



QUALIFICATION FILE

Kitchen Helper

☒ 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.	Qualification Name	Kitchen Helper								
2.	Sector/s	Tourism & Hospitality								
3.	Type of Qualification: <input type="checkbox"/> New <input checked="" type="checkbox"/> Revised <input type="checkbox"/> Has Electives/Options <input type="checkbox"/> OEM	NQR Code & version of existing/previous qualification: <i>(change to previous, once approved)</i> 2021/TH/THSSC/04462 & v4.0		Qualification Name of existing/previous version: Kitchen Helper						
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-02-TH-02468-2024-V2-THSC	6. NCrf/NSQF Level: 2							
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 assists the cook in kitchen operations and maintaining the kitchen.								
9.	Eligibility Criteria for Entry for Student/Trainee/Learner/Employee	a. Entry Qualification & Relevant Experience: <table border="1" data-bbox="907 874 2096 1008"> <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> b. Age-14 years			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									
10.	Credits Assigned to this Qualification, Subject to Assessment <i>(as per National Credit Framework (NCrf))</i>	8	11. Common Cost Norm Category (I/II/III) <i>(wherever applicable):</i> II							
12.	Any Licensing requirements for Undertaking Training on This Qualification <i>(wherever applicable)</i>	NA								

13.	Training Duration by Modes of Training Delivery <i>(Specify Total Duration as per selected training delivery modes and as per requirement of the qualification)</i>	<input type="checkbox"/> Offline <input type="checkbox"/> Online <input checked="" type="checkbox"/> Blended <table border="1" data-bbox="853 172 1736 339"> <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>88:00</td> <td>60:00</td> <td>148:00</td> </tr> <tr> <td>Online</td> <td>92:00</td> <td></td> <td></td> <td>92:00</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)		88:00	60:00	148:00	Online	92:00			92:00
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Classroom (offline)		88:00	60:00	148:00														
Online	92:00			92:00														
14.	Aligned to NCO/ISCO Code/s <i>(if no code is available mention the same)</i>	NCO-2015/9412.0100																
15.	Progression path after attaining the qualification <i>(Please show Professional and Academic progression)</i>	Streetfood Vendor -Standalone																
16.	Other Indian languages in which the Qualification & Model Curriculum are being submitted	Hindi																
17.	Is similar Qualification(s) available on NQR-if yes, justification for this qualification	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No URLs of similar Qualifications:																
18.	Is the Job Role Amenable to Persons with Disability	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If “Yes”, specify applicable type of Disability:																
19.	How Participation of Women will be Encouraged	The inclusion of women in the workplace is important as there is an increase in the number of educated women. Despite progress in some areas, women still face significant challenges and barriers to their full participation in the workforce. This can be addressed by formulating policy measures on skilling, job creation and support services. To increase the proportion of women in the workforce, various support measures like childcare facilities, close proximity to the workplace, safe transportation, gender acceleration plans and return to work (allowing women to re-join the workforce after motherhood) should be provided. Organisations should provide flexible work arrangements like part-time or remote work options. This not only helps the organisation to retain talented women employees, but it also helps women to balance work and family responsibilities.																
20.	Are Greening/ Environment Sustainability Aspects Covered <i>(Specify the NOS/Module which covers it)</i>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No THC/N9906.Follow Health, Hygiene and Safety practices																
21.	Is Qualification Suitable to be Offered in Schools/Colleges	Schools <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Colleges <input type="checkbox"/> Yes <input type="checkbox"/> No																
22.	Name and Contact Details of Submitting / Awarding Body SPOC <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															

