	30	0	0	50	20
Duration (in Hours) / Total Marks					6	72	78	30	0	180	165	195	0	90	450	100

Assessment - Minimum Qualifying PercentagePlease specify **any one** of the following:**Minimum Pass Percentage – Aggregate at qualification level: 50 %** (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 / Post Graduate (specialization in Hotel/QSR) with 5 years of relevant industry experience (F&B Service/Kitchen) and 1-year of training experience (F&B Service/Kitchen)
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 / Post Graduate with 5 years of relevant industry experience (F&B Service)
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: 610
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	Elementary Knowledge <ul style="list-style-type: none"> • Occupational health and safety requirements as applicable in the workplace • significance of health and hygiene • Types and usage of cleaning agents and tools • Methods to clean the floor • Procedure to clean the kitchen and dining area • Furniture cleaning and maintenance procedures • Methods to clean utensils or kitchenware • Methods to clean washroom and toilets • Procedure to sanitize the surfaces • Types of consumables required in toilets • Types of waste and their characteristics • Methods of waste segregation and disposal • Storage procedure for cleaned kitchenware and cleaning equipment • Organizational policies on gender-sensitive service practices at workplace • Organizational hierarchy and reporting 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 • Gender specific requirements of different types of guest 	<ul style="list-style-type: none"> • A Cleaner-Roadside Eatery should know about health, safety, hygiene, usage of cleaning agents and tools requirements, etc. • Hence Level 1 	<p style="text-align: center;">1</p>

	<ul style="list-style-type: none"> • Specific requirements of different age-groups of guests • Age and gender specific etiquette • Key helpline numbers • Organizational policy with regards to Persons with disability • Organisation's policies on intellectual property rights and confidential information • IPR infringement reporting procedure • Storage and disposal procedures for confidential information • Importance of maintaining confidentiality for competitiveness of an organisation • Significance of damages resulting from confidentiality infringement • Organisation's policy on reporting and managing safety issues • Procedure to maintain cleanliness standards at workplace • SOP on personal hygiene • Importance of preventive health check-up and healthy living • Procedure to report health issues • Instructions for operating and handling equipment as per standard • Purpose and usage of PPE • Basic first-aid procedures • Standard waste management policy 		
Professional and Technical Skills/ Expertise/ Professional Knowledge	Role confined Skills <ul style="list-style-type: none"> • Plan, prioritize and sequence work to increase efficiency • Improve and modify own work practices • Communicate effectively with the guests • Solve problem when required • Read organisational policy documents, information displayed at the workplace, and comments received from guest and supervisor 	<ul style="list-style-type: none"> • A Cleaner-Roadside Eatery have practical skills to perform routine and repetitive tasks in narrow range of application assigned to him. • Hence Level 1 	1

	<ul style="list-style-type: none"> Communicate effectively with the guests regarding confidentiality Resolve conflicts related to confidentiality and privacy by reporting the issue in time Analyze the impact of not adhering to the health and safety procedures Interpret operational instructions received from the proprietor Read job sheets, company policy, notes and comments received from the supervisor or guest, Documents and information displayed at the workplace Interact with coworkers to work efficiently Fill in relevant forms, formats and checklist accurately 		
Employment Readiness & Entrepreneurship Skills & Mind-set/Professional Skill	Basic employment readiness <ul style="list-style-type: none"> Communicate effectively using appropriate language Behave politely and appropriately with all Perform basic calculations Solve problems effectively Be careful and attentive at work Use time effectively Maintain hygiene and sanitisation to avoid infection 	<ul style="list-style-type: none"> A Cleaner-Roadside Eatery should have good oral and written communication skills, Intermediate literacy and numeracy skills, basic self-employment/entrepreneurial mindset, etc. 	1
Broad Learning Outcomes/Core Skill	Routine/Repetitive Tasks <ul style="list-style-type: none"> Clean the roadside eatery Communicate effectively and maintain service standards Maintain IPR of organisation and guest Follow Health, Hygiene and Safety practices 	<ul style="list-style-type: none"> A Cleaner-Roadside Eatery is responsible for cleaning the roadside eatery. This person carries out a process that is regular and repetitive in nature Hence Level 1 	1
Responsibility	Helper <ul style="list-style-type: none"> Prepare for cleaning duties 	<ul style="list-style-type: none"> A Cleaner-Roadside Eatery is responsible for preparing for cleaning duties, cleaning the dining area, furniture and fitments, kitchen 	1

