

## QUALIFICATION FILE

### Kitchen Steward

☒ 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: 2

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.	<b>Qualification Name</b>	Kitchen Steward								
2.	<b>Sector/s</b>	Tourism & Hospitality								
3.	<b>Type of Qualification:</b> <input type="checkbox"/> New <input checked="" type="checkbox"/> Revised <input type="checkbox"/> Has Electives/Options <input type="checkbox"/> OEM	<b>NQR Code &amp; version of existing/previous qualification:</b> (change to previous, once approved) 2021/TH/THSC/04312 & v2.0		<b>Qualification Name of existing/previous version:</b> Kitchen Steward						
4.	<b>a. OEM Name</b> <b>b. Qualification Name</b> (Wherever applicable)									
5.	<b>National Qualification Register (NQR) Code &amp; Version</b> (Will be issued after NSQC approval)	QG-02-TH-01998-2024-V1-THSC	<b>6. NCrf/NSQF Level: 2</b>							
7.	<b>Award (Certificate/Diploma/Advance Diploma/ Any Other)</b> (Wherever applicable specify multiple entry/exits also & provide details in annexure)	Certificate								
8.	<b>Brief Description of the Qualification</b>	The individual at work cleans and sanitizes the kitchen, kitchen equipment, and appliances, and assists in maintaining inventory of kitchenware, dishware, and kitchen supplies for smooth kitchen operations.								
9.	<b>Eligibility Criteria for Entry for Student/Trainee/Learner/Employee</b>	<b>a. Entry Qualification &amp; Relevant Experience:</b> <table border="1"> <thead> <tr> <th>S. No.</th> <th>Academic/Skill Qualification (with Specialization - if applicable)</th> <th>Required Experience (with Specialization - if applicable)</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>Ability to read and write</td> <td></td> </tr> </tbody> </table>			S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)	1.	Ability to read and write	
S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)								
1.	Ability to read and write									
		b. <b>Age</b> – 14 years								
10.	<b>Credits Assigned to this Qualification, Subject to Assessment</b> (as per National Credit Framework (NCrF))	8	<b>11. Common Cost Norm Category (I/II/III)</b> (wherever applicable): II							
12.	<b>Any Licensing requirements for Undertaking Training on This Qualification</b> (wherever applicable)	NA								

13.	<b>Training Duration by Modes of Training Delivery</b> <i>(Specify <b>Total Duration</b> as per selected training delivery modes and as per requirement of the qualification)</i>	<input type="checkbox"/> Offline <input type="checkbox"/> Online <input checked="" type="checkbox"/> Blended <table border="1" data-bbox="853 172 1883 373"> <thead> <tr> <th>Training Delivery Modes</th> <th>Theory (Hours)</th> <th>Practical (Hours)</th> <th>OJT Mandatory (Hours)</th> <th>OJT Recommended (Hours)</th> <th>Total (Hours)</th> </tr> </thead> <tbody> <tr> <td>Classroom (offline)</td> <td></td> <td>88:00</td> <td>60:00</td> <td>00:00</td> <td>148:00</td> </tr> <tr> <td>Online</td> <td>92:00</td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <i>(Refer Blended Learning Annexure for details)</i>			Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	OJT Recommended (Hours)	Total (Hours)	Classroom (offline)		88:00	60:00	00:00	148:00	Online	92:00				
Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	OJT Recommended (Hours)	Total (Hours)																	
Classroom (offline)		88:00	60:00	00:00	148:00																	
Online	92:00																					
14.	<b>Aligned to NCO/ISCO Code/s</b> <i>(if no code is available mention the same)</i>	NCO-2015/5120.0500																				
15.	<b>Progression path after attaining the qualification</b> <i>(Please show Professional and Academic progression)</i>	Kitchen Steward --> Kitchen Stewarding Shift Incharge--> Kitchen Stewarding Manager																				
16.	<b>Other Indian languages in which the Qualification &amp; Model Curriculum are being submitted</b>	Hindi																				
17.	<b>Is similar Qualification(s) available on NQR-if yes, justification for this qualification</b>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No URLs of similar Qualifications:																				
18.	<b>Is the Job Role Amenable to Persons with Disability</b>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <b>If "Yes", specify applicable type of Disability:</b>																				
19.	<b>How Participation of Women will be Encouraged</b>	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.	<b>Are Greening/ Environment Sustainability Aspects Covered</b> <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.	<b>Is Qualification Suitable to be Offered in Schools/Colleges</b>	Schools <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Colleges <input type="checkbox"/> Yes <input type="checkbox"/> No																				
22.	<b>Name and Contact Details of Submitting / Awarding Body SPOC</b> <i>(In case of CS or MS, provide details of both Lead AB &amp; Supporting ABs)</i>	<b>Name:</b> Dr. Sunita Badhwar <b>Email:</b> sunita.badhwar@thsc.in <b>Contact No.:</b> 011-41608056/8057 Ext.1102 <b>Website:</b> <a href="http://www.thsc.in">www.thsc.in</a>																				
23.	<b>Final Approval Date by NSQC:</b> 31/01/2024	<b>24. Validity Duration:</b> 3 years	<b>25. Next Review Date-</b> 31/01/2027																			

