



Model Curriculum

QP Name: Restaurant Manager

QP Code: THC/Q2703

QP Version: 3.0

NSQF Level: 5.5

Model Curriculum Version:

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Training Parameters

Sector s	Tourism and Hospitality
Sub-Sector	Restaurant
Occupation	Food Production and Kitchen
Country	India
NSQF Level	5.5
Aligned to NCO/ISCO/ISIC Code	NCO-2015/1412.9900
Minimum Educational Qualification and Experience	Completed UG Degree and equivalent in the relevant field with 4 -years relevant experience including apprenticeship OR 12th Grade pass with 7 -years relevant experience including apprenticeship OR Previous relevant Qualification of NSQF Level 5 with 1.5-years relevant experience including apprenticeship OR Previous relevant Qualification of NSQF Level 4.5 with 3 - years relevant experience including apprenticeship
Pre-Requisite License or Training	NA
Minimum Job Entry Age	26 years
Last Reviewed On	31/01/2024
Next Review Date	31/01/2027
NSQC Approval Date	31/01/2024
QP Version	3.0
Model Curriculum Creation Date	31/01/2024
Model Curriculum Valid Up to Date	31/01/2027
Model Curriculum Version	3.0
Minimum Duration of the Course	630 Hours, 0 Minutes (Including ES and OJT)
Maximum Duration of the Course	630 Hours, 0 Minutes (Including ES and OJT)

Program Overview

This section summarizes the end objectives of the program along with its duration.

Training Outcomes

At the end of the program, the learner will be able to:

- Describe the procedure to develop strategies to grow the business
- Explain how to operate the business efficiently and profitably
- Perform the tasks to manage Inventory for uninterrupted operation
- Perform overall financial and administrative activities of the organization
- Explain the procedure of developing and managing a team effectively
- Describe the ways to promote effective communication in the organization and interpersonal skills
- Perform the activities to develop sensitization towards gender and persons with disability
- Employ appropriate professional expertise to maintain confidentiality of the organizational information and guests' privacy
- Apply proper practices to create and Implement health, hygiene, and safety practices at the workplace.

Compulsory Modules

The table lists the modules, their duration and mode of delivery

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
THC/N2709 & v 4.0– Develop Strategies to Operate Business Profitably NSQF Level 5.5	15:00	25:00	20:00	00:00	60:00
Module 1: Introduction to the Restaurant and Restaurant Manager	02:00	00:00	00:00	00:00	02:00
Module 2: Develop Strategies for effective operation of Business	13:00	25:00	20:00	00:00	58:00
THC/N2711 & v 4.0 – Manage resourcing, financial and administrative aspects of the business NSQF Level 5.5	20:00	30:00	10:00	00:00	60:00
Module 3: Manage Financial and Administrative Activities	20:00	30:00	10:00	00:00	60:00
THC/N0427 & 4.0– Build and Manage Team NSQF Level 5.5	20:00	25:00	15:00	00:00	60:00
Module 4: Develop and Manage a Team Efficiently	20:00	25:00	15:00	00:00	60:00
THC/N0325 & V 2.0 - Manage food outlet operations NSQF Level 5.5	20:00	30:00	10:00	00:00	60:00
Module 5: Ensure facility maintenance	06:00	08:00	00:00	00:00	14:00
Module 6: Manage food and beverage operations	07:00	10:00	05:00	00:00	23:00
Module 7: Ensure effective guest service	07:00	12:00	05:00	00:00	23:00
THC/N0326 & V 3.0 - Manage human resource, financial and administrative operations at the food	25:00	35:00	30:00	00:00	90:00

outlet NSQF Level 5.5					
Module 8: Manage human resource	08:00	07:00	10:00	00:00	25:00
Module 9: handle financial activities	08:00	14:00	10:00	00:00	32:00
Module 10: Manage administrative tasks	09:00	14:00	10:00	00:00	33:00
THC/N0321 & V 3.0: Manage business, staff, and cost NSQF Level 5.5	25:00	35:00	00:00	00:00	60:00
Module 11: Develop and implement business strategies and manage the staff	12:00	17:00	00:00	00:00	29:00
Module 12: Prepare budget and control costs	13:00	18:00	00:00	00:00	31:00
THC/N0323 & V 3.0: Manage banquet events NSQF Level 5.5	10:00	15:00	35:00	00:00	60:00
Module 14: Prepare for the event	05:00	07:00	17:00	00:00	29:00
Module 15: Manage the event	05:00	08:00	18:00	00:00	31:00
THC/N9902 & V 2.0 – Ensure Effective Communication and Service Standard at Work Place NSQF Level 5.5	15:00	15:00	00:00	00:00	30:00
Module 5: Promote Effective Communication and Service Standard	15:00	15:00	00:00	00:00	30:00
THC/N9910 & V 4.0 – Ensure to Maintain Organizational Confidentiality and Guest's Privacy NSQF Level 5.5	15:00	15:00	00:00	00:00	30:00
Module 6: Organizational Confidentiality and Guest's privacy	15:00	15:00	00:00	00:00	30:00
THC/N9907 & V 2.0 – Monitor and Maintain Health, Hygiene and Safety at Workplace NSQF Level 5.5	15:00	15:00	00:00	00:00	30:00

