



Model Curriculum

QP Name: Sous Chef

QP Code: THC/Q0403

QP Version: 4.0

NSQF Level: 5.5

Model Curriculum Version: 4.0

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Training Parameters

Sector	Tourism and Hospitality
Sub-Sector	Hotels, Restaurant
Occupation	Food Production and Kitchen
Country	India
NSQF Level	5.5
Aligned to NCO/ISCO/ISIC Code	NCO-2015/ NCO-2015/3434.0100
Minimum Educational Qualification and Experience	<p>12th Grade pass with 9 years of relevant experience including apprenticeship OR Completed 2-year diploma (after 12th) in relevant field with 7 years of relevant experience including apprenticeship OR Completed UG degree in relevant field with 6 years of experience including apprenticeship OR Previous relevant Qualification of NSQF Level 5 with 1.5 years of relevant experience OR Previous relevant Qualification of NSQF Level 4.5 (Demi Chef De Partie) with 3 years relevant experience</p>
Pre-Requisite License or Training	NA
Minimum Job Entry Age	27 years
Last Reviewed On	31/01/2024
Next Review Date	31/01/2027
NSQC Approval Date	31/01/2024
QP Version	4.0
Model Curriculum Creation Date	31/01/2024
Model Curriculum Valid Up to Date	31/01/2027
Model Curriculum Version	4.0
Minimum Duration of the Course	690 Hours, 0 Minutes (Including ES and OJT)
Maximum Duration of the Course	690 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:

- Apply proper methods to monitor kitchen operations
- Draft a sample workflow schedule for food production in the kitchen
- Design a sample menu
- Employ proper practices to assist in preparation of menu, budget and staff planning
- Create sample job descriptions and performance parameters for the kitchen staff
- Apply appropriate practices to promote effective communications with guests, colleagues, and superiors to achieve a smooth workflow
- Employ appropriate practices to ensure gender and age-sensitive service practices
- Describe the protocols to protect confidentiality of the organizational information and guests' privacy
- Apply appropriate practices to monitor health, hygiene, and safety standard 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/N0405 & V4.0: Monitor Kitchen Operations NSQF Level 5.5	120:00	60:00	30:00	00:00	210:00
Module 1: Introduction to Tourism and Hospitality Industry and Sous Chef	02:00	00:00	00:00	00:00	02:00
Module 2: Maintain Inventory Control	49:00	30:00	15:00	00:00	94:00
Module 3: Supervise Kitchen Activities	69:00	30:00	15:00	00:00	114:00
THC/N0406 & V4.0: Assist in Preparation of Menu, Budget and Staff Planning NSQF Level 5.5	135:00	75:00	90:00	00:00	300:00

Module 4: Assist in Menu and Budget Preparation	69:00	40:00	45:00	00:00	154:00
Module 5: Supervise Kitchen Staff	66:00	35:00	45:00	00:00	146:00
THC/N9902 & V2.0 – Ensure Effective Communication and Service Standard at Work Place NSQF Level 5.5	15:00	15:00	00:00	00:00	30:00
Module 6: Promote Effective Communication and Service Standard	15:00	15:00	00:00	00:00	30:00
THC/N9910 & V4.0 – Ensure to Maintain Organizational Confidentiality and Guest's Privacy NSQF Level 5.5	15:00	15:00	00:00	00:00	30:00
Module 7: Organizational Confidentiality and Guest's privacy	15:00	15:00	00:00	00:00	30:00
THC/N9907 & V2.0 – Monitor and Maintain Health, Hygiene and Safety at Workplace NSQF Level 5.5	15:00	15:00	00:00	00:00	30:00
Module 8: 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 9. Introduction to Employability Skills	01:30	01:30	00:00	00:00	03.00
Module 10. Constitutional values – Citizenship	0:30	01:00	00:00	00:00	01.30
Module 11. Becoming a Professional in the 21st Century	02:00	03:00	00:00	00:00	05.00
Module 12. Basic English Skills	04:00	06:00	00:00	00:00	10:00
Module 13. Career Development & Goal Setting	01:00	03:00	00:00	00:00	04:00
Module 14. Communication Skills	04:00	06:00	00:00	00:00	10:00