## 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/N SQF 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.	Maintain Cleanliness in the Kitchen	THC/N0401 & v4.0	Core	2	2	17	13	30	0	60	65	65	0	20	150	25
2.	Assist in Maintaining Inventory and Storage of Kitchen Supplies and Equipment	THC/N0404 & v4.0	Core	2	2	18	12	30	0	60	20	20	0	10	50	25
3.	Communicate effectively and maintain service standards	THC/N9901 & v2.0	Non-Core	2	1	12	18	-	0	30	40	40	0	20	100	25
4.	Maintain Organizational Confidentiality and Respect Guests' Privacy	THC/N9903 & v2.0	Non-Core	2	1	18	12	-	0	30	10	10	0	5	25	5
5.	Follow Health, Hygiene and Safety practices	THC/N9906 & v2.0	Non-Core	2	1	15	15	-	0	30	25	35	0	15	75	15
6.	Employability Skills (30 Hours)	DGT/VSQ/N0101 & v1.0	Non-Core	-	1	12	18	-	0	30	20	30	0	0	50	5
<b>Duration (in Hours) / Total Marks</b>					<b>8</b>	<b>92</b>	<b>88</b>	<b>60</b>		<b>240</b>	<b>180</b>	<b>200</b>	<b>0</b>	<b>70</b>	<b>450</b>	<b>100</b>

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

**Section 4: Assessment Related**

1.	<b>Assessor's Qualification and experience in relevant sector (in years)</b> (as per NCVET guidelines)	Diploma / Degree / Postgraduate in Hotel/ Hospitality / QSR with 5 years' experience in the industry
2.	<b>Proctor's Qualification and experience in relevant sector (in years)</b> (as per NCVET guidelines)	NA
3.	<b>Lead Assessor's/Proctor's Qualification and experience in relevant sector (in years)</b> (as per NCVET guidelines)	NA
4.	<b>Assessment Mode</b> (Specify the assessment mode)	Blended
5.	<b>Tools and Equipment Required for Assessment</b>	<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.	<b>Latest Skill Gap Study (not older than 2 years) (Yes/No):</b> No
2.	<b>Latest Market Research Reports or any other source (not older than 2 years) (Yes/No):</b> No
3.	<b>Government /Industry initiatives/ requirement (Yes/No):</b> Yes
4.	<b>Number of Industry validation provided:</b> 21
5.	<b>Estimated nos. of persons to be trained and employed:</b> 220
6.	<b>Evidence of Concurrence/Consultation with Line Ministry/State Departments:</b> No If "No", why:

## Section 6: Annexure &amp; Supporting Documents Check List

Specify Annexure Name / Supporting document file name

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

## 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
<b>Professional Theoretical Knowledge/Process</b>	<b>Fundamental knowledge</b> <ul style="list-style-type: none"> <li>Occupational health and safety requirements as applicable in the workplace</li> <li>Organisational code of conduct</li> <li>Types and use of cleaning agents</li> <li>Various types of cleaning equipment</li> <li>Methods to clean and polish glassware and silverware</li> <li>Procedure and sequence of washing kitchen tools, equipment, and appliances</li> <li>Procedure to clean and sanitize the kitchen</li> <li>Procedure to operate dishwashers and dryers</li> <li>Types of storage areas in the kitchen</li> <li>Types of waste and their characteristics</li> <li>Methods of waste segregation and disposal</li> <li>Storage procedure for cleaned kitchen ware</li> <li>Food hygiene, quality, and safety standards as per organizational policy and FSSAI</li> <li>Organisational code of conduct</li> <li>Different types of supplies, materials, perishable and non- perishable items used in the kitchen</li> <li>Storage procedure of food items/ingredients as per food safety guidelines and organizational policy</li> <li>Correct temperatures and procedures for storing raw/cooked items, not for immediate use</li> <li>Adequate inventory and stock requirements for business continuity</li> </ul>	<ul style="list-style-type: none"> <li>Kitchen Steward should have a proper knowledge of organisational code of conduct, occupational health and safety requirements, organization's policy, types and use of cleaning agents, procedure and sequence of washing kitchen tools, equipment, and appliances etc.</li> <li>Hence Level 3</li> </ul>	2