Module 7: Monitor Health and Safety Standard	15:00	15:00	00:00	00:00	30:00
DGT/VSQ/N0103: Employability Skills (90 Hours)	40:00	50:00	00:00	00:00	90:00
Module 8: Introduction to Employability Skills	01:30	01:30	00:00	00:00	03:00
Module 9: Constitutional values – Citizenship	0:30	01:00	00:00	00:00	01.30
Module 10: Becoming a Professional in the 21st Century	02:00	03:00	00:00	00:00	05.00
Module 11: Basic English Skills	04:00	06:00	00:00	00:00	10:00
Module 12: Career Development & Goal Setting	01:00	03:00	00:00	00:00	04:00
Module 13: Communication Skills	04:00	06:00	00:00	00:00	10:00
Module 14: Diversity & Inclusion	01:00	01:30	00:00	00:00	02.30
Module 15: Financial and Legal Literacy	05:00	05:00	00:00	00:00	10:00
Module 16: Essential Digital Skills	10:00	10:00	00:00	00:00	20:00
Module 17: Entrepreneurship	03:00	04:00	00:00	00:00	07:00
Module 18: Customer Service	04:00	05:00	00:00	00:00	09:00
Module 19: Getting Ready for Apprenticeship & Jobs	04:00	04:00	00:00	00:00	08:00
Total Duration	220:00	290:00	120:00	00:00	630:00

Module Details

Module 1: Introduction to the Restaurant and Restaurant Manager Bridge Module

Terminal Outcomes

- Outline the overview of Skill India Mission
- Describe the Hospitality Industry
- Define the roles and responsibilities of a Restaurant Manager
- Explain the scope of work for a Restaurant Manager

Duration: 02:00	Duration: 00:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the objectives and benefits of the Skill India Mission • Describe the Tourism and Hospitality Industry and its sub-sectors • Elaborate the hierarchy of Restaurant Management, Food and Beverage Service and Food and Beverage Production • Discuss the role and responsibilities of a Restaurant Manager • List the attributes required for a Restaurant Manager • Elaborate various job opportunities for a Restaurant Manager in the Tourism and Hospitality Industry • Classify different types of restaurants 	NA
Classroom Aids	
Whiteboard, Marker, Duster, Projector, Laptop, PowerPoint Presentation	
Tools, Equipment and Other Requirements	
NA	

Module 2: Develop Strategies for Effective Operation of Business

Mapped to THC/N2709 & 4.0

Terminal Outcomes:

- Discuss how to develop different strategies to grow the business
- Employ appropriate techniques to operate the business efficiently and profitably

Duration: 13:00	Duration: 25:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the tools and techniques required for gathering information to prepare a strategic plan. • Describe the importance and steps of creating a business expansion plan • Explain various promotional strategies to capture the market share and expand the business • Explain the procedures of conducting market surveys and competitor analysis • Explain the steps to develop protocols, procedures, and processes (SOPs) for various activities in an organization • Define the process of preparing action plans for daily operations • Discuss the operational cost analysis and management methods • Describe various root cause analysis and risk assessment methods • Outline the overview of designing and implementing organizational management system • Discuss various techniques of demand forecasting and budget planning • Elaborate the process of internal audit and the role of auditing in successful operations • Elaborate the importance and strategies of innovating products and services for customer satisfaction 	<ul style="list-style-type: none"> • Demonstrate how to create a sample business expansion plan • Employ appropriate practices to develop a strategic promotional and discount plan for brand awareness and growth of the business • Apply appropriate practices to prepare a sample report on market research and competitor analysis • Demonstrate how to create relevant sample Standard Operation procedures (SOPs) • Perform the steps of developing a sample action plan for day-to-day activities or problems • Perform the operational cost analysis for each activity • Employ professional practices to prepare a sample report on root cause analysis of the problems and fault management • Perform the steps to conduct risk assessment procedures • Demonstrate how to prepare sample annual budget • Perform the activities of monitoring expenditures and variances for fault analysis and corrective action • Demonstrate how to create a project report on innovative products and services
Classroom Aids	
Whiteboard, Marker, Duster, Projector, Laptop, PowerPoint Presentation	
Tools, Equipment and Other Requirements	
Participant Handbook and Related Standard Operating Procedures	

Module 3: Manage Financial and Administrative Activities

Mapped to THC/N2711 & 4.0

Terminal Outcomes:

- Perform inventory management activities for smooth operations
- Perform financial responsibilities of the organization
- Describe the procedure of managing overall administration of the organization

