



QUALIFICATION FILE

Eatery Owner

- 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: 3.5

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

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Section 1: Basic Details

| 1. | Qualification Name | Eatery Owner | | | | | | | | | | | | | | |
|--------|---|--|--|--|--------|--|---|----|-------------------------------|---------------------------------|----|---------------|-------------------------------|----|---|----------------------------------|
| 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/THSSC/04478 and v3.0 | Qualification Name of existing/previous version: Eatery Owner | | | | | | | | | | | | | |
| 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-3.5-TH-02465-2024-V2-THSC | 6. NCrF/NSQF Level: 3.5 | | | | | | | | | | | | | |
| 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 operates roadside eatery by creating the necessary infrastructure, arranging resources, and managing inventory, finances, staff and operations. | | | | | | | | | | | | | | |
| 9. | Eligibility Criteria for Entry for Student/Trainee/Learner/Employee | a. Entry Qualification & Relevant Experience: <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 10%;">S. No.</th> <th style="width: 60%;">Academic/Skill Qualification (with Specialization - if applicable)</th> <th style="width: 30%;">Required Experience (with Specialization - if applicable)</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>11th Grade pass or equivalent</td> <td>1.5 years (relevant experience)</td> </tr> <tr> <td>2.</td> <td>Grade 10 pass</td> <td>3-years (relevant experience)</td> </tr> <tr> <td>3.</td> <td>Previous relevant Qualification of NSQF Level 3</td> <td>1.5- years (relevant experience)</td> </tr> </tbody> </table> <p style="text-align: center;">*Experience may be inclusive of apprenticeship*</p> b. Age – 20 years | | | S. No. | Academic/Skill Qualification (with Specialization - if applicable) | Required Experience (with Specialization - if applicable) | 1. | 11th Grade pass or equivalent | 1.5 years (relevant experience) | 2. | Grade 10 pass | 3-years (relevant experience) | 3. | Previous relevant Qualification of NSQF Level 3 | 1.5- years (relevant experience) |
| S. No. | Academic/Skill Qualification (with Specialization - if applicable) | Required Experience (with Specialization - if applicable) | | | | | | | | | | | | | | |
| 1. | 11th Grade pass or equivalent | 1.5 years (relevant experience) | | | | | | | | | | | | | | |
| 2. | Grade 10 pass | 3-years (relevant experience) | | | | | | | | | | | | | | |
| 3. | Previous relevant Qualification of NSQF Level 3 | 1.5- years (relevant experience) | | | | | | | | | | | | | | |
| 10. | Credits Assigned to this Qualification, Subject to Assessment <i>(as per National Credit Framework (NCrF))</i> | 13 | 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 <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"> <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>196.00</td> <td>00.00</td> <td>196.00</td> </tr> <tr> <td>Online</td> <td>194.00</td> <td></td> <td></td> <td>194.00</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) | | 196.00 | 00.00 | 196.00 | Online | 194.00 | | | 194.00 |
| Training Delivery Modes | Theory (Hours) | Practical (Hours) | OJT Mandatory (Hours) | Total (Hours) | | | | | | | | | | | | | |
| Classroom (offline) | | 196.00 | 00.00 | 196.00 | | | | | | | | | | | | | |
| Online | 194.00 | | | 194.00 | | | | | | | | | | | | | |
| 14. | Aligned to NCO/ISCO Code/s <i>(if no code is available mention the same)</i> | NCO-2015/5151.0600 | | | | | | | | | | | | | | | |
| 15. | Progression path after attaining the qualification <i>(Please show Professional and Academic progression)</i> | This is an Entrepreneurial job role | | | | | | | | | | | | | | | |
| 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 <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 | | | | | | | | | | | | | | | |
| 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 | Name: Dr. Sunita Badhwar Email: sunita.badhwar@thsc.in Contact No.: 011-41608056/8057 Ext.1102 | | | | | | | | | | | | | | | |

