



QUALIFICATION FILE

Food Delivery Associate

- 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

Submitted By:

Tourism & 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	Food Delivery Associate																	
2.	Sector/s	Tourism & Hospitality																	
3.	Type of Qualification: <input checked="" type="checkbox"/> New <input type="checkbox"/> Revised <input type="checkbox"/> Has Electives/Options <input type="checkbox"/> OEM	NQR Code & version of existing/previous qualification: <i>(change to previous, once approved)</i> 2021/TH/THSC/04099	Qualification Name of existing/previous version: Food Delivery Associate																
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-03-TH-02467-2024-V2-THSC	6. NCrF/NSQF Level: 3																
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 delivers food and beverage orders to customers at their place, on time and as per organization's policy.																	
9.	Eligibility Criteria for Entry for Student/Trainee/Learner/Employee	a. Entry Qualification & Relevant Experience: <table border="1" style="margin-left: 20px;"> <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>Grade 10 Pass or equivalent</td> <td></td> </tr> <tr> <td>2.</td> <td>8th grade pass</td> <td>3 years (relevant experience)</td> </tr> <tr> <td>3.</td> <td>9th grade pass</td> <td>1.5 years (relevant experience)</td> </tr> <tr> <td>4.</td> <td>Previous relevant Qualification of NSQF Level 2</td> <td>3 years (relevant experience)</td> </tr> </tbody> </table> <p>*Experience may be inclusive of apprenticeship*</p> b. 14 years			S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)	1.	Grade 10 Pass or equivalent		2.	8th grade pass	3 years (relevant experience)	3.	9th grade pass	1.5 years (relevant experience)	4.	Previous relevant Qualification of NSQF Level 2	3 years (relevant experience)
S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)																	
1.	Grade 10 Pass or equivalent																		
2.	8th grade pass	3 years (relevant experience)																	
3.	9th grade pass	1.5 years (relevant experience)																	
4.	Previous relevant Qualification of NSQF Level 2	3 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>	Driving License for a Two-wheeler															
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>198:00</td> <td>30:00</td> <td>228:00</td> </tr> <tr> <td>Online</td> <td>162:00</td> <td></td> <td></td> <td>162:00</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)		198:00	30:00	228:00	Online	162:00			162:00
Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	Total (Hours)													
Classroom (offline)		198:00	30:00	228:00													
Online	162:00			162:00													
14.	Aligned to NCO/ISCO Code/s <i>(if no code is available mention the same)</i>	NCO-2015/8321.0201															
15.	Progression path after attaining the qualification <i>(Please show Professional and Academic progression)</i>	Counter Sales Executive - Tourism and Hospitality															
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 checked="" type="checkbox"/> Yes <input type="checkbox"/> No If "Yes", specify applicable type of Disability: LD															
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 <i>(In case of CS or MS, provide details of both Lead AB & Supporting ABs)</i>	Name: Dr. Sunita Badhwar Email: sunita.badhwar@thsc.in Contact No.: 011-41608056/8057 Ext.1102 Website: www.thsc.in															

23.	Final Approval Date by NSQC: 30/04/2024	24. Validity Duration: 3 years	25. Next Review Date: 30/04/2027
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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 /NSQ 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 home delivery	THC/N2904	Core	3	3	30	45	15	0	90	35	45	0	10	90	30
2.	Deliver orders to customers	THC/N2905	Core	3	6	75	90	15	0	180	40	40	0	20	100	25
3.	Communicate effectively and maintain service standards	THC/N9901	Non-Core	3	1	15	15	0	0	30	40	40	0	20	100	20
4.	Maintain organisational confidentiality and respect guests' privacy	THC/N9903	Non-Core	3	1	15	15	0	0	30	10	10	0	5	25	10
5.	Follow Health, Hygiene and Safety practices	THC/N9906	Non-Core	3	1	15	15	0	0	30	25	35	0	15	75	10
6.	Employability Skills (30 Hours)	DGT/VSQ/N0101	Non-Core	2	1	12	18	0	0	30	20	30	0	0	50	5
Duration (in Hours) / Total Marks					13	162	198	30	0	390	170	200	0	0	440	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/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: 43,000
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	Range of knowledge <ul style="list-style-type: none"> • Organization's SOP on, food safety and quality, package handling, and delivery timelines for specified distances • Food safety and hygiene standards as stipulated by FSSAI, HACCP and ISO 22000 • Food safety requirements and methods of packaging • Vehicle safety norms and maintenance standards as per organization's SOP and traffic regulations • Steps to perform the routine inspection of the vehicle at the start and end of the day • Cleaning and sanitization process of the vehicle as per standards • Preventive maintenance techniques for the vehicle • Fuel consumption and other requirements of the vehicle • Importance and ways to achieve fuel efficiency • Procedures to carry out minor repairs of the vehicle • Disinfection procedure for the vehicle • Vehicle documents checklist • City maps, routes, and traffic condition • Application of GPS • Food labelling requirements • Procedure to cross verify the products with the bill • Procedures for handling and storage of food packages in transit • Techniques of loading, unloading, and stowing the packages to prevent spillage during driving and damage of fragile items such as glass bottles • Procedure to plan travel routes • Usage of food delivery application • Digital payment methods • organization's SOP on vehicle driving, delivery time management, daily cash management • Health and hygiene guidelines for safe delivery • Detailed geography and map of the area with landmarks and routes/shortcuts covered under the home delivery services of the organization 	<ul style="list-style-type: none"> • A Food Delivery Associate should have factual and theoretical knowledge in broad context regarding his trade like organisational code of conduct, occupational health and safety requirements, organization's policy, vehicle cleaning and sanitization process, vehicle maintenance techniques, etc • Hence Level 3 	<p style="text-align: center;">3</p>