Duration: 20:00	Duration: 30:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss stock monitoring and control techniques • Describe the inventory management procedures • Discuss effective ways and best practices for negotiating with vendors • Elaborate effective vendor management process • Describe the principles of financial management and budgeting process • Explain the ways for cost control in restaurants • Discuss various methods for pricing menu items • Describe ways of preparing quotation for catering services • Elaborate the effective ways to maintain the budget, employee records • Discuss the statutory and legal guidelines for restaurant business such as requirement of license for serving alcoholic beverage, pollution control etc. • Discuss the procedures and importance of maintaining various relevant records 	<ul style="list-style-type: none"> • Employ different techniques to monitor stock • Perform the resource and inventory management activities for uninterrupted operation • Role play how to negotiate with the suppliers for the proper pricing of the supplies and materials • Employ appropriate practices to develop a sample budget for a restaurant • Perform the activities of sample menu preparation with pricing of each item • Perform the tasks of preparing sample quotation for catering services • Perform relevant accounting activities to receive day to day collection, details of card/net banking and expenditure details from the cashier • Demonstrate how to access stored data/ files using relevant tools and techniques • Dramatize how to maintain effective communication with customers, employees, suppliers, licencing authorities, sales representatives, etc. • Employ appropriate ways to maintain employee records and carryout bookkeeping • Demonstrate how to prepare sample purchase report, sales report, revenue, and expenditure related reports
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Training kit (Trainer guide, Presentations), Forms and formats management systems, Material stock, Employee records, pay bills, and Bookkeeping records, Related Standard Operating Procedures, Key Responsible Area guidelines, Key Performance Indicator guidelines	

Module 4: Develop and Manage a Team Effectively

Mapped to THC/N0427 & 4.0

Terminal Outcomes:

- Develop supervisory and operational teams
- Perform effective team management activities

Duration: 20:00	Duration: 25:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the significance and procedure of writing appropriate job description for vacancy advertisements • Discuss significance of and various activities related to recruitment, induction, and training of the staff • List various performance management techniques • Discuss ways to devise performance parameters for different job roles like KRA, KPI etc. • Discuss various ways to increase team productivity and efficiency • Explain the importance and benefits of delegation of responsibilities • Discuss different ways to give directions/instructions to the team effectively • Discuss effective team management strategies • Describe effective leadership practices. • Elaborate the motivational approaches to ensure a positive work environment • Discuss effective ways of giving constructive feedback • Explain the importance of maintaining personal integrity & ethical behaviour at the workplace 	<ul style="list-style-type: none"> • Create sample job descriptions for different job roles in a restaurant • Role play how to conduct the procedures to recruit, induct, and train the employees • Prepare sample performance parameters (KRA/KPI) for various job roles in a restaurant • Role play how to provide instructions to team • Dramatize the ways of motivating the employees and establishing positive work environment • Role play a situation to create healthy, positive, and emotional work culture • Employ appropriate ways to convey feedback to the team members • Apply professional techniques to manage the team effectively
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Standard Operating Procedures, Participant Handbook, Sample report, Business correspondence, Related SOPs, Sample of escalation matrix, Organisation structure, sample guest feedback form	

Module 5: Ensure Maintenance of the Food Outlet

Mapped to THC/N0325 & V 2.0

Terminal Outcomes:

- Apply appropriate practices to conduct routine maintenance of the facility and equipment

Duration: 06:00	Duration: 08:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • State the significance of ensuring cleanliness and sanitization of the food outlet • Discuss various types of facility maintenance methods • Explain the inspection procedure of facility and equipment • State the importance of facility upgradation in the food outlet 	<ul style="list-style-type: none"> • Show how to conduct routine maintenance checks for facility and equipment • Employ suitable practices to ensure that the pests and insect control activities are performed properly in the outlet • Apply appropriate practices to authorize the repair of equipment by outside contractor as well as to supervise the repair work
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Sample checklist for facility maintenance, equipment maintenance and repairing, Pests Control Checklist, etc.	

Module 6: Manage Food and Beverage Activities

Mapped to NOS/N0325 v 2.0

Terminal Outcomes:

- Describe inventory management and stock level maintenance procedures
- Employ suitable practices to monitor the food is prepared, presented and served properly
- Demonstrate the procedure to check the indication of theft from daily report

Duration: 07:00	Duration: 10:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe the inspection procedure of various areas in the outlet • Describe the importance and procedure to inspect food and beverage items • Elaborate inventory management procedures • Discuss various techniques for maintaining stock levels • Discuss the importance of inspecting and verifying the received vendor deliveries • Explain various methods to forecast the sales 	<ul style="list-style-type: none"> • Role play a situation on how to direct the staff regarding opening and closing the outlet • Employ appropriate inspection procedure to check for the cleanliness and sanitization of the dining area, kitchen, food lockers and storage area • Apply appropriate practices to check stock levels, submit orders as per requirement and verify the received vendor deliveries • Dramatize how to coordinate with vendors concerning the quality of products delivered • Apply appropriate practices to ensure that food is prepared, presented and served on time • Show how to check daily reports for indications of internal theft
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Sample Standard Operating Procedures (SOPs) for opening and closing of the outlet, Sample cleanliness and sanitization checklist for the dining area, food locker, kitchen, storage area, etc. Sample checklist for received vendor deliveries, Sample formats of inventory order, Sample checklist of food preparation, Sample report for internal theft indication, etc.	

Module 7: Ensure Guest Service Activities

Mapped to NOS/N0325 v 2.0

Terminal Outcomes:

- Perform the steps to ensure effective guest service
- Perform the steps to analyse guest feedback and implement strategies to meet guest standard

Duration: 07:00	Duration: 12:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe the organizational Standard Operating Procedure on guest service and the importance to adhere to them • Discuss the significance and various ways to resolve guest complaints • Elaborate various methods to take guest feedback • 	<ul style="list-style-type: none"> • Employ appropriate practices to ensure that guests are received and escorted to the seat as per Standard Operating Procedure • Apply appropriate practices to authorize complementary meals and beverages to the guest • Show how to monitor the serving timing and other procedures in the dining area as per the standards • Dramatize on how to resolve guest complaints effectively • Employ appropriate professional skills to analyse guest feedback regarding the food and service quality • Apply appropriate strategies to meet guest service quality standards
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Sample Standard Operating Procedure regarding guest service, Sample guest feedback form, etc.	

