QUALIFICATION FILE

Pantry Assistant

☒ **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**	Pantry Assistant	
2.	**Sector/s**	Tourism & Hospitality	
3.	**Type of Qualification:** ☐ New ☒ Revised ☐ Has Electives/Options ☐OEM	**NQR Code & version of existing/previous qualification:** *(change to previous, once approved)* 2020/TH/THSC/04000 and v4.0	**Qualification Name of existing/previous version:** Pantry Associate
4.	a. **OEM Name** b. **Qualification Name** (*Wherever applicable*)		
5.	**National Qualification Register (NQR) Code &Version** (*Will be issued after NSQC approval*)	QG-02-TH-02462-2024-V2-THSC	**6. NCrF/NSQF Level: 2**
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**	The individual at work is responsible for serving staff and visitors while maintaining pantry as per organizational service standards.	
9.	**Eligibility Criteria for Entry for Student/Trainee/Learner/Employee**	a. **Entry Qualification & Relevant Experience:** | **S. No.**	**Academic/Skill Qualification (with Specialization - if applicable)**	**Required Experience (with Specialization - if applicable)**
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1.	Ability to read and write	| b. **Age-**14 years	
10.	**Credits Assigned to this Qualification, Subject to Assessment** *(as per National Credit Framework (NCrF))*	8	**11. Common Cost Norm Category (I/II/III)** *(wherever applicable)***:** II
12.	**Any Licensing requirements for Undertaking Training on This Qualification** *(wherever applicable)*	NA	

13.	**Training Duration by Modes of Training Delivery** *(Specify **Total Duration** as per selected training delivery modes and as per requirement of the qualification)*	☐Offline ☐Online ☒Blended

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

(Refer Blended Learning Annexure for details)

14.	**Aligned to NCO/ISCO Code/s** *(if no code is available mention the same)*	NCO-2015/5120.0600
15.	**Progression path after attaining the qualification** *(Please show Professional and Academic progression)*	Multi-Task Attendant (Facility Management)
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**	☐ Yes ☒ No URLs of similar Qualifications:
18.	**Is the Job Role Amenable to Persons with Disability**	☒ Yes ☐ No **If "Yes", specify applicable type of Disability:** LD and SHI
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** *(Specify the NOS/Module which covers it)*	☒ Yes ☐ No THC/N9906.Follow Health, Hygiene and Safety practices
21.	**Is Qualification Suitable to be Offered in Schools/Colleges**	Schools ☒ Yes ☐ No Colleges ☐ Yes ☐ No
22.	**Name and Contact Details of Submitting / Awarding Body SPOC** *(In case of CS or MS, provide details of both Lead AB & Supporting ABs)*	**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**

<div align="center">Section 2: Module Summary</div>

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.	Serve Office Staff, Visitors, and Maintain Pantry	THC/N6001 & v3.0	Core	2	4	35	25	60	0	120	30	50	0	20	100	30
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	30
3.	Maintain Organizational Confidentiality and Respect Customers' Privacy	THC/N9903 & v2.0	Non-Core	2	1	15	15	0	0	30	10	10	0	5	25	15
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	15
5.	Employability Skills (30 Hours)	DGT/VSQ/N0101 & v1.0	Non-Core	2	1	12	18	0	0	30	20	30	0	0	50	10
Duration (in Hours) / Total Marks					**8**	**92**	**88**	**60**	**0**	**240**	**125**	**165**	**0**	**60**	**350**	**100**