	<ul style="list-style-type: none"> • Local and state traffic rules and regulations • Usage of GPS to determine traffic congestion and shortest/best routes for faster delivery • Documents required for vehicles • Importance of safe driving • Food and beverages handling techniques (e.g. controlling the storage temperature) • Techniques for handling customer complaints • Methods of delivering the package to the customer as per health and safety standards • Modes of payment collection (use of digital wallets/UPI etc.) • Customer feedback procedure • Types of records to be maintained on a day-to-day basis as per organization's SOP • Fuel consumption and other requirements of the vehicle • Importance and ways to achieve fuel efficiency • Vehicle documents checklist • 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 • 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 		
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	<ul style="list-style-type: none"> • 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	Range of technical skills <ul style="list-style-type: none"> • Plan delivery schedules in the designated areas • Anticipate delays and address them in time • Estimate the fuel requirements for the delivery vehicles • Document and maintain the daily delivery reports/records as per organizational SOP • Communicate effectively with the customer about safe handling of food and delivery, contents of the package, promotional offers etc. • Plan travel routes to delivery address for faster delivery • Read organisational policy documents, information displayed at the workplace, and comments • Received from guest and supervisor • 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 • 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 • Read organizational policies, customer-specific information for order delivery, instructions, SOPs etc. • Listen carefully to the order taker for instructions • Read organisational policy documents, information displayed at the workplace, and comments received from guest and supervisor • Communicate effectively with the customer to confirm time, address, etc. 	<ul style="list-style-type: none"> • A Food Delivery Associate needs to have basic communication skills and follow established service standards, communication etiquette, etc. of the organization. • Hence Level 3 	3

Employment Readiness & Entrepreneurship Skills & Mind-set/Professional Skill	Team readiness & Enterpreurial 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 • Ue time effectively • Maintain hygiene and sanitisation to avoid infection 	<ul style="list-style-type: none"> • A Food Delivery Associate should have good oral and writtem communication skills, Intermediate literacy and numeracy skills, basic self-employment/ entrepreneurial Mind-set, etc. 	3
Broad Learning Outcomes/Core Skill	Carry out Range of tasks and may provide range of solutions <ul style="list-style-type: none"> • Prepare for home delivery • Deliver orders to customers • 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 Food Delivery Associate is responsible, delivering food and beverage orders to the customers as per organization's standards, which is routine and predictable task and requires limited range of activities. • Hence Level 3 	3
Responsibility	Accountable/ responsible - Jr. Technician & Technician <ul style="list-style-type: none"> • Examine the vehicle before undertaking daily trips/starting the shift • Collect order details, packages, and other pre-requisites to deliver the order • Load food and beverage packages on the vehicle • Conform to traffic rules and regulations • Deliver food packages and collect payment • Perform post-delivery activities • 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 managem 	<ul style="list-style-type: none"> • A Food Delivery Associate is responsible for completing the work assigned to him and under the supervision of the supervisor. • Hence Level 3 	3