| | | | |
|------------|--|--|---|
| | <i>(In case of CS or MS, provide details of both Lead AB & Supporting ABs)</i> | 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. | Prepare for setting up roadside eatery | THC/N3018 &v2.0 | Core | 3.5 | 5 | 70 | 80 | 00 | 0 | 150 | 40 | 40 | 0 | 20 | 100 | 30 | |
| 2. | Manage inventory, finance, staff and operations of the eatery | THC/N3014 &v3.0 | Core | 3.5 | 3 | 55 | 35 | 00 | 0 | 90 | 40 | 40 | 0 | 20 | 100 | 30 | |
| 3. | Communicate Effectively and Maintain Service Standards | THC/N9901 &v2.0 | Non-Core | 3.5 | 1 | 15 | 15 | 0 | 0 | 30 | 40 | 40 | 0 | 20 | 100 | 10 | |
| 4. | Maintain Organizational Confidentiality and Respect Guests' Privacy | THC/N9903 &v2.0 | Non-Core | 3.5 | 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 | 3.5 | 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 | 10 | |
| Duration (in Hours) / Total Marks | | | | | | | | | | | | | | | | | |
| | | | | | 13 | 194 | 196 | 00 | 0 | 390 | 175 | 195 | 0 | 80 | 450 | 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 / 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/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: 300 |
| 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"> • Food safety and hygiene standards as stipulated by FSSAI, HACCP, and ISO 22000 • Product and market research process • Process of conducting competitor analysis • Legal and regulatory requirements related to eateries • Features of locations for profitable business • Customer's profile analysis • Infrastructure requirements for an eatery • Procedure to avail necessary finances • Cooking and serving tools and equipment required in a roadside eatery • Utilities required for efficient operation of an eatery • Tools and techniques for resource planning • Types of menus e.g., fast food, snacks, North Indian, Chinese, etc. • Menu planning and pricing techniques • Vendor management process • Process of creating effective SOPs • Effective promotional strategies for business • Inventory management procedures • Process of creating effective procedures • Stock rotation techniques • Human resource management • Basic principles of financial management • Procedure to prepare workloads • Cash management procedures • Effective ways of the team handling • Methods for managing conflict • Best practices in the eatery business • Types of maintenance strategies | <ul style="list-style-type: none"> • An Eatery Owner should be well acquainted with the facts, principles, processes and general concepts of the eatery trade like standards, policies, regulations and procedures policy, SOP or personal hygiene, FSSAI, HACCP, etc. • Hence level 3.5 | <p style="text-align: center;">3.5</p> |

| | | | |
|--|--|--|--|
| | <ul style="list-style-type: none"> • Procedure to inspect eatery and equipment • Inventory management procedures • Techniques for maintaining stock levels • Procedure to inspect food and beverage items • Sales forecasting techniques • Effective ways to resolve customer complaints • Methods to take customer feedback • 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 • Organisational policies on intellectual property rights and confidential information • Organization's product, service or design patents • How Intellectual property protection is important for competitiveness of an organisation • Guidelines for crafting effective SOPs regarding IPR | | |
|--|--|--|--|

| | | | |
|--|--|---|------------|
| | <ul style="list-style-type: none"> • 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. | | |
| <p>Professional and Technical Skills/ Expertise/ Professional Knowledge</p> | <p>Specialized skills</p> <ul style="list-style-type: none"> • Create data capturing formats • Break complex problems into a manageable piece • Handle problems arising among internal staff and with customers • Fill up documentation pertaining to job requirement • Read and follow IPR and related information documents • Manage communication regarding IPR infringement, prevention, and management • Identify measures that can prevent potential infringements within the team | <ul style="list-style-type: none"> • An Eatery Owner applies core skills such as understanding of social, political, communication, health, and hygiene and safety at workplace followed, etc. The person should also have good communication and organizational skills to deal with the staff and customers. • Hence Level 3.5 | <p>3.5</p> |

| | | | |
|---|--|---|-----|
| | <ul style="list-style-type: none"> 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 Fill in relevant forms, formats and checklist accurately Spot and report potential areas of disruption to work process proactively Read and interpret financial information Communicate effectively and cordially with customers, staff, suppliers and vendors Take decisions in a time- bound manner Interact with team members to work efficiently Motivate self and colleagues to work effectively Read organizational policy documents, manuals, instructions and information displayed at the workplace | | |
| Employment Readiness & Entrepreneurship Skills & Mind-set/Professional Skill | Team readiness, self-entrepreneurship readiness <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 | <ul style="list-style-type: none"> A Eatery Owner should have good oral and written communication skills, advanced literacy and numeracy skills, organisation and time management skills, good understanding of social, political and work environment, etc. | 3.5 |
| Broad Learning Outcomes/Core Skill | Specialized/ complex jobs/tasks | <ul style="list-style-type: none"> An Eatery Owner is responsible for setting up for the roadside eatery, managing inventory, finance, staff and operations of the eatery. This person requires a command of wide-ranging | 3.5 |

