

## Qualification Pack



# Commis Chef

QP Code: THC/Q0406

Version: 2.0

NSQF Level: 4

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

## Qualification Pack

### Contents

THC/Q0406: Commis Chef .....	3
<i>Brief Job Description</i> .....	3
Applicable National Occupational Standards (NOS) .....	3
<i>Compulsory NOS</i> .....	3
<i>Qualification Pack (QP) Parameters</i> .....	3
THC/N0415: Assist in kitchen operations and food preparation .....	5
THC/N0428: Use tandoor for preparing food .....	12
THC/N9901: Communicate effectively and maintain service standards .....	17
THC/N9903: Maintain organisational confidentiality and respect guests' privacy .....	22
THC/N9906: Follow Health, Hygiene and Safety practices .....	26
DGT/VSQ/N0102: Employability Skills (60 Hours) .....	31
Assessment Guidelines and Weightage .....	38
<i>Assessment Guidelines</i> .....	38
<i>Assessment Weightage</i> .....	39
Acronyms .....	40
Glossary .....	42

## Qualification Pack

### THC/Q0406: Commis Chef

#### Brief Job Description

The individual at work sets up kitchen for operations and assists in food preparation and cooking. The person prepares sauces, salads, cold starters and other base items, monitors the stock in the kitchen, and closes the kitchen at the end of day's operations or shift end.

#### Personal Attributes

The job requires the individual to have the stamina to work for long hours, attention to details, creativity and patience.

#### Applicable National Occupational Standards (NOS)

##### Compulsory NOS:

1. [THC/N0415: Assist in kitchen operations and food preparation](#)
2. [THC/N0428: Use tandoor for preparing food](#)
3. [THC/N9901: Communicate effectively and maintain service standards](#)
4. [THC/N9903: Maintain organisational confidentiality and respect guests' privacy](#)
5. [THC/N9906: Follow Health, Hygiene and Safety practices](#)
6. [DGT/VSQ/N0102: Employability Skills \(60 Hours\)](#)

#### Qualification Pack (QP) Parameters

<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Hotels/Restaurant
<b>Occupation</b>	Food Production and Kitchen
<b>Country</b>	India
<b>NSQF Level</b>	4
<b>Credits</b>	16
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/5120.0200

## Qualification Pack

<b>Minimum Educational Qualification &amp; Experience</b>	<p>11th grade pass OR Completed 1st year of 3-year diploma (after 10th) and pursuing regular diploma OR 10th grade pass plus 1-year NTC/ NAC OR 8th pass plus 1-year NTC plus 1-Year NAC plus CITS OR 10th grade pass and pursuing continuous schooling OR 10th grade pass with 2 Years of experience relevant experience OR Certificate-NSQF (Assistant Chef with 2 years of relevant experience (one who has the ability to read and write))</p>
<b>Minimum Level of Education for Training in School</b>	Not Applicable
<b>Pre-Requisite License or Training</b>	Not applicable
<b>Minimum Job Entry Age</b>	18 Years
<b>Last Reviewed On</b>	18/11/2020
<b>Next Review Date</b>	24/02/2025
<b>NSQC Approval Date</b>	24/02/2022
<b>Version</b>	2.0
<b>Reference code on NQR</b>	2022/TH/THSC/05477
<b>NQR Version</b>	1.0

## Qualification Pack

### THC/N0415: Assist in kitchen operations and food preparation

#### Description

This OS unit is about assisting in preparing the kitchen before start of operations and making sauces, salads, cold starters, and other base items and cooking a variety of veg/non-veg dishes as per Chef-de-parties' (CDP) instructions and closing the kitchen at the end of day's business.

#### Scope

The scope covers the following :

- Prepare kitchen for food operations
- Prepare and cook base items, veg and non-veg dishes
- Assist in inventory management
- Close kitchen at the end of day's business/shift

#### Elements and Performance Criteria

##### *Prepare kitchen for food operations*

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

- PC1.** organize the assigned work area/station efficiently
- PC2.** arrange the correct tools and equipment required to cook the dishes
- PC3.** confirm the cleanliness and proper functioning of the tools and equipment
- PC4.** monitor and ensure appropriate temperature of the appliances to be used
- PC5.** notify the senior chef if there are any faulty or damaged kitchen equipment/tools
- PC6.** distribute the supplies to different workstations in the kitchen
- PC7.** replenish service lines as needed and restock and prepare the workstation for the next shift

