

Qualification Pack



Catering Manager

QP Code: THC/Q5901

Version: 2.0

NSQF Level: 6

Tourism and Hospitality Skill Council || 404/407 4th Floor Mercantile House, KG Marg, Connaught Place
New Delhi 110001. || email:assessment@thsc.in

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THC/Q5901: Catering Manager

Brief Job Description

The individual at work is responsible for planning, administering, and supervising the organization's catering operations and services.

Personal Attributes

The job requires the individual to have excellent communication and interpersonal skills, strong organizational, time management skills, and decision-making skills along with customer-centric approach.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [THC/N5901: Manage staff, cost, and business promotion](#)
2. [THC/N5902: Manage catering operations](#)
3. [THC/N9902: Ensure effective communication and service standards at workplace](#)
4. [THC/N9910: Ensure to maintain organisational confidentiality and guest's privacy](#)
5. [THC/N9907: Monitor and maintain health, hygiene and safety at workplace](#)

Qualification Pack (QP) Parameters

Sector	Tourism & Hospitality
Sub-Sector	Facility Management
Occupation	Catering Services
Country	India
NSQF Level	6
Aligned to NCO/ISCO/ISIC Code	NCO-2015/1411.0100

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Minimum Educational Qualification & Experience	Graduate with 3 Years of experience as a Cafeteria Supervisor OR Certificate-NSQF (Level-5 Cafeteria Supervisor) with 2 Years of experience as a Cafeteria Supervisor
Minimum Level of Education for Training in School	Not Applicable
Pre-Requisite License or Training	Not applicable
Minimum Job Entry Age	20 Years
Last Reviewed On	30/12/2021
Next Review Date	30/12/2024
Deactivation Date	30/12/2024
NSQC Approval Date	30/12/2021
Version	2.0
Reference code on NQR	2021/TH/THSC/04911
NQR Version	1.0

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THC/N5901: Manage staff, cost, and business promotion

Description

This OS unit is about managing the staff, monitoring the department's expense and budget, assisting the management in business promotion, and managing the customers.

Scope

The scope covers the following :

- Manage staff
- Monitor expense and budget
- Assist in business promotion and managing customers

Elements and Performance Criteria

Manage staff

To be competent, the user/individual on the job must be able to:

- PC1.** monitor staff levels in the department and assist the HR in the recruitment of staff, if required
- PC2.** ensure payroll costs are managed at all times
- PC3.** maintain accurate information concerning all staff records
- PC4.** ensure effective induction programs are conducted for new staff
- PC5.** monitor performances and absenteeism within the department
- PC6.** identify the training needs of the catering department in line with current legislation, current service requirements and future departmental development
- PC7.** arrange and monitor the training and development of the catering staff
- PC8.** maintain staff discipline and take disciplinary action as per the organizational disciplinary policy, if necessary
- PC9.** review current work schedules of the staff and make recommendations for change to ensure maximum productivity
- PC10.** handle conflicts among the staff members

Monitor expense and budget

To be competent, the user/individual on the job must be able to:

- PC11.** assist the manager in developing budget and financial plan for the catering department
- PC12.** monitor, review and make recommendations regarding all aspects of purchasing to ensure value for money
- PC13.** ensure that purchasing is carried out efficiently, effectively and as per agreement
- PC14.** control and monitor any cash collection point within the catering department
- PC15.** ensure accurate financial records, stock sheet, and other financial details are maintained at all times
- PC16.** monitor department expenses and make amendments where necessary

Assist in business promotion and managing customers

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To be competent, the user/individual on the job must be able to:

- PC17.** search business opportunities to obtain new orders
- PC18.** develop a positive working relationship with existing clients for repeat business
- PC19.** assist in developing a marketing plan to promote catering operations to individuals and organizations
- PC20.** respond to customer inquiries in an accurate and timely manner
- PC21.** prepare comprehensive catering order form according to customer's requirements and interests

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** procedure to prepare work schedules
- KU2.** ways to delegate tasks to the team members
- KU3.** effective ways to debrief the team
- KU4.** methods to monitor staffing levels
- KU5.** how to conduct team meetings, orientations, and training
- KU6.** employee performance parameters
- KU7.** team management techniques
- KU8.** conflict management strategies
- KU9.** ways to give constructive feedback
- KU10.** procedure to address the customer's issues
- KU11.** budget preparation process
- KU12.** cost control methods
- KU13.** procedure to prepare financial records
- KU14.** ways to effectively promote business
- KU15.** promotional strategies
- KU16.** effective customer service techniques
- KU17.** ways to handle customer queries
- KU18.** booking procedure for catering
- KU19.** procedure to prepare comprehensive catering order form for customers