	<ul style="list-style-type: none"> • Clean dining area • Clean furniture and fitments • Clean kitchen area and utensils • Clean washroom • Communicate effectively with guests, colleagues and superiors • Maintain professional etiquette • Provide specific services as per the guests' requirements • Maintain organisational confidentiality • Respect guest's privacy • Maintain personal and workplace hygiene • Take precautionary health measures • Follow standard safety procedure • Follow effective waste management • Record and document the visa process • Inform guests of any changes in planned itinerary • Assist the guests during tour • Record the process and seek guest feedback 	<p>area and utensils, etc. This has no responsibility and, always works under continuous and close supervision.</p> <ul style="list-style-type: none"> • Hence Level 1 	
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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.	Scrubber	Standard	1
2.	Brush	Standard	1
3.	Cleaning liquid	Standard	1
4.	Sanitizers	Standard	1
5.	Liquid soap	Standard	1
6.	Stain remover	Standard	1
7.	Kitchenware (utensils and cooking ware)	Standard	1
8.	Stain remover	Standard	1
9.	Cleaning solution	Standard	1
10.	Wiping cloth	Standard	As per required

11.	Furnitures and fitments (Chair, Tables, mirror)	Standard	As per required
12.	Different cleaning equipment and agents	Standard	1
13.	Kitchen utensils	Standard	1
14.	Refrigerator	Standard	1
15.	Freezer	Standard	1
16.	Knife	Standard	1
17.	Microwave	Standard	1
18.	Grinder	Standard	1
19.	Mixer	Standard	1
20.	Waste bins	Standard	1
21.	Scrubbers	Standard	1
22.	Toilet brush	Standard	1
23.	Pictures of washroom fixtures	Standard	1
24.	Fittings	Standard	1
25.	Wash basin	Standard	1
26.	Soap	Standard	1
27.	Liquid handwash	Standard	1
28.	Dispensers	Standard	1
29.	Sample of escalation matrix	Standard	1
30.	Organisation structure	Standard	1
31.	Handouts of IPR guidelines and regulations	Standard	1
32.	Safety glasses	Standard	As per required
33.	Head protection	Standard	As per required
34.	Rubber gloves	Standard	As per required
35.	Safety footwear	Standard	As per required
36.	Warning signs and tapes	Standard	As per required
37.	Fire extinguisher	Standard	As per required
38.	First aid kit	Standard	1
39.	Relevant Standard Operating Procedures	Standard	1
40.	Sample reports	Standard	As per required

Classroom Aids

The aids required to conduct sessions in the classroom are:

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

Annexure: Industry Validations Summary

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

S. No	Organization Name	Representative Name	Designation	Contact Address	Contact Phone No	E-mail ID	LinkedIn Profile (if available)
1	Best Western Hotels	Amit Sharma	Corporate Training Manager	BLOCK E, No - 5, COMMERCIAL COMPLEX, MASJID MOTH, GREATER KAILASH, PART - II	837883382	Amit.sharma@bwhindia.in	-
2.	Blueberry Bay	Drishti Matlani	Head Chef, Proprietor	B-3, 4 the floor, Gurjanwala Town, Part1, Delhi	9971556521	drishti102matlani@gmail.com	-
3.	Dee Hospitality	Kamlesh Jha	General Manager	F-14/15, First Floor, Middle Circle, Connaught Place, New Delhi-110001	9999505756	birendersinghthapa@gmail.com	-
4.	Devyani International Limited (PIZZA HUT)	Naina	Restaurant Manager	12 th Floor Tower D, global Business Park, Sikanderpur, Sector 26, Gurugram, Haryana 122002	8837895067	ph.pavilionmall@dilrjcorp.com	-