Module 8: Manage Human Resources at the Food Outlet

Mapped to NOS/N0326 v 3.0

Terminal Outcomes:

- Employ suitable practices to support in recruiting process
- Perform the steps of employee training and appraisal procedures
- Describe the team handling and conflict management procedure
- Prepare sample duty roster

Duration: 08:00	Duration: 07:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe the importance and procedure of human resource management • State the importance of proper planning and assigning of work to the employees • Discuss the procedure to prepare duty rosters • Explain various tools and techniques required for performance management • Discuss performance appraisal methods • State the significance of getting feedback, updates and information through regular meetings with staff • Elaborate the techniques to provide constructive feedback • Explain procedure of conflict management amongst team members • Elaborate the procedure of handling the team effectively 	<ul style="list-style-type: none"> • Apply appropriate practices to assess human resource needs and support the HR manager in recruiting process • Role play on how to train the staff regarding all technical and non-technical aspects of their role • Prepare sample duty roster for the employees • Employ appropriate practices to establish performance standard as well as evaluate and supervise the employee performance • Demonstrate the procedure of completing and administering employee performance appraisals • Show how to provide performance feedback to staff • Employ appropriate techniques to manage conflict among the team members
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Sample duty roster, Sample employee feedback form, performance appraisal form, etc.	

Module 9: Handle Financial Activities of the Food Outlet

Mapped to NOS/N0326 v 3.0

Terminal Outcomes:

- Perform the steps of budget monitoring and cost control
- Perform the steps of pricing the menu items and determining labour as well as overheadcost
- Prepare expenditure and revenue report
- Perform various financial activities

Duration: 08:00	Duration: 14::00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe budgeting process • Elaborate the procedure to monitor payroll records and review financial transaction • Explain the standard pricing, cost estimation and cost control practices • Explain basic principles of the financial management and cash management • Discuss various marketing strategies related to food and beverage industry 	<ul style="list-style-type: none"> • Demonstrate the procedure of budget and payroll records monitoring and reviewing financial transactions against the planned budget • Employ appropriate practices to control costs by reviewing quantities of preparation, portion control and minimizing wastage • Show how to review menus, analyse recipes, determine labour and overhead costs needed to price the menu items • Show how to tally day's collection and expenditure details • Employ appropriate practices to develop a cost-effective operational plan to achieve outlet goals • Create sample expenditure and revenue report • Apply appropriate practices to develop marketing strategies for the food outlet • Show how to perform various financial activities, such as cash handling, deposit preparation, payroll, etc.
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Sample vendor invoice, Sample budget report, Sample menu, Sample expenditure and revenue report, Sample balance sheet, etc.	

Module 10: Manage Administrative Activities

Mapped to NOS/N0326 v 3.0

Terminal Outcomes:

- Perform the steps of work reviewing for service, safety and performance improvement
- Perform the steps of analysing and solving operational issues
- Describe the staff, equipment and supply requirements

Duration: 09:00	Duration: 14:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe the tools and techniques of data gathering and analysis required to perform administrative activities • Discuss statutory and legal guidelines for food and beverage outlet such as requirement of license for serving alcoholic beverage, pollution control, etc. • Explain various forecasting techniques for human resource and material requirements for business • Discuss the methods of product development and providing customer service in the food and beverage industry • Discuss the ways to improve work procedures at the workplace 	<ul style="list-style-type: none"> • Apply appropriate practices to ensure compliance to all the statutory and legal guidelines such as license for serving alcoholic beverage, pollution control, etc. • Show how to review the work procedures for improving service, performance and safety at the workplace • Employ proper practices to analyse and prevent operational problems like theft, wastage, etc. • Apply appropriate skills to forecast staff, equipment and supply requirements
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Sample format of statutory and legal guidelines	

Module 11: Develop and Implement Business Strategies and Manage the Staff

Mapped to THC/N0321 & V 3.0

Terminal Outcomes:

- Apply appropriate approaches to develop and implement business strategies for banquet operations
- Perform the steps to delegate and brief the task to the team members
- Employ proper procedures to daily operations of banquet services
- Explain the techniques and strategies to manage team and their conflicts
- Create a work schedule for staff of banquet service

