



QUALIFICATION FILE

Restaurant Captain

☒ 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: 5

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

Table of Contents

Section 1: Basic Details	3
Section 2: Module Summary	6
NOS/s of Qualifications	6
Mandatory NOS/s:	6
Assessment - Minimum Qualifying Percentage	7
Section 3: Training Related	7
Section 4: Assessment Related	7
Section 5: Evidence of the need for the Qualification	8
Section 6: Annexure & Supporting Documents Check List	8
Annexure: Evidence of Level	9
Annexure: Tools and Equipment (Lab Set-Up)	14
Annexure: Industry Validations Summary	15
Annexure: Training & Employment Details	17
Annexure: Blended Learning	18
Annexure: Detailed Assessment Criteria	19
Annexure: Assessment Strategy	25
Annexure: Acronym and Glossary	26

Section 1: Basic Details

1.	Qualification Name	Restaurant Captain																
2.	Sector/s	Tourism & Hospitality																
3.	Type of Qualification: <input type="checkbox"/> New <input checked="" type="checkbox"/> Revised <input type="checkbox"/> Has Electives/Options <input type="checkbox"/> OEM	NQR Code & version of existing/previous qualification: 2021/TH/THSSC/04459	Qualification Name of existing/previous version: Restaurant Captain															
4.	a. OEM Name b. Qualification Name (Wherever applicable)																	
5.	National Qualification Register (NQR) Code & Version (Will be issued after NSQC approval)	QG-05-TH-02009-2024-V1-THSC	6. NCrf/NSQF Level: 5															
7.	Award (Certificate/Diploma/Advance Diploma/ Any Other) (Wherever applicable specify multiple entry/exits also & provide details in annexure)	Certificate																
8.	Brief Description of the Qualification	The individual at work supervises food and beverage services, maintains the related inventory and ensures cleanliness in the food and beverage service area to provide an excellent dining experience to guests.																
9.	Eligibility Criteria for Entry for Student/Trainee/Learner/Employee	a. Entry Qualification & Relevant Experience: <table border="1"> <thead> <tr> <th>S. No.</th> <th>Academic/Skill Qualification (with Specialization - if applicable)</th> <th>Required Experience (with Specialization - if applicable)</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>12th Grade pass or equivalent</td> <td>3 years relevant experience including apprenticeship</td> </tr> <tr> <td>2.</td> <td>Completed UG Diploma in relevant field</td> <td>1 .5 years relevant experience including apprenticeship</td> </tr> <tr> <td>3.</td> <td>Previous relevant Qualification of NSQF Level 4.5</td> <td>1.5 years relevant experience including apprenticeship</td> </tr> <tr> <td>4.</td> <td>Previous relevant Qualification of NSQF Level 4</td> <td>3 years relevant experience including apprenticeship</td> </tr> </tbody> </table> b. Age –24 years		S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)	1.	12th Grade pass or equivalent	3 years relevant experience including apprenticeship	2.	Completed UG Diploma in relevant field	1 .5 years relevant experience including apprenticeship	3.	Previous relevant Qualification of NSQF Level 4.5	1.5 years relevant experience including apprenticeship	4.	Previous relevant Qualification of NSQF Level 4	3 years relevant experience including apprenticeship
S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)																
1.	12th Grade pass or equivalent	3 years relevant experience including apprenticeship																
2.	Completed UG Diploma in relevant field	1 .5 years relevant experience including apprenticeship																
3.	Previous relevant Qualification of NSQF Level 4.5	1.5 years relevant experience including apprenticeship																
4.	Previous relevant Qualification of NSQF Level 4	3 years relevant experience including apprenticeship																

