



Model Curriculum

QP Name: Eatery Owner

QP Code: THC/Q3004

QP Version: 3.0

NSQF Level: 3.5

Model Curriculum Version: 3.0

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Training Parameters

Sector	Tourism and Hospitality
Sub-Sector	Restaurant
Occupation	Roadside Eateries
Country	India
NSQF Level	3.5
Aligned to NCO/ISCO/ISIC Code	NCO-2015/5151.0600
Minimum Educational Qualification and Experience	<p>11th Grade pass or equivalent with 1.5 years of relevant experience OR Grade 10 pass with 3 years of relevant experience OR Previous relevant Qualification of NSQF Level 3 with 1.5 -years of relevant experience</p> <p>*Experience may be inclusive of apprenticeship*</p>
Pre-Requisite License or Training	NA
Minimum Job Entry Age	14 years
Last Reviewed On	30/04/2024
Next Review Date	30/04/2027
NSQC Approval Date	30/04/2024
QP Version	3.0
Model Curriculum Creation Date	30/04/2024
Model Curriculum Valid Up to Date	30/04/2027
Model Curriculum Version	3.0
Minimum Duration of the Course	390 Hours, 0 Minutes
Maximum Duration of the Course	390 Hours, 0 Minutes

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 will be able to:

- Perform the activities to prepare for setting up a roadside eatery
- Describe the management procedures for eatery staff
- Employ proper methods to manage inventory, operations and finances of roadside eatery
- Apply appropriate practices to promote effective communication with guests, colleagues, and superiors to achieve a smooth workflow
- Employ appropriate practices to ensure gender, PwD, and age-sensitivity
- Describe the protocols to protect the confidentiality of the organizational information and guests' privacy
- Apply appropriate practices to monitor health, hygiene, and safety standards at the workplace

Compulsory Modules

The table lists the modules, their duration, and mode of delivery.

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
THC/N3018 – Prepare for Setting up the Eatery NOS Version No. 2.0 NSQF Level 3.5	70:00	80:00	00:00	00:00	150:00
Module 1: Introduction to Roadside Eatery and Eatery Owner	06:00	00:00	00:00	00:00	06:00
Module 2: Conduct Research to Set Up Eatery	20:00	24:00	00:00	00:00	44:00
Module 3: Arrange Resources to Start the Eatery	24:00	32:00	00:00	00:00	56:00
Module 4: Develop Business Strategies	20:00	24:00	00:00	00:00	44:00
THC/N3014 – Manage Inventory, Finance, Staff and Operations of the Eatery NOS Version No. 3.0 NSQF Level 3.5	55:00	35:00	00:00	00:00	90:00
Module 5: Manage the Inventory	14:00	09:00	00:00	00:00	23:00

Module 6: Manage the Finances	14:00	09:00	00:00	00:00	23:00
Module 7: Manage the Staff	14:00	09:00	00:00	00:00	23:00
Module 8: Manage the Eatery Operations	13:00	08:00	00:00	00:00	21:00
THC/N9901 – Communicate Effectively and Maintain Service Standards NOS Version No. 2.0 NSQF Level 3.5	15:00	15:00	00:00	00:00	30:00
Module 9: Maintain Effective Communication and Service Standard	15:00	15:00	00:00	00:00	30:00
THC/N9903- Maintain Organizational Confidentiality and Respect Guests' Privacy NOS Version No. 2.0 NSQF Level 3.5	15:00	15:00	00:00	00:00	30:00
Module 10: Organizational Confidentiality and Customer Privacy	15:00	15:00	00:00	00:00	30:00
THC/N9906 – Follow Health, Hygiene and Safety practices NOS Version No. 2.0 NSQF Level 3.5	15:00	15:00	00:00	00:00	30:00
Module 11: Basic Health and Safety Standards	15:00	15:00	00:00	00:00	30:00
DGT/VSQ/N0102: Employability Skills (60 Hours)	24:00	36:00	00:00	00:00	60:00
Module 12: Introduction to Employability Skills	00:30	00:30	00:00	00:00	01:00
Module 13: Constitutional values – Citizenship	00:30	00:30	00:00	00:00	01:00
Module 14: Becoming a Professional in the 21st Century	00:30	00:30	00:00	00:00	01:00
Module 15: Basic English Skills	01:00	01:00	00:00	00:00	02:00
Module 16: Communication Skills	01:30	02:30	00:00	00:00	04:00
Module 17: Diversity & Inclusion	00:30	00:30	00:00	00:00	01:00