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.	**Trainer's Qualification and experience in the relevant sector (in years)** *(as per NCVET guidelines)*	Certificate / Diploma / Degree / Post Graduate (specialization in Facility Management/Hotel/QSR) with 5 years of relevant industry experience (Facility Management/Hotel/QSR) and 1-year of training experience (Facility Management/Hotel/QSR)
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**	☒Yes ☐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 (F&B Service/Kitchen)
2.	**Proctor's Qualification and experience in relevant sector (in years)** *(as per NCVET guidelines)*	NA
3.	**Lead Assessor's/Proctor's Qualification and experience in relevant sector (in years)** *(as per NCVET guidelines)*	NA
4.	**Assessment Mode** *(Specify the assessment mode)*	Blended
5.	**Tools and Equipment Required for Assessment**	☒ Same as for training ☐ Yes ☐ 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:** 1000	
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 *(Mandatory)*	*Attached*
2.	**Annexure:** List of tools and equipment relevant for qualification *(Mandatory, except in case of online course)*	*Attached*
3.	**Annexure:** Detailed Assessment Criteria *(Mandatory)*	*Attached*
4.	**Annexure:** Assessment Strategy *(Mandatory)*	*Attached*
5.	**Annexure:** Blended Learning *(Mandatory, in case selected Mode of delivery is "Blended Learning")*	*Attached*
6.	**Annexure:** Multiple Entry-Exit Details *(Mandatory, in case qualification has multiple Entry-Exit)*	*Attached*
7.	**Annexure:** Acronym and Glossary *(Optional)*	*Attached*
8.	**Supporting Document:** Model Curriculum *(Mandatory – Public view)*	*Attached*
9.	**Supporting Document:** Career Progression *(Mandatory - Public view)*	*Attached*
10.	**Supporting Document:** Occupational Map *(Mandatory)*	*Attached*
11.	**Supporting Document:** Assessment SOP *(Mandatory)*	*Attached*
12.	**Any other document you wish to submit:**	-

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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** • organizational policies on employment terms, entitlements, dress code, workplace timings, • etc. • Standard documentation and reporting procedure • Instructions to operate and maintain vending machines and other equipment • Procedure for cleaning and storing the crockery, cutlery, utensils and equipment • Effective kitchen inventory management techniques • Classification and usage of glassware and tableware • Table settings procedure • Serving etiquette as per organizational standard • Protocol related to service, safety and quality standards • Standard waste management policy • Established health and hygiene procedures at workplace • Importance of wearing the designated uniform, footwear and head gear in the dining area and pantry • Resource management to maintain the dining area as per organizational service standards • Types and usage of equipment required in the dining area like cutlery, crockery, glassware etc. • Organizational policies on gender sensitive service practices at workplace • Organizational hierarchy and reporting structure	• A Pantry Assistant should have proper knowledge of basic facts, process and principles like organization's service policy, SOP on personal hygiene, and usage of PPE. • Hence Level 2	2

	- 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 - Standard waste management policy		

Professional and Technical Skills/ Expertise/ Professional Knowledge	**Limited finite skills** • Prepare a list of supplies and material required for maintaining the inventory in the pantry • Organize all the pantry items as per requirement • Plan daily upkeep of the dining area to keep it hygienic at all times • Plan and organize food /snacks and beverages as per established procedure • Solve problem when required • Improve work processes by incorporating guests' feedback • 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 and comprehend procedure manuals, instructions, short correspondence, memos, job sheets, company policy, notes and comments received from the supervisor or guest, documents and information displayed at the workplace • Communicate effectively guest, senior and team-members • Handle day-to-day operational problems pertaining to the work area	• A Pantry Assistant needs to have basic communication skills and know basic arithmetic and algebraic principles to follow established service standards, Communication etiquette etc. • Hence Level 2	2
Employment Readiness & Entrepreneurship Skills & Mind-set/Professional Skill	**Employment readiness** • Communicate effectively using appropriate language • Behave politely and appropriately with all • Perform basic calculations • Solve problems effectively • Be careful and attentive at work • Ue time effectively • Maintain hygiene and sanitisation to avoid infection	• A Pantry Assistant should have good oral and writtem 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** • Serve office staff, visitors and maintain pantry • Serve VIP(s) in the office area • Communicate cordially with guests and colleagues • Maintain IPR of organisation and guest • Follow Health, Hygiene and Safety practices	• A Pantry Assistant performs limited range of routine activities like i maintaining the pantry and serving staff and visitors as per the organizational service standards. • Hence level 2	2
Responsibility	**Assistant** • Understand the job role and follow the organisational policy • Record and report about the work status • Follow safety regulations at work place • Work along with colleagues • Communicate effectively with guests, colleagues and superiors • Maintain professional etiquette • Provide specific services as per the guests' requirement • Maintain organisational confidentiality • Respect guest's privacy • Maintain personal and workplace hygiene • Take precautionary health measures • Follow standard safety procedure • Follow effective waste management	• A Pantry Assistant is responsible for maintaining the pantry in a proper way and to perform all the related task. The person is responsible for his own work but do need some 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.	Cutlery	Standard	As required
2.	Table accessories	Standard	As required
3.	Tableware	Standard	As required
4.	Kitchen and table linen	Standard	As required
5.	Various cleaning chemicals and accessories	Standard	As required
6.	Vending machines	Standard	1
7.	Mixer	Standard	1
8.	Pre/semi - cooked food material	Standard	As required
9.	Sample of escalation matrix	Standard	1
10.	Organisation structure	Standard	1
11.	Handouts of IPR guidelines and regulations	Standard	1
12.	Safety glasses	Standard	As required
13.	Head protection	Standard	As required
14.	Rubber gloves	Standard	As required
15.	Safety footwear	Standard	As required
16.	Warning signs and tapes	Standard	As required
17.	Fire extinguisher	Standard	As required
18.	First aid kit	Standard	1
19.	Relevant Standard Operating Procedures	Standard	1
20.	Sample reports	Standard	As required