10.	Credits Assigned to this Qualification, Subject to Assessment (as per National Credit Framework (NCrF))	18	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)	<input type="checkbox"/> Offline <input type="checkbox"/> Online <input checked="" type="checkbox"/> Blended <table border="1"> <thead> <tr> <th>Training Delivery Modes</th><th>Theory (Hours)</th><th>Practical (Hours)</th><th>OJT Mandatory (Hours)</th><th>Total (Hours)</th></tr> </thead> <tbody> <tr> <td>Classroom (offline)</td><td></td><td>201:00</td><td>180:00</td><td>381:00</td></tr> <tr> <td>Online</td><td>159:00</td><td></td><td></td><td>159:00</td></tr> </tbody> </table> (Refer Blended Learning Annexure for details)							Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	Total (Hours)	Classroom (offline)		201:00	180:00	381:00	Online	159:00			159:00
Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	Total (Hours)																			
Classroom (offline)		201:00	180:00	381:00																			
Online	159:00			159:00																			
14.	Aligned to NCO/ISCO Code/s (if no code is available mention the same)	NCO-2015/5151.0600																					
15.	Progression path after attaining the qualification (Please show Professional and Academic progression)	Restaurant Manager																					
16.	Other Indian languages in which the Qualification & Model Curriculum are being submitted	Hindi																					
17.	Is similar Qualification(s) available on NQR-if yes, justification for this qualification	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No URLs of similar Qualifications:																					
18.	Is the Job Role Amenable to Persons with Disability	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If "Yes", specify applicable type of Disability:																					
19.	How Participation of Women will be Encouraged	The inclusion of women in the workplace is important as there is an increase in the number of educated women. Despite progress in some areas, women still face significant challenges and barriers to their full participation in the workforce. This can be addressed by formulating policy measures on skilling, job creation and support services. To increase the proportion of women in the workforce, various support measures like childcare facilities, close proximity to the workplace, safe transportation, gender acceleration plans and return to work (allowing women to re-join the workforce after motherhood) should be provided. Organisations should provide flexible work arrangements like part-time or remote work options. This not only helps the organisation to retain talented women employees, but it also helps women to balance work and family responsibilities.																					
20.	Are Greening/ Environment Sustainability Aspects Covered (Specify the NOS/Module which covers it)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No THC/N9907.Monitor and maintain health, hygiene and safety at workplace																					
21.	Is Qualification Suitable to be Offered in Schools/Colleges	Schools <input type="checkbox"/> Yes <input type="checkbox"/> No Colleges <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No																					

22.	Name and Contact Details of Submitting / Awarding Body SPOC <i>(In case of CS or MS, provide details of both Lead AB & Supporting ABs)</i>	Name: Dr. Sunita Badhwar Email: sunita.badhwar@thsc.in Contact No.: 011-41608056/8057 Ext.1102 Website: www.thsc.in	
23.	Final Approval Date by NSQC: 31/01/2024	24. Validity Duration: 3 years	25. Next Review Date 31/01/2027

Section 2: Module Summary

NOS/s of Qualifications

(In exceptional cases these could be described as components)

Mandatory NOS/s:

Specify the training duration and assessment criteria at NOS/ Module level. For further details refer curriculum document.

Th.-Theory **Pr.**-Practical **OJT**-On the Job **Man.**-Mandatory **Training Rec.**-Recommended **Proj.**-Project

S. No	NOS/Module Name	NOS/Module Code & Version (if applicable)	Core/ Non-Core	NCrF/NS QF 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.	Manage Operation of Food and Beverage Service Area	THC/N0324 & v2.0	Core	5	13	90	120	180	0	390	35	45	0	20	100	60
2.	Ensure Effective Communication and Service Standard at Work Place	THC/N9902 & v1.0	Non-Core	5	1	15	15	0	0	30	40	40	0	20	100	15
3.	Ensure to Maintain Organizational Confidentiality and Guest's Privacy	THC/N9910 & v4.0	Non-Core	5	1	15	15	0	0	30	10	5	0	5	20	10
4.	Monitor and Maintain Health, Hygiene, and Safety at Workplace	THC/N9907 & v2.0	Non-Core	5	1	15	15	0	0	30	30	35	0	15	80	10
5.	Employability Skills (60 Hours)	DGT/VSQ/ N0102 & v1.0	Non-Core	4	2	24	36	0	0	60	20	30	0	0	50	5
Duration (in Hours) / Total Marks					18	159	201	180	0	540	135	155	0	60	350	100

Assessment - Minimum Qualifying PercentagePlease specify **any one** of the following:**Minimum Pass Percentage – Aggregate at qualification level: 70%** (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)	Diploma / Degree / Postgraduate in Hotel/ Hospitality / QSR with 5 years' experience in the industry and 1 year as a trainer
2.	Master Trainer's Qualification and experience in the relevant sector (in years) (as per NCVET guidelines)	NA
3.	Tools and Equipment Required for Training	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (If "Yes", details to be provided in Annexure)
4.	In Case of Revised Qualification, Details of Any Upskilling Required for Trainer	NA

Section 4: Assessment Related

1.	Assessor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)	Diploma / Degree / Postgraduate in Hotel/ Hospitality / QSR with 5 years' experience in the industry
2.	Proctor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)	NA
3.	Lead Assessor's/Proctor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)	NA
4.	Assessment Mode (Specify the assessment mode)	Blended
5.	Tools and Equipment Required for Assessment	<input checked="" type="checkbox"/> Same as for training <input type="checkbox"/> Yes <input type="checkbox"/> No (details to be provided in Annexure-if it is different for Assessment)

Section 5: Evidence of the need for the Qualification

Provide Annexure/Supporting documents name.

