





# **QUALIFICATION FILE**

Kitchen Stewarding Shift Incharge
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
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# Section 1: Basic Details

1.	Qualification Name	Kito	Kitchen Stewarding Shift Incharge						
2.	Sector/s	To	Tourism and Hospitality						
3.	Type of Qualification: ☐ New ☐ Revised ☐ Has Electives/Options ☐ OEM	qua	alification: (c	rsion of existing/previous hange to previous, once /TH/THSC/04428 & v1.0	of existing/previous version: Shift Incharge				
4.	a. OEM Name b. Qualification Name (Wherever applicable)								
5.	National Qualification Register (NQR) Code &Version (Will be issued after NSQC approval)	QG	-3.5-TH-0200	00-2024-V1-THSC	6. NCrF/NSQF Lev	<b>/el:</b> 3.5			
7.	Award (Certificate/Diploma/Advance Diploma/ Any Other (Wherever applicable specify multiple entry/exits also & provide details in annexure)	Certificate							
8.	Brief Description of the Qualification			work operates roadside eatery by ventory, finances, staff and operation		y infrastructure, arranging resources,			
9.	Eligibility Criteria for Entry for	a. Entry Qualification & Relevant Experience:							
	Student/Trainee/Learner/Employee		S. No.	Acadomic/Skill Qualification (with Specialization - if		Required Experience (with Specialization - if applicable)			
			1.	11th Grade pass or equivalent		1.5 year relevant experience			
			2.	Grade 10 pass		2-year relevant experience			
			3.	Previous relevant Qualification of NS	QF Level 3	1.5 -year relevant experience			
			4	10th grade pass and continuous educ	ation	-			
		b.	<b>Age –</b> 17 ye	ars					
10.	Credits Assigned to this Qualification, Subject to Assessment (as per National Credit Framework (NCrF))	14			11. Common Cost   applicable):	Norm Category (I/II/III) (wherever			

12.	Any Licensing requirements for Undertaking Training on This Qualification (wherever applicable)	NA							
12	Training On This Qualification (wherever applicable)  Training Duration by Modes of Training Delivery	Double Double Million And and							
13.	, , , , , , , , , , , , , , , , , , , ,	□Offline □Online ⊠Blended							
	(Specify <b>Total Duration</b> as per selected training	Training Delivery Modes	Theory	Practical	OJT Mandatory	Total			
	delivery modes and as per requirement of the qualification)		(Hours)	(Hours)	(Hours)	(Hours)			
	,	Classroom (offline)		196.00	60.00	256.00			
		Online	164.00			164:00			
		(Refer Blended Learnir	ng Annexure	for details)					
14.	Aligned to NCO/ISCO Code/s (if no code is available	NCO-2015/5120.0500							
	mention the same)								
15.	Progression path after attaining the qualification	Commis							
	(Please show Professional and Academic progression)								
16.	Other Indian languages in which the Qualification	Hindi							
	& Model Curriculum are being submitted								
17.	Is similar Qualification(s) available on NQR-if yes,	☐ Yes ☑ No URLs of similar Qualifications:							
	justification for this qualification								
18.	Is the Job Role Amenable to Persons with	□ Yes ⊠ No							
	Disability	If "Yes", specify appli	cable type o	f Disability:					
19.	How Participation of Women will be Encouraged	The inclusion of women	in the workp	lace is import	ant as there is	an increase	e in the number of educated		
		women. Despite progre	ss in some a	reas, women	still face signif	icant challer	nges and barriers to their full		
		participation in the work	force. This c	an be addres:	sed by formula	iting policy n	measures on skilling, job creation	i	
		and support services. T	o increase th	e proportion of	of women in th	e workforce	e, various support measures like		
				•			nder acceleration plans and returi		
		to work (allowing wome	n to re-join th	ne workforce a	after motherho	od) should b	be provided. Organisations should	d	
		l •	•	•		•	his not only helps the organisation	n	
			n employees	, but it also he	elps women to	balance wo	ork and family responsibilities.		
20.	Are Greening/ Environment Sustainability Aspects	⊠ Yes □ No							
	Covered (Specify the NOS/Module which covers it)	THC/N9906.Follow Hea	ılth, Hygiene	and Safety pr	ractices				
21.	Is Qualification Suitable to be Offered in	Schools □ Yes □ No Colleges ⊠ Yes □ No							
	Schools/Colleges		•						
22.	Name and Contact Details of Submitting /	Name: Dr. Sunita Bad	hwar						
	Awarding Body SPOC	Email: sunita.badhwar							
	(In case of CS or MS, provide details of both Lead AB	Contact No.: 011-4160	)8056/8057 I	Ext.1102					
	& Supporting ABs)	Website: www.thsc.in							
23.	Final Approval Date by NSQC: 31/01/2024	24. Validity Duration:	3 years		25. Next F	Review Date	<b>e</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/Modu	Core/	NCrF/NS	Credits		Traini	ng Durati	on (Hour	s)			Asses	ssment M	larks	
		le Code & Version (if applicable)	Non- Core	QF Level	as per NCrF	Th.	Pr.	OJT- Man.	OJT- Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weighta ge (%) (if applicabl e)
1.	Manage Kitchen Stewarding Operations	THC/N0418 & v3.0	Core	3.5	9	95	115	60	0	270	80	80	0	40	200	35
2.	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	20
3.	Maintain Organisational Confidentiality and Respect Customers' Privacy	THC/N9903 & v2.0	Non- Core	3.5	1	15	15	0	0	30	10	10	0	5	25	20
4.	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	15
5.	Employability Skills (60 Hours)	DGT/VSQ/ N0102 &v1.0	Non- Core	4	2	24	36	0	0	60	20	30	0	0	50	10
Duratio	n (in Hours) / Total Ma	rks			14	164	196	60	0	420	175	195	0	80	450	100