##### *Prepare and cook base items, veg and non-veg dishes*

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

- PC8.** select the type of ingredients required for preparation of the dishes
- PC9.** collect raw food items/ingredients for cooking from the storage area, fridge, or freezer
- PC10.** measure out ingredients for different recipes
- PC11.** confirm the ingredients meet quality standards and other requirements
- PC12.** mix ingredients in correct proportions
- PC13.** prepare ingredients for cooking including seasoning of different meats as well as washing, peeling, and chopping vegetables and fruits
- PC14.** carry out basic preparatory work like mixing or grinding of spices/ingredients, preparing dough, and wrapping food items etc. as per the CDP's instructions
- PC15.** prepare basic items like sauce, salads, and cold starters, etc. as directed by the Chef de Partie
- PC16.** plate and present meal items as per the Chef de Parties' instructions

##### *Assist in inventory management*

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

## Qualification Pack

- PC17.** receive and check regular deliveries of fresh ingredients and other delivered goods against invoice for quantity and quality
  - PC18.** label all ingredients and prepared items correctly
  - PC19.** inform chef/manager about the inventory status and help in re-ordering of supplies
  - PC20.** assist in stock rotation to check and use the ingredients before their expiry date
  - PC21.** refill kitchen condiment bottles/shakers/oil cans/etc.
  - PC22.** store non-distributed provisions, supplies and daily consumables under appropriate conditions as per organisation's work instructions
  - PC23.** assist the chef/manager to plan rotations, if required
  - PC24.** keep track of quantity of daily and weekly consumption and stock of supplies/fuel/cooking oil
- Close kitchen at the end of day's business/shift*

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

- PC25.** store all unused ingredients and prepared food items at the correct location and in controlled environment in compliance with food safety regulations
- PC26.** discard all expired and spoiled food items stored in the stock rooms, refrigerators, and freezers
- PC27.** wash and disinfect kitchen tools, knives and other equipment
- PC28.** check that all appliances are turned off, unplugged, and cleaned as per health and hygiene standards
- PC29.** perform basic cleaning duties and ensure that work stations are properly sanitized
- PC30.** ensure disposal of waste and expired items as per waste management policy and recycling of waste material wherever applicable

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** food hygiene, quality, and safety standards as per organizational policy and FSSAI guidelines
- KU2.** occupational health and safety requirements as per HACCP
- KU3.** storage procedure of food items/ingredients as per food safety guidelines and organizational policy
- KU4.** usage of sterilized/sanitized dishware, kitchenware for food preparation
- KU5.** methods for stock rotation
- KU6.** quality standards for the food ingredients
- KU7.** food preparation techniques like marinating, chopping, slicing, etc.
- KU8.** different types of food ingredients and recipes
- KU9.** cooking methods like boiling, frying, grilling, steaming, sifting, kneading, resting, aerating etc.
- KU10.** types of tools/equipment required for preparation and cooking dishes
- KU11.** correct temperatures for cooking different dishes
- KU12.** operating procedure for appliances such as stoves, ovens, steamers, mixing machines, etc.
- KU13.** handling procedure of sharp objects in the kitchen such as knife and their safe storage

## Qualification Pack

- KU14.** correct temperatures and procedures for storing raw/cooked items not for immediate use
- KU15.** adequate inventory and stock requirements for business continuity
- KU16.** techniques to avoid accidental risks
- KU17.** safe waste-disposal techniques

### Generic Skills (GS)

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

- GS1.** read and interpret instructions, procedures, information, SOP, etc.
- GS2.** communicate effectively with chef/manager for any clarification
- GS3.** write labels for identification of products to be stored
- GS4.** improve and modify own work practices in the kitchen
- GS5.** assess effort required for any dish preparation
- GS6.** maintain cordial relationship with co-workers for smooth workflow