1.	Latest Skill Gap Study (not older than 2 years) (Yes/No): No
2.	Latest Market Research Reports or any other source (not older than 2 years) (Yes/No): No
3.	Government /Industry initiatives/ requirement (Yes/No): Yes
4.	Number of Industry validation provided: 21
5.	Estimated nos. of persons to be trained and employed: 485
6.	Evidence of Concurrence/Consultation with Line Ministry/State Departments: No If "No", why:

Section 6: Annexure & Supporting Documents Check List

Specify Annexure Name / Supporting document file name

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

Annexure: Evidence of Level

NCrF/NSQF Level Descriptors	Key requirements of the job role/ outcome of the qualification	How the job role/ outcomes relate to the NCrF/NSQF level descriptor	NCrF/NSQF Level
Professional Theoretical Knowledge/Process	Multidisciplinary and specialized knowledge <ul style="list-style-type: none"> Manage operation of food and beverage service area Ensure effective communication and service standards at workplace Ensure to maintain organisational confidentiality and guest's privacy Monitor and maintain health, hygiene and safety at workplace 	<ul style="list-style-type: none"> A Restaurant Captain is responsible for supervising food and beverage services, maintaining the related inventory, and ensuring cleanliness in the food and beverage service area to provide an excellent dining experience to guests. All these job responsibilities require well developed skills with clear choice of procedures in familiar context i.e. F&B service. Hence Level 5 	5
Professional and Technical Skills/ Expertise/ Professional Knowledge	Range of skills along with specialized domain skills <ul style="list-style-type: none"> Knowledge of facts, principles, processes and general concepts, in a field of work or study. Relevant legislative and regulatory requirements relating to food and beverage service Standard industry practices which help to ensure smooth running of service Organizational guest service policy Organisational quality standards for all food and beverage menu items Cost control methods Methods to assess the stock like a physical check, checking records, etc. Stock control methods Par levels for different food and other items Impact of ambient factors (sound, music, light, heating, etc.) on the guest experience Maintenance schedules for equipment used in F&B service Inspection procedures for various areas and equipment related to F&B services Safe and hygienic working practices for preparing dining areas for service Dining area and furniture layouts 	<ul style="list-style-type: none"> A Restaurant Captain should know the about relevant facts and principles like legislative and regulatory requirements relating to food and beverage service and policies of the organization, and processes and general concepts in the field of work like SOP of maintain hygiene and IPR policies, etc. Hence Level 5 	5

	<ul style="list-style-type: none"> • Menus, drinks list, and other promotional materials • Guest complaint handling procedure • Types of guests profiles and their requirements • Ways to get quality guest feedback • Techniques to analyze and interpret feedback • Methods to monitor service performance • Organizational policies on behavioural etiquette and professionalism • Organizational policies on gender sensitive service practices at workplace • Organizational reporting and hierarchy structure • Documentation policy and procedures of the organization • Service quality standards as per organizational policies • Complaint handling policy and procedures • SOP on personal hygiene • Procedure of giving and receiving feedback positively • Specific requirements of different age-groups of guests • Age and gender specific etiquette • organizational policy with regards to Persons with disability • Significance of professional etiquette and behaviour • Basics of IPR Laws, Trademark Laws, Patent Laws, etc. in the country, and penalties associated with them • Organisation's policies on intellectual property rights and confidential information • Organisation's product, service or design patents • How Intellectual property protection is important for competitiveness of an organisation • Guidelines for crafting effective SOPs regarding IPR • Procedure for disposal of confidential documents • Confidential data protection methods • Organizational policies on safety procedures at workplace 		
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	<ul style="list-style-type: none"> • Procedure to maintain cleanliness standards at workplace • Compliance norms for established health and hygiene procedures at workplace • Importance of preventive health check-up and healthy living • Purpose and usage of PPE such as gloves, protective goggles, masks, etc. • Basic first aid procedures • Methods to minimize accidental risks • The significance of safe handling of chemicals, acids, etc. for cleaning • Instructions for operating and handling equipment as per standard • Emergency procedures to be followed in case of a mishappening such as fire accidents, etc. 		
Employment Readiness & Entrepreneurship Skills & Mind-set/Professional Skill	Entrepreneurial mindset, selfmanagement <ul style="list-style-type: none"> • Read and write different types of documents/instructions/correspondence • Communicate effectively using appropriate language in formal and informal settings • Behave politely and appropriately with all • How to work in a virtual mode • Perform calculations efficiently • Solve problems effectively • Pay attention to details • Manage time efficiently • Maintain hygiene and sanitization to avoid infection 	<ul style="list-style-type: none"> • A Restaurant Captain should have good oral and written communication skills, advanced literacy and numeracy skills, organisation and time management skills, good understanding of social, political and work environment, etc. 	5
Broad Learning Outcomes/Core Skill	Judgement / decision making – Specialized <ul style="list-style-type: none"> • Prepare inventory record and other relevant documents for the F&B service department • Solve problems arising among internal staff and with guests • Fill up documentation pertaining to job requirement • Spot and report potential areas of disruption to work process proactively • Improve work processes by incorporating guest feedback 	<ul style="list-style-type: none"> • A Restaurant Captain should apply core skills such as understanding of social, political, communication, health, and hygiene and safety at workplace followed, etc. The person should also have good communication and organization skills to deal with the team, guests and other departments. • Hence Level 5 	5