# Assessment - Minimum Qualifying Percentage

Please specify any one of the following:

**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	Diploma / Degree / Postgraduate in Hotel/ Hospitality / QSR with 5 years' experience in the industry and
	relevant sector (in years) (as per NCVET	1 year as a trainer
	guidelines)	
2.	Master Trainer's Qualification and experience	NA
	in the relevant sector (in years) (as per NCVET	
	guidelines)	
3.	Tools and Equipment Required for Training	⊠Yes □No (If "Yes", details to be provided in Annexure)
4.	In Case of Revised Qualification, Details of Any	NA
	Upskilling Required for Trainer	

#### Section 4: Assessment Related

relevant sector (in years) (as per NCVET	
relevant sector (in years) (as per Nover	
guidelines)	
2. Proctor's Qualification and experience in NA	
relevant sector (in years) (as per NCVET	
guidelines)	
3. Lead Assessor's/Proctor's Qualification and NA	
experience in relevant sector (in years) (as per	
NCVET guidelines)	
4. Assessment Mode (Specify the assessment Blended	
mode)	
5. Tools and Equipment Required for Assessment 🗵 Same as for training 🗆 Yes 🗀 No (details to be provided in Annexure-if it is a	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: NA
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	Attached
	level/NSQF descriptors (Mandatory)	
2.	Annexure: List of tools and equipment relevant for qualification	Attached
	(Mandatory, except in case of online course)	
3.	Annexure: Detailed Assessment Criteria (Mandatory)	Attached
4.	Annexure: Assessment Strategy (Mandatory)	Attached
5.	Annexure: Blended Learning (Mandatory, in case selected Mode	Attached
	of delivery is "Blended Learning")	
6.	Annexure: Multiple Entry-Exit Details (Mandatory, in case	Attached
	qualification has multiple Entry-Exit)	
7.	Annexure: Acronym and Glossary (Optional)	Attached
8.	Supporting Document: Model Curriculum (Mandatory – Public	Attached
	view)	
9.	Supporting Document: Career Progression (Mandatory - Public	Attached
	view)	
10.	Supporting Document: Occupational Map (Mandatory)	Attached
11.	Supporting Document: Assessment SOP (Mandatory)	Attached
12.	Any other document you wish to submit:	-