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### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Prepare kitchen for food operations</i>	10	10	-	5
<b>PC1.</b> organize the assigned work area/station efficiently	-	-	-	-
<b>PC2.</b> arrange the correct tools and equipment required to cook the dishes	-	-	-	-
<b>PC3.</b> confirm the cleanliness and proper functioning of the tools and equipment	-	-	-	-
<b>PC4.</b> monitor and ensure appropriate temperature of the appliances to be used	-	-	-	-
<b>PC5.</b> notify the senior chef if there are any faulty or damaged kitchen equipment/tools	-	-	-	-
<b>PC6.</b> distribute the supplies to different workstations in the kitchen	-	-	-	-
<b>PC7.</b> replenish service lines as needed and restock and prepare the workstation for the next shift	-	-	-	-
<i>Prepare and cook base items, veg and non-veg dishes</i>	20	25	-	10
<b>PC8.</b> select the type of ingredients required for preparation of the dishes	-	-	-	-
<b>PC9.</b> collect raw food items/ingredients for cooking from the storage area, fridge, or freezer	-	-	-	-
<b>PC10.</b> measure out ingredients for different recipes	-	-	-	-
<b>PC11.</b> confirm the ingredients meet quality standards and other requirements	-	-	-	-
<b>PC12.</b> mix ingredients in correct proportions	-	-	-	-
<b>PC13.</b> prepare ingredients for cooking including seasoning of different meats as well as washing, peeling, and chopping vegetables and fruits	-	-	-	-



### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC14.</b> carry out basic preparatory work like mixing or grinding of spices/ingredients, preparing dough, and wrapping food items etc. as per the CDP's instructions	-	-	-	-
<b>PC15.</b> prepare basic items like sauce, salads, and cold starters, etc. as directed by the Chef de Partie	-	-	-	-
<b>PC16.</b> plate and present meal items as per the Chef de Parties' instructions	-	-	-	-
<i>Assist in inventory management</i>	<b>10</b>	<b>10</b>	-	<b>5</b>
<b>PC17.</b> receive and check regular deliveries of fresh ingredients and other delivered goods against invoice for quantity and quality	-	-	-	-
<b>PC18.</b> label all ingredients and prepared items correctly	-	-	-	-
<b>PC19.</b> inform chef/manager about the inventory status and help in re-ordering of supplies	-	-	-	-
<b>PC20.</b> assist in stock rotation to check and use the ingredients before their expiry date	-	-	-	-
<b>PC21.</b> refill kitchen condiment bottles/shakers/oil cans/etc.	-	-	-	-
<b>PC22.</b> store non-distributed provisions, supplies and daily consumables under appropriate conditions as per organisation's work instructions	-	-	-	-
<b>PC23.</b> assist the chef/manager to plan rotations, if required	-	-	-	-
<b>PC24.</b> keep track of quantity of daily and weekly consumption and stock of supplies/fuel/cooking oil	-	-	-	-
<i>Close kitchen at the end of day's business/shift</i>	<b>10</b>	<b>10</b>	-	<b>5</b>
<b>PC25.</b> store all unused ingredients and prepared food items at the correct location and in controlled environment in compliance with food safety regulations	-	-	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC26.</b> discard all expired and spoiled food items stored in the stock rooms, refrigerators, and freezers	-	-	-	-
<b>PC27.</b> wash and disinfect kitchen tools, knives and other equipment	-	-	-	-
<b>PC28.</b> check that all appliances are turned off, unplugged, and cleaned as per health and hygiene standards	-	-	-	-
<b>PC29.</b> perform basic cleaning duties and ensure that work stations are properly sanitized	-	-	-	-
<b>PC30.</b> ensure disposal of waste and expired items as per waste management policy and recycling of waste material wherever applicable	-	-	-	-
<b>NOS Total</b>	<b>50</b>	<b>55</b>	<b>-</b>	<b>25</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	THC/N0415
<b>NOS Name</b>	Assist in kitchen operations and food preparation
<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Hotels/Restaurant
<b>Occupation</b>	Food Production & Kitchen
<b>NSQF Level</b>	4
<b>Credits</b>	8
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	18/11/2020
<b>Next Review Date</b>	24/02/2025
<b>NSQF Clearance Date</b>	24/02/2022

## Qualification Pack

### THC/N0428: Use tandoor for preparing food

#### Description

This OS unit is about using the tandoor for preparing food and cleaning/maintaining the tandoor.