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.	Various vehicle cleaning material and equipment	Standard	01
2.	FSSAI and HACCP and ISO standard guidelines	Standard	01
3.	Different vehicle documents	Standard	01
4.	Vehicle maintenance checklist	Standard	01
5.	Related reports	Standard	01
6.	Uniform and Personal Protective Gear	Standard	01
7.	Different containers and supplies	Standard	01
8.	Various tools and equipment	Standard	01
9.	Traffic Signals Symbols Chart	Standard	01
10.	First Aid Box	Standard	01
11.	Different sample reports	Standard	01
12.	Bill book	Standard	01
13.	Sample feedback form	Standard	01
14.	Electronic card swiping machine	Standard	01
15.	Sanitizers	Standard	01
16.	Sample of escalation matrix	Standard	01
17.	Organisation structure	Standard	01
18.	Handouts of IPR guidelines and regulations	Standard	01
19.	Personal Protection Equipment: Safety glasses, Head protection, Rubber gloves, Safety footwear, Warning signs and tapes, Fire extinguisher, First aid kit	Standard	01
20.	Relevant Standard Operating Procedures	Standard	01
21.	Sample reports	Standard	01

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	Hotel K C Cross Road	Ravi Chauhan	FOM	Panchkula Site No 1 Sector-10, Opp bus stand, Panchkula-134113 (Daryaganj)	797341785	reservation.kccr@kchotelsandresorts.com	-
2.	Hotel Twin Towers	Ramesh Dogra	General manager Sales	New Kufri-Shimla (H.P)	9816325865	sales@hoteltwintowers.com	-
3.	Raja Motels & Hotels (I) Pvt Ltd	Piyush Kapoor	General Manager	Amritsar	9872855208	info@ritzhotel.in	-
4.	Barbeque Nation Hospitality Limited	Jayanta Saha	Sr.manager-HR	601, Doddakannalli, Bengaluru – 560035	9330430684	Jayanta.S@barbequenation.com	-
5.	BikaJi Foods International Limited	Vineet Manocha	President-Culinary	Karni Industrial Area, Bikaner-334001	7738930777	VINEETMANOCHA@HOTMAIL.COM	-

6.	Bottle Lab Technologies Pvt Ltd.	Mr.Jyoti Dhaundiya	City head (Operations)	HTC aspire, 4 th Floor (401) No.19, Ali Asksar Road, Bangalore, Karnataka	9634678540	Jyoti.dhaundiya@thesmartq.com	-
7.	Devyani International Ltd	Kirti Bhushan	Associate General Manager	F-2/7, Okhla Industrial Area Phase-1, new Delhi, 110020	7738074059	Kirti.bhushan@dil-rjcorp.com	-
8.	HOLIDAY INN NEW DELHI INTERNATIONAL AIRPORT	Mukesh Kumar	Director- Human Resources	Asset Area 12, Hospitality District, Aero City, Delhi International Airport, New Delhi-110037, India	8826996447	mukesh.kumar1@ihg.com	-
9.	HPTDC Hotel Peterhof	Nand Lal	Dy. General Manager	Chaura Maidan, Near All India Radio, Shimla - 171004 (HP)	9418455077	chefnandlal@gmail.com	-
10.	IHHR Hospitality Private Limited,	N Satish Mohan	AGM Operations & Audits	Plot No.9, Samalkha, New Delhi-110037	9891834909	Satish.mohan@ihhrhospitality.in	-
11.	Fern Residency	Avani Kulshreshtha	Human Resources	Noida Link Road Sec 100, Hazipur Sector 104 Noida, Uttar Pradesh 201301	8929079713	hr.fr.noida@fernhotels.com	-
12.	ITC Maurya	MS. Kaushambi Dhabhai	Human Resource Manager	Diplomatic Enclave, Sardar Patel Marg , New Delhi	9571380091	Kaushambi.Dhbhai@itchotels.in	-
13.	Lite Bite Foods Pvt Ltd.	Surpreet Kaur	HR Manager	317 Udyog Vihar, Phase- Gurgaon	8130595480	surpreet.Kaur@LBF.co.in	-
14.	McDonald's	Achyut vats	SHFT MANAGER	Crown Interiorz mall, Faridabad, Haryana-121003	8252931845	Achyut.vats05@gmail.com	-
15.	Orange Tiger Hospitality Pvt. Ltd	Bharat Alagh	VP.Operations & Culinary	-	9811118705	Bharat.alagh@othpl.com	-