# Annexure: Evidence of Level

NCrF/NSQF Level Descriptors	Key requirements of the job role/ outcome of	How the job role/ outcomes relate to	NCrF/NSQF Level
Duefo asian al Theoretical	the qualification	the NCrF/NSQF level descriptor	0.5
Professional Theoretical Knowledge/Process	<ul> <li>Occupational health and safety requirements are applicable in the workplace</li> <li>Methods of record keeping</li> <li>Effective leadership and team management techniques</li> <li>Procedure to prepare work schedules and duty roasters</li> <li>Effective de-briefing methods</li> <li>Strategies to manage staff attendance problems</li> <li>Team performance monitoring methods</li> <li>Stock optimization methods</li> <li>Inventory management procedures</li> <li>Training need analysis techniques</li> <li>Policy implementation procedure</li> <li>Types and use of cleaning agents</li> <li>Various types of cleaning equipment</li> <li>Inspection procedures for kitchen equipment and appliances</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>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>Organizational policies on behavioural etiquette and professionalism</li> <li>Organizational policies on gender sensitive service practices at workplace</li> <li>Organizational reporting and hierarchy structure</li> </ul>	<ul> <li>A Kitchen Stewarding Supervisor should be well acquainted with the principles, processes and general concepts of the kitchen stewarding like SOP, de-briefing methods, etc.</li> <li>Hence Level 3.5</li> </ul>	3.5

•	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 guestsAge 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
- Organisation's policies on intellectual property rights and confidential information
- Organisation's product, service or design patents
- How Intellectual property protection is important for competitiveness of an organisation
- Guidelines for crafting effective SOPs regarding IPR
- 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

	<ul> <li>The significance of safe handling of chemicals, acids, etc. for cleaning</li> <li>Instructions for operating and handling equipment as per standard</li> <li>Emergency procedures to be followed in case of a mishappening such as fire accidents, etc.</li> </ul>		
Professional and Technical Skills/ Expertise/ Professional Knowledge	<ul> <li>Fill-in checklists and logs</li> <li>Prepare relevant reports and records</li> <li>Communicate effectively and accurately with the kitchen stewards to provide work instructions</li> <li>Manage time effectively and efficiently</li> <li>Assess the competence level of stewards</li> <li>Handle problems arising among kitchen stewards</li> <li>Motivate self and colleagues to work effectively</li> <li>Read and follow IPR and related information documents</li> <li>Manage communication regarding IPR infringement, prevention, and management</li> <li>Identify measures that can prevent potential infringements within the team</li> <li>Evaluate organisation policies and procedures and assess its robustness to prevent IPR infringements</li> <li>Analyse the impact of IPR infringement on the guests and the organization</li> <li>Prioritize tasks to ensure smooth functioning of the organization</li> <li>write reports and business correspondence</li> <li>communicate effectively and cordially with guests and respond to their queries/requests</li> <li>Read job sheets, organization policy documents, information displayed at the workplace</li> </ul>	<ul> <li>A Kitchen Stewarding Supervisor applies understanding of social, and communication along with organization skills to deal with the staff.</li> <li>Hence Level 3.5</li> </ul>	3.5

	<ul> <li>Communicate effectively with the guests</li> <li>Spot and report potential areas of disruption to work process proactively</li> <li>Analyze importance of personal hygiene</li> <li>Analyze the impact of not adhering to the health and safety procedures</li> </ul>		
Employment Readiness & Entrepreneurship Skills & Mind-set/Professional Skill	Team readiness, self-entrepreneurship readiness  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	A Kitchen Stewarding Shift Incharge should have good oral and writtem 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     Manage kitchen stewarding operations     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	<ul> <li>A Kitchen Stewarding Supervisor is responsible for managing the kitchen stewarding operations. The person requires well specialized skills to manage kitchen stewarding operations.of the organization.</li> <li>Hence Level 3.5</li> </ul>	3.5
Responsibility	<ul> <li>Self and team responsibility – Sr.         Technician or Master Technician     </li> <li>Manage stewarding staff</li> <li>Monitor cleanliness of kitchen area and equipment</li> <li>Monitor cleanliness of storage area</li> </ul>	<ul> <li>Kitchen Stewarding Supervisor is responsible for managing stewarding staff, monitor cleanliness of kitchen area, storage are and equipment, Manage inventory of kitchen supplies, kitchenware, and equipment</li> <li>Hence Level 3.5</li> </ul>	3.5