#### Scope

The scope covers the following :

- Prepare tandoor for cooking
- Prepare Indian bread on tandoor
- Prepare roasted meat/vegetables
- Clean and maintain tandoor

#### Elements and Performance Criteria

##### *Prepare tandoor for cooking*

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

- PC1.** arrange wood kindling, paper, and charcoal, as required
- PC2.** apply a light layer of vegetable oil inside the tandoor for dough to stick to it
- PC3.** light a fire at the bottom of the tandoor using wood kindling, paper, and charcoal
- PC4.** place the lid on the oven and keep for at least two hours to make the tandoor ready for use

##### *Prepare Indian bread on tandoor*

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

- PC5.** make dough as per requirements
- PC6.** make Indian bread from the dough as per the size requirements
- PC7.** apply vegetable oil on the bread and place it on a cloth
- PC8.** put the bread inside the tandoor with the help of the cloth and ensure bread sticks to the tandoor wall
- PC9.** take it out with the help of tongs/skewers when the bread is ready

##### *Prepare roasted meat/vegetables*

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

- PC10.** create marinades and rubs
- PC11.** set long skewers threaded with marinated meat/vegetables/cheese or paneer
- PC12.** place the skewer inside the tandoor such that the tip of the skewers rest on the charcoals and the food is suspended in the centre of the oven
- PC13.** take the skewers out when meat/vegetable/cheese or paneer are cooked and ready to eat

##### *Clean and maintain tandoor*

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

- PC14.** ensure cleanliness and sanitation of the tandoor oven before start and end of day's business
- PC15.** check for any defects in the tandoor oven and inform supervisor/proprietor
- PC16.** clean the tandoor and dispose of fuel residue at the end of day's business

## Qualification Pack

**PC17.** ensure clay is regularly applied on the tandoor walls for better service

**PC18.** cover the tandoor when not in use to avoid any contamination

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organisation's policy and work instructions on tandoor handling and cooking food safely using tandoor
- KU2.** food hygiene, quality, and safety standards as per organizational policy and FSSAI
- KU3.** types and features of tandoors
- KU4.** types of fuel used in tandoor
- KU5.** equipment required in tandoor cookery
- KU6.** various types of marinades used in tandoori cookery
- KU7.** techniques of controlling temperature of tandoor
- KU8.** techniques to prepare food in tandoor
- KU9.** dough mixing and making methods
- KU10.** bread making process in tandoor
- KU11.** techniques to use skewers in tandoor
- KU12.** temperature requirements for different dishes in tandoor
- KU13.** hazards associated with the smoke resulting from the burning of charcoal inside the tandoor
- KU14.** precautions to be taken while lighting up the fire inside the tandoor
- KU15.** cleaning and maintenance procedure of tandoors

### Generic Skills (GS)

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

- GS1.** read work instructions and information displayed at the workplace
- GS2.** communicate effectively with the superiors to understand the instructions
- GS3.** decide when the tandoor is ready for preparing food
- GS4.** decide when to take out bread or meat/vegetables from the tandoor without burning them

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Prepare tandoor for cooking</i>	<b>20</b>	<b>20</b>	-	<b>5</b>
<b>PC1.</b> arrange wood kindling, paper, and charcoal, as required	-	-	-	-
<b>PC2.</b> apply a light layer of vegetable oil inside the tandoor for dough to stick to it	-	-	-	-
<b>PC3.</b> light a fire at the bottom of the tandoor using wood kindling, paper, and charcoal	-	-	-	-
<b>PC4.</b> place the lid on the oven and keep for at least two hours to make the tandoor ready for use	-	-	-	-
<i>Prepare Indian bread on tandoor</i>	<b>10</b>	<b>10</b>	-	<b>5</b>
<b>PC5.</b> make dough as per requirements	-	-	-	-
<b>PC6.</b> make Indian bread from the dough as per the size requirements	-	-	-	-
<b>PC7.</b> apply vegetable oil on the bread and place it on a cloth	-	-	-	-
<b>PC8.</b> put the bread inside the tandoor with the help of the cloth and ensure bread sticks to the tandoor wall	-	-	-	-
<b>PC9.</b> take it out with the help of tongs/skewers when the bread is ready	-	-	-	-
<i>Prepare roasted meat/vegetables</i>	<b>10</b>	<b>10</b>	-	<b>5</b>
<b>PC10.</b> create marinades and rubs	-	-	-	-
<b>PC11.</b> set long skewers threaded with marinated meat/vegetables/cheese or paneer	-	-	-	-
<b>PC12.</b> place the skewer inside the tandoor such that the tip of the skewers rest on the charcoals and the food is suspended in the centre of the oven	-	-	-	-
<b>PC13.</b> take the skewers out when meat/vegetable/cheese or paneer are cooked and ready to eat	-	-	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Clean and maintain tandoor</i>	<b>10</b>	<b>10</b>	-	<b>5</b>
<b>PC14.</b> ensure cleanliness and sanitation of the tandoor oven before start and end of day's business	-	-	-	-
<b>PC15.</b> check for any defects in the tandoor oven and inform supervisor/proprietor	-	-	-	-
<b>PC16.</b> clean the tandoor and dispose of fuel residue at the end of day's business	-	-	-	-
<b>PC17.</b> ensure clay is regularly applied on the tandoor walls for better service	-	-	-	-
<b>PC18.</b> cover the tandoor when not in use to avoid any contamination	-	-	-	-
<b>NOS Total</b>	<b>50</b>	<b>50</b>	-	<b>20</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	THC/N0428
<b>NOS Name</b>	Use tandoor for preparing food
<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Hotels/Restaurant
<b>Occupation</b>	Food Production and Kitchen
<b>NSQF Level</b>	4
<b>Credits</b>	3
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	18/11/2020
<b>Next Review Date</b>	24/02/2025
<b>NSQC Clearance Date</b>	24/02/2022