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/NSQF 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.	Assist in kitchen operations	THC/N3007 &v4.0	Core	2	4	35	25	60	0	120	40	40	0	20	100	60
2.	Communicate effectively and maintain service standards	THC/N9901 &v2.0	Non-Core	2	1	15	15	0	0	30	40	40	0	20	100	10
3.	Maintain organisational confidentiality and respect guests' privacy	THC/N9903 &v2.0	Non-Core	2	1	15	15	0	0	30	10	10	0	5	25	05
4.	Follow Health, Hygiene and Safety practices	THC/N9906 &v2.0	Non-Core	2	1	15	15	0	0	30	25	35	0	15	75	20
5.	Employability Skills (30 Hours)	DGT/VSQ/ N0101 & v1.0	Non-Core	2	1	12	18	0	0	30	20	30	0	0	50	05
Duration (in Hours) / Total Marks					8	92	88	60	0	240	135	155	0	60	350	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 3 years of relevant industry experience (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: 820
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	Fundamental knowledge <ul style="list-style-type: none"> • FSSAI (Food Safety and Standards Authority of India) guidelines for food safety • Method of sorting and storing of different type of items • Sanitization procedure for kitchen tools and equipment • Correct temperatures and procedures for storing raw/cooked items not for immediate use • Types of crockery and cutlery • Types of supplies, materials, perishable and non-perishable items used in the kitchen for cooking • Types and operating procedure of various kitchen equipment • Quality standards for the food ingredients • Food preparation techniques like marinating, chopping, slicing, etc. • Cooking methods like boiling, frying, grilling, steaming, sifting, kneading, resting, aerating etc. • Types of tools/equipment required for preparation and cooking dishes • Correct temperatures for cooking different dishes • Procedure for storing the crockery, cutlery and other equipment • Handling procedure of sharp objects in the kitchen such as knife and safe storage • Tracking methods for consumption of supplies and perishable items • Methods of storing combustible items • Waste management procedures • Organizational policies on behavioural etiquette and professionalism 	<ul style="list-style-type: none"> • A Kitchen Helper should have a knowledge of FSSAI guidelines, HACCP, and handling kitchen tools and equipment, etc. • Hence Level 2 	2

	<ul style="list-style-type: none"> • 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 • 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 		
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	<ul style="list-style-type: none"> Standard waste management policy 		
Professional and Technical Skills/ Expertise/ Professional Knowledge	Limited finite skills <ul style="list-style-type: none"> Write labels for identification of products to be stored Solve problem when required Improve work processes by incorporating guests' feedback 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 Read instructions, SOP, organizational policies, etc. Communicate effectively with guest, co-workers and supervisor Read job sheets, company policy, notes and comments received from the supervisor or guest, documents and information displayed at the workplace 	<ul style="list-style-type: none"> A Kitchen Helper needs to have good written and oral communication skills to deal with others supervisors Hence Level 2 	2
Employment Readiness & Entrepreneurship Skills & Mind-set/Professional Skill	Employment 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 Use time effectively Maintain hygiene and sanitation to avoid infection 	<ul style="list-style-type: none"> A Kitchen Helper should have good oral and written communication skills, Intermediate literacy and numeracy skills, basic self-employment/ entrepreneurial Mind-set, etc. 	2

Broad Learning Outcomes/Core Skill	Carry out the Predefined tasks <ul style="list-style-type: none"> Assist in kitchen operations Communicate effectively and maintain service standards Maintain organisational confidentiality and respect guests' privacy Follow Health, Hygiene and Safety practices 	<ul style="list-style-type: none"> A Kitchen Helper is responsible for assisting in kitchen operation while following the norms of health and hygiene. Hence Level 2 	2
Responsibility	Assistant <ul style="list-style-type: none"> Receive kitchen supplies and materials Assist the cook Maintain cleanliness in the kitchen 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 management 	<ul style="list-style-type: none"> A Kitchen Helper is responsible for receiving kitchen supplies and materials and assist the cook, etc. This person works under instruction and close supervision. Hence Level 2 	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 kitchen supplies (such as Chicken, Meat, Ice-cream, Fish, Sea-food, Fruits, Vegetables, etc.)	Standard	01
2.	Sample formats (such as Invoice, etc.)	Standard	01
3.	Various cooking ingredients (such as, Sugar, Oil, Flour, etc.)	Standard	01
4.	Kitchen equipment and tools (such as, Refrigerator, Freezer, Knife, Microwave, Grinder, Mixer, etc.)	Standard	01
5.	Various soiled kitchen linen-like dishcloths, tea towels, etc.	Standard	01
6.	Different cleaning equipment and agents	Standard	01
7.	Waste bins	Standard	01
8.	Sample of escalation matrix	Standard	01
9.	Organisation structure	Standard	01
10.	Handouts of IPR guidelines and regulations	Standard	01
11.	Personal Protection Equipment: Safety glasses, Head protection, Rubber gloves, Safety footwear, Warning signs and tapes, Fire extinguisher, First aid kit	Standard	01
12.	Standard Operating Procedures	Standard	01
13.	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,	9898049090	dharmendra.patil@psipl.co.in	-