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** communicate effectively with the staff and customers
- GS2.** motivate the team to perform effectively and offer quality service
- GS3.** handle problems arising among internal staff
- GS4.** break complex problems into a manageable piece

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Manage staff</i>	20	20	-	10
PC1. monitor staff levels in the department and assist the HR in the recruitment of staff, if required	-	-	-	-
PC2. ensure payroll costs are managed at all times	-	-	-	-
PC3. maintain accurate information concerning all staff records	-	-	-	-
PC4. ensure effective induction programs are conducted for new staff	-	-	-	-
PC5. monitor performances and absenteeism within the department	-	-	-	-
PC6. identify the training needs of the catering department in line with current legislation, current service requirements and future departmental development	-	-	-	-
PC7. arrange and monitor the training and development of the catering staff	-	-	-	-
PC8. maintain staff discipline and take disciplinary action as per the organizational disciplinary policy, if necessary	-	-	-	-
PC9. review current work schedules of the staff and make recommendations for change to ensure maximum productivity	-	-	-	-
PC10. handle conflicts among the staff members	-	-	-	-
<i>Monitor expense and budget</i>	10	10	-	5
PC11. assist the manager in developing budget and financial plan for the catering department	-	-	-	-
PC12. monitor, review and make recommendations regarding all aspects of purchasing to ensure value for money	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. ensure that purchasing is carried out efficiently, effectively and as per agreement	-	-	-	-
PC14. control and monitor any cash collection point within the catering department	-	-	-	-
PC15. ensure accurate financial records, stock sheet, and other financial details are maintained at all times	-	-	-	-
PC16. monitor department expenses and make amendments where necessary	-	-	-	-
<i>Assist in business promotion and managing customers</i>	10	10	-	5
PC17. search business opportunities to obtain new orders	-	-	-	-
PC18. develop a positive working relationship with existing clients for repeat business	-	-	-	-
PC19. assist in developing a marketing plan to promote catering operations to individuals and organizations	-	-	-	-
PC20. respond to customer inquiries in an accurate and timely manner	-	-	-	-
PC21. prepare comprehensive catering order form according to customer's requirements and interests	-	-	-	-
NOS Total	40	40	-	20

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National Occupational Standards (NOS) Parameters

NOS Code	THC/N5901
NOS Name	Manage staff, cost, and business promotion
Sector	Tourism & Hospitality
Sub-Sector	Facility Management
Occupation	Catering Services
NSQF Level	6
Credits	TBD
Version	2.0
Last Reviewed Date	30/12/2021
Next Review Date	30/12/2024
NSQC Clearance Date	30/12/2021

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THC/N5902: Manage catering operations

Description

This OS unit is about planning and executing catering operations and events.

Scope

The scope covers the following :

- Plan catering events
- Manage catering operations

Elements and Performance Criteria

Plan catering events

To be competent, the user/individual on the job must be able to:

- PC1.** obtain customer requirements like number of guests, event dates, etc., for the event
- PC2.** plan food and beverage menu considering customers' preferences and special requests
- PC3.** determine the ingredient requirement as per the menu
- PC4.** manage stock and place orders as needed
- PC5.** arrange food tasting with potential customers
- PC6.** deal with customer queries and complaints and compile reports as required
- PC7.** manage the layout, design, equipping, and maintenance of catering areas

Manage catering operations

To be competent, the user/individual on the job must be able to:

- PC8.** ascertain good quality food production in line with the best practice
- PC9.** ensure maintenance of service standards and implementation of all aspects of HACCP
- PC10.** make sure catering service is prompt, friendly, and efficient, and as per the needs of the customer
- PC11.** establish and maintain the highest standard of hygiene in all sections of the catering department and in the handling of food
- PC12.** determine the quality of foodstuff to be obtained as per the pre-determined procedures
- PC13.** check that the quality of food is as per standards
- PC14.** ensure proper and secure storage of all foodstuff in the kitchen
- PC15.** investigate, report, and correct complaints regarding the catering service

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** procedure to organize catering services
- KU2.** calculation of staff and other requirements for the catering event