5.	Dosa Point	Dr. Rajesh Kumar	Owner	SPYM, Kishan Garh village, Sec-A, Vasant Kung	9891268872	info@spym.org	-
6.	Ekta Fast food	Sanskar Pandey	PROP	77 Mukta Vihar Naini, ADA road, Near Durga Pooja Park, 211008	9667083624	sanskarpandey0319@gmail.com	-
7.	Hotel Saket 27	Kapil Kumar Seth	General Manager	J-27, Saket, New Delhi-110017	7428092743	gm@saket27.com	-
8.	Institute of bakery and Pastry Arts	Diksha khandelwal	Centre Head	C-6 New Krishna Park, Ground Floor, Vikas Puri (Near Janak Puri West Metro Station) New Delhi-110018	9643469329	chefibpa@gmail.com	-
9.	Qkees (A unit of KD foods)	Kushagre Mittal	PROP	38 P, Sector 14 Faridabad, Haryana-121007	8800604483	MS.KDFOODS@gmail.com	-
10.	Masala Chaska	Manish Aggarwal	PROP	Scf 156, Ground Floor, Sector 37, Faridabad	9999774818	MANISHAGGARWAL464@gmail.com	-
11.	McDonalds	Amandeep	Manager	Dwarka, Delhi	-9079600274	amandeepsingh67@gmail.com	-
12.	Meals on Wheels	Akash Baisla	PROP	Huda market, sector 35, Faridabad, Haryana-121003	8585970924	AKASHBAISLA99@gmail.com	-
13.	Radisson	Saurabh bamotra	-Director HR and Training	Nh 8, near Mahipalpur Extension, Block R, Mahipalpur Village, Mahipalpur, New Delhi, Delhi 110037	+91 11 26779191	reservations@radissondel.com	-
14.	Ambar Foodworks (aka Kebab Singh)	Manjot Singh Bhasin	PROP	37, East Ponurangam Street, Opp. Jain Temple, R.S.Puram, Coimbatore - 641002, Tamil nadu ,India.	9810266972	manjotbhasin@gmail.com	-
15.	The Fern Residency	Avani Kulshreshtha	-HR Manager	Noida Link Road Sec100, Hazipur Sector 104 Noida, Uttar pradesh	-8929079713	hr.fr.noida@fernhotels.com	-
16.	Shou Restaurant Pvt. Ltd.	Kamlesh Jha	General Manager	MGF , Metropolitan Mall, Ground Floor, Saket, New Delhi-110017	8130396655	kamleshjha1908@gmail.com	-
17.	The Lalit	Rajesh Sharma	Assistant Manager	New Delhi	9818898896	rsharma@thelalit.com	-

18.	Restaurant Brands Asia Limited (Formerly Known as Burger King India Ltd)	Arun Ghanghoria	Sr. Manager- HR	Unit No12., 12 A, Upper Ground Floor Indraprakash Building 21, Barakhamba Road, New Delhi-110001	8291803014	aruna.ghanghoria@rbrandsasia.com	-
19.	Lavonne Café- Indiranagar (Lavonne Hospitality Private Ltd)	Dr. Avin Thaliath	Co-founder & Director of Academics	263, 3 rd Cross Road, 2 nd Stage, Defence Colony, Domlur, Bengaluru, Karnataka 560001	98865568395	avin.thaliath@lavonne.in	-
20.	The Raja Hotel	Vijay Tiwari	Proprietor	- 5 Arakashan Road, Teen Murti Marg Area, New Delhi, Delhi, India	-8449447983	rajahotel@gmail.com	-
21.	ZAFAR Foods	Sunil Kumar Sharma	Proprietor	Shop No- 77, Ghazipur, Delhi - 110096	07947143450	Sunilsharma.zafarfoods@gmail.com	-
22.	Xero Degrees Café Private Limited	Puneet Kumar	Sr. HR Executive	M137, Near Rolling Joint, Connaught Place, New Delhi	9717004154	hrxerodegreesa@gmail.com	-