## Qualification Pack

### THC/N9901: Communicate effectively and maintain service standards

#### Description

This OS unit is about communicating effectively, maintaining standard of etiquette at workplace and attending to specific guest requirements.

#### Scope

The scope covers the following :

- Communicate effectively with guests, colleagues and superiors
- Maintain professional etiquette
- Provide specific services as per the guests' requirements

#### Elements and Performance Criteria

##### *Communicate effectively with guests, colleagues and superiors*

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.** 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 them to improve the guest experience
- PC8.** escalate any negative feedback received from the guests to immediate reporting authority on high priority
- PC9.** pass on essential information to the colleagues timely
- PC10.** report any workplace issues to the superior immediately

##### *Maintain professional etiquette*

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

- 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 personal hygiene
- PC15.** respect privacy of others at the workplace

##### *Provide specific services as per the guests' requirements*

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

- 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 company standards
- PC17.** provide assistance to Persons with Disability, if required
- PC18.** follow the organisational policies specified for Persons with Disability

## Qualification Pack

**PC19.** follow gender and age sensitive service practices at all times

**PC20.** adhere to the company policies related to prevention of sexual harassment

### 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 hierarchy and reporting 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.** gender specific requirements of different types of guest

**KU10.** specific requirements of different age-groups of guests

**KU11.** age and gender specific etiquette

**KU12.** key helpline numbers

**KU13.** organizational policy with regards to Persons with disability

### Generic Skills (GS)

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

**GS1.** read job sheets, company policy, notes and comments received from the supervisor or guest, documents and information displayed at the workplace

**GS2.** interact with coworkers to work efficiently

**GS3.** communicate effectively with the guests

**GS4.** solve problem when required

**GS5.** improve work processes by incorporating guests' feedback

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Communicate effectively with guests, colleagues and superiors</i>	<b>20</b>	<b>20</b>	-	<b>10</b>
<b>PC1.</b> greet the guests promptly and appropriately as per organization's procedure	-	-	-	-
<b>PC2.</b> communicate with the guests in a polite and professional manner	-	-	-	-
<b>PC3.</b> clarify guest's requirements by asking appropriate questions	-	-	-	-
<b>PC4.</b> address guest's dissatisfactions and complaints effectively	-	-	-	-
<b>PC5.</b> build effective yet impersonal relationship with guests	-	-	-	-
<b>PC6.</b> inform guests on any issue/problem beforehand including any developments involving them	-	-	-	-
<b>PC7.</b> seek feedback from the guests and incorporate them to improve the guest experience	-	-	-	-
<b>PC8.</b> escalate any negative feedback received from the guests to immediate reporting authority on high priority	-	-	-	-
<b>PC9.</b> pass on essential information to the colleagues timely	-	-	-	-
<b>PC10.</b> report any workplace issues to the superior immediately	-	-	-	-
<i>Maintain professional etiquette</i>	<b>10</b>	<b>10</b>	-	<b>5</b>
<b>PC11.</b> report to work on time	-	-	-	-
<b>PC12.</b> follow proper etiquette while interacting with colleagues and superiors	-	-	-	-
<b>PC13.</b> follow the dress code as per organizational policy	-	-	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. maintain personal hygiene	-	-	-	-
PC15. respect privacy of others at the workplace	-	-	-	-
<i>Provide specific services as per the guests' requirements</i>	<b>10</b>	<b>10</b>	-	<b>5</b>
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 company standards	-	-	-	-
PC17. provide assistance to Persons with Disability, if required	-	-	-	-
PC18. follow the organisational policies specified for Persons with Disability	-	-	-	-
PC19. follow gender and age sensitive service practices at all times	-	-	-	-
PC20. adhere to the company policies related to prevention of sexual harassment	-	-	-	-
<b>NOS Total</b>	<b>40</b>	<b>40</b>	-	<b>20</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	THC/N9901
<b>NOS Name</b>	Communicate effectively and maintain service standards
<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
<b>Occupation</b>	Generic
<b>NSQF Level</b>	3
<b>Credits</b>	1
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	24/02/2022
<b>Next Review Date</b>	31/12/2024
<b>NSQF Clearance Date</b>	31/12/2021