| | | | |
|-----------------------|---|--|-----|
| | <ul style="list-style-type: none"> • Prepare for setting up roadside eatery • Manage inventory, finance, staff and operations of the eatery • 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 | <p>specialised theoretical and practical skills, involving variable routine and nonroutine activities to manage eatery operations.</p> <ul style="list-style-type: none"> • Hence Level 3.5 | |
| Responsibility | <p>Self and team responsibility – Sr. Technician or Master Technician</p> <ul style="list-style-type: none"> • Conduct research to set up the eatery • Develop business strategies • Arrange resources to start the eatery • Manage the inventory • Manage the finances • Manage the staff • Manage the operations • Promote effective communication • Maintain professional etiquette • Ensure rendering of specific services as per the guests' requirements • Ensure organisational confidentiality • Ensure 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"> • An Eatery Owner is responsible for conducting research to set up the eatery, arranging resources to start the eatery, developing business strategies, managing the inventory of the eatery. This person is completely responsible for the output as well as development of all the employees. • Hence Level 3.5 | 3.5 |

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. | Sample market research report | Standard | 1 |
| 2. | Required licences and certificates | Standard | As per required |
| 3. | Sample menu | Standard | As per required |
| 4. | Required tools and equipment | Standard | As per required |
| 5. | Sample promotional | Standard | As per required |
| 6. | Discount schemes | Standard | As per required |
| 7. | Sample action plan | Standard | As per required |
| 8. | Sample system track | Standard | As per required |
| 9. | Sample consumption reporty | Standard | As per required |
| 10. | Various invoices | Standard | As per required |
| 11. | Sample expenses records | Standard | As per required |
| 12. | Sample customer order bills | Standard | As per required |
| 13. | Sample duty roaster | Standard | As per required |
| 14. | Sample work plan | Standard | As per required |
| 15. | Cleaning and sanitizing materials | Standard | 1 |
| 16. | Required equipment and materials | Standard | 1 |
| 17. | Sample customer feedback form | Standard | As per required |
| 18. | Sample of escalation matrix | Standard | As per required |
| 19. | Organisation structure | Standard | As per required |
| 20. | Handouts of IPR guidelines and regulations | Standard | As per required |
| 21. | Safety glasses | Standard | 1 |
| 22. | Head protection | Standard | 1 |
| 23. | Rubber gloves | Standard | 1 |
| 24. | Safety footwear | Standard | 1 |
| 25. | Warning signs and tapes | Standard | 1 |
| 26. | Fire extinguisher | Standard | As per required |
| 27. | First aid kit | Standard | As per required |
| 28. | Relevant Standard Operating Procedures | Standard | As per required |
| 29. | Sample reports | Standard | As per required |

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 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 | Dristhi Matlani | Head Chef, Proprietor | B-3, 4 the floor, Gurjanwala Town, Part1, Delhi | 9971556521 | dristhi102matlani@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, | 9999774818 | MANISHAGGARWAL464@gmail.com | - |

| | | | | | | | |
|-----|--|------------------------|------------------------------|---|-----------------|--|---|
| | | | | Sector 37, Faridabad | | | |
| 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 | Arun Ghanghoria | Sr. Manager- HR | Unit No12., 12 A, Upper | 8291803014 | aruna.ghanghoria@rbrandsasia.com | - |

| | | | | | | | |
|-----|---|-----------------------|--|--|-------------|--|---|
| | Limited (Formerly Known as Burger King India Ltd) | | | Ground Floor Indraprakash Building 21, Barakhamba Road, New Delhi-110001 | | | |
| 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 | 275 | 275 | NA | NA | NA | NA |
| 2024-2025 | 300 | 300 | NA | NA | NA | NA |
| 2025-2026 | 330 | 330 | 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 |
| V1.0 | | 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:

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/N3018: Prepare for setting up roadside eatery | <i>Conduct research to set up the eatery</i> | 10 | 10 | - | 5 |
| | PC1. conduct product and market research to decide the product offerings | - | - | - | - |
| | PC2. identify the target clientele and their demographic details | - | - | - | - |
| | PC3. survey the locations where the eatery can be set up | - | - | - | - |
| | PC4. identify the licenses and certificates required for roadside eatery business | - | - | - | - |
| | PC5. examine and evaluate the existing competitors | - | - | - | - |
| | PC6. choose the location based on the decided product and the expected income | - | - | - | - |
| | PC7. evaluate the costs involved in setting up the roadside eatery | - | - | - | - |
| | <i>Develop business strategies</i> | 10 | 10 | - | 5 |
| | PC8. prepare protocols and standard operating procedures for each activity | - | - | - | - |
| | PC9. establish standards for personnel performance and customer service | - | - | - | - |
| | PC10. create promotional and discount schemes to enhance sales | - | - | - | - |
| | PC11. prepare action plans for the day-to-day functioning of the eatery | - | - | - | - |
| | <i>Arrange appropriate resources</i> | - | - | - | - |
| | PC12. arrange the investment to fund the eatery | 20 | 20 | - | 10 |
| | PC13. put up the necessary infrastructure like the on-premise arrangement, decorations, furniture, etc. | - | - | - | - |
| | PC14. set up the utilities like electricity, water, gas connection, etc. | - | - | - | - |
| | PC15. source the commercial equipment and appliances including cooking vessels, gas stoves, tableware, microwave oven, deep freezer, etc. | - | - | - | - |
| | PC16. identify reliable suppliers and vendors for daily or periodic supplies | - | - | - | - |
| PC17. assess the human resource requirement and recruit the same | - | - | - | - | |
| PC16. create the menu and price the menu items | - | - | - | - | |
| Total Marks | 40 | 40 | - | 20 | |
| THC/N3014: Manage inventory, finance, staff and operations of the eatery | <i>Manage the inventory</i> | 10 | 10 | - | 5 |
| | PC1. set up systems to track and record the inventory | - | - | - | - |
| | PC2. develop specifications and procedures for ordering, purchasing, and receiving the deliveries | - | - | - | - |
| | PC3. inspect the deliveries for quality and quantity | - | - | - | - |
| | PC4. maintain record the invoices of the receivable deliveries | - | - | - | - |
| | PC5. ensure optimal inventory of all necessary resources for uninterrupted operations | - | - | - | - |
| | PC6. make sure all the supplies and deliveries are properly stored | - | - | - | - |
| | PC7. ascertain the stock is rotated as per standards | - | - | - | - |
| | PC8. maintain records of consumption of supplies and materials | - | - | - | - |
| PC9. order the supplies and materials as required | 10 | 10 | - | 5 | |

| | | | | | |
|---|--|-----------|-----------|----------|-----------|
| | <i>Manage the finances</i> | - | - | - | - |
| | PC10. generate bills for the customer orders and process payment | - | - | - | - |
| | PC11. maintain records for daily orders executed and revenue collected | - | - | - | - |
| | PC12. make timely payments to the suppliers and vendors | - | - | - | - |
| | PC13. maintain accounts for daily expenses | - | - | - | - |
| | PC14. control costs by reviewing quantities of preparation, portion control, and minimizing waste | - | - | - | - |
| | <i>Manage the staff</i> | 10 | 10 | - | 5 |
| | PC15. monitor the performance of staff | - | - | - | - |
| | PC16. plan and assign daily workloads to the staff | - | - | - | - |
| | PC17. maintain employee records like employee details, payrolls, leave status, etc. | - | - | - | - |
| | PC18. provide feedback to the staff members | - | - | - | - |
| | PC19. handle conflict among the staff, if any | - | - | - | - |
| | <i>Manage the operations</i> | 10 | 10 | - | 5 |
| | PC20. ensure dining area, kitchen and the counter are clean and sanitized | - | - | - | - |
| | PC21. make sure all the equipment and appliances are in proper working condition | - | - | - | - |
| | PC22. arrange for equipment maintenance and repairs | - | - | - | - |
| | PC23. coordinate services like waste management, pest control, etc. | - | - | - | - |
| | PC24. ascertain consistent high quality of food preparation and service | - | - | - | - |
| | PC25. ensure proper food presentation and proper food handling procedure | - | - | - | - |
| | PC26. seek feedback from the customers on food quality and service | - | - | - | - |
| | PC27. ensure customers service at all times and handle customer complaints | - | - | - | - |
| | Total Marks | 40 | 40 | - | 20 |
| THC/N9901: Communicate effectively and maintain service standards | <i>Communicate effectively with guests, colleagues and superiors</i> | 20 | 20 | - | 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 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 | 175 | 195 | - | 80 |

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 Eatery Owner) 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
 ->

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 | Qualification Pack |
| NSQC | National Skills Qualification Committee |
| TVET | Technical and Vocational Education and Training |
| SOP | 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. |