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.

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S. No	Organization Name	Representative Name	Designation	Contact Address	Contact Phone No	E-mail ID	LinkedIn Profile (if available)
1	BWHindi	Amit Sharma	Corporate Training Manager	-Gurgoan, haryana	837883382	amit.sharma@bwhinda.in	-
2.	BVG India Limited	Ravi Ghate	Head of Department	Midas Tower, Rajiv Gandhi Infotech Park, Hinjawadi, Pune	9822522333	ravighate@bvgindia.com	-
3.	Checkmate Services Private Limited (Branch NCR)	Col Deepak Kumar	General Manager Operations	Plot No 138, Udyog Vihar Phase IV, Gurugram 122016	9687530491	Deepak.kumar@checkmateservices.com	
4.	Kapston Services limited	Haraprasad Panda	Executive President	Plot 75, Kavuri Hills, Madhapur, Hyderabad, Telangana-500034	9949062250	haraprasad@kapstonservices.com	
5.	Orion Secure	Ashwani Kumar	General Manager	Sector 44 plot no.136, rider house, Gurugram	9716055556	Ashwani.kumar@orionsecure.co.in	
6.	Lucky Restaurant	Lucky Singh	Owner	513, Civil Line, Court Road, Near Deep Plaza, 18, Old railway Road, Jacobpura, Gurugram, Haryana, 122007	9675994353	Lkysingh059@gmail.com	
7.	Sangam Restaurant	Mukesh Bisht	Owner	Bageshwar, Uttarakhand	8869014393	BishtMukesh55@gmail.com	
8.	The Modern Café & Eatery	Reha S. Bisht	Owner	T-540, Panchsheela Rendezvous Complex, Panchshila Park, Malviya Nagar, 110017	9953235352	IVORYTHEMODERNEATERY@gmail.com	
9.	Grover Foods	Amandeep	MD	Uttarakhand	9808979795	amangrover2011@gmail.com	
10.	Optima Group,	Mr.Raju	Proprietor	Office No:622, Block B, Phase-2 Near police Station,	7011141426	optimagroup@gmail.com	

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				Madanpur Khatar, New Delhi-76			
11.	Amars Skill Ventures Pvt. Ltd	Yogender Singh	Sr. Manager	Gurugram	7840010621	amassskillvpl@gmail.com	
12.	Win Facilities	Vikas Kumar	Proprietor	Dwarka, New Delhi	9711898985	winfacilities@yahoo.com	
13.	Ahuja Residency	Karan Kapoor	Ast.HR Manager	302, 302A, The Palm Spring Plaza Golf course road, sector-54	8500090227	Karan.kapoor@ahujaresidency.com	
14.	Golden Security Guards	Yash Gupta	Proprietor	B156, New ashok Nagar, New Delhi, PIN 110096	8595782318	yash.gupta@gsgsecurenet.com	
15.	Shine & Standard	Divya Bhatt	Manager	C-270, 2nd Floor, Sector-63, Noida Pin Code:- 201301	8448334194	divyabhatt007777@gmail.com/shinestandardnaps@gmail.com	
16.	Kaahlina Technology Pvt . Ltd	Rajani kant	Director	Boomerang Building, A 005,Lower Ground, Chandivali, Andheri East, Mumbai, Maharashtra 400072	9209052021	rajani.kant@rozgarkhoj.com	
17.	Property Solutions (India) Pvt.Ltd	Dharmendar Patil	General Manager	Unit no 11, Ground floor, Kalpataru Square, Off. Andheri karla Road, Kondivita Lane, Andheri (E), Mumbai -400059	9898049090	dharmendra.patil@psipl.co.in	
18.	Sodoexo India Services Private Limited	Vivek Adavatkar	AVP-IR and Compliance	1st Floor, Gemstar Commercial complex, Near Ramchandra lane, Kanchpada- Malad West, Mumbai- 400064	9823321421	vivek.adavatkar@sodexo.com	
19.	Akaya India Care Limited	Viraj Anil Bandekar	Head HR	5th Floor Maitri Plot no 10, Road no 10, Vile Parle, West Mumbai City, MH 400049	8793403463	info@akayindiacare.com	

