



QUALIFICATION FILE

Store Incharge-Tourism and Hospitality

☒ 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: 4

Submitted By:

Tourism and Hospitality Skill Council

#1216-1220, 12th Floor, Naurang House, Kasturba Gandhi Marg, Connaught Place

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Section 1: Basic Details

1.	Qualification Name	Store Incharge-Tourism and Hospitality																
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: <i>(change to previous, once approved)</i> 2021/TH/THSC/04427 & v1.0	Qualification Name of existing/previous version: Store Assistant-Tourism and Hospitality															
4.	a. OEM Name b. Qualification Name <i>(Wherever applicable)</i>																	
5.	National Qualification Register (NQR) Code &Version <i>(Will be issued after NSQC approval)</i>	QG-04-TH-02463-2024-V2-THSC	6. NCrf/NSQF Level: 4															
7.	Award (Certificate/Diploma/Advance Diploma/ Any Other) <i>(Wherever applicable specify multiple entry/exits also & provide details in annexure)</i>	Certificate																
8.	Brief Description of the Qualification	The person is responsible for, procuring the required supplies from the vendors, ensuring proper storage, and issuing the supplies to the concerned departments of the restaurant/hotel for smooth business operations.																
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</td> <td>1- years (relevant experience)</td> </tr> <tr> <td>2.</td> <td>11th Grade Pass</td> <td>1.5- years (relevant experience)</td> </tr> <tr> <td>3.</td> <td>10th grade pass</td> <td>3 -years (relevant experience)</td> </tr> <tr> <td>4.</td> <td>Previous relevant Qualification of NSQF Level 3.5</td> <td>1.5- years (relevant experience)</td> </tr> </tbody> </table> <p>*Experience may be inclusive of apprenticeship*</p> b. Age- 18 years		S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)	1.	12th grade pass	1- years (relevant experience)	2.	11th Grade Pass	1.5- years (relevant experience)	3.	10th grade pass	3 -years (relevant experience)	4.	Previous relevant Qualification of NSQF Level 3.5	1.5- years (relevant experience)
S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)																
1.	12th grade pass	1- years (relevant experience)																
2.	11th Grade Pass	1.5- years (relevant experience)																
3.	10th grade pass	3 -years (relevant experience)																
4.	Previous relevant Qualification of NSQF Level 3.5	1.5- years (relevant experience)																

10.	Credits Assigned to this Qualification, Subject to Assessment (as per National Credit Framework (NCrF))	13	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>198:00</td> <td>30:00</td> <td>228:00</td> </tr> <tr> <td>Online</td> <td>162:00</td> <td></td> <td></td> <td>162:00</td> </tr> </tbody> </table> (Refer Blended Learning Annexure for details)							Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	Total (Hours)	Classroom (offline)		198:00	30:00	228:00	Online	162:00			162:00
Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	Total (Hours)																			
Classroom (offline)		198:00	30:00	228:00																			
Online	162:00			162:00																			
14.	Aligned to NCO/ISCO Code/s (if no code is available mention the same)	NCO-2015/4321.0100																					
15.	Progression path after attaining the qualification (Please show Professional and Academic progression)	Procurement 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/N9906.Follow Health, Hygiene and Safety practices																					
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: 30/04/2024	24. Validity Duration: 3 years	25. Next Review Date: 30/04/2027

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.	Procure supplies from vendors	THC/N2607 & v3.0	Core	4	5	55	70	25	0	150	40	40	0	20	100	30
2.	Maintain inventory and issue supplies	THC/N2608 & v3.0	Core	4	4	50	65	05	0	120	40	40	0	20	100	25
3.	Communicate effectively and maintain service standards	THC/N9901 & v2.0	Non-Core	4	1	15	15	0	0	30	40	40	0	20	100	20
4.	Maintain organisational confidentiality and respect guests' privacy	THC/N9903 & v2.0	Non-Core	4	1	15	15	0	0	30	10	10	0	5	25	10
5.	Follow Health, Hygiene and Safety practices	THC/N9906 & v2.0	Non-Core	4	1	15	15	0	0	30	25	35	0	15	75	10
6.	Employability Skills (30 Hours)	DGT/VSQ/ N0101 & v1.0	Non-Core	2	1	12	18	0	0	30	20	30	0	0	50	5
Duration (in Hours) / Total Marks					13	162	198	30	0	390	175	195	0	80	450	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)	Certificate / Diploma / Degree / Post Graduate (specialization in Hotel/QSR) with 5 years of relevant industry experience (F&B Service/Kitchen) and 1-year of training experience (F&B Service/Kitchen)
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