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- KU3.** different types of buffet
- KU4.** menu planning procedures
- KU5.** various layouts and setups for catering events
- KU6.** equipment and facilities required for catering
- KU7.** catering service procedures during formal and informal functions
- KU8.** complaint handling procedure
- KU9.** food regulation and hygiene standards
- KU10.** customer service and public relations management
- KU11.** quality parameters of food items

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** communicate effectively with the customers
- GS2.** motivate the team to perform effectively and offer quality service
- GS3.** handle problems arising among internal staff
- GS4.** analyze the client requirements

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Plan catering events</i>	20	20	-	10
PC1. obtain customer requirements like number of guests, event dates, etc., for the event	-	-	-	-
PC2. plan food and beverage menu considering customers' preferences and special requests	-	-	-	-
PC3. determine the ingredient requirement as per the menu	-	-	-	-
PC4. manage stock and place orders as needed	-	-	-	-
PC5. arrange food tasting with potential customers	-	-	-	-
PC6. deal with customer queries and complaints and compile reports as required	-	-	-	-
PC7. manage the layout, design, equipping, and maintenance of catering areas	-	-	-	-
<i>Manage catering operations</i>	20	20	-	10
PC8. ascertain good quality food production in line with the best practice	-	-	-	-
PC9. ensure maintenance of service standards and implementation of all aspects of HACCP	-	-	-	-
PC10. make sure catering service is prompt, friendly, and efficient, and as per the needs of the customer	-	-	-	-
PC11. establish and maintain the highest standard of hygiene in all sections of the catering department and in the handling of food	-	-	-	-
PC12. determine the quality of foodstuff to be obtained as per the pre-determined procedures	-	-	-	-
PC13. check that the quality of food is as per standards	-	-	-	-
PC14. ensure proper and secure storage of all foodstuff in the kitchen	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC15. investigate, report, and correct complaints regarding the catering service	-	-	-	-
NOS Total	40	40	-	20

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National Occupational Standards (NOS) Parameters

NOS Code	THC/N5902
NOS Name	Manage catering operations
Sector	Tourism & Hospitality
Sub-Sector	Facility Management
Occupation	Catering Services
NSQF Level	6
Credits	TBD
Version	2.0
Last Reviewed Date	30/12/2021
Next Review Date	30/12/2024
NSQC Clearance Date	30/12/2021

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THC/N9902: Ensure effective communication and service standards at workplace

Description

This OS unit is about communicating effectively, maintaining standards of etiquette at workplace, and engaging with guests to provide specific services.

Scope

The scope covers the following :

- Promote effective communication
- Maintain professional etiquette
- Ensure rendering of specific services as per the guests' requirements

Elements and Performance Criteria

Promote effective communication

To be competent, the user/individual on the job must be able to:

- PC1.** greet the guests promptly and appropriately as per organization's procedure
- PC2.** communicate with the guests in a polite and professional manner
- PC3.** build effective yet impersonal relationship with guests
- PC4.** identify guests' dissatisfactions and address complaints effectively
- PC5.** inform guests of any issue/problem well in advance
- PC6.** seek feedback from the guests and incorporate them to improve the guest experience
- PC7.** ensure essential information is passed on in a timely manner
- PC8.** ensure team members to maintain etiquette while interacting with each other
- PC9.** ensure the team members provide feedback to their peers

Maintain professional etiquette

To be competent, the user/individual on the job must be able to:

- PC10.** ensure self and team members report to work on time
- PC11.** use the guests' names as many times as possible during the conversation with proper salutation
- PC12.** maintain personal integrity & ethical behaviour
- PC13.** make sure personal hygiene is maintained by self and others at all times
- PC14.** ensure self and team members adhere to the dress code as per organizational policy
- PC15.** respect privacy of others at the workplace

Ensure rendering of specific services as per the guests' requirements

To be competent, the user/individual on the job must be able to:

- PC16.** provide assistance to Persons with Disability, if asked
- PC17.** ensure self and team members comply to the organizational policies towards Persons with Disability

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- PC18.** make sure gender and age sensitive service practices are followed at all times
- PC19.** ensure compliance to the organizational policies related to prevention of sexual harassment, both physical and verbal by self and team members
- PC20.** support PwD team members in overcoming any challenges faced at work
- PC21.** make sure the workplace is accessible for the Persons with Disability

