



# Model Curriculum

**QP Name: Store Incharge-Tourism and Hospitality**

**QP Code: THC/Q2602**

**QP Version: 4.0**

**NSQF Level: 4**

**Model Curriculum Version: 4.0**

Tourism & 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

Training Parameters .....	2
Program Overview .....	3
Training Outcomes.....	3
Compulsory Modules.....	3
Module 1: Introduction to the Hotel Industry and Store Incharge-Tourism and Hospitality.	7
Module 2: Perform Procurement Activities for Hotel Supplies .....	9
Module 3: Maintain Inventory of Restaurant/Hotel Supply .....	10
Module 4: Issue Supplies and Equipment.....	11
Module 5: Maintain Effective Communication and Service Standard .....	12
Module 6: Organizational Confidentiality and Customer's Privacy .....	13
Module 7: Basic Health and Safety Standard.....	14
Module 8: Introduction to Employability Skills .....	16
Module 9: Constitutional values - Citizenship.....	17
Module 10: Becoming a Professional in the 21st Century.....	18
Module 11: Basic English Skills.....	19
Module 12: Communication Skills.....	20
Module 13: Diversity & Inclusion .....	21
Module 14: Financial and Legal Literacy.....	22
Module 15: Essential Digital Skills.....	23
Module 16: Entrepreneurship .....	24
Module 17: Customer Service.....	25
Module 18: Getting ready for Apprenticeship & jobs.....	26
Module 19: On-the-Job Training.....	27
Annexure .....	28
Trainer Requirements.....	28
Assessor Requirements .....	29
Assessment Strategy .....	30
References.....	32
Glossary.....	32
Acronyms and Abbreviations.....	33

## Training Parameters

<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Restaurant
<b>Occupation</b>	Material Management
<b>Country</b>	India
<b>NSQF Level</b>	4
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/4321.0100
<b>Minimum Educational Qualification and Experience</b>	<p>12th-grade pass or equivalent with 1 year of relevant experience*</p> <p>OR</p> <p>11th Grade Pass with 1.5 years of relevant experience</p> <p>OR</p> <p>10th Grade Pass with 3 years of relevant experience</p> <p>OR</p> <p>Previous relevant Qualification of NSQF Level 3.5 with 1.5 years of relevant experience</p> <p>*Experience may be inclusive of apprenticeship*</p>
<b>Pre-Requisite License or Training</b>	NA
<b>Minimum Job Entry Age</b>	17 Years
<b>Last Reviewed On</b>	30/04/2024
<b>Next Review Date</b>	30/04/2027
<b>NSQC Approval Date</b>	30/04/2024
<b>QP Version</b>	4.0
<b>Model Curriculum Creation Date</b>	30/04/2024
<b>Model Curriculum Valid Up to Date</b>	30/04/2027
<b>Model Curriculum Version</b>	4.0

<b>Minimum Duration of the Course</b>	390 Hours, 0 Minutes (Including ES and OJT)
<b>Maximum Duration of the Course</b>	390 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 procurement procedure of restaurant/hotel supplies from the vendor
- Explain the Inventory maintenance process
- Apply suitable practices for issuing required supplies to the concern department of hotel/restaurant
- Prepare sample inventory reports and logs
- Employee suitable practices to communicate effectively with guests, colleagues, and superiors to achieve a smooth workflow
- Apply gender and age-sensitive service practices
- Describe the protocols related to confidentiality of the organizational information and guests' privacy
- Apply 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
<b>THC/N2607 – Procure Supplies from Vendors</b> <b>NOS Version No. 3.0</b> <b>NSQF Level 4</b>	<b>55:00</b>	<b>70:00</b>	<b>25:00</b>	<b>00:00</b>	<b>150:00</b>
Module 1: Introduction to the Hotel Industry and Store Incharge- Tourism and Hospitality	06:00	00:00	00:00	00:00	06:00