Module 15. Diversity & Inclusion	01:00	01:30	00:00	00:00	02:30
Module 16. Financial and Legal Literacy	05:00	05:00	00:00	00:00	10:00
Module 17. Essential Digital Skills	10:00	10:00	00:00	00:00	20:00
Module 18. Entrepreneurship	03:00	04:00	00:00	00:00	07:00
Module 19. Customer Service	04:00	05:00	00:00	00:00	09:00
Module 20. Getting Ready for Apprenticeship & Jobs	04:00	04:00	00:00	00:00	08:00
Total Duration	340:00	230:00	120:00	00:00	690:00

Module Details

Module 1: Introduction to Tourism and Hospitality Industry and Sous Chef Bridge Module

Terminal Outcomes:

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

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 hotel of small, medium and large establishments • Elaborate the basic terminology used in the hospitality parlance • Discuss various facilities and amenities in the Hospitality Industry • Elaborate the job role and responsibilities for a Sous Chef in the Tourism and Hospitality Industry • Explain the grooming standards for a Sous Chef 	NA
Classroom Aids	
Whiteboard, Markers, Duster, Projector, Laptop, Presentation	
Tools, Equipment and Other Requirements	
NA	

Module 2: Maintain Inventory Control

Mapped to THC/N0405 & V4.0 v 2.0

Terminal Outcomes:

- Apply appropriate method to estimate the required quantity of the ingredients and supplies for smooth operations in the kitchen
- Describe inventory management process and stock rotation methods
- Create a sample requisition
- Explain procedure to conduct audit for kitchen inventory

Duration: 49:00	Duration: 30:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe inventory management process, effective stock rotation methods and appropriate storage methods for kitchen supplies • State the significance of ensuring appropriate stock levels, quality, storage, and stock rotation of the food ingredients and other kitchen supplies • Outline the importance of appropriate signage and labels in the kitchen and storage area • Discuss the quality parameters of ingredients and kitchen supplies • Explain methods of preventing wastage of surplus stock without undue sacrifice on food quality • State the importance of ensuring proper and updated documentation of the necessary records of all the items • Explain procedure to conduct inventory audit • Discuss various standard formats for inventory management 	<ul style="list-style-type: none"> • Apply appropriate procedure to estimate the required quantity of the ingredients and supplies for smooth kitchen operations • Draft a sample requisition for kitchen supplies and ingredients stock the inventory appropriately • Role play on how to order kitchen supplies and coordinate and follow-up with the purchasing department for the acquisition of needed ingredients and supplies • Show how to conduct physical inventory audits
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 requisition and order supplies to stock the inventory, Required standard formats for inventory management	

Module 3: Supervise Kitchen Activities

Mapped to THC/N0405 & V4.0 v 2.0

Terminal Outcomes:

- Apply proper practices to choose food production processes and standard recipes to ensure nutritional value, quality and structure of food
- Create a sample workflow schedule and mise en place plan for food production
- Employ appropriate approach to calculate portion size based on appropriate presentation protocols

Duration: 69:00	Duration: 30:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain various food production process with their characteristics and critical control points used in food production • Discuss ways of determining food production requirements in the kitchen • State the significance of overseeing and adjusting kitchen work flow to maximize teamwork and efficiency • Discuss different indicators of quality food products • State the significance of ensuring that all food preparation equipment is cleaned and maintained and used safety and correctly • Discuss the procedure to check the prepared food items for quality and consistency as per standards • Explain methods of preparation and updating of culinary operations manuals • Discuss the standard portion control and presentation methods and importance of good presentation • Describe the effective methods to calculate portion size with regards to the reduction of waste, and cost to profit margin ratios 	<ul style="list-style-type: none"> • Show how to choose appropriate food production processes and standard recipes to ensure nutritional value, quality and structure of foods • Draft a sample workflow schedule and mise en place plan for food production • Apply proper methods to monitor kitchen work processes at all stages of preparation and cooking to ensure quality of food items • Dramatize a situation to apprise the Executive Chef of any problems within the kitchen • Apply appropriate approach to calculate portion size based on appropriate presentation protocols to ensure customers obtain value for money • Roleplay a situation to communicate correct portion size for each dish and presentation requirements to kitchen staff
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 workflow schedule and mise en place plan for food production	

Module 4: Assist in Menu and Budget Preparation

Mapped to THC/N0406 & V4.0 v 2.0

Terminal Outcomes:

- List various food types and their characteristics
- Design a sample menu
- Apply proper practices to assist Executive chef in budget preparation and cost control
- Discuss various formats of financial reports related to budget and cost control in the kitchen

Duration: 69:00	Duration: 40:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • List various types of cuisine and their characteristics • Discuss past, current and emerging trends in the food industry • Describe formal and informal research methods to extend and update current knowledge about food items • Discuss the various methods to identify sources of information on recent development of food items • Explain different methods to evaluate the characteristics of current standard menu items • Describe various techniques to identify bestselling menu items for profitability • Explain procedure for Budget preparation, financial management and cost control and significance of adhering to the same • Explain methods of monitoring kitchen performance against financial objectives • Discuss various cost control methods through prevention of wastage and maximum use of raw materials and significance of following same • Describe various format of financial reports, like expenditure, variance etc. related to budget and cost control and significance of maintaining same as per standards 	<ul style="list-style-type: none"> • Prepare a research report on current and relevant information about various food items • Role play on how to provide informed input about food trends and menu items as well as on customer feedback and preferences to the executive chef • Apply proper practices to suggest a variety of menu items at different cost points to reflect the type of food outlet • Employ appropriate techniques to ensure that all recipes and product yields are accurately costed and reviewed • Design a sample menu with the finest selection of dishes • Apply proper practices to assist executive chef in setting the financial goals, objectives and internal control framework for financial management and creating annual budget for kitchen operations • Employ appropriate methods to identify any significant variations against budget and take relevant corrective action • Role play on how to provide relevant recommendations upon issues of financial regularity and propriety to executive chef
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 design of menu, budget, Required customer feedback etc.

Module 5: Supervise Kitchen Staff

Mapped to THC/N0406 & V4.0 v 2.0

Terminal Outcomes:

- Discuss methods for evaluating and scheduling staffing levels to accommodate business demands
- Draft sample job descriptions and performance parameters for the kitchen staff
- Apply proper process to check and maintain a record of the staff attendance and submit it for payroll
- Employ appropriate procedure to complete and file performance management records of staff
- Prepare a sample contingency plans to deal with unforeseen problems

Duration: 66:00	Duration: 35:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • State the significance of ensuring sufficient staffing levels to accommodate business demand • Describe standard procedure to prepare job descriptions, performance parameters like KRA, KPI, etc. , work schedule and rosters for kitchen staff • Explain human resource management process • Discuss grooming and hygiene standards for all kitchen staff • Outline the role and importance of monitoring staff performance and providing feedback , coaching and mentoring to improve their knowledge or skills • Discuss effective ways to provide potential solutions of performance issues and constructive feedback to staff • Explain key elements of performance standards and performance management systems for kitchen staff and significance of maintaining and implementing the same 	<ul style="list-style-type: none"> • Role play on how to inform the Executive Chef regarding staffing needs • Prepare sample job descriptions, performance parameter, and roster for the kitchen staff • Dramatize how to delegate work and responsibilities to subordinates • Show how to check and maintain a record of the staff attendance and submit the attendance/timesheets to payroll on time to ensure staff are paid in a timely and efficient manner • Demonstrate how to supervise all chefs and stewards in the kitchen department and provide feedback for improvement • Apply proper practices to assist the executive chef in completing annual appraisals to ensure continued staff development and appraisal as well as make recommendations about the selection, transfer, promotion and dismissal of staff • Employ appropriate procedure to complete and file performance management records of kitchen staff • Apply proper practices to identify strengths and weaknesses of kitchen staff and provide feedback to the individual

	<ul style="list-style-type: none"> • Role play on how to train kitchen staff on the fundamentals of good cooking and plate presentations • Draft a sample contingency plan to deal with unforeseen problems
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 job descriptions, performance parameters and roster for kitchen staff, Sample contingency plans to deal with unforeseen problems	

Module 6: Promote Effective Communication and Service Standard

Mapped to THC/N9902 & V2.0 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 7: Organizational Confidentiality and Guest's Privacy

Mapped to THC/N9910 & V4.0 v 2.0

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 8: Monitor Health and Safety Standard

Mapped to THC/N9907 & V2.0 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 9: Introduction to Employability Skills

Mapped to: DGT/VSQ/N0103

Terminal Outcomes:

- Discuss about Employability Skills in meeting the job requirements

Duration: 01:30	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 10: 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 11: 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 12: 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 13: 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 14: 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 15: 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 16: 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 17: 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 18: 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 19: 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 20: 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 21: On-the-Job Training