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational policies on behavioural etiquette and professionalism
- KU2.** organizational policies on gender sensitive service practices at workplace
- KU3.** organizational reporting and hierarchy structure
- KU4.** documentation policy and procedures of the organization
- KU5.** service quality standards as per organizational policies
- KU6.** complaint handling policy and procedures
- KU7.** SOP on personal hygiene
- KU8.** procedure of giving and receiving feedback positively
- KU9.** specific requirements of different age-groups of guests
- KU10.** age and gender specific etiquette
- KU11.** organizational policy with regards to Persons with disability
- KU12.** significance of professional etiquette and behaviour

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** read job sheets, organization policy documents, information displayed at the workplace and comments received from the supervisor or guest
- GS2.** fill up documentation pertaining to job requirement
- GS3.** interact with team members to work efficiently
- GS4.** communicate effectively with the guests
- GS5.** spot and report potential areas of disruption to work process proactively
- GS6.** improve work processes by incorporating guest feedback
- GS7.** motivate self and colleagues to work effectively

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Promote effective communication</i>	20	20	-	10
PC1. greet the guests promptly and appropriately as per organization's procedure	-	-	-	-
PC2. communicate with the guests in a polite and professional manner	-	-	-	-
PC3. build effective yet impersonal relationship with guests	-	-	-	-
PC4. identify guests' dissatisfactions and address complaints effectively	-	-	-	-
PC5. inform guests of any issue/problem well in advance	-	-	-	-
PC6. seek feedback from the guests and incorporate them to improve the guest experience	-	-	-	-
PC7. ensure essential information is passed on in a timely manner	-	-	-	-
PC8. ensure team members to maintain etiquette while interacting with each other	-	-	-	-
PC9. ensure the team members provide feedback to their peers	-	-	-	-
<i>Maintain professional etiquette</i>	10	10	-	5
PC10. ensure self and team members report to work on time	-	-	-	-
PC11. use the guests' names as many times as possible during the conversation with proper salutation	-	-	-	-
PC12. maintain personal integrity & ethical behaviour	-	-	-	-
PC13. make sure personal hygiene is maintained by self and others at all times	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. ensure self and team members adhere to the dress code as per organizational policy	-	-	-	-
PC15. respect privacy of others at the workplace	-	-	-	-
<i>Ensure rendering of specific services as per the guests' requirements</i>	10	10	-	5
PC16. provide assistance to Persons with Disability, if asked	-	-	-	-
PC17. ensure self and team members comply to the organizational policies towards Persons with Disability	-	-	-	-
PC18. make sure gender and age sensitive service practices are followed at all times	-	-	-	-
PC19. ensure compliance to the organizational policies related to prevention of sexual harassment, both physical and verbal by self and team members	-	-	-	-
PC20. support PwD team members in overcoming any challenges faced at work	-	-	-	-
PC21. make sure the workplace is accessible for the Persons with Disability	-	-	-	-
NOS Total	40	40	-	20

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National Occupational Standards (NOS) Parameters

NOS Code	THC/N9902
NOS Name	Ensure effective communication and service standards at workplace
Sector	Tourism & Hospitality
Sub-Sector	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
Occupation	Generic
NSQF Level	6
Credits	TBD
Version	2.0
Last Reviewed Date	24/02/2022
Next Review Date	24/02/2025
NSQC Clearance Date	24/02/2022

Qualification Pack

THC/N9910: Ensure to maintain organisational confidentiality and guest's privacy

Description

This unit is about ensuring that confidentiality of the organisational information and the privacy of the guests is maintained at all times.

Scope

The scope covers the following :

- Ensure organisational confidentiality
- Ensure guests' privacy

Elements and Performance Criteria

Maintain organisational confidentiality

To be competent, the user/individual on the job must be able to:

- PC1.** prevent leak of new plans and designs to competitors
- PC2.** ensure protection of employee information
- PC3.** prevent leak of organisation's policies like pricing strategies, revenue management policies, marketing plans etc.
- PC4.** take immediate and appropriate action in case of any IPR violation
- PC5.** make sure that the subordinates report any infringement observed by anyone in the organisation to the immediate supervisor
- PC6.** protect sensitive data with strong passwords and change passwords on a regular basis
- PC7.** ensure policies around confidential information are followed by all staff members

Maintain guests' privacy

To be competent, the user/individual on the job must be able to:

- PC8.** ensure the team refrains from infringing upon guest's professional deals and plans
- PC9.** make sure guest's personal information and financial data is protected all times
- PC10.** ensure proper disposal of guest's information like booking details, credit card slips etc.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** basics of IPR Laws, Trademark Laws, Patent Laws, etc. in the country, and penalties associated with them
- KU2.** organisation's policies on intellectual property rights and confidential information
- KU3.** organisation's product, service or design patents
- KU4.** how Intellectual property protection is important for competitiveness of an organisation
- KU5.** guidelines for crafting effective SOPs regarding IPR