	<ul style="list-style-type: none"> <li>• Handling procedure for kitchen appliances, equipment, etc.</li> <li>• Organizational policies on behavioural etiquette and professionalism</li> <li>• Organizational policies on gender sensitive service practices at workplace</li> <li>• Organizational hierarchy and reporting structure</li> <li>• Documentation policy and procedures of the organization</li> <li>• Service quality standards as per organizational policies</li> <li>• Complaint handling policy and procedures</li> <li>• SOP on personal hygiene</li> <li>• Procedure of giving and receiving feedback positively</li> <li>• Gender specific requirements of different types of guest</li> <li>• Specific requirements of different age-groups of guests</li> <li>• Age and gender specific etiquette</li> <li>• Key helpline numbers</li> <li>• Organizational policy with regards to Persons with disability</li> <li>• Organisation's policies on intellectual property rights and confidential information</li> <li>• IPR infringement reporting procedure</li> <li>• Storage and disposal procedures for confidential information</li> <li>• Importance of maintaining confidentiality for competitiveness of an organisation</li> <li>• Significance of damages resulting from confidentiality infringement</li> <li>• Organisation's policy on reporting and managing safety issues</li> <li>• Procedure to maintain cleanliness standards at workplace</li> <li>• SOP on personal hygiene</li> <li>• Importance of preventive health check-up and healthy living</li> <li>• Procedure to report health issues</li> </ul>		
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	<ul style="list-style-type: none"> <li>• Instructions for operating and handling equipment as per standard</li> <li>• Purpose and usage of PPE</li> <li>• Basic first-aid procedures</li> <li>• Standard waste management policy</li> </ul>		
<b>Professional and Technical Skills/ Expertise/ Professional Knowledge</b>	<b>Limited finite skills</b> <ul style="list-style-type: none"> <li>• Fill-in checklists, log sheets, etc.</li> <li>• Plan, prioritize and sequence work operations to increase efficiency</li> <li>• Write labels for identification of products to be stored</li> <li>• Solve problem when required</li> <li>• Resolve conflicts related to confidentiality and privacy by reporting the issue in time</li> <li>• Fill in relevant forms, formats and checklist accurately</li> <li>• Analyze the impact of not adhering to the health and safety procedures</li> <li>• Read and interpret instructions, procedures, information, and signages in the workplace</li> <li>• Communicate effectively with the guests regarding confidentiality</li> <li>• Improve and modify own work practices</li> <li>• Interact with supervisor for any clarification</li> <li>• Interact with coworkers to work efficiently</li> </ul>	<ul style="list-style-type: none"> <li>• A Kitchen Steward needs to have basic communication skills and follow established service standards, Communication etiquette, etc. of the organization.</li> <li>• Hence Level 3</li> </ul>	2
<b>Employment Readiness &amp; Entrepreneurship Skills &amp; Mind-set/Professional Skill</b>	<b>Employment readiness</b> <ul style="list-style-type: none"> <li>• Communicate effectively using appropriate language</li> <li>• Behave politely and appropriately with all</li> <li>• Perform basic calculations</li> <li>• Solve problems effectively</li> <li>• Be careful and attentive at work</li> <li>• Use time effectively</li> <li>• Maintain hygiene and sanitisation to avoid infection</li> </ul>	<ul style="list-style-type: none"> <li>• A Kitchen Steward should have good oral and written communication skills, Intermediate literacy and numeracy skills, basic self-employment/ entrepreneurial Mind-set, etc.</li> </ul>	2