C1.	Assessor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)	Diploma / Degree / Post Graduate with 5 years of relevant industry experience (F&B Service)
C2.	Proctor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)	NA
C3.	Lead Assessor's/Proctor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)	NA
C4.	Assessment Mode (Specify the assessment mode)	Blended
C5.	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: 658
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	Specialized knowledge <ul style="list-style-type: none"> Factual knowledge of field of knowledge or study. Organization's policies, systems, SOP, etc. Forecasting techniques for the restaurant/hotel supplies Inventory management process How to review demand requests and the requisition procedure Material procurement process Types of supplies and their characteristics in various departments Inventory management process Effective inventory management techniques Reports and records maintained in inventory department Inspection procedures for various types of supplies Inventory audit procedures Ways to identify and manage slow-moving inventories Basic requirement and methods of issuing the supplies from the store Organizational policies on behavioural etiquette and professionalism Organizational policies on gender sensitive service practices at workplace Organizational hierarchy and reporting 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 	<ul style="list-style-type: none"> A Store Incharge-Tourism and Hospitality should have knowledge of the organizational legislation, standards, policies, regulations, SOP material management. These are all trade related facts and the person needs to have this factual knowledge. Hence Level 4 	4

	<ul style="list-style-type: none"> • Gender specific requirements of different types of guest • Specific requirements of different age-groups of guests • Age and gender specific etiquette • Key helpline numbers • Organizational policy with regards to Persons with disability • Organisation's policies on intellectual property rights and confidential information • IPR infringement reporting procedure • Storage and disposal procedures for confidential information • Importance of maintaining confidentiality for competitiveness of an organisation • Significance of damages resulting from confidentiality infringement • Organisation's policy on reporting and managing safety issues • Procedure to maintain cleanliness standards at workplace • SOP on personal hygiene • Importance of preventive health check-up and healthy living • Procedure to report health issues • Instructions for operating and handling equipment as per standard • Purpose and usage of PPE • Basic first-aid procedures • Standard waste management policy 		
Professional and Technical Skills/ Expertise/ Professional Knowledge	Specialized skills <ul style="list-style-type: none"> • Solve problem when required • plan and prioritize tasks to ensure smooth functioning of the organization • Fill in relevant forms, formats and checklist accurately • Analyze the impact of not adhering to the health and safety procedures • Read and interpret instructions, procedures, information, and signages in the workplace, comments received from guest and supervisor 	<ul style="list-style-type: none"> • A Store Incharge-Tourism and Hospitality needs to have good written and oral communication skills to deal with manager. The person should also be acquainted with natural environment to carry out his duties efficiently. • Hence Level 4 	4

	<ul style="list-style-type: none"> Communicate effectively with co-workers, manager and vendors Exhibit politeness and courteousness under all circumstances and situations Interact with co-workers to work efficiently 		
Employment Readiness & Entrepreneurship Skills & Mind-set/Professional Skill	Team readiness, self-entrepreneurship readiness <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 Store Assistant 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. 	4
Broad Learning Outcomes/Core Skill	Specialized/ complex jobs/tasks <ul style="list-style-type: none"> Procure supplies from vendors Maintain inventory and issue supplies Communicate effectively and maintain service standards Maintain organisational confidentiality and respect guests' privacy Follow Health, Hygiene and Safety practices 	<ul style="list-style-type: none"> A Store Incharge-Tourism and Hospitality is responsible for procuring supplies from vendors and maintain inventory and issue supplies to different departments in predictable and familiar situation Hence Level 4 	4
Responsibility	Self and team responsibility – Sr. Technician or Master Technician <ul style="list-style-type: none"> Procure the supplies Maintain inventory Issue supplies and equipment Communicate effectively with guests, colleagues and superiors Maintain professional etiquette Provide specific services as per the guests' requirements Maintain organisational confidentiality Respect guest's privacy 	<ul style="list-style-type: none"> A Store Incharge-Tourism and Hospitality for procuring supplies from vendors and maintain inventory and issue supplies to different departments. The person is responsible for own work and learning. Hence Level 4 	4