Duration: 12:00	Duration: 17:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe the process for formulation and implementation of business strategy for banquet operations • Elaborate basic banquet operations and methods to draft SOPs and manuals for the same • Explain the human resource management process, team management techniques and conflict management strategies • Describe the effective ways to delegate and brief the task to the team members for banquet operations • Discuss the procedure to monitor staffing levels • List various employee performance parameters • State the significance of ensuring personal hygiene and appearance standards of the staff • Elaborate the process to conduct team meeting, orientations, and training for staff • State the significance of providing correct tools and appropriate environment to the staff to deliver effective customer experience 	<ul style="list-style-type: none"> • Apply appropriate method to develop and implement the business strategies for banquet operations in conjunction with the senior management and monitor the implementation status regularly for adjusting the strategies as per requirements • Employ proper procedure to supervise and coordinate the daily operations of banquet set-ups and service to ensure that SOPs are followed at all times and updated as required • Prepare a sample work schedule for the staff • Apply proper methods to assess the human resource requirements to ensure staff levels are maintained at all times • Employ appropriate procedures for conducting induction program for the new employees and assessing the training needs of the existing staff • Employ appropriate procedure to schedule staff for maintaining adequate and consistent levels of services • Apply proper methods to monitor and record the work and performance of the staff and provide them constructive feedback Role-play a situation to handle conflict among the staff members
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Sample business Strategies, Work records format, Sample SOPs, Tools used in banquet operations, etc.	

Module 12: Prepare Budget and Control Costs

Mapped to THC/N0321 & V 3.0

Terminal Outcomes:

- Create a sample annual budget for banquet operations
- Describe the process of procurement of supplies and equipment for the banquet
- Apply proper methods to plan the menu for various functions at cost effective price

Duration: 13:00	Duration: 18:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe the procedure to prepare budget and other financial records related to banquet services • Discuss various cost control methods • Explain the process of procurement of supplies and equipment for the banquet • Elaborate various pricing strategies and menu planning process 	<ul style="list-style-type: none"> • Draft a sample annual budget for banquet operations • Apply suitable comparative analysis methods to monitor actual and budgeted expenses to assure budget goals are met and recommend corrective measures in case of any deviation • Employ appropriate methods to procure supplies and equipment for the banquet as per the allocated budget and maintain records of the same • Apply proper procedure to plan the menu for various functions to increase the profitability of the business • Employ appropriate cost control and quality maintenance methods to achieve maximum profitability and over-all success of the business
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Sample annual budget, Sample menu, etc.	

Module 13: Prepare for the Event

Mapped to THC/N0323 & V 3.0

Terminal Outcomes:

- Discuss various types of events e.g., weddings, birthday parties, corporate, etc.
- Apply proper practices for effective management of staff for the event
- Employ appropriate procedure for inspection of the banquet, layout, equipment, etc.
- Draft an event plan and delivery sheet for clients

Duration: 05:00	Duration: 07:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the standard procedures and regulatory compliances for various events • Explain the various types of events e.g., weddings, birthday parties, corporate, etc. • List the equipment and facilities required for various types of events as well as the tools and equipment for various services provided in an event • Describe effective resource <ul style="list-style-type: none"> ○ management techniques • Explain various event layout design and planning process for banquet operations • Describe the procedure of effectively managing the staff for the event including allocation of responsibilities, briefing, and supervision • Discuss inspection procedures for the banquet, layout, equipment, etc. • Describe the inventory management process for banquet service equipment and supplies as per requirements • Explain types of records that should be maintained for events like event order, event plan, delivery sheets, etc. 	<ul style="list-style-type: none"> • Role-play a situation on how to coordinate event arrangement details with the clients' concerning menus, table plans, wines, etc. and answer their questions • Dramatize on how to communicate with all the departments for providing the details of event, including date of the event, time, number of guests and all other necessary details • Employ appropriate techniques to review the banquet event orders and conducting pre-event meeting with chef and banquet staff regarding the preparations • Apply appropriate methods to schedule personal requirements for events in conjunction with the Catering Manager, Banquet Chef, etc. • Apply proper process to plan the venue layout, and determine the required numbers of table waiters and servers according to the number of guests and type of event • Employ proper methods assign server stations to the staff and coordinate the timing of courses • Employ proper procedures to coordinate and direct the set-up of each event verifying desired services and menu in advance with catering and sales • Apply appropriate inspection techniques to check all front- and back- of-the-house service areas and equipment to assure that sanitation, safety, energy management, preventive

Classroom Aids

Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook and Related Standard Operating Procedures

Tools, Equipment and Other Requirements

Sample records like event order, Event plan and delivery sheet, Required venue layout, equipment etc.

Module 14: Manage the Event

Mapped to THC/N0323 & V 3.0

Terminal Outcomes:

- Explain the process of event management, concept & designing for banquet operations
- Employ suitable monitoring methods to ensure the successful completion of the event
- Apply proper practices to implement safety measure for different type of events
- Employ appropriate practices to resolve client complaints and take feedback regarding food or service

Duration: 05:00	Duration: 08:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe the process of event management, concept & designing • State the significance of ensuring the set-up and the layout of the event venue as per the decided theme • Discuss ways to ensure smooth and timely completion of the event • State the importance of adhering to the health and safety measures at the banquet • Elaborate on the effective ways of conducting after-event evaluations to improve the quality and efficiency of banquet events • Discuss effective client handling techniques • List the safety measures for different types of events 	<ul style="list-style-type: none"> • Apply appropriate inspection method to check the event premises for cleanliness and sanitization • Employ proper methods to make sure the placement of tables, chairs, cutlery, plates, glasses, table linens, centre pieces, heating lamps, serving utensils, and carving stations are as per theme • Show how to check all glassware, silverware, and dinner sets for neatness and various tools and equipment banquet operation for proper working condition • Apply proper practices to ensure that the banquet staff is well-groomed and in proper uniform • Employ proper practices to monitor the serving of meals and beverages, seating of guests, clearing of tables, is carried out as per standards • Apply appropriate methods to manage the availability of liquor and adherence to liquor laws at all times • Role-play a situation to respond to client complaints and taking feedback from them regarding food or service
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Glassware, Silverware, and Dinner sets, Required props, Layout, Tables, Chairs, Cutlery, Plates, Glasses, Table linens, Center pieces, Heating lamps, Serving utensils, etc.	