Manage inventory of kitchen supplies, kitchenware, and equipment
Promote effective communication
Maintain professional etiquette
Ensure rendering of specific services as per
the guests' requirements
Ensure organizational confidentiality
Ensure guests' privacy
Ensure personal and workplace hygiene
Maintain safe and secure working environment
Follow effective waste management and
recycling practices at workplace

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 duty roster	Standard	1
2.	Sample formats of staff performance report	Standard	As per required
3.	Sample staff attendance record	Standard	As per required
4.	Sample feedback forms	Standard	1
5.	Cleaning agent and equipment	Standard	1
6.	Dishwasher	Standard	1
7.	Dryer	Standard	1
8.	Other cleaning equipment	Standard	1
9.	Oven	Standard	1
10.	Fryer	Standard	1
11.	Griller	Standard	1
12.	Cooking range	Standard	1
13.	Cleaning agent	Standard	1
14.	Various kitchen containers and utensils	Standard	As per required
15.	Oven	Standard	As per required
16.	Fryer	Standard	As per required
17.	Griller	Standard	As per required
18.	Freezer	Standard	As per required
19.	Cooking	Standard	As per required
20.	Knife	Standard	As per required

21.	Cleaning solutions	Standard	1
22.	Sample requisition format	Standard	1
23.	Sample purchase record	Standard	1
24.	Sample shortage record	Standard	1
25.	Sample of escalation matrix	Standard	1
26.	Organisation structure	Standard	1
27.	Handouts of IPR guidelines and regulations	Standard	1
28.	Safety glasses	Standard	1
29.	Head protection	Standard	1
30.	Rubber gloves	Standard	1
31.	Safety footwear	Standard	1
32.	Warning signs and tapes	Standard	1
33.	Fire extinguisher	Standard	1
34.	First aid kit	Standard	1
35.	Relevant Standard Operating Procedures	Standard	As per required
36.	Sample reports	Standard	1

#### 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.	AGR Talent Consulting LLP	Er. BS. Tiwari	Admin & HR	D-27, Sector 51, Noida, Uttar Pradesh 201301	0120-357916, 9811259809	hr.agrtalent@gmail.com	-
2.	Barista Coffee Company Limited	Rajat Agrawal CEO		Unit no 301-304, third floor, Vipul Agora Mall, MG Road, Sector-28, Gurugram, Haryana-122001	8586984639	rajat.agrawal@barista.co.in	-
3.	Barbeque-nation Hospitality Limited			Saket Callipolis, Unit No. 601 & 602, 6 <sup>th</sup> Floor, Doddakannalli Village, Varthur Hobli, Sarjapur Road, Bengaluru-560035, Karnataka, India		da@barbequenation.com	-
4.	CATS Edutech	Ashwani Kumar Rattan	Director	Balaji Complex 2 <sup>nd</sup> Floor, Kirana Oli, Kamptee- 441001 ,DistNagpur (MH) 441001, India	9823059980	ashwani@catsedutech.com	-
5.	ChefKart Hospitality Private Limited	Ameya Kannamwar	Chief Operations Officer	C-1/1, 2 <sup>nd</sup> floor Ardee City, sector 52, Gurgaon, Haryana-122011	8967667496	ameya@thechefkart.com	-
6.	HIM AANCHAL CHEF'S ASSOCIATION	Rajindar kumar	Secretory	KSHITIJ VILLA, PARECHI, PO AG OFFICE, Shimla, India, Himachal Pardesh	9816850006	surinderkumar@gmail.com	-
7.	Holiday Inn New Delhi International Airport	Mukesh Kumar	Director- Human Resource	Asset Area 12, Hospitality District, Aero city, Delhi International Airport, New Delhi-110037, India	8826996447	mukesh.kumar1@ihg.com	-
8.	J&K youth Development Forum	-	-	Khaliqa Town Square, hospital road, Duderhoma, Ganderbal,Jammu 7 Kashmir-191201	7006306075	jkydfngo@gmail.com	-
9.	Kaahlian technology Pvt Ltd	Rajani Kant	Director	Boomerang building, A 005, Lower ground, Chandivali, Andheri east, Mumbai, Maharashtra 400072	9209052021	ingfo@rozagarkhoj.com	-