				Kalpataru Square, Off. Andheri Kurla Road, Konivita Lane, Andheri (E), Mumbai - 4000059			
17.	Royal Caribbean Cruiseline	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	555	737	55	77	NA	NA
2024-2025	610	810	60	85	NA	NA
2025-2026	671	891	67	92	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
		466	454	409	342	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. Govt. funded STT,
2. Industry funded STT

Content availability for previous versions of qualifications:

☐ Participant Handbook ☐ Facilitator Guide ☐ Digital Content ☐ Qualification Handbook ☐ Any Other:

Languages in which Content is available:

Annexure: Blended Learning

Blended Learning Estimated Ratio & Recommended Tools:

Refer NCVET “Guidelines for Blended Learning for Vocational Education, Training & Skilling” available on:

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

S. No.	Select the Components of the Qualification	List Recommended Tools – for all Selected Components	Offline : Online Ratio
1	<input type="checkbox"/> Theory/ Lectures - Imparting theoretical and conceptual knowledge	<ul style="list-style-type: none"> • Books/ e-books • Presentations • Reference Material • Audio / Video Modules 	
2	<input type="checkbox"/> Imparting Soft Skills, Life Skills, and Employability Skills /Mentorship to Learners	<ul style="list-style-type: none"> • Self-Learning Videos • Broadcasts • Mobile Learning • Curated Digital content 	
3	<input type="checkbox"/> Showing Practical Demonstrations to the learners	<ul style="list-style-type: none"> • Video Content • E-Resource library • AR/ VR/ XR 	
4	<input type="checkbox"/> Imparting Practical Hands-on Skills/ Lab Work/ workshop/ shop floor training	<ul style="list-style-type: none"> • Training tools (tools list attached) • Video Play • Presentations 	
5	<input type="checkbox"/> Tutorials/ Assignments/ Drill/ Practice	<ul style="list-style-type: none"> • Online Question Bank • Mobile Quick test app • MCQ based tests 	
6	<input type="checkbox"/> Proctored Monitoring/ Assessment/ Evaluation/ Examinations	<ul style="list-style-type: none"> • Assessment engine for Essays • Up-loadable file examinations • Mock test sessions 	
7	<input type="checkbox"/> On the Job Training (OJT)/ Project Work Internship/ Apprenticeship Training	<ul style="list-style-type: none"> • Online tests • Offline assessments 	

Annexure: Detailed Assessment Criteria

Detailed assessment criteria for each NOS/Module are as follows:

NOS/Module Name	Assessment Criteria for Performance Criteria/Learning Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
THC/N3007: Assist in kitchen operations	<i>Receive kitchen supplies and materials</i>	10	10	0	5
	PC1. unload the food items and other supplies, to be used in the kitchen, safely from the delivery vehicle	-	-	-	-
	PC2. verify the quantity of the food items against the invoice	-	-	-	-
	PC3. sort provisions, supplies and daily consumables for proper storage	-	-	-	-
	PC4. stock the supplies as per the standards	-	-	-	-
	PC5. wash items after unloading, if required	-	-	-	-
	PC6. store food in designated areas following wrapping, dating, food safety and rotation procedures	-	-	-	-
	PC7. distribute supplies and daily consumables to the kitchen staff as per the instructions of the cook	-	-	-	-
	PC8. re-fill kitchen condiment bottles and shakers	-	-	-	-
	PC9. store semi-cooked food in containers, fridge or freezer as per the instructions of the cook	-	-	-	-
	PC10. store non-distributed provisions, supplies and daily consumables in cupboards, refrigerators etc. as per the instructions of the cook	-	-	-	-
	<i>Assist the cook</i>	15	15	0	10
	PC11. gather necessary cooking supplies and ingredients for meal preparation	-	-	-	-
	PC12. perform basic preparation such as washing, peeling, cutting and seeding fruits and vegetables prior to cooking	-	-	-	-
	PC13. prepare a variety of food items for cooking using appropriate methods	-	-	-	-
	PC14. carry food supplies, equipment, and utensils to and from storage and work areas	-	-	-	-
	PC15. grind and store spices and herbs	-	-	-	-
	PC16. weigh or measure ingredients, such as flour, sugar, oil, etc.	-	-	-	-
	PC17. prepare dough as per cook's instructions	-	-	-	-
	PC18. mix ingredients for salads and desserts	-	-	-	-
	PC19. arrange ingredients attractively to prepare cold plate combinations	-	-	-	-
	PC20. maintain daily mis-en-place	-	-	-	-
	PC21. perform basic cooking tasks like boiling, pressure-cooking etc.as per the instructions of the cook	-	-	-	-
	PC22. prepare basic food items according to kitchen standards	-	-	-	-
	PC23. portion or wrap excess food items or dishes	-	-	-	-
	PC24. store food in containers and in the fridge or freezer for later use	-	-	-	-
	PC25. assemble food or place it directly on plates for service	-	-	-	-
	PC26. wrap food items to be carried by guests as per the instructions of the cook	-	-	-	-
	PC27. create different packets as per guest's requirements, if needed	-	-	-	-