| 20. | AGR Talent Consulting LLP | Prem | Manager-Operations | H.NO C-8 G/F GALI NO-1 AALI VIHAR NA SARITA VIHAR New Delhi Delhi 110076 | 9872427026 | Operations.agr@gmail.com | |
| 21. | ATC Security and Intelligence Pvt.Ltd | Prem | Manager-Operations | Kailash Business Park Vikhroli - 400079 Mumbai, India | 9872427026 | info@atc.co.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	110	880	11	90	NA	NA
2024-2025	121	970	12	100	NA	NA
2025-2026	125	1070	15	110	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
v2.0		25	17	15	12	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

Content availability for previous versions of qualifications:

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

Languages in which Content is available:

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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	☐Theory/ Lectures - Imparting theoretical and conceptual knowledge	• Books/ e-books • Presentations • Reference Material • Audio / Video Modules	
2	☐Imparting Soft Skills, Life Skills, and Employability Skills /Mentorship to Learners	• Self-Learning Videos • Broadcasts • Mobile Learning • Curated Digital content	
3	☐Showing Practical Demonstrations to the learners	• Video Content • E-Resource library • AR/ VR/ XR	
4	☐Imparting Practical Hands-on Skills/ Lab Work/ workshop/ shop floor training	• Training tools (tools list attached) • Video Play • Presentations	
5	☐Tutorials/ Assignments/ Drill/ Practice	• Online Question Bank • Mobile Quick test app • MCQ based tests	
6	☐Proctored Monitoring/ Assessment/ Evaluation/ Examinations	• Assessment engine for Essays • Up-loadable file examinations • Mock test sessions	
7	☐On the Job Training (OJT)/ Project Work Internship/ Apprenticeship Training	• 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
	Maintain pantry and dining area	**5**	**10**	**0**	**5**
	PC1. clean crockery, cutlery, utensils, and equipment and keep them at their respective places	-	-	-	-
	PC2. ensure maintenance of tea/coffee vending machine, refrigerator & other equipment	-	-	-	-
	PC3. check service equipment for cleanliness and functionality	-	-	-	-
	PC4. assess the requirement of resources viz. tableware, cutlery etc.				
THC/N6001: Serve office staff, visitors and maintain pantry	**PC5**. maintain the required inventory of supplies and materials in the pantry	-	-	-	-
	PC6. notify the material requirements to the concerned person	-	-	-	-
	PC7. maintain inventory record as per specified format	-	-	-	-
	PC8. maintain cleanliness of the pantry and dining area at all times	-	-	-	-
	PC9. segregate and dispose the waste as per prescribed standards	-	-	-	-

	Serve office staff	**10**	**15**	**0**	**5**
	PC10. wear a proper uniform, footwear and headgear as per organizational policy and service standards	-	-	-	-
	PC11. greet office staff with a smile	-	-	-	-
	PC12. provide water in glass/bottle to employees at their work station and in pantry as per organizational service standards	-	-	-	-
	PC13. prepare tea and coffee manually or through vending machine, and serve office staff as per organizational service standards	-	-	-	-
	PC14. set up crockery in the pantry as per organisational standards	-	-	-	-
	Serve visitors	**10**	**15**	**0**	**5**
	PC15. greet visitors with smile	-	-	-	-
	PC16. serve water and tea/coffee or cold beverages to the visitors as per organizational service standards	-	-	-	-
	PC17. serve snacks to the visitors as per organizational service standards	-	-	-	-
	Greet VIP(s) and serve food & beverages	**5**	**10**	**0**	**5**
	PC18. wear a proper uniform, footwear and headgear for serving the VIP (s) as per organizational policy and service standards	-	-	-	-
	PC19. greet, escort VIP (s) to seat, and offer chair assistance	-	-	-	-