Module 18: Financial and Legal Literacy	01:30	02:30	00:00	00:00	04:00
Module 19: Essential Digital Skills	01:00	02:00	00:00	00:00	03:00
Module 20: Entrepreneurship	02:30	04:30	00:00	00:00	07:00
Module 21: Customer Service	01:30	02:30	00:00	00:00	04:00
Module 22: Getting ready for apprenticeship & Jobs	01:00	01:00	00:00	00:00	02:00
Total Duration	194.00	196.00	00.00	00.00	390.00

Module Details

Module 1: Introduction to Roadside Eatery and Eatery Owner

Bridge Module

Terminal Outcomes:

- Outline the overview of Skill India Mission
- Describe the scope of Roadside Eatery
- Define the roles and responsibilities of an Eatery Owner
- Explain the scope of work for an Eatery Owner

Duration: 06:00	Duration: 00:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the objectives and benefits of the Skill India Mission • Describe the Tourism and Hospitality Industry and its sub-sectors • Discuss various types of Roadside Eateries • Explain some basic terminology used in the Roadside Eatery • Elaborate the job role and scope for an Eatery Owner in the Tourism and Hospitality Industry 	NA
Classroom Aids	
Whiteboard, Markers, Duster, Projector, Laptop, Presentation	
Tools, Equipment, and Other Requirements	
NA	

Module 2: Conduct Research to Set up the Eatery

Mapped to THC/N3018 v 2.0

Terminal Outcomes:

- Describe the procedure to conduct product and market research
- Elaborate the procedure of conducting competitor analysis
- Perform the activities to choose the location for setting up the eatery

Duration: 20:00	Duration: 24:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe the FSSAI (Food Safety and Standards Authority of India) HACCP, ISO 22000 and other regulatory guidelines and quality standard for food safety and hygiene • Discuss the importance and method of conducting product and market research • List the features of locations for a profitable business • Discuss the legal and regulatory requirements related to roadside eateries • List the licences and certificates required to start a roadside eatery • Explain the process of conducting competitor and customer's profile analysis • Discuss effective ways of choosing the appropriate location for a roadside eatery based on the product and expected income 	<ul style="list-style-type: none"> • Apply appropriate practices to conduct product and market research to decide the product to be offered • Prepare a sample product and market research report • Employ appropriate practices to identify the target clientele and their demographic details • Show how to survey the locations where the eatery can be set up • Apply appropriate practices to select the appropriate location for a roadside eatery based on the product and expected income • Prepare a sample competitor analysis report
Classroom Aids	
Training kit (Trainer guide, Presentations), Whiteboard, Marker, Projector, Laptop, Participant Handbook	
Tools, Equipment and Other Requirements	
Sample market research report, Required licences and certificates, etc.	

Module 3: Arrange Resources to Establish the Eatery

Mapped to THC/N3018 v 2.0

Terminal Outcomes:

- Describe the procedure to arrange the required resources to start a roadside eatery
- Prepare the menu to be offered to the customers

Duration: 24:00	Duration: 32:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • State the significance and different ways and procedures to avail necessary investment to fund the eatery • List the infrastructure requirements for a roadside eatery • Discuss about the tools and techniques required for resource planning • List the utilities and types of cooking and serving tools required for efficient working of a roadside eatery • State the importance of identifying reliable suppliers and vendors for eatery supplies • Describe various types of menu e.g., fast food, snacks, North Indian, Chinese, etc. to be offered to the customer • Explain various techniques of menu planning and pricing 	<ul style="list-style-type: none"> • Apply appropriate methods to evaluate the costs involved in setting up a roadside eatery • Employ appropriate procedure to arrange the investment to fund the eatery • Apply appropriate practices of putting up the necessary infrastructure required to start the eatery like furniture, décor items and other on-premise arrangements • Employ proper practices to set up the utilities like electricity, water, gas connection, etc. • Show how to source the commercial equipment and appliances including cooking vessels, gas stoves, tableware, microwave oven, deep freezer, etc. required to set up the eatery • Apply appropriate practices to assess the human resource requirement and recruit the same • Prepare a sample menu with menu items and their corresponding prices
Classroom Aids	
Training kit (Trainer guide, Presentations), Whiteboard, Marker, Projector, Laptop, Participant Handbook	
Tools, Equipment, and Other Requirements	
Sample menu, Required tools and equipment, etc.	