10.	Multi Channel educational institute Pvt. Ltd	Zubair Ahmad Gadda	Director	Post Office Road, Lal bazar, Srinagar, Jammu & Kashmir, India, 190023	+91-194-2420129/ 8713000062/82	director@meinstitue.org/directoradm@meinstitue.org	-
11.	Orange Tiger Hospitality Pvt Ltd	Bharat Alagh	Vice president Operations and Culinary	302, Mewad, Patanwala Industrial Estate, Lal Bahadur Shastri Marg, Ghatkopar West, Mumbai, Maharashtra 400086	9811118705	Bharat.alagh@othpl.com	-
12.	PSIPL	Deepak shanbhag	CEO	7th Floor, 73, Unit no 73 kalpataru Square, Off. Andheri Kurla road, Mumbai, Maharashtra 400059	0223377100	Deepak.shan@psipl.co.in	-
13.	Sarovar Hotels Pvt.Ltd	Nihar Mehta	General manager- Human Resources	Global foyer,504, 5 <sup>th</sup> floor, Golf course road, sector 43, Gurugram - 122009	9650653332	Nihar@sarovarhotels.com	-
14.	Shilton hospitality LLP	Santhosh Kumar G Designation	Assistant general Manager	Shilton hospitality LLP, office 2, Ulsoor road, Banglore	9972471542	santoshkumar@shiltonhospit ality.com	-
15.	Tarja ventures Private Limited	Shehreyar Majeed	Director	Block-Z-23, Dayal Sir Colony, Uttam Nagar, New Delhi-110059, Delhi	7006306075/941900 1418	info@tajirventures.com/ tajraventures@gmail.com	-
16.	Wipzo Enterprises	Mr. Mohammad Safeer	Managing Director	-	7007676323	Wipzocoko@gmail.com	-

# Annexure: Training & Employment Details

## **Training and Employment Projections:**

Year	Total Candidates			Women	People with Disability		
	Estimated Estimated Employment Training # Opportunities		Estimated Employment Training # Opportunities		Estimated Estimated Employme Training # Opportunities		
	NA	NA	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:

Qualification	Year	Total Candidates			Women			People with Disability					
Version		Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed
		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:	
content availability for previous versions of quantications.	

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: <a href="https://ncvet.gov.in/sites/default/files/Guidelines%20for%20Blended%20Learning%20for%20Vocational%20Education,%20Training%20&%20Skilling.pdf">https://ncvet.gov.in/sites/default/files/Guidelines%20for%20Blended%20Learning%20for%20Vocational%20Education,%20Training%20&%20Skilling.pdf</a>