	<ul style="list-style-type: none"> • Read and follow IPR and related information documents • Identify measures that can prevent potential infringements within the team • Evaluate organisation policies and procedures and assess its robustness to prevent IPR infringements • Analyse the impact of IPR infringement on the guests and the organization • Fill in relevant forms, formats and checklist accurately • Analyze the impact of not adhering to the health and safety procedures • Communicate effectively and cordially with guests, team members, and Food Outlet Manager/Storekeeper • Manage time for undertaking multiple activities simultaneously • Take decisions in a time-bound manner • Read job sheets, organization policy documents, information displayed at the workplace and comments received from the supervisor or guest • Interact with team members to work efficiently • Motivate self and colleagues to work effectively • Take decisions in a time bound manner • Manage communication regarding IPR infringement, prevention, and management • Read organizational policy documents, manuals, instructions and information displayed at the workplace • Analyze importance of personal hygiene 		
Responsibility	Team leader – Junior technical supervisor, <ul style="list-style-type: none"> • Supervise food and beverage services • Maintain food and beverage inventory • Ensure effective guest service • Promote effective communication • Maintain professional etiquette • Ensure rendering of specific services as per the guests' requirements • Ensure organizational confidentiality 	<ul style="list-style-type: none"> • A Restaurant Captain is responsible for supervising food and beverage services and ensuring services to guests, privacy and hygiene. This person should have full responsibility of the team's work too. • Hence Level 5 	5

	<ul style="list-style-type: none">• Ensure guests' privacy• Ensure personal and workplace hygiene• Maintain safe and secure working environment• Follow effective waste management and recycling practices at workplace		
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Annexure: Tools and Equipment (Lab Set-Up)

List of Tools and Equipment

Batch Size: 30

S. No.	Tool / Equipment Name	Specification	Quantity for specified Batch size
1.	Sample cleaning schedule	Standard	01
2.	Food and beverages equipment (Crockery, Cutlery, Tables cloth, etc.)	Standard	01
3.	Sample requisition form	Standard	01
4.	Sample stock record	Standard	01
5.	Sample inventory report	Standard	01
6.	Sample feedback form	Standard	01
7.	Sample of escalation matrix	Standard	01
8.	Organisation structure	Standard	01
9.	Handouts of IPR guidelines and regulations	Standard	01
10.	Personal Protection Equipment: Safety glasses, Head protection, Rubber gloves, Safety footwear, Warning signs and tapes, Fire extinguisher, First aid kit	Standard	01
11.	Standard Operating Procedures	Standard	01
12.	Sample reports	Standard	01

Classroom Aids

The aids required to conduct sessions in the classroom are:

1. Whiteboard
2. Flip Chart
3. Duster
4. Projector
5. Projector screen
6. Computer/ Laptop with charger
7. Power Point Presentation
8. 2.1 Laptop External Speakers
9. Training kit (Trainer guide, Presentations)
10. Participant Handbook and Related Standard Operating Procedures
11. Markers
12. Chalk

Annexure: Industry Validations Summary

Provide the summary information of all the industry validations in table. This is not required for OEM qualifications.