Module 2: Perform Procurement Activities for Hotel Supplies	49:00	70:00	25:00	00:00	144:00
<b>THC/N2608 – Maintain Inventory and Issue Supply NOS Version No. 3.0 NSQF Level 4</b>	<b>50:00</b>	<b>65:00</b>	<b>05:00</b>	<b>00:00</b>	<b>120:00</b>
Module 3: Maintain Inventory of Hotel supplies	25:00	32:00	02:00	00:00	59:00
Module 4: Issue Supply and Equipment	25:00	33:00	03:00	00:00	61:00
<b>THC/N9901 – Communicate Effectively and Maintain Service Standards NOS Version No. 2.0 NSQF Level 4</b>	<b>15.00</b>	<b>15.00</b>	<b>00.00</b>	<b>0.00</b>	<b>30.00</b>
Module 5: Maintain Effective Communication and Service Standard	15.00	15.00	00.00	0.00	30.00
<b>THC/N9903- Maintain Organisational Confidentiality and Respect Customers' Privacy NOS Version No. 2.0 NSQF Level 4</b>	<b>15.00</b>	<b>15.00</b>	<b>00.00</b>	<b>0.00</b>	<b>30.00</b>
Module 6: Organizational Confidentiality and Customer Privacy	15.00	15.00	00.00	0.00	30.00
<b>THC/N9906 – Follow Health, Hygiene and Safety practices NOS Version No. 2.0 NSQF Level 4</b>	<b>15.00</b>	<b>15.00</b>	<b>00.00</b>	<b>0.00</b>	<b>30.00</b>
Module 7: Basic Health and Safety Standards	15.00	15.00	00.00	0.00	30.00
<b>DGT/VSQ/N0101:</b>	<b>12:00</b>	<b>18:00</b>	<b>00:00</b>	<b>00:00</b>	<b>30:00</b>

<b>Employability Skills (30 Hours) &amp;v1.0</b>					
Module 8: Introduction to Employability Skills	00:30	00:30	00:00	00:00	01:00
Module 9: Constitutional values – Citizenship	00:30	00:30	00:00	00:00	01:00
Module 10: Becoming a Professional in the 21st Century	00:30	00:30	00:00	00:00	01:00
Module 11: Basic English Skills	01:00	01:00	00:00	00:00	02:00
Module 12: Communication Skills	01:30	02:30	00:00	00:00	04:00
Module 13: Diversity & Inclusion	00:30	00:30	00:00	00:00	01:00
Module 14: Financial and Legal Literacy	01:30	02:30	00:00	00:00	04:00
Module 15: Essential Digital Skills	01:00	02:00	00:00	00:00	03:00
Module 16: Entrepreneurship	02:30	04:30	00:00	00:00	07:00
Module 17: Customer Service	01:30	02:30	00:00	00:00	04:00
Module 18: Getting ready for apprenticeship & Jobs	01:00	01:00	00:00	00:00	02:00
<b>Total Duration</b>	<b>162:00</b>	<b>198:00</b>	<b>30:00</b>	<b>00:00</b>	<b>390:00</b>



# Module Details

## Module 1: Introduction to the Hotel Industry and Store Incharge-Tourism and Hospitality

### Bridge Module

#### Terminal Outcomes:

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

<b>Duration:</b> 06:00	<b>Duration:</b> 00:00
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Discuss the objectives and benefits of the Skill India Mission</li> <li>• Describe the Tourism and Hospitality Industry and its sub-sectors</li> <li>• Elaborate the hierarchy of Hotel and Material Management Department of different star categories</li> <li>• Elaborate the job role and job opportunities as a Store Incharge-Tourism and Hospitality in the Tourism and Hospitality Industry</li> <li>• Explain basic terminologies used in Material Management</li> <li>• Elaborate standard business etiquette in the Hotel Industry</li> <li>• Discuss the workflow and departmental organization of Material Management</li> </ul>	NA
<b>Classroom Aids</b>	
Whiteboard, Marker, Duster, Projector, Laptop, PowerPoint Presentation	
<b>Tools, Equipment and Other Requirements</b>	
NA	





## Module 2: Perform Procurement Activities for Hotel Supplies

*Mapped to THC/N2607 v 3.0*

### Terminal Outcomes:

- Apply appropriate skills and knowledge of demand forecasting for restaurant or hotel supplies
- Describe demand review and supply requisition procedures restaurant and hotel
- Perform material procurement activities