## Qualification Pack

### THC/N9903: Maintain organisational confidentiality and respect guests' privacy

#### Description

This OS unit is about maintaining the confidentiality of the organisation and respecting the privacy of the guest.

#### Scope

The scope covers the following :

- Maintain organisational confidentiality
- Respect guest's privacy

#### Elements and Performance Criteria

##### *Maintain organisational confidentiality*

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

- 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

##### *Respect guest's privacy*

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

- PC5.** protect personal and financial information of the guest
- PC6.** refrain self from infringing upon guest's professional deals and plans

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organisation's policies on intellectual property rights and confidential information
- KU2.** IPR infringement reporting procedure
- KU3.** storage and disposal procedures for confidential information
- KU4.** importance of maintaining confidentiality for competitiveness of an organisation
- KU5.** significance of damages resulting from confidentiality infringement

#### Generic Skills (GS)

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



## Qualification Pack

- GS1.** read organisational policy documents, information displayed at the workplace, and comments received from guest and supervisor
- GS2.** communicate effectively with the guests regarding confidentiality
- GS3.** resolve conflicts related to confidentiality and privacy by reporting the issue in time

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain organisational confidentiality</i>	<b>6</b>	<b>6</b>	-	<b>3</b>
<b>PC1.</b> ensure not leaving any confidential information visible and unattended on the workstation	-	-	-	-
<b>PC2.</b> comply to organizational IPR policy at all times	-	-	-	-
<b>PC3.</b> report any infringement of IPR observed by anyone in the company to the concerned person	-	-	-	-
<b>PC4.</b> maintain the confidentiality of the organisational information through appropriate use, storage and disposal	-	-	-	-
<i>Respect guest's privacy</i>	<b>4</b>	<b>4</b>	-	<b>2</b>
<b>PC5.</b> protect personal and financial information of the guest	-	-	-	-
<b>PC6.</b> refrain self from infringing upon guest's professional deals and plans	-	-	-	-
<b>NOS Total</b>	<b>10</b>	<b>10</b>	-	<b>5</b>



## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	THC/N9903
<b>NOS Name</b>	Maintain organisational confidentiality and respect guests' privacy
<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
<b>Occupation</b>	Generic
<b>NSQF Level</b>	3
<b>Credits</b>	1
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	24/02/2022
<b>Next Review Date</b>	31/12/2024
<b>NSQC Clearance Date</b>	31/12/2021

## Qualification Pack

### THC/N9906: Follow Health, Hygiene and Safety practices

#### Description

This OS unit is about ensuring a hazard free working environment along with maintaining health and hygiene.

#### Scope

The scope covers the following :

- Maintain personal and workplace hygiene
- Take precautionary health measures
- Follow standard safety procedure
- Follow effective waste management

#### Elements and Performance Criteria

##### *Maintain personal and workplace hygiene*

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

- 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.** clean the crockery and other articles as per established standards
- 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 personal hygiene by brushing teeth regularly, wearing clean clothes, following a healthy diet etc.

##### *Take precautionary health measures*

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

- 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

##### *Follow standard safety procedure*

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

- 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

##### *Follow effective waste management*

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

- PC15.** identify and segregate recyclable, non-recyclable and hazardous waste at workplace

## Qualification Pack

- 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

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organisation's policy on reporting and managing safety issues
- KU2.** procedure to maintain cleanliness standards at workplace
- KU3.** SOP on personal hygiene
- KU4.** importance of preventive health checkup and healthy living
- KU5.** procedure to report health issues
- KU6.** instructions for operating and handling equipment as per standard
- KU7.** purpose and usage of PPE
- KU8.** basic first-aid procedures
- KU9.** standard waste management policy