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KU6. procedure for disposal of confidential documents

KU7. confidential data protection methods

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. read and follow IPR and related information documents

GS2. manage communication regarding IPR infringement, prevention, and management

GS3. identify measures that can prevent potential infringements within the team

GS4. evaluate organisation policies and procedures and assess its robustness to prevent IPR infringements

GS5. analyse the impact of IPR infringement on the guests and the organization

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain organisational confidentiality</i>	6	3	-	3
PC1. prevent leak of new plans and designs to competitors	-	-	-	-
PC2. ensure protection of employee information	-	-	-	-
PC3. prevent leak of organisation's policies like pricing strategies, revenue management policies, marketing plans etc.	-	-	-	-
PC4. take immediate and appropriate action in case of any IPR violation	-	-	-	-
PC5. make sure that the subordinates report any infringement observed by anyone in the organisation to the immediate supervisor	-	-	-	-
PC6. protect sensitive data with strong passwords and change passwords on a regular basis	-	-	-	-
PC7. ensure policies around confidential information are followed by all staff members	-	-	-	-
<i>Maintain guests' privacy</i>	4	2	-	2
PC8. ensure the team refrains from infringing upon guest's professional deals and plans	-	-	-	-
PC9. make sure guest's personal information and financial data is protected all times	-	-	-	-
PC10. ensure proper disposal of guest's information like booking details, credit card slips etc.	-	-	-	-
NOS Total	10	5	-	5

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National Occupational Standards (NOS) Parameters

NOS Code	THC/N9910
NOS Name	Ensure to maintain organisational confidentiality and guest's privacy
Sector	Tourism & Hospitality
Sub-Sector	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
Occupation	Generic
NSQF Level	6
Credits	TBD
Version	4.0
Last Reviewed Date	24/02/2022
Next Review Date	24/02/2025
NSQC Clearance Date	24/02/2022

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THC/N9907: Monitor and maintain health, hygiene and safety at workplace

Description

This OS unit is about ensuring a hazard free working environment along with maintaining health and hygiene and adoption of sustainable practices at workplace.

Scope

The scope covers the following :

- Ensure personal and workplace hygiene
- Maintain safe and secure working environment
- Follow effective waste management and recycling practices at workplace

Elements and Performance Criteria

Ensure personal and workplace hygiene

To be competent, the user/individual on the job must be able to:

- PC1.** ensure that self and team's work area is clean and tidy
- PC2.** ensure washing and sanitizing hands at regular intervals using hand wash & alcohol-based sanitizers by self as well as team members
- PC3.** make sure workplace is cleaned with appropriate cleaning solution and disinfectants as recommended
- PC4.** ascertain cleaning of the crockery and other articles as per established standards
- PC5.** monitor sanitization of all tools, equipment and machine touch-points at regular intervals
- PC6.** ensure that the trashcans are cleared regularly following the cleanliness and maintenance schedule
- PC7.** maintain personal hygiene and ensure the team members do the same
- PC8.** report to the concerned authority in case any co-worker is unwell
- PC9.** report personal health issues related to injury, food, air and infectious disease and avoid going to work if unwell

Maintain safe and secure working environment

To be competent, the user/individual on the job must be able to:

- PC10.** ensure safety procedures are followed while handling materials, tools, acids etc. and lifting or moving equipment and supplies
- PC11.** ensure use of appropriate PPE (gloves, three layered masks, long gown, headwear, glasses, goggles, footwear, etc.) by self and others at all times
- PC12.** make sure first aid procedures are followed appropriately
- PC13.** identify hazards at the workplace and report to the concerned person in time

Follow effective waste management and recycling practices at workplace

To be competent, the user/individual on the job must be able to:

- PC14.** identify and segregate recyclable, non-recyclable and hazardous waste at workplace

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- PC15.** segregate waste into different coloured dustbins
- PC16.** handle waste as per SOP
- PC17.** recycle waste wherever applicable
- PC18.** dispose of PPEs in a plastic bag, sealed and labelled as infectious waste

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational policies on safety procedures at workplace
- KU2.** procedure to maintain cleanliness standards at workplace
- KU3.** compliance norms for established health and hygiene procedures at workplace
- KU4.** importance of preventive health check-up and healthy living
- KU5.** purpose and usage of PPE such as gloves, protective goggles, masks, etc.
- KU6.** basic first aid procedures
- KU7.** methods to minimize accidental risks
- KU8.** the significance of safe handling of chemicals, acids, etc. for cleaning
- KU9.** instructions for operating and handling equipment as per standard
- KU10.** emergency procedures to be followed in case of a mishappening such as fire accidents, etc.