S. No.	Select the Components of the Qualification	List Recommended Tools – for all Selected Components	Offline : Online Ratio
1	☐Theory/ Lectures - Imparting theoretical and conceptual knowledge	<ul> <li>Books/ e-books</li> <li>Presentations</li> <li>Reference Material</li> <li>Audio / Video Modules</li> </ul>	
2	□Imparting Soft Skills, Life Skills, and Employability Skills /Mentorship to Learners	<ul> <li>Self-Learning Videos</li> <li>Broadcasts</li> <li>Mobile Learning</li> <li>Curated Digital content</li> </ul>	
3	□Showing Practical Demonstrations to the learners	<ul> <li>Video Content</li> <li>E-Resource library</li> <li>AR/ VR/ XR</li> </ul>	
4	□Imparting Practical Hands-on Skills/ Lab Work/ workshop/ shop floor training	<ul> <li>Training tools (tools list attached)</li> <li>Video Play</li> <li>Presentations</li> </ul>	
5	□Tutorials/ Assignments/ Drill/ Practice	<ul> <li>Online Question Bank</li> <li>Mobile Quick test app</li> <li>MCQ based tests</li> </ul>	
6	□Proctored Monitoring/ Assessment/ Evaluation/ Examinations	<ul> <li>Assessment engine for Essays</li> <li>Up-loadable file examinations</li> <li>Mock test sessions</li> </ul>	
7	☐On the Job Training (OJT)/ Project Work Internship/ Apprenticeship Training	<ul><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
	Manage Stewarding Staff	20	20	0	10
	PC1. prepare weekly work schedule and duty roasters of stewarding staf	-	-	-	-
	PC2. brief the stewarding staff regarding the assigned duties	-	-	-	-
	PC3. verify the required number of stewards with the appropriate skills for the designated area	-	-	-	-
	PC4. maintain daily operations and delegate day to day responsibilities accurately	-	-	-	-
	PC5. handle and resolve staff problems like absenteeism, schedule change, etc.	-	-	-	-
	PC6. arrange for backup in case of unplanned leaves of any steward	-	-	-	-
	PC7. give feedback to staff to help them improve their performance where appropriate	-	-	-	-
	PC8. inform the management regarding human resource requirement of the department	-	-	-	-
	PC9. provide functional guidance to stewards during peak periods and functions	-	-	-	-
	PC10. supervise the stewarding staff in maximising all resources to achieve high quality and excellent cost control	-	-	-	-
THC/N0418: Manage	PC11. identify training needs and implement staff training plan	-	-	-	-
kitchen stewarding	Monitor cleanliness of kitchen area and equipment	20	20	0	10
operations	PC12. ensure stewarding staff has supplies, equipment, tools, and uniforms necessary to do their jobs	-	-	-	-
	PC13. make sure cleaning schedules are followed and completed as per standards	-	-	-	-
	PC14. direct the stewards to make the cleaning process more efficient	-	-	-	-
	PC15. ensure water temperature, and chemical levels are appropriate for cleaning and documented	-	-	-	-
	PC16. check the proper use of chemicals and washing accessories	-	-	-	-
	PC17. administer cleanliness and sanitization of pots, pans, utensils and other kitchen equipment as per standards		-	-	-
	PC18. check kitchen equipment, machines, and appliances, etc. for proper cleanliness and sanitization	-	-	-	-
	PC19. supervise the setup of the breakdown stations for all dirty flatware, glassware, and chinaware	-	-	-	-
	PC20. ensure all surfaces like counters, cooking surface, chopping areas and walls in the kitchen are washed and disinfected using appropriate cleaning agents and disinfectants	-	-	-	-

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PC43, supervise daily maintenance of dishware and silverware, washing and proper storage of all items PC44, take all necessary actions to reduce breakage and loss of China and Glassware PC45, ensure all silverware and glassware are polished as per standards PC46, prepare monthly reports on shortages of chinaware, silverware and other equipment PC47, raise requisitions for cleaning supplies, material, and equipment as per organizational standards to ensure round-the-clock availability PC48. maintain records for purchases PC1, raise refusively with guests, colleagues and superiors PC2, communicate effectively with guests, colleagues and superiors PC3, communicate effectively with guests, colleagues and superiors PC3, communicate effectively with guests in a politie and professional manner PC4, address guest's dissalsifactions 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 ascalate any negative feedback received from the guests to immediate reporting authority on high priority. PC9 pass on sesential information to the colleagues timely PC1, report now ork on time PC11, follow proper efficuette with interacting with colleagues and superiors PC11, report to work on time PC12, follow proper efficuette with interacting with colleagues and superiors PC13, follow the dress code as per organizational policy PC14, maintain personal hygiene PC15, required PC14, maintain personal hygiene PC15, required PC16, assistance to Persons with Disability PC19, fequired PC18, follow proper efficience and maintain the quality of facilities to cater to specific needs PC16, fore services and maintain the quality of facilities to cater to specific needs PC16, fore services and maintain the quality of facilities to cater to specific needs PC16, fore services and maintain the quality of facilities to cater to specifi						
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Total Marks 40 40 - 20		PC20. adhere to the company policies related to prevention of sexual harassment	-	-	-	-
		Total Marks	40	40	-	20