S. No	Organization Name	Representative Name	Designation	Contact Address	Contact Phone No	E-mail ID	LinkedIn Profile (if available)
1.	AGR Talent Consulting LLP	Er. BS. Tiwari	Admin & HR	D-27, Sector 51, Noida, Uttar Pradesh 201301	0120-357916, 9811259809	hr.agrtalent@gmail.com	-
2.	Barista Coffee Company Limited	Rajat Agrawal	CEO	Unit no 301-304, third floor, Vipul Agora Mall, MG Road, Sector-28, Gurugram, Haryana-122001	8586984639	rajat.agrawal@barista.co.in	-
3.	Barbeque-nation Hospitality Limited	Amit Sharma	HR Manager	Saket Callipolis, Unit No. 601 & 602, 6 th Floor, Doddakannalli Village, Varthur Hobli, Sarjapur Road, Bengaluru-560035, Karnataka, India	7011735311	da@barbequenation.com	-
4.	CATS Edutech	Ashwani Kumar Rattan	Director	Balaji Complex 2 nd Floor, Kirana Oli, Kamptee-441001, Dist.-Nagpur (MH) 441001, India	9823059980	ashwani@catsedutech.com	-
5.	ChefKart Hospitality Private Limited	Ameya Kannamwar	Chief Operations Officer	C-1/1, 2 nd floor Ardee City, sector 52, Gurgaon, Haryana-122011	8967667496	ameya@thechefkart.com	-
6.	HIM AANCHAL CHEF'S ASSOCIATION	Rajindar kumar	Secretory	KSHITIJ VILLA, PARECHI, PO AG OFFICE, Shimla, India, Himachal Pardesh	9816850006	surinderkumar@gmail.com	-
7.	Holiday Inn New Delhi International Airport	Mukesh Kumar	Director-Human Resource	Asset Area 12, Hospitality District, Aero city, Delhi International Airport, New Delhi-110037, India	8826996447	mukesh.kumar1@ihg.com	-
8.	J&K youth Development Forum	-	-	Khaliqa Town Square, hospital road, Duderhoma, Ganderbal, Jammu 7 Kashmir-191201	7006306075	jkydfngo@gmail.com	-
9.	Kaahlian technology Pvt Ltd	Rajani Kant	Director	Boomerang building, A 005, Lower ground, Chandivali, Andheri east, Mumbai, Maharashtra 400072	9209052021	ingfo@rozagarkhoj.com	-

10.	Multi Channel educational institute Pvt. Ltd	Zubair Ahmad Gadda	Director	Post Office Road, Lal bazar, Srinagar, Jammu & Kashmir, India, 190023	+91-194-2420129/8713000062/82	director@meinstitute.org / adm@meinstitute.org	-
11.	Orange Tiger Hospitality Pvt Ltd	Bharat Alagh	Vice president Operations and Culinary	302, Mewad, Patanwala Industrial Estate, Lal Bahadur Shastri Marg, Ghatkopar West, Mumbai, Maharashtra 400086	9811118705	Bharat.alagh@othpl.com	-
12.	PSIPL	Deepak shanbhag	CEO	7 th Floor, 73, Unit no 73 kalpataru Square, Off. Andheri Kurla road, Mumbai, Maharashtra 400059	0223377100	Deepak.shan@psipl.co.in	-
13.	Sarovar Hotels Pvt.Ltd	Nihar Mehta	General manager- Human Resources	Global foyer,504, 5 th floor, Golf course road, sector 43, Gurugram - 122009	9650653332	Nihar@sarovarhotels.com	-
14.	Shilton hospitality LLP	Santhosh Kumar G Designation	Assistant general Manager	Shilton hospitality LLP, office 2, Ulsoor road, Bangalore	9972471542	santoshkumar@shiltonhospitality.com	-
15.	Tarja ventures Private Limited	Shehreyar Majeed	Director	Block-Z-23, Dayal Sir Colony, Uttam Nagar, New Delhi-110059, Delhi	7006306075/9419001418	info@tajirventures.com / tajrventures@gmail.com	-
16.	Wipzo Enterprises	Mr. Mohammad Safeer	Managing Director	-	7007676323	Wipzocoko@gmail.com	-

Annexure: Training & Employment Details

Training and Employment Projections:

Year	Total Candidates		Women		People with Disability	
	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities
2023-2024	440	440	44	44	NA	NA
2024-2025	485	485	50	50	NA	NA
2025-2026	530	530	55	55	NA	NA

Data to be provided year-wise for next 3 years

Training, Assessment, Certification, and Placement Data for previous versions of qualifications:

Qualification Version	Year	Total Candidates				Women				People with Disability			
		Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed
V1.0		268	239	215	167	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:

Annexure: Blended Learning

Blended Learning Estimated Ratio & Recommended Tools:

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

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

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

Annexure: Detailed Assessment Criteria

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

NOS/Module Name	Assessment Criteria for Performance Criteria/Learning Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
THC/N0324: Manage operation of food and beverage service area	<i>Supervise food and beverage services</i>	15	15	0	10
	PC1. monitor the cleaning schedule	-	-	-	-
	PC2. monitor hygiene, inside the restaurant, and back area	-	-	-	-
	PC3. supervise the preparation of the area for food and beverage service	-	-	-	-
	PC4. inspect all F & B equipment for proper functioning	-	-	-	-
	PC5. check dining room to ensure that dining furniture, table coverings, and table items are clean, undamaged, and ready for use	-	-	-	-
	PC6. check that condiments and the appropriate accompaniments are filled, clean, and ready for guests' use	-	-	-	-
	PC7. ensure sufficient supply of service items like paper napkins, tooth pick, etc.	-	-	-	-
	PC8. inspect the cleanliness and presentation of all china, glass and silver wares prior to use	-	-	-	-
	PC9. make sure that the F&B service area's ambience meets the guest's needs and expectations	-	-	-	-
	PC10. ensure the service area is clean and ready for the continuing service throughout the shift	-	-	-	-
	PC11. ensure maintenance of the food and beverage service log on a daily basis	-	-	-	-
	PC12. ensure mis-en-place and mis-en-scene	-	-	-	-
	PC13. ensure minimum breakage spoilage & wastage	-	-	-	-
	<i>Maintain food and beverage inventory</i>	10	15	0	5
	PC14. check current stock of various items available in the department	-	-	-	-
	PC15. estimate the requirements of supplies for customer service	-	-	-	-
	PC16. keep track for the quantities of cutlery, crockery, and glassware, etc., used on a day-to- day basis	-	-	-	-
	PC17. prepare requisition sheet to obtain appropriate amounts of food and beverage service items from the store	-	-	-	-
	PC18. coordinate with Food Outlet Manager/Storekeeper for deliveries of materials	-	-	-	-
	PC19. ensure proper storage of the received materials	-	-	-	-
	PC20. manage levels and usage of stock	-	-	-	-
	PC21. conduct monthly inventory checks of all operating equipment and supplies	-	-	-	-
	PC22. maintain inventory records as per organizational standards	-	-	-	-
	<i>Ensure effective guest service</i>	10	15	0	5
	PC23. brief the staff before the operation	-	-	-	-
	PC24. make sure the guests are greeted and attended as per the standards	-	-	-	-
	PC25. ensure that the F&B team delivers effective guest service at all times	-	-	-	-
	PC26. coordinate with kitchen for quick food and beverage delivery operation	-	-	-	-

	PC27. liaise effectively with kitchen management to ensure an efficient flow of the service between the teams	-	-	-	-
	PC28. monitor the quality of food and beverage service through regular observation	-	-	-	-
	PC29. ensure food and beverage service meets the guests' needs at all times	-	-	-	-
	PC30. check with guests to ensure satisfaction with each food course and beverages	-	-	-	-
	PC31. identify and resolve problems with food and beverage service, if any	-	-	-	-
	PC32. collect and record feedback on the effectiveness of guest service	-	-	-	-
	PC33. analyze and interpret feedback and share findings on the effectiveness of guest service with the manager	-	-	-	-
	PC34. identify and share opportunities for further improvement with the manager	-	-	-	-
Total Marks		35	45	0	20
THC/N9902: Ensure effective communication and service standards at workplace	<i>Promote effective communication</i>	20	20	0	10
	PC1. greet the guests promptly and appropriately as per organization's procedure	-	-	-	-
	PC2. communicate with the guests in a polite and professional manner	-	-	-	-
	PC3. build effective yet impersonal relationship with guests	-	-	-	-
	PC4. identify guests' dissatisfactions and address complaints effectively	-	-	-	-
	PC5. inform guests of any issue/problem well in advance	-	-	-	-
	PC6. seek feedback from the guests and incorporate them to improve the guest experience	-	-	-	-
	PC7. ensure essential information is passed on in a timely manner	-	-	-	-
	PC8. ensure team members to maintain etiquette while interacting with each other	-	-	-	-
	PC9. ensure the team members provide feedback to their peers	-	-	-	-
	<i>Maintain professional etiquette</i>	10	10	0	5
	PC10. ensure self and team members report to work on time	-	-	-	-
	PC11. use the guests' names as many times as possible during the conversation with proper salutation	-	-	-	-
	PC12. maintain personal integrity & ethical behaviour	-	-	-	-
	PC13. make sure personal hygiene is maintained by self and others at all times	-	-	-	-
	PC14. ensure self and team members adhere to the dress code as per organizational policy	-	-	-	-
	PC15. respect privacy of others at the workplace	-	-	-	-
	<i>Ensure rendering of specific services as per the guests' requirements</i>	10	10	0	5
	PC16. provide assistance to Persons with Disability, if asked	-	-	-	-
	PC17. ensure self and team members comply to the organizational policies towards Persons with Disability	-	-	-	-
	PC18. make sure gender and age sensitive service practices are followed at all times	-	-	-	-
	PC19. ensure compliance to the organizational policies related to prevention of sexual harassment, both physical and verbal by self and team members	-	-	-	-