	<ul style="list-style-type: none"> • Maintain personal and workplace hygiene • Take precautionary health measures • Follow standard safety procedure • Follow effective waste management 		
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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 bin card	Standard	01
2.	Sample stock control card	Standard	01
3.	Sample forecast form	Standard	01
4.	Sample purchase order form	Standard	01
5.	Sample requisition form	Standard	01
6.	Sample inventory reports and logs	Standard	01
7.	Sample inventory records	Standard	01
8.	Sample purchase order format	Standard	01
9.	Sample delivery note	Standard	01
10.	Sample material requisition slip	Standard	01
11.	Sample Inventory Reports	Standard	01
12.	Sample Inventory invoices,	Standard	01
13.	Sample bin card	Standard	01
14.	Stock register	Standard	01
15.	Sample of escalation matrix	Standard	01
16.	Organisation structure	Standard	01
17.	Handouts of IPR guidelines and regulations	Standard	01
18.	Personal Protection Equipment: Safety glasses, Head protection, Rubber gloves, Safety footwear, Warning signs and tapes, Fire extinguisher, First aid kit	Standard	01
19.	Standard Operating Procedures	Standard	01
20.	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. 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	Hotel K C Cross Road	Ravi Chauhan	FOM	Panchkula Site No 1 Sector-10, Opp bus stand, Panchkula-134113 (Daryaganj)	797341785	reservation.kccr@kchotelsandresorts.com	-
2.	Hotel Twin Towers	Ramesh Dogra	General manager Sales	New Kufri-Shimla (H.P)	9816325865	sales@hoteltwintowers.com	-
3.	Raja Motels & Hotels (I) Pvt Ltd	Piyush Kapoor	General Manager	Amritsar	9872855208	info@ritzhotel.in	-
4.	Barbeque Nation Hospitality Limited	Jayanta Saha	Sr.manager-HR	601, Doddakannalli, Bengaluru – 560035	9330430684	Jayanta.S@barbequenation.com	-
5.	BikaJi Foods International Limited	Vineet Manocha	President-Culinary	Karni Industrial Area, Bikaner-334001	7738930777	VINEETMANOCHA@HOTMAIL.COM	-
6.	Bottle Lab Technologies Pvt Ltd.	Mr.Jyoti Dhaundiyal	City head (Operations)	HTC aspire, 4 th Floor (401) No.19, Ali Asksar Road, Bangalore, Karnataka	9634678540	Jyoti.dhaundiya@thesmartq.com	-
7.	Devyani International Ltd	Kirti Bhushan	Associate General Manager	F-2/7, Okhla Industrial Area Phase-1, new Delhi,110020	7738074059	Kirti.bhushan@dil-rjcorp.com	-
8.	HOLIDAY INN NEW DELHI INTERNATIONAL AIRPORT	Mukesh Kumar	Director- Human Resources	Asset Area 12, Hospitality District, Aero City, Delhi International Airport, New Delhi-110037, India	8826996447	mukesh.kumar1@ihg.com	-
9.	HPTDC Hotel Peterhof	Nand Lal	Dy. General Manager	Chaura Maidan, Near All India Radio, Shimla - 171004 (HP)	9418455077	chefnandlal@gmail.com	-
10.	IHHR Hospitality Private Limited,	N Satish Mohan	AGM Operations & Audits	Plot No.9, Samalkha, New Delhi-110037	9891834909	Satish.mohan@ihhrhospitality.in	-
11.	Fern Residency	Avani Kulshreshtha	Human Resources	Noida Link Road Sec 100, Hazipur Sector 104 Noida,	8929079713	hr.fr.noida@fernhotels.com	-