<b>Broad Learning Outcomes/Core Skill</b>	<b>Carry out the Predefined tasks</b> <ul style="list-style-type: none"> <li>• Maintain cleanliness in the kitchen</li> <li>• Maintain inventory and storage of kitchen supplies and equipment's</li> <li>• Communicate effectively and maintain service standards</li> <li>• Maintain organisational confidentiality and respect guests' privacy</li> <li>• Follow health, hygiene and safety practices</li> </ul>	<ul style="list-style-type: none"> <li>• A Kitchen Steward performs tasks such as maintaining cleanliness in the kitchen perform, inventory and storage of kitchen supplies and equipment's which are all routine an predictable tasks and requires limited range of activities.</li> <li>• Hence Level 3</li> </ul>	2
<b>Responsibility</b>	<b>Assistant</b> <ul style="list-style-type: none"> <li>• Prepare for cleaning activities</li> <li>• Clean kitchenware, service ware, and tableware</li> <li>• Polish silverware</li> <li>• Polish glassware</li> <li>• Clean food containers and storage areas</li> <li>• Clean kitchen area</li> <li>• Maintain inventory of kitchen supplies and equipment</li> <li>• Store food items/ingredients</li> <li>• Communicate effectively with guests, colleagues and superiors</li> <li>• Maintain professional etiquette</li> <li>• Provide specific services as per the guests' requirements</li> <li>• Maintain organisational confidentiality</li> <li>• Respect guest's privacy</li> <li>• Maintain personal and workplace hygiene</li> <li>• Take precautionary health measures</li> <li>• Follow standard safety procedure</li> <li>• Follow effective waste management</li> </ul>	<ul style="list-style-type: none"> <li>• A Kitchen Steward cleans and sanitizes the kitchen, kitchen equipment and appliances, and maintains inventory of kitchenware, dishware, silverware and kitchen supplies for smooth kitchen operations. All these activities require close supervision of the supervisor though the steward has to take some responsibility for his own work.</li> <li>• Hence Level 3</li> </ul>	2

## 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 cleaning signages	Standard	01
2.	Dishwasher	Standard	01
3.	Dryer	Standard	01
4.	Other cleaning equipment	Standard	01
5.	Different appliances (Oven, Fryer, Griller, Cooking range, etc.)	Standard	01
6.	Cleaning agent	Standard	01
7.	Garbage Container	Standard	01
8.	Waste disposal bin	Standard	01
9.	Various glassware	Standard	01
10.	Silverware and brassware	Standard	01
11.	Cleaning materials	Standard	01
12.	Sample reports	Standard	01
13.	Different relevant tools and equipment	Standard	01
14.	Stock register, , Packing material for the storage	Standard	01
15.	Ingredients	Standard	01
16.	Freezer	Standard	01
17.	Refrigerator	Standard	01
18.	Packing material for the storage	Standard	01
19.	Sample of escalation matrix	Standard	01
20.	Organisation structure	Standard	01
21.	Handouts of IPR guidelines and regulations	Standard	01
22.	Personal Protection Equipment: Safety glasses, Head protection, Rubber gloves, Safety footwear, Warning signs and tapes, Fire extinguisher, First aid kit,	Standard	01
23.	Standard Operating Procedures	Standard	01
24.	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	Linked In Profile (if available)
1.	Barbeque Nation	Jayanta Soha	Sr. Manger HR	Barbeque Nation Hospitality Limited,601 Doddakannalli Village, Varthur Hobli,. Sarjapur Road, Bengaluru – 560035	9330430689	Jayanta.s@barbequenation.com	-
2.	Best Western	Amit Sharma	Corp. Training Manager	Bestwestern India,Jasola , New Delhi	8377833382	Amit.shama@bhindia.in	-
3.	Bikaji Foods International	Vineet Manocha	President-Culinary	Bikaji Foods International Ltd , Karni Industrial Area,Bikaner 334001	7738930777	Vineetmanocha@hotmailcom	
4.	Bottle lab technologies pvt ltd	Jyoti Dhaundiyal	City Head (Operations)	HTC aspire, 4th Floor (401) No. 19, Ali Askar Road, Bangalore, Karnataka - 560052	9634678540	jyoti.dhaundiyal@thesmartq.com	
5.	Devyani International Limited	Kirti Bhushan	Associate General Manager	F-2/7, Okhla Industrial Area Phase - 1, New Delhi, 110020	7738074059	kirti.bhushan@dil-rjcorp.c	
6.	The Fern Residency	Avani Kulshreshtha	Human Resources	The Fern Residency, Noida Link Road Sec 100, Hazipur Secto104 Noida, Uttar Pradesh 20130	8929079713	hr.fr.noida@fernhotels.com	
7.	Holiday Inn	Mukesh Kumar	Director-Human Resource	Asset Area 12 Hospitality District, Aerocity, New Delhi, Delhi 110037	8826996447	Mukesh.kumar1@ihg.com	
8.	Hotel CK Internatinal	Hoshiar Singh	General Manager		9805091617	gm@hoteckinternational	
9.	Hotel KC Cross Roads Panchula	Ravi Chauhan	FOM	Hotel KC Cross Roads Panchula Site No.1 Sector 10. Opp Bus Stand Panchkula-134113	7573415785	reservation.kchotelsandresort.com	