	PC20. support PwD team members in overcoming any challenges faced at work	-	-	-	-
	PC21. make sure the workplace is accessible for the Persons with Disability	-	-	-	-
	Total Marks	40	40	0	20
THC/N9910: Ensure to maintain organisational confidentiality and guest's privacy	<i>Maintain organisational confidentiality</i>	6	3	0	3
	PC1. prevent leak of new plans and designs to competitors	-	-	-	-
	PC2. ensure protection of employee information	-	-	-	-
	PC3. prevent leak of organisation's policies like pricing strategies, revenue management policies, marketing plans etc.	-	-	-	-
	PC4. take immediate and appropriate action in case of any IPR violation	-	-	-	-
	PC5. make sure that the subordinates report any infringement observed by anyone in the organisation to the immediate supervisor	-	-	-	-
	PC6. protect sensitive data with strong passwords and change passwords on a regular basis	-	-	-	-
	PC7. ensure policies around confidential information are followed by all staff members	-	-	-	-
	<i>Maintain guests' privacy</i>	4	2	0	2
	PC8. ensure the team refrains from infringing upon guest's professional deals and plans	-	-	-	-
	PC9. make sure guest's personal information and financial data is protected all times	-	-	-	-
	PC10. ensure proper disposal of guest's information like booking details, credit card slips etc.	-	-	-	-
	Total Marks	10	5	0	5
	<i>Ensure personal and workplace hygiene</i>	15	15	0	5
THC/N9907: Monitor and maintain health, hygiene and safety at workplace	PC1. ensure that self and team's work area is clean and tidy	-	-	-	-
	PC2. ensure washing and sanitizing hands at regular intervals using hand wash & alcohol-based sanitizers by self as well as team members	-	-	-	-
	PC3. make sure workplace is cleaned with appropriate cleaning solution and disinfectants as recommended	-	-	-	-
	PC4. ascertain cleaning of the crockery and other articles as per established standards	-	-	-	-
	PC5. monitor sanitization of all tools, equipment and machine touch-points at regular intervals	-	-	-	-
	PC6. ensure that the trashcans are cleared regularly following the cleanliness and maintenance schedule	-	-	-	-
	PC7. maintain personal hygiene and ensure the team members do the same	-	-	-	-
	PC8. report to the concerned authority in case any co-worker is unwell	-	-	-	-
	PC9. report personal health issues related to injury, food, air and infectious disease and avoid going to work if unwell	-	-	-	-
	<i>Maintain safe and secure working environment</i>	10	10	0	5
	PC10. ensure safety procedures are followed while handling materials, tools, acids etc. and lifting or moving equipment and supplies	-	-	-	-

	PC11. ensure use of appropriate PPE (gloves, three layered masks, long gown, headwear, glasses, goggles, footwear, etc.) by self and others at all times	-	-	-	-
	PC12. make sure first aid procedures are followed appropriately	-	-	-	-
	PC13. identify hazards at the workplace and report to the concerned person in time	-	-	-	-
	<i>Follow effective waste management and recycling practices at workplace</i>	5	10	0	5
	PC14. identify and segregate recyclable, non-recyclable and hazardous waste at workplace	-	-	-	-
	PC15. segregate waste into different coloured dustbins	-	-	-	-
	PC16. handle waste as per SOP	-	-	-	-
	PC17. recycle waste wherever applicable	-	-	-	-
	PC18. dispose of PPEs in a plastic bag, sealed and labelled as infectious waste	-	-	-	-
Total Marks		30	35	0	15
DGT/VSQ/N0102: Employability Skills (60 Hours)	<i>Introduction to Employability Skills</i>	1	1	-	-
	PC1. understand the significance of employability skills in meeting the current job market requirement and future of work	-	-	-	-
	PC2. identify and explore learning and employability relevant portals	-	-	-	-
	PC3. research about the different industries, job market trends, latest skills required and the available opportunities	-	-	-	-
	<i>Constitutional values – Citizenship</i>	1	1	-	-
	PC4. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. for personal growth and the nation's progress	-	-	-	-
	PC5. follow environmentally sustainable practices	-	-	-	-
	<i>Becoming a Professional in the 21st Century</i>	1	3	-	-
	PC6. recognize the significance of 21st Century Skills for employment	-	-	-	-
	PC7. practice the 21st Century Skills such as Self- Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life	-	-	-	-
	PC8. adopt a continuous learning mindset for personal and professional development	-	-	-	-
	<i>Basic English Skills</i>	3	4	-	-
	PC9. use English as a medium of formal and informal communication while dealing with topics of everyday conversation in different contexts	-	-	-	-
	PC10. read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
	PC11. write short messages, notes, letters, e-mail etc., using accurate English	-	-	-	-
	<i>Career Development & Goal Setting</i>	1	2	-	-
	PC12. identify career goals based on the skills, interests, knowledge, and personal attributes	-	-	-	-
	PC13. prepare a career development plan with short- and long-term goals	-	-	-	-