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
2023-2024	330	550	NA	NA	NA	NA
2024-2025	363	605	NA	NA	NA	NA
2025-2026	399	665	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

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:

1. 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/N3002: Clean the roadside eatery	<i>Prepare for cleaning duties</i>	15	20	-	10
	PC1. arrange cleaning equipment and agents required for cleaning	-	-	-	-
	PC2. collect used kitchenware like utensils, cooking tools, etc. to be washed	-	-	-	-
	PC3. report any shortage of cleaning supplies to the proprietor	-	-	-	-
	<i>Clean dining area</i>	20	20	-	15
	PC4. move all tables and chairs and any other furniture	-	-	-	-
	PC5. sweep floors to remove any dirt and debris	-	-	-	-
	PC6. mop the floor using water and appropriate disinfectant	-	-	-	-
	PC7. clear any spillage, stubborn stains from the floor	-	-	-	-
	PC8. discard the dirty water after floor cleaning	-	-	-	-
	PC9. sprinkle water over the open ground meant for customer sitting	-	-	-	-
	PC10. dispose all waste in garbage and debris container at the designated area	-	-	-	-
	PC11. re-line the empty bins with garbage bags	-	-	-	-
	PC12. re-arrange the tables, chairs and all other furniture	-	-	-	-
	<i>Clean furniture and fitments</i>	10	15	-	10
	PC13. remove any food stains from the dining tables and chairs using an appropriate cleaning agent	-	-	-	-
	PC14. dust and wipe the tables and chairs in the dining area	-	-	-	-
	PC15. clean tables quickly following each meal service prior to seating the next customer	-	-	-	-
	PC16. sanitize points of frequent contact before and after each use	-	-	-	-
	PC17. make sure the tables and chairs are free from the unpleasant smell	-	-	-	-
	PC18. report any damage or maintenance required to the proprietor	-	-	-	-
	<i>Clean kitchen area and utensils</i>	15	15	-	10
	PC19. remove any food waste from utensils and dispose of in the designated bin	-	-	-	-
	PC20. scrub and wash the sink or washing area thoroughly with cleanser to remove any grease	-	-	-	-
	PC21. remove spills and stains from the kitchen floor	-	-	-	-
PC22. clean kitchen appliances and equipment such as mixer, juicer, meat slicer, stoves, fridge etc.	-	-	-	-	
PC23. dry all kitchen tools and equipment before storing	-	-	-	-	
PC24. store them in the designated location	-	-	-	-	
PC25. wash and sanitize all kitchen surfaces	-	-	-	-	

	PC26. ensure the dirty water is drained appropriately after cleaning	-	-	-	-
	PC27. mop the kitchen floor after cleaning	-	-	-	-
	<i>Clean washroom</i>	10	10	-	5
	PC28. scrub and clean the WC using a toilet brush	-	-	-	-
	PC29. clean all stains and dirt from basins and taps	-	-	-	-
	PC30. wipe and clean all fixtures, fittings, mirror, and door	-	-	-	-
	PC31. clean bathroom walls using a wet mop	-	-	-	-
	PC32. check plug holes, waste outlet and drains are free from blockages	-	-	-	-
	PC33. empty the waste bins and place new bin liner	-	-	-	-
	PC34. sweep and mop the bathroom floor with appropriate disinfectant	-	-	-	-
	PC35. replenish soap, liquid handwash in the dispenser, if required	-	-	-	-
	Total Marks	70	80	-	50
	<i>Communicate effectively with guests, colleagues and superiors</i>	20	20	-	10
THC/N9901: Communicate effectively and maintain service standards	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 them to improve the guest experience	-	-	-	-
	PC8. escalate any negative feedback received from the guests to immediate reporting authority on high priority	-	-	-	-
	PC9. pass on essential information to the colleagues timely	-	-	-	-
	PC10. report any workplace issues to the superior immediately	-	-	-	-
	<i>Maintain professional etiquette</i>	10	10	-	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 personal hygiene	-	-	-	-
	PC15. respect privacy of others at the workplace	-	-	-	-
	<i>Provide specific services as per the guests' requirements</i>	10	10	-	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 company standards	-	-	-	-
	PC17. provide assistance to Persons with Disability, if required	-	-	-	-
PC18. follow the organisational policies specified for Persons with Disability	-	-	-	-	
PC19. follow gender and age sensitive service practices at all times	-	-	-	-	