Module 4: Develop Business Strategies

Mapped to THC/N3018 v 2.0

Terminal Outcomes:

- Apply appropriate practices to develop various strategies for the business

Duration: 20:00	Duration: 24:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the procedure of creating effective SOPs • Discuss effective promotional strategies for business operations • State the significance of establishing standards for personnel performance and customer service • Discuss the procedure to prepare an action plan for day-to-day eatery functions 	<ul style="list-style-type: none"> • Prepare sample protocols and standard operating procedures for each activity in a roadside eatery • Apply appropriate practices to establish standards for personnel performance and customer service • Prepare sample promotional and discount schemes to enhance sales • Create a sample action plan for the day-to-day functioning of the eatery
Classroom Aids	
Training kit (Trainer guide, Presentations), Whiteboard, Marker, Projector, Laptop, Participant Handbook	
Tools, Equipment and Other Requirements	
Sample promotional and discount schemes, Sample action plan etc.	

Module 5: Manage the Inventory

Mapped to THC/N3014 v 3.0

Terminal Outcomes:

- Demonstrate the steps to be performed for inventory management of a roadside eatery
- Prepare sample consumption report for the supplies and other materials

Duration: 14:00	Duration: 09:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe the inventory management procedures • State the significance of ensuring optimal inventory of all necessary resources for uninterrupted eatery operations • Discuss the process of creating effective procedures • Explain the methods to store the supplies and deliveries as per the standards • Elaborate the stock rotation procedure and techniques of maintaining the stock levels • Discuss the procedure to inspect eatery and equipment 	<ul style="list-style-type: none"> • Apply appropriate practices to set up systems to track and record the inventory • Employ appropriate practices to develop specifications and procedures for ordering, purchasing, and receiving the deliveries • Apply appropriate inspection methods to check the deliveries for quality and quantity • Demonstrate how to document the invoices of the receivable deliveries • Employ appropriate practices to ascertain that the stock is rotating as per standard • Prepare a sample consumption report for the supplies and materials • Show how to order the supplies and materials as required
Classroom Aids	
Training kit (Trainer guide, Presentations), Whiteboard, Marker, Projector, Laptop, Participant Handbook	
Tools, Equipment and Other Requirements	
Sample system track, Sample consumption reporty, Various invoices, etc.	

Module 6: Manage the Finances

Mapped to THC/ N3014 v 3.0

Terminal Outcomes:

- Describe the procedure to manage the administrative operations for front office management

Duration: 14:00	Duration: 09:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> Elucidate basic principles of financial management State the importance of maintaining records for daily orders executed and revenue collected Discuss the cash management procedures State the significance of making timely payments to the suppliers and vendors 	<ul style="list-style-type: none"> Demonstrate how to generate bills for the customer orders and process payment Prepare a sample record of daily orders executed and collected revenue Create a sample daily expense report Apply appropriate practices to control costs by reviewing quantities of preparation, portion control, and minimizing waste
Classroom Aids	
Training kit (Trainer guide, Presentations), Whiteboard, Marker, Projector, Laptop, Participant Handbook	
Tools, Equipment and Other Requirements	
Sample expenses records, Sample customer order bills, etc.	

Module 7: Manage the Staff

Mapped to THC/ N3014 v 3.0

Terminal Outcomes:

- Describe the procedure to manage the eatery staff

Duration: 14:00	Duration: 09:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> Discuss the procedure to prepare workloads for the staff on daily basis Describe the human resource management process Explain effective ways of handling the team Discuss various methods for managing conflict among the staff 	<ul style="list-style-type: none"> Apply appropriate methods to assign daily workloads to the staff Employ proper techniques to monitor the performance of staff Show how to maintain employee records like employee details, payrolls, leave status, etc. Dramatize a situation on how to provide feedback to the staff members and handle conflict among them
Classroom Aids	
Training kit (Trainer guide, Presentations), Whiteboard, Marker, Projector, Laptop, Participant Handbook	
Tools, Equipment and Other Requirements	
Sample duty roaster, Sample work plan, etc.	