	HPDC-Hotel Peterof , Chaura Maidan	NandLal Sharma	Dy. Genral Manager	HPDC-Hotel Peterof , Chaura Maidan- Near All India Radio , Shimla -171004	9818455077	chefnandlal@gmail.com	
	IHHR Hospitlity	N Satish Mohan	AGM Operations and Audit	Plot 9 D Block, Samalka, New Delhi, Delhi 110037	9891834909	Satish.mohan@ihhrhospitality.in	
	LiteBite Foods Pvt.Ltd.	Supreet Kaur	HR Manager	LiteBite Foods Pvt.Ltd. 317 Udyog Vihar Phase IV	8130595480	Supreet.kaur@LBF.co.in	
	Mc Donalds	Achyut Vats	Shift Manager	Mc Donalds Crown Interior Mall,Faridabad 121003	8252931845	Achyut.vats@gmail.com	
	Orange Tiger Hospitality	Bharat Alagh	VP Operations and Culinary	Orange Tiger Hospitality Pvt Ltd.	9811118705	Bharat.alagh@othpl.com	
	PSIL	Dharmendra Patil		Property Solutions (India) Pvt. Ltd. Unit no 11,Ground floor, Kalpataru Square, Off. Andheri Kurla Road, KondivitaLane, Andheri (E), Mumbai 400059.	9898049090	dharmendra.patil@psipl.co.in	
	Ritz Hotel	Piyush Kapoor	General Manager	Raja Motels Pvt Ltd , 45 , the Mall, Amritsar	9872855208	info@ritzhotel.in	
	Royal; Caribbean Cruise Lines	Jai Kumar	Executive Chef	Royal; Caribbean Cruise Lines 1050 Miami Florida	9873461253	jaikumarbhasin@yahoo.com	
	Serene Suites	Aman Mahajan	Managing Partner	-	9816466999	Serensuites@gmail.com	
	Shilton Hotels	Santosh Kr. G	Assistant General Manager	Shilton Hospitality LLP, Office 2, Ulsoor Road, Bangalore	9972471542	santhoshkumar@shiltonhospitality.com	
	The Grand Hotel, ND	Sudershan Singh Bhandari	Executive Chef	The Grand New Delhi, Nelson Mandela Road, Vasant Kunj. New Delhi.	9810911114	ld:ssb.ssb@outlook.com	
	Hotel Twin Tower	Ramesh Dogra	General Manager - Sales	Hotel Twin Tower New Kufri, Shimla	9816325865	sales@hoteltwintowers.com	

## Annexure: Training &amp; 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	165	198	17	22	NA	NA
2024-2025	181	217	19	24	NA	NA
2025-2026	200	238	21	26	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
v1.0		104	84	76	56	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. NAPS

## 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"> <li>• Books/ e-books</li> <li>• Presentations</li> <li>• Reference Material</li> <li>• Audio / Video Modules</li> </ul>	
2	<input type="checkbox"/> Imparting Soft Skills, Life Skills, and Employability Skills /Mentorship to Learners	<ul style="list-style-type: none"> <li>• Self-Learning Videos</li> <li>• Broadcasts</li> <li>• Mobile Learning</li> <li>• Curated Digital content</li> </ul>	
3	<input type="checkbox"/> Showing Practical Demonstrations to the learners	<ul style="list-style-type: none"> <li>• Video Content</li> <li>• E-Resource library</li> <li>• AR/ VR/ XR</li> </ul>	
4	<input type="checkbox"/> Imparting Practical Hands-on Skills/ Lab Work/ workshop/ shop floor training	<ul style="list-style-type: none"> <li>• Training tools (tools list attached)</li> <li>• Video Play</li> <li>• Presentations</li> </ul>	
5	<input type="checkbox"/> Tutorials/ Assignments/ Drill/ Practice	<ul style="list-style-type: none"> <li>• Online Question Bank</li> <li>• Mobile Quick test app</li> <li>• MCQ based tests</li> </ul>	
6	<input type="checkbox"/> Proctored Monitoring/ Assessment/ Evaluation/ Examinations	<ul style="list-style-type: none"> <li>• Assessment engine for Essays</li> <li>• Up-loadable file examinations</li> <li>• Mock test sessions</li> </ul>	
7	<input type="checkbox"/> On the Job Training (OJT)/ Project Work Internship/ Apprenticeship Training	<ul style="list-style-type: none"> <li>• Online tests</li> <li>• Offline assessments</li> </ul>	