Mapped to Sous Chef

Mandatory Duration: 120:00

Recommended Duration: 00:00

Location: On Site

Terminal Outcomes

- Apply appropriate procedure to estimate the required quantity of the ingredients and supplies for smooth kitchen operations
- Draft a sample requisition for kitchen supplies and ingredients stock the inventory appropriately
- Role play on how to order kitchen supplies and coordinate and follow-up with the purchasing department for the acquisition of needed ingredients and supplies
- Show how to conduct physical inventory audits
- Show how to choose appropriate food production processes and standard recipes to ensure nutritional value, quality and structure of foods
- Draft a sample workflow schedule and mise en place plan for food production
- Apply proper methods to monitor kitchen work processes at all stages of preparation and cooking to ensure quality of food items
- Dramatize a situation to apprise the Executive Chef of any problems within the kitchen
- Apply appropriate approach to calculate portion size based on appropriate presentation protocols to ensure customers obtain value for money
- Roleplay a situation to communicate correct portion size for each dish and presentation requirements to kitchen staff
- Prepare a research report on current and relevant information about various food items
- Role play on how to provide informed input about food trends and menu items as well as on customer feedback and preferences to the executive chef
- Apply proper practices to suggest a variety of menu items at different cost points to reflect the type of food outlet
- Employ appropriate techniques to ensure that all recipes and product yields are accurately costed and reviewed
- Design a sample menu with the finest selection of dishes
- Apply proper practices to assist executive chef in setting the financial goals, objectives and internal control framework for financial management and creating annual budget for kitchen operations
- Employ appropriate methods to identify any significant variations against budget and take relevant corrective action
- Role play on how to provide relevant recommendations upon issues of financial regularity and propriety to executive chef
- Role play on how to inform the Executive Chef regarding staffing needs
- Prepare sample job descriptions, performance parameter, and roster for the kitchen staff
- Dramatize how to delegate work and responsibilities to subordinates
- Show how to check and maintain a record of the staff attendance and submit the attendance/timesheets to payroll on time to ensure staff are paid in a timely and efficient manner
- Demonstrate how to supervise all chefs and stewards in the kitchen department and provide feedback for improvement

- Apply proper practices to assist the executive chef in completing annual appraisals to ensure continued staff development and appraisal as well as make recommendations about the selection, transfer, promotion and dismissal of staff
- Employ appropriate procedure to complete and file performance management records of kitchen staff
- Apply proper practices to identify strengths and weaknesses of kitchen staff and provide feedback to the individual
- Role play on how to train kitchen staff on the fundamentals of good cooking and plate presentations
- Draft a sample contingency plan to deal with unforeseen problems
- Apply appropriate techniques to promote effective communication standard and etiquette while interacting with guests, colleagues, and superiors
- Role play on how to segregate and dispose of the waste as per the standards
- Demonstrate strong communication skills and workplace etiquette to achieve a smooth workflow
- Perform the steps to ensure sensitization towards different age groups, gender, and persons with disabilities
- Demonstrate the process of monitoring confidentiality of the organizational information and guests' privacy
- Employ appropriate practices to maintain personal and team hygiene and grooming at workplace
- Dramatize a situation on how to identify hazards at workplace and report to the higher authority
- Perform basic activities to ensure gender and age-sensitive service practices
- Perform all the activities to ensure health, hygiene, and safety standards at the workplace

Annexure

Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
Diploma / Degree / Post Graduate	Hotel/ Hospitality / QSR	5	Food Production and Kitchen	1	Food Production and Kitchen	

Trainer Certification	
Domain Certification	Platform Certification
"Sous Chef", "THC/Q0403, V2.0", 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 Experience		Remarks
		Years	Specialization	Years	Specialization	
Diploma / Degree / Post Graduate	Hotel/ Hospitality / QSR	5	Food Production and Kitchen	1	Food Production and Kitchen	

Assessor Certification	
Domain Certification	Platform Certification
"Sous Chef", "THC/Q0403, V2.0", 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
PPE	Personal Protective Equipment
IPR	Intellectual Property Rights
ISO	The International Organization for Standardization
SOP	Standard Operating Procedure
KRA	Key Responsibility Area
KPI	Key Performance Indicator
PwD	Persons with Disability