Module 8: Manage the Eatery Operations

Mapped to THC/ N3014 v 3.0

Terminal Outcomes:

- Describe the procedure to manage the administrative operations for front office management

Duration: 13:00	Duration: 08:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> Discuss different types of maintenance strategies and best practices in the eatery business State the importance of maintaining consistent high quality of food and service Discuss the procedure to inspect food and beverage items Explain various sales forecasting techniques Discuss effective ways to resolve customer complaints Discuss the methods to take customer feedback State the significance of maintaining positive customer service and handling customer complaints effectively 	<ul style="list-style-type: none"> Apply appropriate inspection methods to ensure the cleanliness and hygiene in the dining area, kitchen and the counter Employ proper practices to make sure all the equipment and appliances are in proper working condition Dramatize a situation on how to arrange for equipment maintenance and repairs Role play on how to coordinate services like waste management, pest control, etc. Apply appropriate inspection methods to ensure proper food presentation and handling procedures are followed as per standards Show how to seek feedback from the customers on food quality and service
Classroom Aids	
Training kit (Trainer guide, Presentations), Whiteboard, Marker, Projector, Laptop, Participant Handbook	
Tools, Equipment and Other Requirements	
Cleaning and sanitizing materials, Required equipment and materials, Sample customer feedback form, etc.	

Module 9: Maintain Effective Communication and Service Standard

Mapped to THC/N9901 v 2.0

Terminal Outcomes:

- Explain professional protocols and etiquette of effective communication with customers, colleagues, and superiors
- Describe the ways to show sensitization towards different age groups, gender and persons with disabilities

Duration: 15:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the importance of professionalism, etiquette and ethical behaviour at the workplace • Discuss the importance of effective communication • Explain the importance of customer satisfaction and customer feedback • Outline the procedure of receiving feedback and complaints constructively • Describe various ways to handle customer complaints • Discuss different ways to improve the customer experience • Explain the importance of gender and age sensitivity • Discuss gender and age-specific requirements of the customers • Discuss the specific needs of People with Disabilities • Discuss the importance of reporting Sexual harassment at workplace • Discuss ways of escalating problems, reporting workplace issues, and receiving feedback from the superiors 	<ul style="list-style-type: none"> • Demonstrate the standard procedure to welcome and greet the customers • Dramatize appropriate communication skills and etiquette while interacting with customers, colleagues, and superiors • Role play a situation on how to handle customer complaints effectively • Role play appropriate behavioural etiquette towards all ages, genders and differently abled people as per specification
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Sample of escalation matrix, Organisation structure	

Module 10: Organizational Confidentiality and Customer's Privacy

Mapped to THC/N9903 v 2.0

Terminal Outcomes:

- Explain how to maintain the confidentiality of the organization
- Describe the protocols related to the privacy of customer information

Duration: 15:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the significance of maintaining organizational confidentiality and customer privacy in the hospitality industry • Discuss the Intellectual Property issues and policies affecting the organization and customer privacy • Explain the procedures to report the infringement of IPR to the concerned person • Discuss the usage, storage and disposal procedures of confidential information as per specification 	<ul style="list-style-type: none"> • Employ appropriate ways to use, store and dispose of the organizational and customer information
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Handouts of IPR guidelines and regulations	

Module 11: Basic Health and Safety Standard

Mapped to THC/N9906 v 2.0

Terminal Outcomes:

- Employ appropriate health, hygiene, and safety practices at workplace
- Apply precautionary health measures
- Employ effective waste management practices