				Uttar Pradesh 201301			
12.	ITC Maurya	MS. Kaushambi Dhabhai	Human Resource Manager	Diplomatic Enclave, Sardar Patel Marg , New Delhi	9571380091	Kaushambi.Dhbhai@itchotels.in	-
13.	Lite Bite Foods Pvt Ltd.	Surpreet Kaur	HR Manager	317 Udyog Vihar, Phase-Gurgaon	8130595480	surpreet.Kaur@LBF.co.in	-
14.	McDonald's	Achyut vats	SHFT MANAGER	Crown Interiorz mall, Faridabad, Haryana-121003	8252931845	Achyut.vats05@gmail.com	-
15.	Orange Tiger Hospitality Pvt. Ltd	Bharat Alagh	VP.Operations & Culinary	-	9811118705	Bharat.alagh@othpl.com	-
16.	Property Solutions (India) Pvt. Ltd	Dharmendra Patil	General Manager	Unit no 11, ground Floor, Kalpataru Square, Off. Andheri Kurla Road, Konivita Lane, Andheri (E), Mumbai -4000059	9898049090	dharmendra.patil@psipl.coin	-
17.	Royal Caribbean Cruiseline	Jai Kumar Bhasin	Executive Chef	1050, Caribbean Way Miami Florida-33132 USA	9873461253	JAIKUMARBHASIN@YAHOO.co.uk	-
18.	Hotel Serene Suites	Aman Mahajan	Managing Partner	Dharamshala	9816466999	SERENESUITS01@GAMIL.CO.M	-
19.	Shilton Hospitality	Santhosh Kumar G	Assistant General Manager	LLP, Office 2, Ulsoor Road, Bangalore	9972471542	santhoshkumar@shiltonhospitality.com	-
20.	Grand New Delhi	Sudershan Singh Bhandari	Executive Chef	Nelson Mandela Road, Vasant Kunj, New Delhi	9810911114	ssb.sssb@outlook.com	-
21.	Best Western India	Amit Sharma	Corp. Training Manager	Jasola, New Delhi	8377833382	amit.sharma@bwhindia.in	

Annexure: Training & Employment Details

Training and Employment Projections:

Year	Total Candidates		Women		People with Disability	
	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities
2023-2024	220	220	22	22	NA	NA
2024-2025	242	242	30	30	NA	NA
2025-2026	264	264	33	33	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		173	151	136	112	173	151	136	112	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. Industry 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/N2607: Procure supplies from vendors	<i>Procure the supplies</i>	40	40	0	20
	PC1. forecast upcoming levels of demands in coordination with the departmental heads of the restaurant/hotel	-	-	-	-
	PC2. obtain the requirements from all departments of the restaurant/hotel like F&B services, kitchen, housekeeping, etc.	-	-	-	-
	PC3. review all demand requests for similar items	-	-	-	-
	PC4. verify quantities within the established minimum/maximum stock levels	-	-	-	-
	PC5. determine the appropriate quantity and expected delivery time	-	-	-	-
	PC6. identify items for standing orders utilizing vendor's logistics for regular deliveries based on approved highly consumed items at the restaurant/hotels	-	-	-	-
	PC7. assist Store Manager in placing the order with the vendors for periodic supplies	-	-	-	-
	PC8. check that all authorized or approved purchase orders are sent to their respective suppliers/vendors for delivery purposes on a daily basis	-	-	-	-
	PC9. check and verify all pending orders regularly	-	-	-	-
	Total Marks	40	40	0	20
THC/N2608: Maintain inventory and issue supplies	<i>Maintain inventory</i>	20	20	0	10
	PC1. monitor inventory on regular basis to compile orders based on par levels or needs of the various departments at the restaurant/hotel	-	-	-	-
	PC2. follow policy and procedures for receiving, storage, issuing and records maintenance of physical inventory	-	-	-	-
	PC3. check the received goods as per the agreed purchase, delivery note, and agreed quantity	-	-	-	-
	PC4. track received inventory and complete inventory reports and logs	-	-	-	-
	PC5. store the supplies so as to minimise the occurrence of risks and to prevent losses	-	-	-	-
	PC6. check the storage facilities for upkeep and hygiene of the raw material for food items and other supplies	-	-	-	-
	PC7. check inventory records of the kitchen, F&B and housekeeping to determine inventory levels and needs	-	-	-	-
	PC8. conduct physical stock audits and tally with the inventory count from records	-	-	-	-
	PC9. ensure updation of the inventory management software/system	-	-	-	-
	PC10. identify any slow-moving items in the restaurant/hotel to avoid over purchasing	-	-	-	-