16.	Property Solutions (India) Pvt. Ltd	Dharmendra Patil	General Manager	Unit no 11, ground Floor, Kalpataru Square, Off. Andheri Kurla Road, Konivita Lane, Andheri (E), Mumbai - 4000059	9898049090	dharmendra.patil@psipl.co.in	-
17.	Royal Caribbean Cruiselineer	Jai Kumar Bhasin	Executive Chef	1050, Caribbean Way Miami Florida-33132 USA	9873461253	JAIKUMARBHASIN@YAHOO.co.uk	-
18.	Hotel Serene Suites	Aman Mahajan	Managing Partner	Dharamshala	9816466999	SERENESUITS01@GAMIL.COM	-
19.	Shilton Hospitality	Santhosh Kumar G	Assistant General Manager	LLP, Office 2, Ulsoor Road, Bangalore	9972471542	santhoshkumar@shiltonhospitality.com	-
20.	Grand New Delhi	Sudershan Singh Bhandari	Executive Chef	Nelson Mandela Road, Vasant Kunj, New Delhi	9810911114	ssb.ssb@outlook.com	-
21.	Best Western India	Amit Sharma	Corp. Training Manager	Jasola, New Delhi	8377833382	amit.sharma@bwhindia.in	

Annexure: Training & Employment Details

Training and Employment Projections:

Year	Total Candidates		Women		People with Disability	
	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities
2023-2024	2900	38500	300	390	NA	NA
2024-2025	3200	42500	330	430	NA	NA
2025-2026	3400	47000	360	470	NA	NA

Data to be provided year-wise for next 3 years

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

Qualification Version	Year	Total Candidates				Women				People with Disability			
		Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed
		2412	1885	1697	1345								

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. Govt. funded STT
2. Govt. funded RPL

Content availability for previous versions of qualifications:

Participant Handbook Facilitator Guide Digital Content Qualification Handbook Any Other:

Languages in which Content is available: English & Hindi

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/N2904: Prepare for home delivery	<i>Examine the vehicle before undertaking daily trips/starting the shift</i>	15	15	0	5
	PC1. inspect the vehicle as per the organization's work instructions/health and safety guidelines before leaving for delivery of orders	-	-	-	-
	PC2. clean the vehicle as per organization's SOPs or vehicle user manual	-	-	-	-
	PC3. check the food delivery box for proper placement on the vehicle, any damage, and leftover food items/crumbs/liquid	-	-	-	-
	PC4. sanitize the food delivery box, delivery equipment and the vehicle as per health and hygiene standards	-	-	-	-
	PC5. perform routine maintenance checks on the vehicle like fuel level, working condition of horn, head lights and tyre pressure	-	-	-	-
	PC6. confirm availability and validity of all the vehicle related documents as per the standards	-	-	-	-
	PC7. record any anomalies or technical/compliance issues observed during an examination and cleaning the vehicle or during the previous trip	-	-	-	-
	PC8. report actual or potential defects to the senior driver/supervisor in detail to determine road worthiness of the vehicle	-	-	-	-
	PC9. inform superior about any requirements such as fuel refill or repair	-	-	-	-
	<i>Collect order details, packages and other pre-requisites to deliver the order</i>	10	15	-	5
	PC10. wear proper uniform and PPE like mask, gloves etc. as per organizational policy	-	-	-	-
	PC11. obtain details of customers and food and beverage orders to be delivered like customer name, delivery location, invoice, mode of payment etc.	-	-	-	-
	PC12. update the details on the application/software, if applicable	-	-	-	-
	PC13. collect the card swipe/digital payment machine and details of digital wallet, if required	-	-	-	-
	PC14. collect the ordered packages carefully from the kitchen/dispatch window	-	-	-	-
	PC15. plan travel routes based on location and estimated travel time	-	-	-	-
	PC16. ensure sufficient amount of change money based on the purchase amount and if not ask for same from the account's division	-	-	-	-
	PC17. count and verify all food and beverage products individually as per the bill before leaving the kitchen	-	-	-	-
	PC18. ensure the package contains disposable cutlery, tissue papers, appropriate condiments etc.	-	-	-	-
PC19. ensure that food and beverages are packed properly (not open, leaking, and are sturdy in case of fragile items like glass)	-	-	-	-	
<i>Load food and beverage packages on the vehicle</i>	10	15	-	-	
PC20. organize the order packages as per delivery location and priority	-	-	-	-	