## 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
<b>THC/N0401: Maintain cleanliness in the kitchen</b>	<i>Prepare for cleaning activities</i>	<b>10</b>	<b>10</b>	<b>0</b>	<b>5</b>
	PC1. receive instructions from supervisor on day's duties as per SOP	-	-	-	-
	PC2. inspect the assigned area, kitchenware and tableware to be cleaned	-	-	-	-
	PC3. arrange cleaning equipment and agents required for cleaning and dishwashing	-	-	-	-
	PC4. arrange protective gear like thick cleaning gloves, non-slip footwear, etc.	-	-	-	-
	PC5. collect used kitchenware like utensils, cooking tools, from the kitchen and dirty dishware from the point of service	-	-	-	-
	PC6. sort the materials for cleaning by type, size, equipment, cleaning agents and usage	-	-	-	-
	PC7. ensure the water used for washing is clean and of the correct temperature	-	-	-	-
	<i>Clean kitchenware, service ware, and tableware</i>	<b>20</b>	<b>20</b>	<b>0</b>	<b>5</b>
	PC8. use appropriate signages to notify that cleaning process is on or to mark wet floors etc.	-	-	-	-
	PC9. remove any food waste from utensils and dispose of in a designated bin	-	-	-	-
	PC10. pre-soak equipment and utensils in hot water (preferably) and cleaning agent to remove food particles, if required	-	-	-	-
	PC11. place the drain mat and dish rack on the counter	-	-	-	-
	PC12. scrub and remove all stains from pots, pans, etc.	-	-	-	-
	PC13. use appropriate abrasive material for cleaning heavy pots and cooking equipment	-	-	-	-
	PC14. rinse the dishware/kitchenware/service ware in hot water to remove detergent/cleaning agent completely	-	-	-	-
	PC15. sanitize the dishware, service ware and other utensils using warm water or steam/hot air treatment	-	-	-	-
	PC16. wash the dishes in the dishwasher as per SOP, if required	-	-	-	-
	PC17. dry the kitchenware, service ware and dishware	-	-	-	-
	PC18. sort silverware and other utensils and store them safely in the designated location under proper signage for easy identification	-	-	-	-
	PC19. drain the rinsed water after washing the dishes	-	-	-	-
	PC20. scrub the sink thoroughly with cleanser to remove any greasy film	-	-	-	-
	PC21. empty the food trap into the garbage container	-	-	-	-
	PC22. wipe off the counter area where dishes have been stacked	-	-	-	-
	PC23. hang up the dishcloth or dish brush to dry after rinsing them thoroughly	-	-	-	-
	PC24. store all cleaning materials after use in proper storage location	-	-	-	-
	PC25. keep all hazardous material in the safe designated area away from public reach	-	-	-	-