Module 15: Promote Effective Communication and Service Standard

Mapped to THC/N9902 & V 2.0

Terminal Outcomes:

- Apply appropriate practices while communicating effectively with guests, team members, and superiors
- Employ appropriate expertise to promote professional etiquette
- Perform the steps of ensuring sensitization towards different age groups, gender and persons with disabilities

Duration: 15:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the importance of professionalism, etiquette and ethical behaviour at the workplace • Explain the importance of maintaining hygiene and wearing designated uniform • Discuss the importance of effective communication • Explain the importance of guest satisfaction and guest feedback • Outline the procedure and policy of handling complaints and feedback constructively • Discuss different ways to enhance guest experience • Describe various ways to handle team members • Discuss different ways to provide feedback to the team members • Explain the importance of gender and age sensitivity • Discuss gender and age-specific requirements of the guests • Discuss the specific needs of People with Disabilities • Discuss the standard policy to prevent Sexual harassment at workplace • Discuss the importance of timely submission of guests' feedback 	<ul style="list-style-type: none"> • Demonstrate the standard procedure to welcome and greet the guests • Dramatize personal integrity and communication etiquette while interacting with guests, colleagues, and superiors • Role play a situation on how to handle guests' dissatisfaction and complaints effectively • Employ appropriate practices to motivate the team members to maintain communication etiquette, provide peer feedback, and adhere to the dress code • Role play how to ensure behavioural etiquette towards all ages, genders and differently abled people as per specification • Prepare a sample report regarding guests' feedback
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Sample of escalation matrix, Organisation structure	

Module 16: Organizational Confidentiality and Guest's Privacy

Mapped to THC/N9910 & V 4.0

Terminal Outcomes:

- Explain how to protect the confidentiality of the organization
- Perform the activities to protect the privacy of guest information

Duration: 15:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the significance of ensuring organizational confidentiality and guest privacy in the hospitality industry • Discuss the Intellectual Property issues and policies affecting the organization and guest privacy • Explain the procedures to protect the infringement of IPR to the concerned person • Discuss the usage, storage and disposal procedures of confidential information as per specification 	<ul style="list-style-type: none"> • Employ appropriate ways to ensure usage, storage and disposal of the organisational and guest information
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Handouts of IPR guidelines and regulations	

Module 17: Monitor Health and Safety Standard

Mapped to THC/N9907 & V 2.0

Terminal Outcomes:

- Perform the activities of ensuring health, hygiene, and safety practices at workplace
- Explain standard ways to prevent health issues
- Describe how to minimize potential risks and hazards
- Employ effective waste management techniques

Duration: 15:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the concept and importance of personal and workplace hygiene • Discuss procedure to maintain personal hygiene • Explain the compliance norms to ensure cleanliness and sanitization of the workplace and related equipment • Describe standard safety procedures to be followed while handling tools, material, and equipment • Outline the purpose and usage of various Personal Protective Equipment (PPE) required at the workplace • Explain the importance of preventive health check-up organized by the company • List the components of the first-aid kit • Describe the methods to minimize accidental risks and potential hazards in the workplace • Explain different safety warning signs and labels at workplace • Discuss ways to identify and segregate different types of waste at the workplace • Explain the procedure to report accident and other health related issues as per SOP 	<ul style="list-style-type: none"> • Employ appropriate inspection method to ensure routine cleaning and sanitization of tools, equipment, crockery and other articles • Dramatize a situation to ensure work area is clean, hygienic and hazard free • Demonstrate how to use and dispose of relevant protective equipment as per tasks and work conditions • Apply appropriate practices to follow basic first-aid procedures by self and team members • Apply effective waste management procedures at the workplace depending on the types of waste • Role play a situation on reporting safety and security issues to the concerned authority • Prepare a sample incident report
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Personal Protection Equipment: Safety glasses, Head protection, Rubber gloves, Safety footwear, Warning signs and tapes, Fire extinguisher, First aid kit, Relevant Standard Operating Procedures and Sample reports	

Module 18: Introduction to Employability Skills

Mapped to: DGT/VSQ/N0103

Terminal Outcomes:

- Discuss about Employability Skills in meeting the job requirements

Duration: 01:00	Duration: 01:30
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Outline the importance of Employability Skills for the current job market and future of work • List different learning and employability related GOI and private portals and their usage 	<ul style="list-style-type: none"> • Research and prepare a note on different industries, trends, required skills and the available.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 19: Constitutional values - Citizenship

Mapped to: DGT/VSQ/N0103

Terminal Outcomes:

- Discuss about constitutional values to be followed to become a responsible citizen

Duration: 00:30	Duration: 01:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the constitutional values, including civic rights and duties, citizenship, responsibility towards society and personal values and ethics such as honesty, integrity, caring and respecting others that are required to become a responsible citizen 	<ul style="list-style-type: none"> • Demonstrate how to practice different environmentally sustainable practices
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 20: Becoming a Professional in the 21st Century

Mapped to: DGT/VSQ/N0103

Terminal Outcomes:

- Demonstrate professional skills required in 21st century

Duration: 02:00	Duration: 03:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss relevant 21st century skills required for employment 	<ul style="list-style-type: none"> • Highlight the importance of practicing 21st century skills like Self-Awareness, Behavior Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn etc. in personal or professional life • Create a pathway for adopting a continuous learning mindset for personal and professional development
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 21: Basic English Skills

Mapped to: DGT/VSQ/N0103

Terminal Outcomes:

- Practice basic English speaking.