	PC20. adhere to the company policies related to prevention of sexual harassment	-	-	-	-
	Total Marks	40	40	-	20
THC/N9903: Maintain organisational confidentiality and respect guests' privacy	<i>Maintain organisational confidentiality</i>	6	6	-	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	-	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	-	5
THC/N9906: Follow Health, Hygiene and Safety practices	<i>Maintain personal and workplace hygiene</i>	10	10	-	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 personal hygiene by brushing teeth regularly, wearing clean clothes, following a healthy diet etc.	-	-	-	-
	<i>Take precautionary health measures</i>	5	5	-	-
	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	-	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	-	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	-	15
DGT/VSQ/N0101 - Employability Skills (30 hours)	<i>Introduction to Employability Skills</i>	1	1	-	-
	PC1. understand the significance of employability skills in meeting the job requirements	-	-	-	-
	<i>Constitutional values – Citizenship</i>	1	1	-	-
	PC2. identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices	-	-	-	-
	<i>Becoming a Professional in the 21st Century</i>	1	3	-	-
	PC3. explain 21st Century Skills such as Self- Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc.	-	-	-	-
	<i>Basic English Skills</i>	2	3	-	-
	PC4. speak with others using some basic English phrases or sentences	-	-	-	-
	<i>Communication Skills</i>	1	1	-	-
	PC5. follow good manners while communicating with others	-	-	-	-
	PC6. work with others in a team	-	-	-	-
	<i>Diversity & Inclusion</i>	1	1	-	-
	PC7. communicate and behave appropriately with all genders and PwD	-	-	-	-
	PC8. report any issues related to sexual harassment	-	-	-	-
	<i>Financial and Legal Literacy</i>	3	4	-	-
	PC9. use various financial products and services safely and securely	-	-	-	-
	PC10. calculate income, expenses, savings etc.	-	-	-	-
	PC11. approach the concerned authorities for any exploitation as per legal rights and laws	-	-	-	-
	<i>Essential Digital Skills</i>	4	6	-	-
	PC12. operate digital devices and use its features and applications securely and safely	-	-	-	-
PC13. use internet and social media platforms securely and safely	-	-	-	-	
<i>Entrepreneurship</i>	3	5	-	-	
PC14. identify and assess opportunities for potential business	-	-	-	-	
PC15. identify sources for arranging money and associated financial and legal challenges	-	-	-	-	
<i>Customer Service</i>	2	2	-	-	
PC16. identify different types of customers	-	-	-	-	
PC17. identify customer needs and address them appropriately	-	-	-	-	
PC18. follow appropriate hygiene and grooming standards	-	-	-	-	
<i>Getting ready for apprenticeship & Jobs</i>	1	3	-	-	

	PC19. create a basic biodata	-	-	-	-
	PC20. search for suitable jobs and apply	-	-	-	-
	PC21. identify and register apprenticeship opportunities as per requirement	-	-	-	-
	Total Marks	20	30	-	-
	Grand Total	165	195	0	90

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 Cleaner- Roadside Eatery) will be assessed separately.
2. The candidate must score 50% 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
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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
OH&S	Occupational Health and Safety
PPE	Personal Protective Equipment
HACCP	Hazard Analysis and Critical Control Points
FSSAI	Food Safety and Standards Authority of India
ISO	International Standards Organization
IPR	Intellectual Property Rights

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. https://ncvet.gov.in/sites/default/files/NCVET.pdf