<i>Polish silverware</i>	<b>10</b>	<b>10</b>	<b>0</b>	<b>5</b>
PC26. deliver the washed silverware from the dish-washing area to the polishing area	-	-	-	-
PC27. place the silverware into the hot water before polishing	-	-	-	-
PC28. polish by using an adequate silverware cleaning cloth	-	-	-	-
PC29. check the silverware for any damage	-	-	-	-
PC30. make sure all the silverware is stocked properly	-	-	-	-
<i>Polish glassware</i>	<b>5</b>	<b>5</b>	<b>0</b>	<b>0</b>
PC31. pick up the washed glassware from the shelves located at the dish washing area	-	-	-	-
PC32. deliver the glassware to the polishing area using glass racks	-	-	-	-
PC33. steam the glasses in/over hot water	-	-	-	-
PC34. polish glassware using glass cleaning towel	-	-	-	-
PC35. check the glasses for any chips, marks, etc.	-	-	-	-
PC36. hold the glass by the stem or base with a clean towel when handling after polishing	-	-	-	-
PC37. deliver the polished glassware to the service station using appropriate tray	-	-	-	-
<i>Clean food container and storage area</i>	<b>10</b>	<b>10</b>	<b>0</b>	<b>5</b>
PC38. remove all loose dirt and leftover food particles from food containers	-	-	-	-
PC39. rinse with clean potable water and appropriate solution	-	-	-	-
PC40. dry and sanitize all containers	-	-	-	-
PC41. clean all storage areas with an appropriate cleaning agent to remove all dirt and grease	-	-	-	-
PC42. spray pest repellents in the dry storage area periodically to avoid pest infestation	-	-	-	-
PC43. clean cold storage room as per SOP	-	-	-	-
PC44. rinse the cold storage room walls and surfaces with water and non-chlorinated solution	-	-	-	-
PC45. remove any remaining trace of dirt and food particle with a non-abrasive cleaner	-	-	-	-
PC46. rinse with clean water	-	-	-	-
PC47. report any malfunctioning or damage to the supervisor	-	-	-	-
<i>Clean kitchen area</i>	<b>15</b>	<b>15</b>	<b>0</b>	<b>5</b>
PC48. clear spills promptly to ensure safety	-	-	-	-
PC49. clean and sanitize kitchen appliances such as refrigerator, freezer, oven, cooking range, deep fryer, grills, etc.	-	-	-	-
PC50. defrost freezers as per the operating manual	-	-	-	-
PC51. check for the proper functioning of the defrosting system, control valves, cooler fans, etc.	-	-	-	-
PC52. put all cleaning rags in dirty laundry	-	-	-	-
PC53. wash and disinfect all surfaces like counters, cooking surface, chopping areas and walls in the kitchen	-	-	-	-

	PC54. ensure the dirty water is drained appropriately after cleaning	-	-	-	-
	PC55. make sure all kitchen tools and equipment are clean and dry before storing as per organizational SOP	-	-	-	-
	PC56. sanitize and close all workstations at the end of the day's business or shift	-	-	-	-
	PC57. mop and clean floor, pathways, and dishwashing area as per SOP	-	-	-	-
	PC58. remove trash from all areas of operation	-	-	-	-
	PC59. empty all bins and place fresh garbage bags	-	-	-	-
	PC60. dispose of waste and expired items as per waste management policy	-	-	-	-
	PC61. recycle products or items like glass bottles, cardboard boxes, aluminium cans, etc. wherever applicable	-	-	-	-
	PC62. report any breakages or chipped items to the supervisor	-	-	-	-
<b>Total Marks</b>		<b>65</b>	<b>65</b>	<b>0</b>	<b>20</b>
<b>THC/N0404: Assist in maintaining inventory and storage of kitchen supplies and equipment</b>	<i>Maintain inventory of kitchen supplies and equipment</i>	<b>10</b>	<b>10</b>	<b>0</b>	<b>5</b>
	PC1. check for any kitchen requisition with Kitchen Stewarding Supervisor for kitchen supplies, ingredients, equipment, etc.	-	-	-	-
	PC2. collect supplies from storekeeper for a refill to maintain proper par levels	-	-	-	-
	PC3. assist with unloading and storing stock	-	-	-	-
	PC4. track quantity of daily and weekly consumption and stock of supplies in the kitchen	-	-	-	-
	PC5. check minimum stock level for fuel/gas used in the kitchen	-	-	-	-
	PC6. ensure upkeep, maintenance, and inventory of all kitchen equipment, china, and flatware	-	-	-	-
	PC7. replace broken or damaged glassware, kitchenware, dishware and ensure adequate inventory	-	-	-	-
	PC8. report to supervisor for any repair or replacement of appliances	-	-	-	-
	<i>Store food items/ingredients</i>	<b>10</b>	<b>10</b>	<b>0</b>	<b>5</b>
	PC9. store daily consumables, leftovers, prepared or partially prepared food and unused ingredients under appropriate conditions as per organizational SOP	-	-	-	-
	PC10. label all ingredients and items correctly	-	-	-	-
	PC11. wrap all frozen food in foil or plastic wrap to prevent freezer burn	-	-	-	-
	PC12. refill kitchen condiment bottles/shakers/oil cans/etc. as per requirement	-	-	-	-
	PC13. discard all expired and spoiled food items stored in the stock rooms, refrigerators, and freezers	-	-	-	-
	<b>Total Marks</b>	<b>20</b>	<b>20</b>	<b>0</b>	<b>10</b>
<b>THC/N9901: Communicate effectively and maintain service standards</b>	<i>Communicate effectively with guests, colleagues and superiors</i>	<b>20</b>	<b>20</b>	<b>0</b>	<b>10</b>
	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	-	-	-	-
	<b>Total Marks</b>	40	40	0	20
<b>THC/N9903: Maintain organisational confidentiality and respect guests' privacy</b>	<i>Maintain organisational confidentiality</i>	6	6	0	3
	PC1. ensure not leaving any confidential information visible and unattended on the workstation	-	-	-	-
	PC2. comply to organizational IPR policy at all times	-	-	-	-
	PC3. report any infringement of IPR observed by anyone in the company to the concerned person	-	-	-	-
	PC4. maintain the confidentiality of the organisational information through appropriate use, storage and disposal	-	-	-	-
	<i>Respect guest's privacy</i>	4	4	0	2
	PC5. protect personal and financial information of the guest	-	-	-	-
	PC6. refrain self from infringing upon guest's professional deals and plans	-	-	-	-
<b>THC/N9906: Follow Health, Hygiene and Safety practices</b>	<b>Total Marks</b>	10	10	0	5
	<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>	<b>5</b>	<b>5</b>	<b>0</b>	<b>0</b>
	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>	<b>5</b>	<b>10</b>	<b>0</b>	<b>5</b>
	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>	<b>5</b>	<b>10</b>	<b>0</b>	<b>5</b>
	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	-	-	-	-
	<b>Total Marks</b>	<b>25</b>	<b>35</b>	<b>0</b>	<b>15</b>
<b>DGT/VSQ/N0101 - Employability Skills (30 hours)</b>	<i>Introduction to Employability Skills</i>	<b>1</b>	<b>1</b>	-	-
	PC1. understand the significance of employability skills in meeting the job requirements	-	-	-	-
	<i>Constitutional values – Citizenship</i>	<b>1</b>	<b>1</b>	-	-
	PC2. identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices	-	-	-	-
	<i>Becoming a Professional in the 21st Century</i>	<b>1</b>	<b>3</b>	-	-
	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>	<b>2</b>	<b>3</b>	-	-
	PC4. speak with others using some basic English phrases or sentences	-	-	-	-
	<i>Communication Skills</i>	<b>1</b>	<b>1</b>	-	-
	PC5. follow good manners while communicating with others	-	-	-	-
	PC6. work with others in a team	-	-	-	-