	PC21. store the delivery packages safely in the boot of the two-wheeler and with proper cover to prevent damage during transit	-	-	-	-
	PC22. use insulated hot and cold bags to keep food at the appropriate temperature	-	-	-	-
	Total Marks	35	45	0	10
	<i>Conform to traffic rules and regulations</i>	20	15	-	10
	PC1. adhere to local and state driving laws and road regulations	-	-	-	-
	PC2. follow lane discipline and change lanes safely at appropriate speed as per traffic conditions	-	-	-	-
	PC3. overtake other road users legally, safely and by using correct signalling (e.g. use of indicators while turning left/right)	-	-	-	-
	PC4. control the speed limit and distance in relation to other vehicles ahead, behind and on the sides and maintain a safe distance	-	-	-	-
	PC5. brake the vehicle in a manner appropriate to the driving conditions and the distance available for braking the vehicle	-	-	-	-
	PC6. report any road accidents and traffic violations to the company promptly	-	-	-	-
	<i>Deliver food packages and collect payment</i>	5	10	0	5
	PC7. drive carefully to avoid damage or spillage of the food packages to be delivered	-	-	-	-
	PC8. greet the customer cordially on reaching the delivery location as per the organizational standards	-	-	-	-
	PC9. sanitize hands and the delivery equipment before handing over the package to the customer	-	-	-	-
	PC10. deliver the packages safely by taking special care of liquid or fragile items, after reaching the destination	-	-	-	-
	PC11. provide instructions to the customers regarding safe handling of the package	-	-	-	-
	PC12. inform the details of the delivery items in the package	-	-	-	-
	PC13. maintain no-contact delivery and place the item in a bag outside customer's door, if required	-	-	-	-
	PC14. handle the payment of the order, as required if the order is not pre-paid	-	-	-	-
	PC15. record all payment information for delivered packages	-	-	-	-
	PC16. update the delivery status after each delivery on the online portal	-	-	-	-
	PC17. answer customers' questions and respond to complaints in a professional manner	-	-	-	-
	PC18. investigate any discrepancies with the delivered packages	-	-	-	-
	PC19. ask for online/offline customer feedback on provided services	-	-	-	-
	<i>Perform post-delivery activities</i>	15	15	0	5
	PC20. submit the day's completely filled log sheet and delivery report of all orders	-	-	-	-
	PC21. report anything specific related to day's work e.g., road conditions, difficult customer, etc.	-	-	-	-

THC/N2905: Deliver order to customers

	PC22. report any technical fault/problem faced during delivery to supervisor	-	-	-	-
	PC23. . note down the readings in the vehicle log book to calculate the fuel consumption and vehicle's average mileage	-	-	-	-
	PC24. park and cover the vehicle at the designated place in a safe manner as per the organization's SOP	-	-	-	-
	Total Marks	40	40	0	20
	<i>Communicate effectively with guests, colleagues and superiors</i>	20	20	0	10
	PC1. greet the guests promptly and appropriately as per organization's procedure	-	-	-	-
	PC2. communicate with the guests in a polite and professional manner	-	-	-	-
	PC3. clarify guest's requirements by asking appropriate questions	-	-	-	-
	PC4. address guest's dissatisfactions and complaints effectively	-	-	-	-
	PC5. build effective yet impersonal relationship with guests	-	-	-	-
	PC6. inform guests on any issue/problem beforehand including any developments involving them	-	-	-	-
	PC7. seek feedback from the guests and incorporate that to improve the guest experience	-	-	-	-
	PC8. escalate any negative feedback from the guests to immediate reporting authority on high priority	-	-	-	-
	PC9. pass on essential information to your colleagues timely	-	-	-	-
	PC10. report any workplace issues to the superior immediately	-	-	-	-
	<i>Maintain professional etiquette</i>	10	10	0	5
	PC11. report to work on time	-	-	-	-
	PC12. follow proper etiquette while interacting with colleagues and superiors	-	-	-	-
	PC13. follow the dress code as per organizational policy	-	-	-	-
	PC14. maintain good personal hygiene	-	-	-	-
	PC15. respect privacy of others at the workplace	-	-	-	-
	<i>Provide specific services as per the guests' requirements</i>	10	10	0	5
	PC16. offer services and maintain the quality of facilities to cater to specific needs of every individual, across all gender and age group as per organisation standards	-	-	-	-
	PC17. provide assistance to Persons with Disability, if required	-	-	-	-
	PC18. follow gender and age sensitive service practices at all times	-	-	-	-
	PC19. follow the organisational policies specified for Persons with Disability	-	-	-	-
	PC20. adhere to the company policies related to prevention of sexual harassment, both physical and verbal	-	-	-	-
	Total Marks	40	40	0	20
THC/N9901: Communicate effectively and maintain service standards					
	<i>Maintain organisational confidentiality</i>	6	6	0	3
	PC1. ensure not leaving any confidential information visible and unattended on the workstation	-	-	-	-
	PC2. comply to organizational IPR policy at all times	-	-	-	-
THC/N9903: Maintain organisational confidentiality and respect guests' privacy					