<b>Duration:</b> 49:00	<b>Duration:</b> 70:00
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Explain different types of supplies required in various departments of a restaurant and hotel</li> <li>• Describe the forecasting methods for restaurant or hotel supplies</li> <li>• State the importance of obtaining supply requirements from all departments, like F&amp;B Services, Kitchen, Housekeeping, etc.</li> <li>• Elaborate the procedures and significance of reviewing demand requests and supply requisition</li> <li>• Discuss the significance of utilizing vendor's logistics for regular deliveries to identify standing order items</li> <li>• Explain the process of material procurement</li> <li>• State the importance of sending authorized or approved purchase orders to the vendors in a timely manner</li> </ul>	<ul style="list-style-type: none"> <li>• Role play on how to forecast upcoming levels of demands and obtain supply requirements from all departments like F &amp; B Service, Kitchen, Housekeeping, etc.</li> <li>• Apply appropriate practices to review demand requests and supply of quantities of restaurant or hotel supplies as per minimum or maximum stock levels to be maintained</li> <li>• Perform calculations to determine the appropriate quantity and expected delivery time of the supply</li> <li>• Role play on how to assist Store Manager while placing the order with the vendors for periodic supplies</li> <li>• Dramatize a situation on how to check and verify the pending orders</li> </ul>
<b>Classroom Aids</b>	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
<b>Tools, Equipment and Other Requirements</b>	
Sample bin card, Sample stock control card, Sample forecast form, Sample purchase order form, Sample requisition form, etc.	

## Module 3: Maintain Inventory of Restaurant/Hotel Supply

*Mapped to THC/N2608 v 3.0*

### Terminal Outcomes:

- Perform the activities of inventory maintenance of restaurant and hotel supplies
- Prepare sample inventory reports and logs for restaurant and hotel supplies
- Apply appropriate techniques of inventory management

Duration: 25:00	Duration: 32:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> <li>• Elaborate various inventory management techniques, like ABC analysis, VED analysis, etc.</li> <li>• Discuss the policy and procedures for receiving, storage, issuing and recording the maintenance of physical inventory</li> <li>• State the importance of inspecting the storage facilities for upkeep and hygiene of the raw material and other supplies</li> <li>• Explain the types of reports and records maintained in the Store Department</li> <li>• Elaborate the inspection procedures for various types of supplies to maintain adequate inventory</li> <li>• Describe the procedure of inventory audit as well as various ways to identify and manage slow-moving inventories</li> <li>• Discuss the importance of updating the details in inventory management software or system</li> </ul>	<ul style="list-style-type: none"> <li>• Apply appropriate practices to monitor inventory and compile orders based on par levels or needs of various departments at the restaurant or hotel</li> <li>• Employ appropriate inspection procedure for the received goods as per the agreed purchase, delivery note, and agreed quantity of the supplies</li> <li>• Create sample inventory reports and logs</li> <li>• Role play on how to store the supplies for minimising the occurrence of risks and preventing losses</li> <li>• Perform checking inventory records of Kitchen, F&amp;B, Housekeeping departments, etc.</li> <li>• Demonstrate the procedure of conducting physical stock audits and tally with the inventory count from records</li> <li>• Apply appropriate practices to ensure updating the what?? details in the inventory management software and system</li> <li>• Employ proper practices to identify slow-moving and expired items in the restaurant and hotel and how to dispose them</li> <li>• Apply proper practices to follow various inventory management techniques like ABC analysis, VED analysis, etc.</li> </ul>

### 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 inventory reports and logs, Sample inventory records, Sample purchase order format, Sample delivery note, etc.

## Module 4: Issue Supplies and Equipment

*Mapped to THC/N2608 v 3.0*

### Terminal Outcomes:

- Perform the activities to issue hospitality supplies and equipment
- Apply appropriate procedure to ensure maintenance of Inventory management system and Inventory Reports

<b>Duration:</b> 25:00	<b>Duration:</b> 33:00
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Discuss basic requirement and methods of issuing the supplies from the store</li> <li>• State the significance of ensuring all store requisitions are signed by concerned Department Heads of the restaurant and hotel and the person collecting the supplies</li> <li>• Explain the procedure to enter inventory details in bin cards, stock register, etc. that have been issued</li> </ul>	<ul style="list-style-type: none"> <li>• Role play on how to issue supplies and equipment to various departments of the restaurant and hotel against material requisition slips</li> <li>• Apply appropriate inspection procedure to check the requisition form is properly signed by the person collecting required supplies for particular department</li> <li>• Employ suitable practices to update the Inventory and Materials Management System</li> <li>• Apply appropriate practices to enter inventory details in bin cards, stock register, etc., immediately after material and supplies have been issued</li> <li>• Show how to maintain inventory records and reports efficiently</li> </ul>
<b>Classroom Aids</b>	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
<b>Tools, Equipment and Other Requirements</b>	
Sample material requisition slip, Sample Inventory Reports, Sample Inventory invoices, Sample bin card, stock register, etc.	