### Generic Skills (GS)

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

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

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain personal and workplace hygiene</i>	<b>10</b>	<b>10</b>	-	<b>5</b>
<b>PC1.</b> wash and sanitize hands at regular intervals using hand wash & alcohol-based sanitizers	-	-	-	-
<b>PC2.</b> clean the workplace with appropriate cleaning solution and disinfectants as recommended	-	-	-	-
<b>PC3.</b> clean the crockery and other articles as per established standards	-	-	-	-
<b>PC4.</b> sanitize all tools and equipment requiring touch points at regular intervals	-	-	-	-
<b>PC5.</b> ensure that the trashcans are cleared regularly following the cleanliness and maintenance schedule	-	-	-	-
<b>PC6.</b> use appropriate PPE (headwear, glasses, goggles, footwear etc.) considering the task to be performed and the working environment	-	-	-	-
<b>PC7.</b> dispose of the waste as per the prescribed standards	-	-	-	-
<b>PC8.</b> maintain personal hygiene by brushing teeth regularly, wearing clean clothes, following a healthy diet etc.	-	-	-	-
<i>Take precautionary health measures</i>	<b>5</b>	<b>5</b>	-	-
<b>PC9.</b> attend regular health check-ups organized by the management	-	-	-	-
<b>PC10.</b> report personal health issues related to injury, food, air and infectious disease	-	-	-	-
<b>PC11.</b> report to the concerned authority in case any coworker is unwell	-	-	-	-
<i>Follow standard safety procedure</i>	<b>5</b>	<b>10</b>	-	<b>5</b>

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC12.</b> follow safety procedures while handling materials, tools, equipment etc.	-	-	-	-
<b>PC13.</b> follow first aid procedures appropriately	-	-	-	-
<b>PC14.</b> identify hazards at the workplace and report to the concerned person in time	-	-	-	-
<i>Follow effective waste management</i>	<b>5</b>	<b>10</b>	-	<b>5</b>
<b>PC15.</b> identify and segregate recyclable, non-recyclable and hazardous waste at workplace	-	-	-	-
<b>PC16.</b> segregate waste into different coloured dustbins	-	-	-	-
<b>PC17.</b> handle the waste as per SOP	-	-	-	-
<b>PC18.</b> recycle waste wherever applicable	-	-	-	-
<b>PC19.</b> dispose of PPEs in a plastic bag, sealed and labelled as infectious waste	-	-	-	-
<b>NOS Total</b>	<b>25</b>	<b>35</b>	-	<b>15</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	THC/N9906
<b>NOS Name</b>	Follow Health, Hygiene and Safety practices
<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
<b>Occupation</b>	Generic
<b>NSQF Level</b>	3
<b>Credits</b>	1
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	24/02/2022
<b>Next Review Date</b>	31/12/2024
<b>NSQF Clearance Date</b>	31/12/2021

## Qualification Pack

### DGT/VSQ/N0102: Employability Skills (60 Hours)

#### Description

This unit is about employability skills, Constitutional values, becoming a professional in the 21st Century, digital, financial, and legal literacy, diversity and Inclusion, English and communication skills, customer service, entrepreneurship, and apprenticeship, getting ready for jobs and career development.

#### Scope

The scope covers the following :

- Introduction to Employability Skills
- Constitutional values - Citizenship
- Becoming a Professional in the 21st Century
- Basic English Skills
- Career Development & Goal Setting
- Communication Skills
- Diversity & Inclusion
- Financial and Legal Literacy
- Essential Digital Skills
- Entrepreneurship
- Customer Service
- Getting ready for Apprenticeship & Jobs

#### Elements and Performance Criteria

##### *Introduction to Employability Skills*

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

- PC1.** identify employability skills required for jobs in various industries
- PC2.** identify and explore learning and employability portals

##### *Constitutional values - Citizenship*

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

- 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

##### *Becoming a Professional in the 21st Century*

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

- 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

##### *Basic English Skills*

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

## Qualification Pack

- 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

### *Career Development & Goal Setting*

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

- PC10.** understand the difference between job and career
- PC11.** prepare a career development plan with short- and long-term goals, based on aptitude

### *Communication Skills*

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

- PC12.** follow verbal and non-verbal communication etiquette and active listening techniques in various settings
- PC13.** work collaboratively with others in a team

### *Diversity & Inclusion*

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

- PC14.** communicate and behave appropriately with all genders and PwD
- PC15.** escalate any issues related to sexual harassment at workplace according to POSH Act

### *Financial and Legal Literacy*

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

- 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

### *Essential Digital Skills*

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

- 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

### *Entrepreneurship*

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

- 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

### *Customer Service*

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

- PC26.** identify different types of customers
- PC27.** identify and respond to customer requests and needs in a professional manner.