Duration: 15:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the concept and importance of personal and workplace hygiene • Discuss best practices to maintain personal hygiene • Explain the ways to clean and sanitize the workplace and related equipment • Describe standard safety procedures to be followed while handling tools, material, and equipment • Outline the purpose and usage of various Personal Protective Equipment (PPE) required at the workplace • Explain the importance of preventive health check-up organized by the company • Describe the causes of risks and potential hazards in the workplace and ways to prevent them • List different safety warning signs and labels at workplace • Discuss ways to identify hazards at the workplace • List the components of the first-aid kit • Explain the procedure to report accident and other health related issues as per SOP 	<ul style="list-style-type: none"> • Demonstrate the procedure of routine cleaning and sanitization of tools, equipment, and other articles • Employ different ways to keep work area clean, hygienic and hazard free • Demonstrate how to use and dispose of relevant protective equipment as per tasks and work conditions • Perform basic first-aid procedures • Dramatize on mock safety drills for emergency situations • Perform waste disposal procedures at the workplace depending on the types of waste • Role play a situation on reporting safety and security breaches to the supervisor • Prepare a sample incident report
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Personal Protection Equipment: Safety glasses, Head protection, Rubber gloves, Safety footwear, Warning signs and tapes, Fire extinguisher, First aid kit, Relevant Standard Operating Procedures and Sample reports	

Module 12: Introduction to Employability Skills

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Discuss about Employability Skills in meeting the job requirements

Duration: 00:30	Duration: 01:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the Employability Skills required for jobs in various industries. 	<ul style="list-style-type: none"> • List different learning and employability related GOI and private portals and their usage.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 13: Constitutional values - Citizenship

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Discuss about constitutional values to be followed to become a responsible citizen

Duration: 00:30	Duration: 01:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the constitutional values, including civic rights and duties, citizenship, responsibility towards society and personal values and ethics such as honesty, integrity, caring and respecting others that are required to become a responsible citizen 	<ul style="list-style-type: none"> • Show how to practice different environmentally sustainable practices.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 14: Becoming a Professional in the 21st Century

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Demonstrate professional skills required in 21st century

Duration: 01:00	Duration: 01:30
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss importance of relevant 21st century skills 	<ul style="list-style-type: none"> • Display positive attitude, self -motivation, problem solving, time management skills and continuous learning mindset in different situations
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 15: Basic English Skills

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Practice basic English speaking.

Duration: 04:00	Duration: 06:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss need of basic English skills 	<ul style="list-style-type: none"> • Show how to use appropriate basic English sentences/phrases while speaking
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 16: Career Development & Goal Setting

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Demonstrate Career Development & Goal Setting skills

Duration: 01:00	Duration: 01:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss need of career development plan 	<ul style="list-style-type: none"> • Create a career development plan with well-defined short- and long-term goals
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 17: Communication Skills

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Practice basic communication skills

Duration: 02:00	Duration: 03:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the importance of active listening for effective communication 	<ul style="list-style-type: none"> • Demonstrate how to communicate in a well-mannered way with others. • Demonstrate working with others in a team
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 18: Diversity & Inclusion

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Describe PwD and gender sensitization

Duration: 01:00	Duration: 01:30
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the significance of reporting sexual harassment issues in time 	<ul style="list-style-type: none"> • Show how to conduct oneself appropriately with all genders and PwD
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 19: Financial and Legal Literacy

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Describe ways of managing expenses, income, and savings.

Duration: 02:00	Duration: 03:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the significance of using financial products and services safely and securely. • Explain the importance of managing expenses, income, and savings. • Explain the significance of approaching the concerned authorities in time for any exploitation as per legal rights and laws 	<ul style="list-style-type: none"> • Demonstrate how to carry out offline and online financial transactions, safely and securely.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 20: Essential Digital Skills

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Demonstrate procedure of operating digital devices and associated applications safely.

Duration: 04:00	Duration: 06:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the significance of using internet for browsing, accessing social media platforms, safely and securely 	<ul style="list-style-type: none"> • Show how to operate digital devices and use the associated applications and features, safely and securely
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 21: Entrepreneurship

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Describe opportunities as an entrepreneur

Duration: 03:00	Duration: 04:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the need for identifying opportunities for potential business, sources for arranging money and potential legal and financial challenges 	<ul style="list-style-type: none"> • Create a sample business plan, for the selected business opportunity.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 22: Customer Service

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Describe ways of maintaining customer

Duration: 02:00	Duration: 03:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Differentiate between types of customers • Explain the significance of identifying customer needs and addressing them • Discuss the significance of maintaining hygiene and dressing appropriately 	<ul style="list-style-type: none"> • Demonstrate how to deal with different customers and their needs
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 23: Getting ready for Apprenticeship & jobs

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Describe ways of preparing for apprenticeship & Jobs appropriately.