## Module 5: Maintain Effective Communication and Service Standard

*Mapped to THC/N9901 v 2.0*

### Terminal Outcomes:

- Explain professional protocols and etiquette of effective communication with customers, colleagues, and superiors
- Describe the ways to show sensitization towards different age groups, gender and persons with disabilities

<b>Duration:</b> 15:00	<b>Duration:</b> 15:00
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Discuss the importance of professionalism, etiquette and ethical behaviour at the workplace</li> <li>• Discuss the importance of effective communication</li> <li>• Explain the importance of customer satisfaction and customer feedback</li> <li>• Outline the procedure of receiving feedback and complaints constructively</li> <li>• Describe various ways to handle customer complaints</li> <li>• Discuss different ways to improve the customer experience</li> <li>• Explain the importance of gender and age sensitivity</li> <li>• Discuss gender and age-specific requirements of the customers</li> <li>• Discuss the specific needs of People with Disabilities</li> <li>• Discuss the importance of reporting Sexual harassment at workplace</li> <li>• Discuss ways of escalating problems, reporting workplace issues, and receiving feedback from the superiors</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate the standard procedure to welcome and greet the customers</li> <li>• Dramatize appropriate communication skills and etiquette while interacting with customers, colleagues, and superiors</li> <li>• Role play a situation on how to handle customer complaints effectively</li> <li>• Role play appropriate behavioural etiquette towards all ages, genders and differently abled people as per specification</li> </ul>
<b>Classroom Aids</b>	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
<b>Tools, Equipment and Other Requirements</b>	
Sample of escalation matrix, Organisation structure	

## Module 6: Organizational Confidentiality and Customer's Privacy

*Mapped to THC/N9903 v 2.0*

### Terminal Outcomes:

- Explain how to maintain the confidentiality of the organization
- Describe the protocols related to the privacy of customer information

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

## Module 7: Basic Health and Safety Standard

*Mapped to THC/N9906 v 2.0*

### Terminal Outcomes:

- Employ appropriate health, hygiene, and safety practices at workplace
- Apply precautionary health measures
- Employ effective waste management practices

<b>Duration:</b> 15:00	<b>Duration:</b> 15:00
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Discuss the concept and importance of personal and workplace hygiene</li> <li>• Discuss best practices to maintain personal hygiene</li> <li>• Explain the ways to clean and sanitize the workplace and related equipment</li> <li>• Describe standard safety procedures to be followed while handling tools, material, and equipment</li> <li>• Outline the purpose and usage of various Personal Protective Equipment (PPE) required at the workplace</li> <li>• Explain the importance of preventive health check-up organized by the company</li> <li>• Describe the causes of risks and potential hazards in the workplace and ways to prevent them</li> <li>• List different safety warning signs and labels at workplace</li> <li>• Discuss ways to identify hazards at the workplace</li> <li>• List the components of the first-aid kit</li> <li>• Explain the procedure to report accident and other health related issues as per SOP</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate the procedure of routine cleaning and sanitization of tools, equipment, and other articles</li> <li>• Employ different ways to keep work area clean, hygienic and hazard free</li> <li>• Demonstrate how to use and dispose of relevant protective equipment as per tasks and work conditions</li> <li>• Perform basic first-aid procedures</li> <li>• Dramatize a situation on mock safety drills for emergency situations</li> <li>• Dramatize a situation on mock safety drills for emergency situations</li> <li>• Perform waste disposal procedures at the workplace depending on the types of waste</li> <li>• Role play a situation on reporting safety and security breaches to the supervisor</li> <li>• Prepare a sample incident report</li> </ul>
<b>Classroom Aids</b>	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
<b>Tools, Equipment and Other Requirements</b>	
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 8: Introduction to Employability Skills

*Mapped to: DGT/VSQ/N0101 &v1.0*

### Terminal Outcomes:

- Discuss about Employability Skills in meeting the job requirements

<b>Duration:</b> 00:30	<b>Duration:</b> 00:30
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Discuss the importance of Employability Skills in meeting the job requirements</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate Employability Skills</li> </ul>
<b>Classroom Aids</b>	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
<b>Tools, Equipment and Other Requirements</b>	

## Module 9: Constitutional values - Citizenship

*Mapped to: DGT/VSQ/N0101*

### Terminal Outcomes:

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

<b>Duration:</b> 00:30	<b>Duration:</b> 00:30
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Explain constitutional values, civic rights, duties, citizenship, responsibility towards society etc. that are required to be followed to become a responsible citizen</li> </ul>	<ul style="list-style-type: none"> <li>• Show how to practice different environmentally sustainable practices.</li> </ul>
<b>Classroom Aids</b>	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
<b>Tools, Equipment and Other Requirements</b>	