	PC28. ensure minimum wastage in food preparation	-	-	-	-
	<i>Maintain cleanliness in the kitchen</i>	15	15	0	5
	PC29. arrange cleaning equipment and agents required for cleaning and dishwashing	-	-	-	-
	PC30. clean and sanitize production equipment, work surfaces, and kitchen according to cleaning schedules and procedures	-	-	-	-
	PC31. wash dishes, pots, pans, etc. manually or using a dishwasher, as applicable	-	-	-	-
	PC32. place clean dishes, utensils, or cooking equipment in storage areas	-	-	-	-
	PC33. clean bins, cupboards, and other storage areas	-	-	-	-
	PC34. mop or sweep the kitchen floor, and collect dirt and debris	-	-	-	-
	PC35. empty out the dustpan in the garbage bin or squeeze out the mop into a bucket	-	-	-	-
	PC36. remove trash and garbage to designated areas	-	-	-	-
	PC37. collect and launder all soiled kitchen linen like dishcloths, tea towels, etc.	-	-	-	-
	Total Marks	40	40	0	20
THC/N9901: Communicate effectively and maintain service standards	<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/N9903: Maintain organisational confidentiality and respect guests' privacy	<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	-	-	-	-
	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	-	-
	PC1. understand the significance of employability skills in meeting the job requirements	-	-	-	-
	<i>Constitutional values – Citizenship</i>	1	1	-	-
	PC2. identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices	-	-	-	-
	<i>Becoming a Professional in the 21st Century</i>	1	3	-	-
	PC3. explain 21st Century Skills such as Self- Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc.	-	-	-	-
	<i>Basic English Skills</i>	2	3	-	-
	PC4. speak with others using some basic English phrases or sentences	-	-	-	-
	<i>Communication Skills</i>	1	1	-	-
	PC5. follow good manners while communicating with others	-	-	-	-
	PC6. work with others in a team	-	-	-	-
	<i>Diversity & Inclusion</i>	1	1	-	-
	PC7. communicate and behave appropriately with all genders and PwD	-	-	-	-
	PC8. report any issues related to sexual harassment	-	-	-	-
	<i>Financial and Legal Literacy</i>	3	4	-	-
	PC9. use various financial products and services safely and securely	-	-	-	-
	PC10. calculate income, expenses, savings etc.	-	-	-	-
	PC11. approach the concerned authorities for any exploitation as per legal rights and laws	-	-	-	-
	<i>Essential Digital Skills</i>	4	6	-	-
	PC12. operate digital devices and use its features and applications securely and safely	-	-	-	-
	PC13. use internet and social media platforms securely and safely	-	-	-	-
	<i>Entrepreneurship</i>	3	5	-	-
	PC14. identify and assess opportunities for potential business	-	-	-	-
	PC15. identify sources for arranging money and associated financial and legal challenges	-	-	-	-
	<i>Customer Service</i>	2	2	-	-
	PC16. identify different types of customers	-	-	-	-
	PC17. identify customer needs and address them appropriately	-	-	-	-

	PC18. follow appropriate hygiene and grooming standards	-	-	-	-
	<i>Getting ready for apprenticeship & Jobs</i>	1	3	-	-
	PC19. create a basic biodata	-	-	-	-
	PC20. search for suitable jobs and apply	-	-	-	-
	PC21. identify and register apprenticeship opportunities as per requirement	-	-	-	-
Total Marks		20	30	-	-
Grand Total		135	155	0	60

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:

- 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 Kitchen Helper) 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
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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
SOP	Standard operating procedure
OH & S	Occupational Health and Safety
PPE	Personal Protective Equipment
HACCP	Hazard Analysis and Critical Control Points
FSSAI	Food Safety and Standards Authority of India
ISO	International Standards Organization

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.