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** read organizational policy documents, manuals, instructions and information displayed at the workplace
- GS2.** fill in relevant forms, formats and checklist accurately
- GS3.** communicate effectively with visitors, co-workers and supervisors
- GS4.** analyze importance of personal hygiene
- GS5.** analyze the impact of not adhering to the health and safety procedures

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Ensure personal and workplace hygiene</i>	15	15	-	5
PC1. ensure that self and team's work area is clean and tidy	-	-	-	-
PC2. ensure washing and sanitizing hands at regular intervals using hand wash & alcohol-based sanitizers by self as well as team members	-	-	-	-
PC3. make sure workplace is cleaned with appropriate cleaning solution and disinfectants as recommended	-	-	-	-
PC4. ascertain cleaning of the crockery and other articles as per established standards	-	-	-	-
PC5. monitor sanitization of all tools, equipment and machine touch-points at regular intervals	-	-	-	-
PC6. ensure that the trashcans are cleared regularly following the cleanliness and maintenance schedule	-	-	-	-
PC7. maintain personal hygiene and ensure the team members do the same	-	-	-	-
PC8. report to the concerned authority in case any co-worker is unwell	-	-	-	-
PC9. report personal health issues related to injury, food, air and infectious disease and avoid going to work if unwell	-	-	-	-
<i>Maintain safe and secure working environment</i>	10	10	-	5
PC10. ensure safety procedures are followed while handling materials, tools, acids etc. and lifting or moving equipment and supplies	-	-	-	-
PC11. ensure use of appropriate PPE (gloves, three layered masks, long gown, headwear, glasses, goggles, footwear, etc.) by self and others at all times	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. make sure first aid procedures are followed appropriately	-	-	-	-
PC13. identify hazards at the workplace and report to the concerned person in time	-	-	-	-
<i>Follow effective waste management and recycling practices at workplace</i>	5	10	-	5
PC14. identify and segregate recyclable, non-recyclable and hazardous waste at workplace	-	-	-	-
PC15. segregate waste into different coloured dustbins	-	-	-	-
PC16. handle waste as per SOP	-	-	-	-
PC17. recycle waste wherever applicable	-	-	-	-
PC18. dispose of PPEs in a plastic bag, sealed and labelled as infectious waste	-	-	-	-
NOS Total	30	35	-	15

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	THC/N9907
NOS Name	Monitor and maintain health, hygiene and safety at workplace
Sector	Tourism & Hospitality
Sub-Sector	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
Occupation	Generic
NSQF Level	6
Credits	TBD
Version	2.0
Last Reviewed Date	24/02/2022
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Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down the proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on the knowledge bank of questions created by the SSC.
3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
4. Individual assessment agencies will create unique question papers for the theory part for each candidate at each examination/training center (as per assessment criteria below).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.
6. To pass the Qualification Pack assessment, every trainee should score a minimum of 70% of % aggregate marks to successfully clear the assessment.

Qualification Pack

7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

Minimum Aggregate Passing % at QP Level : 70

(Please note: Every Trainee should score a minimum aggregate passing percentage as specified above, to successfully clear the Qualification Pack assessment.)

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
THC/N5901.Manage staff, cost, and business promotion	40	40	0	20	100	25
THC/N5902.Manage catering operations	40	40	-	20	100	25
THC/N9902.Ensure effective communication and service standards at workplace	40	40	-	20	100	20
THC/N9910.Ensure to maintain organisational confidentiality and guest's privacy	10	5	-	5	20	10
THC/N9907.Monitor and maintain health, hygiene and safety at workplace	30	35	-	15	80	20
Total	160	160	-	80	400	100

Qualification Pack

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training
NSQC	National Skills Qualification Committee
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
SOP	Technical and Vocational Education and Training
PwD	Persons with Disability

Qualification Pack

Glossary

Sector	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the Knowledge and Understanding (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria (PC)	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
Unit Title	Unit title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Scope	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.

Qualification Pack

Knowledge and Understanding (KU)	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
Organisational Context	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/ Generic Skills (GS)	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
Electives	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
Options	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.