	<i>Communication Skills</i>	2	2	-	-
	PC14. follow verbal and non-verbal communication etiquette and active listening techniques in various settings	-	-	-	-
	PC15. use active listening techniques for effective communication	-	-	-	-
	PC16. communicate in writing using appropriate style and format based on formal or informal requirements	-	-	-	-
	PC17. work collaboratively with others in a team	-	-	-	-
	<i>Diversity & Inclusion</i>	1	1	-	-
	PC18. communicate and behave appropriately with all genders and PwD	-	-	-	-
	PC19. escalate any issues related to sexual harassment at the workplace in accordance with the POSH Act	-	-	-	-
	<i>Financial and Legal Literacy</i>	2	3	-	-
	PC20. identify and select reliable institutions for various financial products and services such as bank account, debit and credit cards, loans, insurance etc.	-	-	-	-
	PC21. carry out offline and online financial transactions, safely and securely, using various methods and check the entries in the passbook	-	-	-	-
	PC22. identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
	PC23. identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
	<i>Essential Digital Skills</i>	3	5	-	-
	PC24. operate digital devices and use their features and applications securely and safely	-	-	-	-
	PC25. carry out basic internet operations by connecting to the internet safely and securely, using the mobile data or other available networks through Bluetooth, Wi-Fi, etc.	-	-	-	-
	PC26. display responsible online behaviour while using various social media platforms	-	-	-	-
	PC27. create a personal email account, send and process received messages as per requirement	-	-	-	-
	PC28. carry out basic procedures in documents, spreadsheets and presentations using respective and appropriate applications	-	-	-	-
	PC29. utilize virtual collaboration tools to work effectively	-	-	-	-
	<i>Entrepreneurship</i>	2	3	-	-
	PC30. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
	PC31. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
	PC32. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
	<i>Customer Service</i>	1	2	-	-
	PC33. identify different types of customers	-	-	-	-

	PC34. identify and respond to customer requests and needs in a professional manner	-	-	-	-
	PC35. use appropriate tools to collect customer feedback	-	-	-	-
	PC36. follow appropriate hygiene and grooming standards	-	-	-	-
	<i>Getting ready for apprenticeship & Jobs</i>	2	3	-	-
	PC37. create a professional Curriculum vitae(Résumé)	-	-	-	-
	PC38. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
	PC39. apply to identified job openings using offline/online methods as per requirement	-	-	-	-
	PC40. answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
	PC41. identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
Total Marks		20	30	-	-
Grand Total		135	155	-	60

Annexure: Assessment Strategy

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

Mention the detailed assessment strategy in the provided template.

1. Assessment System Overview:

- Batches assigned to the assessment agencies for conducting the assessment on SIP or email
- Assessment agencies send the assessment confirmation to VTP/TC looping SSC
- Assessment agency deploys the ToA certified Assessor for executing the assessment
- SSC monitors the assessment process & records

2. Testing Environment:

- Check the Assessment location, date and time
- If the batch size is more than 30, then there should be 2 Assessors.
- Check that the allotted time to the candidates to complete Theory & Practical Assessment is correct.

3. Assessment Quality Assurance levels/Framework:

- Question bank is created by the Subject Matter Experts (SME) are verified by the other SME
- Questions are mapped to the specified assessment criteria
- Assessor must be ToA certified & trainer must be ToT Certified

4. Types of evidence or evidence-gathering protocol:

- Time-stamped & geotagged reporting of the assessor from assessment location
- Centre photographs with signboards and scheme specific branding

5. Method of verification or validation:

- Surprise visit to the assessment location

6. Method for assessment documentation, archiving, and access

- Hard copies of the documents are stored

On the Job:

1. Each module (which covers the job profile of Restaurant Captain) will be assessed separately.
2. The candidate must score 70% in each module to successfully complete the OJT.
3. Tools of Assessment that will be used for assessing whether the candidate is having desired skills and etiquette of dealing with customers, understanding needs & requirements, assessing the customer and perform Soft Skills effectively:
 - Videos of Trainees during OJT
4. Assessment of each Module will ensure that the candidate is able to:
 - Effective engagement with the customers
 - Understand the working of various tools and equipment

Annexure: Acronym and Glossary

Acronym

Acronym	Description
AA	Assessment Agency
AB	Awarding Body
ISCO	International Standard Classification of Occupations
NCO	National Classification of Occupations
NCrF	National Credit Framework
NOS	National Occupational Standard(s)
NQR	National Qualification Register
NSQF	National Skills Qualifications Framework
OJT	On the Job Training
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training
F&B	Food & Beverage
SOP	Standard Operating Procedure
PwD	Persons with Disability
IPR	Intellectual Property Rights
PPE	Personal Protective Equipment

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.