	PC11. check the validity of items available in the inventory and dispose of the expired items in the kitchen as per organizational policy	-	-	-	-
	PC12. maintain storeroom inventory levels for smooth operations at all times	-	-	-	-
	PC13. follow various inventory management techniques like ABC analysis, VED analysis, etc. to minimize the cost of inventory	-	-	-	-
	<i>Issue supplies and equipment</i>	20	20	0	10
	PC14. issue supplies and equipment to various departments of the restaurant/hotel against material requisition slips	-	-	-	-
	PC15. ensure all store requisitions are signed by concerned Department Heads (HOD's) of the restaurant/hotel	-	-	-	-
	PC16. verify that the store requisition form is signed by the person collecting the kitchen, F&B and housekeeping supplies and entered into the Inventory/Materials Management System	-	-	-	-
	PC17. enter the details in bin cards, stock register, etc., immediately after material and supplies have been issued	-	-	-	-
	PC18. maintain clear and organized records to ensure all reports and invoices are filed and stored properly	-	-	-	-
	Total Marks	40	40	0	20
THC/N9901: Communicate effectively and maintain service standards	<i>Communicate effectively with guests, colleagues and superiors</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. clarify guest's requirements by asking appropriate questions	-	-	-	-
	PC4. address guest's dissatisfactions and complaints effectively	-	-	-	-
	PC5. build effective yet impersonal relationship with guests	-	-	-	-
	PC6. inform guests on any issue/problem beforehand including any developments involving them	-	-	-	-
	PC7. seek feedback from the guests and incorporate that to improve the guest experience	-	-	-	-
	PC8. escalate any negative feedback from the guests to immediate reporting authority on high priority	-	-	-	-
	PC9. pass on essential information to your colleagues timely	-	-	-	-
	PC10. report any workplace issues to the superior immediately	-	-	-	-
	<i>Maintain professional etiquette</i>	10	10	0	5
	PC11. report to work on time	-	-	-	-
	PC12. follow proper etiquette while interacting with colleagues and superiors	-	-	-	-
	PC13. follow the dress code as per organizational policy	-	-	-	-
	PC14. maintain good personal hygiene	-	-	-	-
	PC15. respect privacy of others at the workplace	-	-	-	-
	<i>Provide specific services as per the guests' requirements</i>	10	10	0	5

	PC16. offer services and maintain the quality of facilities to cater to specific needs of every individual, across all gender and age group as per organisation standards	-	-	-	-
	PC17. provide assistance to Persons with Disability, if required	-	-	-	-
	PC18. follow gender and age sensitive service practices at all times	-	-	-	-
	PC19. follow the organisational policies specified for Persons with Disability	-	-	-	-
	PC20. adhere to the company policies related to prevention of sexual harassment, both physical and verbal	-	-	-	-
	Total Marks	40	40	0	20
THC/N9903: Maintain organisational confidentiality and respect guests' privacy	<i>Maintain organisational confidentiality</i>	6	6	0	3
	PC1. ensure not leaving any confidential information visible and unattended on the workstation	-	-	-	-
	PC2. comply to organizational IPR policy at all times	-	-	-	-
	PC3. report any infringement of IPR observed by anyone in the company to the concerned person	-	-	-	-
	PC4. maintain the confidentiality of the organisational information through appropriate use, storage and disposal	-	-	-	-
	<i>Respect guest's privacy</i>	4	4	0	2
	PC5. protect personal and financial information of the guest	-	-	-	-
	PC6. refrain self from infringing upon guest's professional deals and plans	-	-	-	-
THC/N9906: Follow Health, Hygiene and Safety practices	Total Marks	10	10	0	5
	<i>Maintain personal and workplace hygiene</i>	10	10	0	5
	PC1. wash and sanitize hands at regular intervals using hand wash & alcohol-based sanitizers	-	-	-	-
	PC2. clean the workplace with appropriate cleaning solution and disinfectants as recommended	-	-	-	-
	PC3.	-	-	-	-
	PC4. sanitize all tools and equipment requiring touch points at regular intervals	-	-	-	-
	PC5. ensure that the trashcans are cleared regularly following the cleanliness and maintenance schedule	-	-	-	-
	PC6. use appropriate PPE (headwear, glasses, goggles, footwear etc.) considering the task to be performed and the working environment	-	-	-	-
	PC7. dispose of the waste as per the prescribed standards	-	-	-	-
	PC8. maintain good personal hygiene by brushing teeth regularly, washing and sanitizing hands, wearing clean clothes, following a healthy diet etc.	-	-	-	-
	<i>Take precautionary health measures</i>	5	5	0	0
	PC9. attend regular health check-ups organized by the management	-	-	-	-
	PC10. report personal health issues related to injury, food, air and infectious disease	-	-	-	-
	PC11. report to the concerned authority in case any coworker is unwell	-	-	-	-
	<i>Follow standard safety procedure</i>	5	10	0	5
	PC12. follow safety procedures while handling materials, tools, equipment etc.	-	-	-	-