Duration: 04:00	Duration: 06:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Read and understand text written in basic English • 	<ul style="list-style-type: none"> • Show how to use basic English sentences for everyday conversation in different contexts, in person and over the telephone • Write a short note/paragraph / letter/e - mail using correct basic English
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 22: Career Development & Goal Setting

Mapped to: DGT/VSQ/N0103

Terminal Outcomes:

- Demonstrate Career Development & Goal Setting skills

Duration: 01:00	Duration: 03:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss need of career development plan 	<ul style="list-style-type: none"> • Create a career development plan • Identify well-defined short- and long-term goals •
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 23: Communication Skills

Mapped to: DGT/VSQ/N0103

Terminal Outcomes:

- Practice basic communication skills

Duration: 04:00	Duration: 06:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the importance of communication etiquette including active listening for effective communication 	<ul style="list-style-type: none"> • Demonstrate how to communicate effectively using verbal and nonverbal communication etiquette • Write a brief note/paragraph on a familiar topic • Role play a situation on how to work collaboratively with others in a team
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 24: Diversity & Inclusion

Mapped to: DGT/VSQ/N0103

Terminal Outcomes:

- Describe PwD and gender sensitization

Duration: 01:00	Duration: 01:30
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> Discuss the significance of escalating sexual harassment issues as per POSH act 	<ul style="list-style-type: none"> Demonstrate how to behave, communicate, and conduct appropriately with all genders and PwD
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 25: Financial and Legal Literacy

Mapped to: DGT/VSQ/N0103

Terminal Outcomes:

- Describe ways of managing expenses, income, and savings.

Duration: 05:00	Duration: 05:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> Discuss various financial institutions, products, and services Explain the common components of salary such as Basic, PF, Allowances (HRA, TA, DA, etc.), tax deductions Discuss the legal rights, laws, and aids 	<ul style="list-style-type: none"> Demonstrate how to conduct offline and online financial transactions, safely and securely and check passbook/statement Calculate income and expenditure for budgeting
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 26: Essential Digital Skills

Mapped to: DGT/VSQ/N0103

Terminal Outcomes:

- Demonstrate procedure of operating digital devices and associated applications safely.

Duration: 10:00	Duration: 10:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe the role of digital technology in day-to-day life and the workplace • Discuss the significance of displaying responsible online behavior while using various social media platforms 	<ul style="list-style-type: none"> • Demonstrate how to operate digital devices and use the associated applications and features, safely and securely • Demonstrate how to connect devices securely to internet using different means • Follow the dos and don'ts of cyber security to protect against cyber crimes • Create an e-mail id and follow e-mail etiquette to exchange e-mails • Show how to create documents, spreadsheets and presentations using appropriate applications • utilize virtual collaboration tools to work effectively
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 27: Entrepreneurship

Mapped to: DGT/VSQ/N0103

Terminal Outcomes:

- Describe opportunities as an entrepreneur

Duration: 03:00	Duration: 04:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> Explain the types of entrepreneurship and enterprises Discuss how to identify opportunities for potential business, sources of funding and associated financial and legal risks with its mitigation plan Describe the 4Ps of Marketing-Product, Price, Place and Promotion and apply them as per requirement 	<ul style="list-style-type: none"> Create a sample business plan, for the selected business opportunity
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 28: Customer Service

Mapped to: DGT/VSQ/N0103

Terminal Outcomes:

- Describe ways of maintaining customer

Duration: 04:00	Duration: 05:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> Classify different types of customers Discuss various tools used to collect customer feedback Discuss the significance of maintaining hygiene and dressing appropriately 	<ul style="list-style-type: none"> Demonstrate how to identify customer needs and respond to them in a professional manner
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 29: Getting ready for Apprenticeship & jobs

Mapped to: DGT/VSQ/N0103

Terminal Outcomes:

- Describe ways of preparing for apprenticeship & Jobs appropriately.