## Module 10: Becoming a Professional in the 21st Century

*Mapped to: DGT/VSQ/N0101*

### Terminal Outcomes:

- Demonstrate professional skills required in 21<sup>st</sup> century

<b>Duration:</b> 00:30	<b>Duration:</b> 00:30
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Discuss 21st century skills</li> </ul>	<ul style="list-style-type: none"> <li>• Display positive attitude, self - motivation, problem solving, time management skills and continuous learning mindset in different situations</li> </ul>
<b>Classroom Aids</b>	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
<b>Tools, Equipment and Other Requirements</b>	

## Module 11: Basic English Skills

*Mapped to: DGT/VSQ/N0101*

### Terminal Outcomes:

- Practice basic English speaking.

<b>Duration:</b> 01:00	<b>Duration:</b> 01:00
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Discuss need of basic English skills</li> </ul>	<ul style="list-style-type: none"> <li>• Use appropriate basic English sentences/phrases while speaking</li> </ul>
<b>Classroom Aids</b>	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
<b>Tools, Equipment and Other Requirements</b>	

## Module 12: Communication Skills

*Mapped to: DGT/VSQ/N0101*

### Terminal Outcomes:

- Practice basic communication skills

<b>Duration:</b> 01:30	<b>Duration:</b> 02:30
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Discuss need of communication skills</li> <li>• Describe importance of team work</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate how to communicate in a well -mannered way with others.</li> <li>• Demonstrate working with others in a team</li> </ul>
<b>Classroom Aids</b>	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
<b>Tools, Equipment and Other Requirements</b>	

## Module 13: Diversity & Inclusion

*Mapped to: DGT/VSQ/N0101*

### Terminal Outcomes:

- Describe PwD and gender sensitization

<b>Duration:</b> 00:30	<b>Duration:</b> 00:30
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>Discuss the significance of reporting sexual harassment issues in time</li> </ul>	<ul style="list-style-type: none"> <li>Show how to conduct oneself appropriately with all genders and PwD</li> </ul>
<b>Classroom Aids</b>	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
<b>Tools, Equipment and Other Requirements</b>	

## Module 14: Financial and Legal Literacy

*Mapped to: DGT/VSQ/N0101*

### Terminal Outcomes:

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

<b>Duration:</b> 01:30	<b>Duration:</b> 02:30
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>Discuss the significance of using financial products and services safely and securely</li> <li>Explain the importance of managing expenses, income, and savings</li> <li>Explain the significance of approaching the concerned authorities in time for any exploitation as per legal rights and laws</li> </ul>	<ul style="list-style-type: none"> <li>Demonstrate ways of managing expenses, income, and savings</li> </ul>
<b>Classroom Aids</b>	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
<b>Tools, Equipment and Other Requirements</b>	

## Module 15: Essential Digital Skills

*Mapped to: DGT/VSQ/N0101*

### Terminal Outcomes:

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

<b>Duration:</b> 01:00	<b>Duration:</b> 02:00
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Discuss the significance of using internet for browsing, accessing social media platforms, safely and securely</li> </ul>	<ul style="list-style-type: none"> <li>• Show how to operate digital devices and use the associated applications and features, safely and securely</li> </ul>
<b>Classroom Aids</b>	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
<b>Tools, Equipment and Other Requirements</b>	



## Module 16: Entrepreneurship

*Mapped to: DGT/VSQ/N0101*

### Terminal Outcomes:

- Describe opportunities as an entrepreneur

<b>Duration:</b> 02:30	<b>Duration:</b> 04:30
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>Discuss the need for identifying opportunities for potential business, sources for arranging money and potential legal and financial challenges</li> </ul>	<ul style="list-style-type: none"> <li>Demonstrate ways for identifying opportunities for potential business, sources for arranging money and potential legal and financial challenges</li> </ul>
<b>Classroom Aids</b>	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
<b>Tools, Equipment and Other Requirements</b>	

## Module 17: Customer Service

*Mapped to: DGT/VSQ/N0101*

### Terminal Outcomes:

- Describe ways of maintaining customer

<b>Duration:</b> 01:30	<b>Duration:</b> 02:30
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>Differentiate between types of customers</li> <li>Explain the significance of identifying customer needs and addressing them</li> <li>Discuss the significance of maintaining hygiene and dressing appropriately</li> </ul>	<ul style="list-style-type: none"> <li>Show how to maintain hygiene and dressing appropriately</li> </ul>
<b>Classroom Aids</b>	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
<b>Tools, Equipment and Other Requirements</b>	

## Module 18: Getting ready for Apprenticeship & jobs

*Mapped to: DGT/VSQ/N0101*

### Terminal Outcomes:

- Describe ways of preparing for apprenticeship & Jobs appropriately.