	PC13. follow first aid procedures appropriately	-	-	-	-
	PC14. identify hazards at the workplace and report to the concerned person in time	-	-	-	-
	<i>Follow effective waste management</i>	5	10	0	5
	PC15. identify and segregate recyclable, non-recyclable and hazardous waste at workplace	-	-	-	-
	PC16. segregate waste into different coloured dustbins	-	-	-	-
	PC17. handle the waste as per SOP	-	-	-	-
	PC18. recycle waste wherever applicable	-	-	-	-
	PC19. dispose of PPEs in a plastic bag, sealed and labelled as infectious waste	-	-	-	-
	Total Marks	25	35	0	15
DGT/VSQ/N0102 - Employability Skills (60 hours)	<i>Introduction to Employability Skills</i>	1	1	-	-
	PC1. identify employability skills required for jobs in various industries	-	-	-	-
	PC2. identify and explore learning and employability portals	-	-	-	-
	<i>Constitutional values – Citizenship</i>	1	1	-	-
	PC3. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.	-	-	-	-
	PC4. follow environmentally sustainable practices	-	-	-	-
	<i>Becoming a Professional in the 21st Century</i>	2	4	-	-
	PC5. recognize the significance of 21st Century Skills for employment	-	-	-	-
	PC6. 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	-	-	-	-
	<i>Basic English Skills</i>	2	3	-	-
	PC7. use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-
	PC8. read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
	PC9. write short messages, notes, letters, e-mails etc. in English	-	-	-	-
	<i>Career Development & Goal Setting</i>	1	2	-	-
	PC10. understand the difference between job and career	-	-	-	-
	PC11. prepare a career development plan with short- and long-term goals, based on aptitude	-	-	-	-
	<i>Communication Skills</i>	1	1	-	-
	PC12. follow verbal and non-verbal communication etiquette and active listening techniques in various settings	-	-	-	-
	PC13. work collaboratively with others in a team	-	-	-	-
	<i>Diversity & Inclusion</i>	1	2	-	-

PC14. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC15. escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
<i>Financial and Legal Literacy</i>	2	3	-	-
PC16. select financial institutions, products and services as per requirement	-	-	-	-
PC17. carry out offline and online financial transactions, safely and securely	-	-	-	-
PC18. identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
PC19. identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
<i>Essential Digital Skills</i>	3	4	-	-
PC20. operate digital devices and carry out basic internet operations securely and safely	-	-	-	-
PC21. use e- mail and social media platforms and virtual collaboration tools to work effectively	-	-	-	-
PC22. use basic features of word processor, spreadsheets, and presentations	-	-	-	-
<i>Entrepreneurship</i>	2	3	-	-
PC23. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
PC24. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
PC25. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
<i>Customer Service</i>	1	2	-	-
PC26. identify different types of customers	-	-	-	-
PC27. identify and respond to customer requests and needs in a professional manner.	-	-	-	-
PC28. follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship & Jobs</i>	2	3	-	-
PC29. create a professional Curriculum vitae (Résumé)	-	-	-	-
PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
PC31. apply to identified job openings using offline/online methods as per requirement	-	-	-	-
PC32. answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
Total Marks	20	30	-	-

Grand Total	175	195	0	80
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Annexure: Assessment Strategy

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

Mention the detailed assessment strategy in the provided template.

<1. Assessment System Overview:

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

2. Testing Environment:

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

3. Assessment Quality Assurance levels/Framework:

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

4. Types of evidence or evidence-gathering protocol:

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

5. Method of verification or validation:

- Surprise visit to the assessment location

6. Method for assessment documentation, archiving, and access

- Hard copies of the documents are stored

On the Job:

1. Each module (which covers the job profile of Store Assistant-Tourism and Hospitality) 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

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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
SOP	Standard operating procedure
OH&S	Occupational Health and Safety
PPE	Personal Protective Equipment
IPR	Intellectual Property Rights
FSSAI	Food Safety and Standards Authority of India
HACCP	Hazard analysis and critical control points
ISO	The International Organization for Standardization

Glossary

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