Duration: 03:00	Duration: 05:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the significance of dressing up neatly and maintaining hygiene for an interview • Discuss how to search and register for apprenticeship opportunities 	<ul style="list-style-type: none"> • Create a biodata • Use various sources to search and apply for jobs
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Annexure

Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
Certificate / Diploma / Degree / Postgraduate	Hotel/QSR	5 years	F&B Service/Kitchen	1 year	F&B Service/Kitchen	

Trainer Certification	
Domain Certification	Platform Certification
“Eatery Owner”, “THC/Q3004, v3.0”, Minimum accepted score is 80%	Recommended that the trainer is certified for the job role “Trainer (VET and skills)”, mapped to the qualification pack “MEP/Q2601, V2.0”. The minimum accepted score is 80%.

Assessor Requirements

Assessor Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
Diploma / Degree / Post Graduate		5 years	F&B Service/Kitchen	0		

Assessor Certification	
Domain Certification	Platform Certification
“Eatery Owner”, “THC/Q3004, v3.0”, Minimum accepted score is 80%	Recommended that the assessor is certified for the job role “Assessor (VET and skills)”, mapped to the qualification pack “MEP/Q2701, V2.0”. The minimum accepted score is 80%.

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.

1. Assessment System Overview:

- Batches assigned to the assessment agencies for conducting the assessment on SDSM/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
- If the batch size is more than 30, then there should be 2 Assessors.

2. Testing Environment: Assessor must:

- Confirm that the centre is available at the same address as mentioned on SDMS or SIP
- Check the duration of the training.
- Check the Assessment Start and End time to be as 10 a.m. and 5 p.m.
- Check that the allotted time to the candidates to complete Theory & Practical Assessment is correct.
- Check the mode of assessment—Online (TAB/Computer) or Offline (OMR/PP).
- Confirm the number of TABs on the ground are correct to execute the Assessment smoothly.
- Check the availability of the Lab Equipment for the particular Job Role.

3. Assessment Quality Assurance levels / Framework:

- Question papers created by the Subject Matter Experts (SME)
- Question papers created by the SME should be verified by the other subject Matter Experts along with the approval required from THSC
- Questions are mapped with NOS and PC
- Question papers are prepared considering that level 1 to 3 is for the unskilled & semi-skilled individuals, and level 4 and above are for the skilled, supervisor & higher management
- Assessor must be ToA certified
- Assessment agency must follow the assessment guidelines to conduct the assessment

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
- Biometric or manual attendance sheet (stamped by TP) of the trainees during the training period
- Time-stamped & geotagged assessment (Theory + Viva + Practical) photographs & videos

5. Method of verification or validation:

- Surprise visit to the assessment location
- Random audit of the batch

- Random audit of any candidate
6. Method for assessment documentation, archiving, and access
- Hard copies of the documents are stored
 - Soft copies of the documents & photographs of the assessment are uploaded / accessed from Cloud Storage and are stored in the Hard Drives

References

Glossary

Term	Description
Declarative Knowledge	Declarative knowledge refers to facts, concepts and principles that need to be known and/or understood in order to accomplish a task or to solve a problem.
Key Learning Outcome	Key learning outcome is the statement of what a learner needs to know, understand and be able to do in order to achieve the terminal outcomes. A set of key learning outcomes will make up the training outcomes. Training outcome is specified in terms of knowledge, understanding (theory) and skills (practical application).
OJT (M)	On-the-job training (Mandatory); trainees are mandated to complete specified hours of training on site
OJT (R)	On-the-job training (Recommended); trainees are recommended the specified hours of training on site
Procedural Knowledge	Procedural knowledge addresses how to do something, or how to perform a task. It is the ability to work, or produce a tangible work output by applying cognitive, affective or psychomotor skills.
Training Outcome	Training outcome is a statement of what a learner will know, understand and be able to do upon the completion of the training.
Terminal Outcome	Terminal outcome is a statement of what a learner will know, understand and be able to do upon the completion of a module. A set of terminal outcomes help to achieve the training outcome.

Acronyms and Abbreviations

Term	Description
QP	Qualification Pack
NSQF	National Skills Qualification Framework
NSQC	National Skills Qualification Committee
NOS	National Occupational Standards
TVET	Technical and Vocational Education and Training
SOP	Standard Operating Procedure
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