<i>Diversity &amp; Inclusion</i>	<b>1</b>	<b>1</b>	-	-
PC7. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC8. report any issues related to sexual harassment	-	-	-	-
<i>Financial and Legal Literacy</i>	<b>3</b>	<b>4</b>	-	-
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>	<b>4</b>	<b>6</b>	-	-
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>	<b>3</b>	<b>5</b>	-	-
PC14. identify and assess opportunities for potential business	-	-	-	-
PC15. identify sources for arranging money and associated financial and legal challenges	-	-	-	-
<i>Customer Service</i>	<b>2</b>	<b>2</b>	-	-
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 &amp; Jobs</i>	<b>1</b>	<b>3</b>	-	-
PC19. create a basic biodata	-	-	-	-
PC20. search for suitable jobs and apply	-	-	-	-
PC21. identify and register apprenticeship opportunities as per requirement	-	-	-	-
<b>Total Marks</b>	<b>20</b>	<b>30</b>	-	-
<b>Grand Total</b>	<b>180</b>	<b>200</b>	<b>0</b>	<b>70</b>



### 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
- 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 Kitchen Steward) will be assessed separately.
2. The candidate must score 50% in each module to successfully complete the OJT.
3. Tools of Assessment that will be used for assessing whether the candidate is having desired skills and etiquette of dealing with customers, understanding needs & requirements, assessing the customer and perform Soft Skills effectively:
  - Videos of Trainees during OJT
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	Qualifications Pack
TVET	Technical and Vocational Education and Training
OH&S	Occupational Health and Safety
PPE	Personal Protective Equipment
HACCP	Hazard Analysis and Critical Control Points
FSSAI	Food Safety and Standards Authority of India
ISO	International Standards Organization
IPR	Intellectual Property Rights

## Glossary

Term	Description
<b>National Occupational Standards (NOS)</b>	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.
<b>Qualification</b>	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
<b>Qualification File</b>	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.
<b>Sector</b>	A grouping of professional activities on the basis of their main economic function, product, service or technology.
<b>Long Term Training</b>	Long-term skilling means any vocational training program undertaken for a year and above. <a href="https://ncvet.gov.in/sites/default/files/NCVET.pdf">https://ncvet.gov.in/sites/default/files/NCVET.pdf</a>