Duration: 04:00	Duration: 04:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> Discuss the significance of maintaining hygiene and dressing appropriately for an interview List the steps for searching and registering for apprenticeship opportunities 	<ul style="list-style-type: none"> Draft a professional Curriculum Vitae (CV) Use various offline and online job search sources to find and apply for jobs Role play a mock interview
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 30: On-the-Job Training

Mapped to Restaurant Manager

Mandatory Duration: 120:00	Recommended Duration: 00:00
Location: On Site	
Terminal Outcomes <ul style="list-style-type: none"> • Perform the activities to develop the strategies to grow the new or existing business • Demonstrate the professional efficiency while operating the business efficiently and profitably • Demonstrate how to manage Inventory for uninterrupted operation • Demonstrate how to monitor stock levels of supplies and materials against the business volume and consumption pattern • Perform the procedures to manage overall financial and administrative responsibilities of the organization • Perform the activities to create business forecast and Prepare budget and other relevant reports for the management • Apply proper practices to monitor expenditures, variances and initiate corrective actions where necessary • Demonstrate professional strength while building a team and managing it effectively • Perform the tasks to promote effective communication in the organization and to develop interpersonal skills among the team • Perform the process of developing sensitization towards different age groups, gender, and persons with disability • Demonstrate how to develop the protocols to maintain confidentiality of the organizational information and guests' privacy • Perform the procedures to create and Implement health, hygiene, and safety practices at the workplace • Demonstrate efficiency while performing waste management procedures effectively 	

Annexure

Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
Diploma / Degree / Postgraduate	Hotel/ Hospitality / QSR	5	F&B Service	1	F&B Service	

Trainer Certification	
Domain Certification	Platform Certification
"Restaurant Manager", "THC/Q2703", Minimum accepted score is 80%	Recommended that the trainer is certified for the job role "Trainer (VET and skills)" ,mapped to the qualification pack "MEP/Q2601, V2.0" . The minimum accepted score is 80%

Assessor Requirements

Assessor Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training/Assessment Experience		Remarks
		Years	Specialization	Years	Specialization	
Diploma / Degree / Postgraduate	Hotel/ Hospitality / QSR	5	F&B Service	0	-	-

Assessor Certification	
Domain Certification	Platform Certification
"Restaurant Manager", "THC/Q2703", Minimum accepted score is 80%	Recommended that the assessor is certified for the ,job role "Assessor (VET and skills) ,mapped to the qualification pack "MEP/Q2701, V2.0" . The minimum accepted score is 80%

Assessment Strategy

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

1. Assessment System Overview:
 - Batches assigned to the assessment agencies for conducting the assessment on SDSM/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
 - If the batch size is more than 30, then there should be 2 Assessors.
2. Testing Environment: Assessor must:
 - Confirm that the centre is available at the same address as mentioned on SDMS or SIP
 - Check the duration of the training.
 - Check the Assessment Start and End time to be as 10 a.m. and 5 p.m.
 - Check that the allotted time to the candidates to complete Theory & Practical Assessment is correct.
 - Check the mode of assessment—Online (TAB/Computer) or Offline (OMR/PP).
 - Confirm the number of TABs on the ground are correct to execute the Assessment smoothly.
 - Check the availability of the Lab Equipment for the particular Job Role.
3. Assessment Quality Assurance levels / Framework:
 - Question papers created by the Subject Matter Experts (SME)
 - Question papers created by the SME should be verified by the other subject Matter Experts along with the approval required from THSC
 - Questions are mapped with NOS and PC
 - Question papers are prepared considering that level 1 to 3 is for the unskilled & semi-skilled individuals, and level 4 and above are for the skilled, supervisor & higher management
 - Assessor must be ToA certified
 - Assessment agency must follow the assessment guidelines to conduct the assessment
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
 - Biometric or manual attendance sheet (stamped by TP) of the trainees during the training period
 - Time-stamped & geotagged assessment (Theory + Viva + Practical) photographs & videos
5. Method of verification or validation:
 - Surprise visit to the assessment location
 - Random audit of the batch
 - Random audit of any candidate
6. Method for assessment documentation, archiving, and access
 - Hard copies of the documents are stored

- Soft copies of the documents & photographs of the assessment are uploaded / accessed from Cloud Storage and are stored in the Hard Drives

References

Glossary

Term	Description
Declarative Knowledge	Declarative knowledge refers to facts, concepts and principles that need to be known and/or understood in order to accomplish a task or to solve a problem.
Key Learning Outcome	Key learning outcome is the statement of what a learner needs to know, understand and be able to do in order to achieve the terminal outcomes. A set of key learning outcomes will make up the training outcomes. Training outcome is specified in terms of knowledge, understanding (theory) and skills (practical application).
OJT (M)	On-the-job training (Mandatory); trainees are mandated to complete specified hours of training on site
OJT (R)	On-the-job training (Recommended); trainees are recommended the specified hours of training on site
Procedural Knowledge	Procedural knowledge addresses how to do something, or how to perform a task. It is the ability to work, or produce a tangible work output by applying cognitive, affective or psychomotor skills.
Training Outcome	Training outcome is a statement of what a learner will know, understand and be able to do upon the completion of the training .
Terminal Outcome	Terminal outcome is a statement of what a learner will know, understand and be able to do upon the completion of a module . A set of terminal outcomes help to achieve the training outcome.

Acronyms and Abbreviations

Term	Description
QP	Qualification Pack
NSQF	National Skills Qualification Framework
NSQC	National Skills Qualification Committee
NOS	National Occupational Standards
TVET	Technical and Vocational Education and Training
OH&S	Occupational Health and Safety
PPE	Personal Protective Equipment
HACCP	Hazard Analysis and Critical Control Points
FSSAI	Food Safety and Standards Authority of India
ISO	International Standards Organization
IPR	Intellectual Property Rights