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	PC20. address the visitor by surname to the extent possible	-	-	-	-
	PC21. ask for VIP's choice for beverages and serve them as per organizational service standards	-	-	-	-
	PC22. serve food at the recommended temperature using clean and hygienic service equipment	-	-	-	-
	PC23. check the VIP(s) glasses and plates regularly and offer a refill	-	-	-	-
	PC24. clear the table of crockery, cutlery, and glassware at the appropriate time and with minimal disruption	-	-	-	-
	PC25. remove leftover food items, condiments & accompaniments and clear table at the end of the dining to clean the area				
	Total Marks	**30**	**50**	**0**	**20**
THC/N9901: Communicate effectively and maintain service standards	*Communicate effectively with guests, colleagues and superiors*	**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	-	-	-	-
	Maintain professional etiquette	**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	-	-	-	-
	Provide specific services as per the guests' requirements	**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	*Maintain organisational confidentiality*	**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	-	-	-	-
	Respect guest's privacy	**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	-	5
	Maintain personal and workplace hygiene	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	-	-	-	-
THC/N9906: Follow Health, Hygiene and Safety practices	**PC6.** use appropriate PPE (headwear, glasses, goggles, footwear etc.) considering the task to be performed and the working environment	-	-	-	-
	PC7. dispose of the waste as per the prescribed standards	-	-	-	-
	PC8. maintain personal hygiene by brushing teeth regularly, wearing clean clothes, following a healthy diet etc.	-	-	-	-
	Take precautionary health measures	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	-	-	-	-
	Follow standard safety procedure	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	-	-	-	-
	Follow effective waste management	**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**
	Introduction to Employability Skills	1	1	-	-
	PC1. understand the significance of employability skills in meeting the job requirements	-	-	-	-
	Constitutional values – Citizenship	1	1	-	-
	PC2. identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices	-	-	-	-
	Becoming a Professional in the 21st Century	1	3	-	-
DGT/VSQ/N0101 - Employability Skills (30 hours)	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.	-	-	-	-
	Basic English Skills	2	3	-	-
	PC4. speak with others using some basic English phrases or sentences	-	-	-	-
	Communication Skills	1	1	-	-
	PC5. follow good manners while communicating with others	-	-	-	-
	PC6. work with others in a team	-	-	-	-
	Diversity & Inclusion	1	1	-	-
	PC7. communicate and behave appropriately with all genders and PwD	-	-	-	-

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	PC8. report any issues related to sexual harassment	-	-	-	-
	Financial and Legal Literacy	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	-	-	-	-
	Essential Digital Skills	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	-	-	-	-
	Entrepreneurship	3	5	-	-
	PC14. identify and assess opportunities for potential business	-	-	-	-
	PC15. identify sources for arranging money and associated financial and legal challenges	-	-	-	-
	Customer Service	2	2	-	-
	PC16. identify different types of customers	-	-	-	-
	PC17. identify customer needs and address them appropriately	-	-	-	-
	PC18. follow appropriate hygiene and grooming standards	-	-	-	-
	Getting ready for apprenticeship & Jobs	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	125	165	0	60

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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 the Pantry Assistant) 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
TVET	Technical and Vocational Education and Training
QP	Qualification Pack

Glossary

Term	Description
National Occupational Standards (NOS)	NOS define the measurable performance outcomes required from an individual engaged in a particular task. They list down what an individual performing that task should know and also do.
Qualification	A formal outcome of an assessment and validation process which is obtained when a competent body determines that an individual has achieved learning outcomes to given standards
Qualification File	A Qualification File is a template designed to capture necessary information of a Qualification from the perspective of NSQF compliance. The Qualification File will be normally submitted by the awarding body for the qualification.
Sector	A grouping of professional activities on the basis of their main economic function, product, service or technology.
Long Term Training	Long-term skilling means any vocational training program undertaken for a year and above. https://ncvet.gov.in/sites/default/files/NCVET.pdf