THC/N9903: Maintain	Maintain organisational confidentiality	6	6	-	3
organisational confidentiality and respect	PC1. ensure not leaving any confidential information visible and unattended on the workstation	-	-	-	-
guests' privacy	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	-	1	-	-
	Respect guest's privacy	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,	Maintain personal and workplace hygiene	10	10	-	5
Hygiene and Safety practices	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	-	1	-	-
	PC7. dispose of the waste as per the prescribed standards		1	-	-
	PC8. maintain personal hygiene by brushing teeth regularly, wearing clean clothes, following a healthy diet etc.	-	1	-	-
	Take precautionary health measures	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		-	-	-
	Follow standard safety procedure	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	-	1	-	-
	Follow effective waste management	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/N0102:	Introduction to Employability Skills	1	1	-	-
Employability Skills (60	PC1. identify employability skills required for jobs in various industries	-	-	-	-
Hours)	PC2. identify and explore learning and employability portals	-	-	-	-
,	Constitutional values – Citizenship	1	1	-	-
	PC3. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.	-	-	-	-
	PC4. follow environmentally sustainable practices	-	-	-	-
	Becoming a Professional in the 21st Century	2	4	-	-
	PC5. recognize the significance of 21st Century Skills for employment	-	-	-	-
	PC6. practice the 21st Century Skills such as Self- Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life	-	-	-	-
	Basic English Skills	2	3	-	-
	PC7. use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-
	PC8. read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
	PC9. write short messages, notes, letters, e-mails etc. in English				
	Career Development & Goal Setting	1	2	-	-
	PC10. understand the difference between job and career	-	-	-	-
	PC11. prepare a career development plan with short- and long-term goals, based on aptitude	-	-	-	-
	Communication Skills	2	2	-	-
	PC12. follow verbal and non-verbal communication etiquette and active listening techniques in various settings	-	-	-	-
	PC13. work collaboratively with others in a team	-	-	-	-
	Diversity & Inclusion	1	2	-	-

PC14. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC15. escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
Financial and Legal Literacy	2	3	-	-
PC16. select financial institutions, products and services as per requirement	-	-	-	-
PC17. carry out offline and online financial transactions, safely and securely	-	-	-	-
PC18. identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
PC19. identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
Essential Digital Skills	3	4	-	-
PC20. operate digital devices and carry out basic internet operations securely and safely	-	-	-	-
PC21. use e- mail and social media platforms and virtual collaboration tools to work effectively	-	-	-	-
PC22. use basic features of word processor, spreadsheets, and presentations	-	-	-	-
Entrepreneurship	2	3	-	-
PC23. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
PC24. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
PC25. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
Customer Service	1	2	-	-
PC26. identify different types of customers	-	-	-	-
PC27. identify and respond to customer requests and needs in a professional manner.	-	-	-	-
PC28. follow appropriate hygiene and grooming standards	-	-	-	-
Getting ready for apprenticeship & Jobs	2	3	-	-
PC29. create a professional Curriculum vitae (Résumé)	-	-	-	-
PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job	-	-	-	-

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portals, respectively				
PC31. apply to identified job openings using offline /online methods as per requirement	-	-	-	-
PC32. answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
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.

Mention the detailed assessment strategy in the provided template.

- <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:

- \_\_\_\_\_
- 6. Method for assessment documentation, archiving, and access
- Hard copies of the documents are stored

Surprise visit to the assessment location

#### On the Job:

- 1. Each module (which covers the job profile of Kitchen Stewarding Shift Incharge) 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

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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
- .....>

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

## Glossary

Term	Description	
National Occupational	NOS define the measurable performance outcomes required from an individual engaged in a particular task. They list down what an	
Standards (NOS)	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	