	PC3. report any infringement of IPR observed by anyone in the company to the concerned person	-	-	-	-
	PC4. maintain the confidentiality of the organisational information through appropriate use, storage and disposal	-	-	-	-
	<i>Respect guest's privacy</i>	4	4	0	2
	PC5. protect personal and financial information of the guest	-	-	-	-
	PC6. refrain self from infringing upon guest's professional deals and plans	-	-	-	-
	Total Marks	10	10	0	5
THC/N9906: Follow Health, Hygiene and Safety practices	<i>Maintain personal and workplace hygiene</i>	10	10	0	5
	PC1. wash and sanitize hands at regular intervals using hand wash & alcohol-based sanitizers	-	-	-	-
	PC2. clean the workplace with appropriate cleaning solution and disinfectants as recommended	-	-	-	-
	PC3. clean the crockery and other articles as per established standards	-	-	-	-
	PC4. sanitize all tools and equipment requiring touch points at regular intervals	-	-	-	-
	PC5. ensure that the trashcans are cleared regularly following the cleanliness and maintenance schedule	-	-	-	-
	PC6. use appropriate PPE (headwear, glasses, goggles, footwear etc.) considering the task to be performed and the working environment	-	-	-	-
	PC7. dispose of the waste as per the prescribed standards	-	-	-	-
	PC8. maintain good personal hygiene by brushing teeth regularly, washing and sanitizing hands, wearing clean clothes, following a healthy diet etc.	-	-	-	-
	<i>Take precautionary health measures</i>	5	5	0	0
	PC9. attend regular health check-ups organized by the management	-	-	-	-
	PC10. report personal health issues related to injury, food, air and infectious disease	-	-	-	-
	PC11. report to the concerned authority in case any coworker is unwell	-	-	-	-
	<i>Follow standard safety procedure</i>	5	10	0	5
	PC12. follow safety procedures while handling materials, tools, equipment etc.	-	-	-	-
	PC13. follow first aid procedures appropriately	-	-	-	-
	PC14. identify hazards at the workplace and report to the concerned person in time	-	-	-	-
	<i>Follow effective waste management</i>	5	10	0	5
	PC15. identify and segregate recyclable, non-recyclable and hazardous waste at workplace	-	-	-	-
	PC16. segregate waste into different coloured dustbins	-	-	-	-
PC17. handle the waste as per SOP	-	-	-	-	
PC18. recycle waste wherever applicable	-	-	-	-	
PC19. dispose of PPEs in a plastic bag, sealed and labelled as infectious waste	-	-	-	-	
	Total Marks	25	35	0	15

DGT/VSQ/N0101 - Employability Skills (30 hours)	<i>Introduction to Employability Skills</i>	1	1	0	0
	PC1. understand the significance of employability skills in meeting the job requirements	-	-	-	-
	<i>Constitutional values – Citizenship</i>	1	1	0	0
	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	0	0
	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	0	0
	PC4. speak with others using some basic English phrases or sentences	-	-	-	-
	<i>Communication Skills</i>	1	1	0	0
	PC5. follow good manners while communicating with others	-	-	-	-
	PC6. work with others in a team	-	-	-	-
	<i>Diversity & Inclusion</i>	1	1	0	0
	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	0	0
	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	0	0
	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	0	0	
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	0	0	
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	0	0	
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	0	0	
Grand Total	170	200	0	70	

Annexure: Assessment Strategy

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

<1. Assessment System Overview:

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

2. Testing Environment:

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

3. Assessment Quality Assurance levels/Framework:

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

4. Types of evidence or evidence-gathering protocol:

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

5. Method of verification or validation:

- Surprise visit to the assessment location

6. Method for assessment documentation, archiving, and access

- Hard copies of the documents are stored

On the Job:

1. Each module (which covers the job profile of Automotive Service Assistant Technician) will be assessed separately.
2. The candidate must score 60% 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

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