<b>Duration:</b> 01:00	<b>Duration:</b> 01:00
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>Discuss the significance of dressing up neatly and maintaining hygiene for an interview</li> <li>Discuss how to search and register for apprenticeship opportunities</li> </ul>	<ul style="list-style-type: none"> <li>Create a biodata</li> <li>Use various sources to search and apply for jobs</li> </ul>
<b>Classroom Aids</b>	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
<b>Tools, Equipment and Other Requirements</b>	

## Module 19: On-the-Job Training

### Mapped to Store Incharge-Tourism and Hospitality

**Mandatory Duration: 3 0:00**

**Recommended Duration: 00:00**

**Location: On Site**

#### Terminal Outcomes

- Apply appropriate practices to forecast upcoming levels of demands in coordination with the departmental heads
- Demonstrate the procedure of obtaining supply requirements from all departments, like F & B Service, Kitchen, Housekeeping, etc.
- Dramatize a situation on how to review demand requests and verify quantities of restaurant or hotel supplies within the established minimum or maximum stock levels
- Employ appropriate professional skills to determine the appropriate quantity and expected delivery time of the supply
- Apply appropriate practices to utilize vendor's logistics for regular deliveries for identifying standing order items
- Role play on how to assist Store Manager while placing the order with the vendors for periodic supplies
- Employ proper practices to check all authorized or approved purchase orders are sent to their respective suppliers/vendors for delivery
- Apply suitable professional skills to check and verify all pending orders regularly
- Apply appropriate practices to monitor inventory and compile orders based on par levels or needs of various departments at the restaurant or hotel
- Employ appropriate inspection procedure for the received goods as per the agreed purchase, delivery note, and agreed quantity of the supplies
- Role play on how to store the supplies for minimising the occurrence of risks and preventing losses
- Demonstrate the procedure of conducting physical stock audits and tally with the inventory count from records
- Employ proper practices to identify the slow-moving and expired items in the restaurant/hotel as well as to dispose of the expired items
- Employ appropriate practices to issue supplies and equipment to various departments of the restaurant/hotel against material requisition slips
- Show how to maintain clear and organized records to ensure Inventory reports and invoices are filed and stored properly
- Demonstrate strong Communication skills and workplace etiquette to achieve a smooth workflow
- Demonstrate sensitization towards different age groups, gender, and persons with disabilities
- Demonstrate the process of maintaining confidentiality of the organizational information and guests' privacy
- Perform the activities to maintain personal hygiene at workplace
- Role play on identifying hazards at workplace and reporting to the supervisor
- Demonstrate strong Communication skills and workplace etiquette to achieve a smooth workflow

- Perform basic activities to apply gender and age-sensitive service practices
- Demonstrate the process of maintaining confidentiality of the organizational information and guests' privacy

## Annexure

### Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
Certificate / Diploma / Degree / Post Graduate	Hotel/QSR	5 years	F&B Service/Kitchen	1 year	F&B Service/Kitchen	

Trainer Certification	
Domain Certification	Platform Certification
"Store Incharge-Tourism and Hospitality", "THC/Q2602, V4.0", 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		5 years	F&B Service	0		

Assessor Certification	
Domain Certification	Platform Certification
"Store Incharge-Tourism and Hospitality", "THC/Q2602, V4.0", 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
<b>Declarative Knowledge</b>	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.
<b>Key Learning Outcome</b>	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).
<b>OJT (M)</b>	On-the-job training (Mandatory); trainees are mandated to complete specified hours of training on site
<b>OJT (R)</b>	On-the-job training (Recommended); trainees are recommended the specified hours of training on site
<b>Procedural Knowledge</b>	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.
<b>Training Outcome</b>	Training outcome is a statement of what a learner will know, understand and be able to do <b>upon the completion of the training.</b>
<b>Terminal Outcome</b>	Terminal outcome is a statement of what a learner will know, understand and be able to do <b>upon the completion of a module.</b> A set of terminal outcomes help to achieve the training outcome.

## Acronyms and Abbreviations

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