## Qualification Pack

**PC28.** follow appropriate hygiene and grooming standards

*Getting ready for apprenticeship & Jobs*

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

**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

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

**KU1.** need for employability skills and different learning and employability related portals

**KU2.** various constitutional and personal values

**KU3.** different environmentally sustainable practices and their importance

**KU4.** Twenty first (21st) century skills and their importance

**KU5.** how to use English language for effective verbal (face to face and telephonic) and written communication in formal and informal set up

**KU6.** importance of career development and setting long- and short-term goals

**KU7.** about effective communication

**KU8.** POSH Act

**KU9.** Gender sensitivity and inclusivity

**KU10.** different types of financial institutes, products, and services

**KU11.** how to compute income and expenditure

**KU12.** importance of maintaining safety and security in offline and online financial transactions

**KU13.** different legal rights and laws

**KU14.** different types of digital devices and the procedure to operate them safely and securely

**KU15.** how to create and operate an e- mail account and use applications such as word processors, spreadsheets etc.

**KU16.** how to identify business opportunities

**KU17.** types and needs of customers

**KU18.** how to apply for a job and prepare for an interview

**KU19.** apprenticeship scheme and the process of registering on apprenticeship portal

## Generic Skills (GS)

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

**GS1.** read and write different types of documents/instructions/correspondence

**GS2.** communicate effectively using appropriate language in formal and informal settings



## Qualification Pack

- GS3.** behave politely and appropriately with all
- GS4.** how to work in a virtual mode
- GS5.** perform calculations efficiently
- GS6.** solve problems effectively
- GS7.** pay attention to details
- GS8.** manage time efficiently
- GS9.** maintain hygiene and sanitization to avoid infection

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction to Employability Skills</i>	<b>1</b>	<b>1</b>	-	-
<b>PC1.</b> identify employability skills required for jobs in various industries	-	-	-	-
<b>PC2.</b> identify and explore learning and employability portals	-	-	-	-
<i>Constitutional values - Citizenship</i>	<b>1</b>	<b>1</b>	-	-
<b>PC3.</b> 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.	-	-	-	-
<b>PC4.</b> follow environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	<b>2</b>	<b>4</b>	-	-
<b>PC5.</b> recognize the significance of 21st Century Skills for employment	-	-	-	-
<b>PC6.</b> 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>	<b>2</b>	<b>3</b>	-	-
<b>PC7.</b> use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-
<b>PC8.</b> read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
<b>PC9.</b> write short messages, notes, letters, e-mails etc. in English	-	-	-	-
<i>Career Development &amp; Goal Setting</i>	<b>1</b>	<b>2</b>	-	-

## Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC10.</b> understand the difference between job and career	-	-	-	-
<b>PC11.</b> prepare a career development plan with short- and long-term goals, based on aptitude	-	-	-	-
<i>Communication Skills</i>	<b>2</b>	<b>2</b>	-	-
<b>PC12.</b> follow verbal and non-verbal communication etiquette and active listening techniques in various settings	-	-	-	-
<b>PC13.</b> work collaboratively with others in a team	-	-	-	-
<i>Diversity &amp; Inclusion</i>	<b>1</b>	<b>2</b>	-	-
<b>PC14.</b> communicate and behave appropriately with all genders and PwD	-	-	-	-
<b>PC15.</b> escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
<i>Financial and Legal Literacy</i>	<b>2</b>	<b>3</b>	-	-
<b>PC16.</b> select financial institutions, products and services as per requirement	-	-	-	-
<b>PC17.</b> carry out offline and online financial transactions, safely and securely	-	-	-	-
<b>PC18.</b> identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
<b>PC19.</b> identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
<i>Essential Digital Skills</i>	<b>3</b>	<b>4</b>	-	-
<b>PC20.</b> operate digital devices and carry out basic internet operations securely and safely	-	-	-	-
<b>PC21.</b> use e- mail and social media platforms and virtual collaboration tools to work effectively	-	-	-	-
<b>PC22.</b> use basic features of word processor, spreadsheets, and presentations	-	-	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Entrepreneurship</i>	<b>2</b>	<b>3</b>	-	-
<b>PC23.</b> identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
<b>PC24.</b> develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
<b>PC25.</b> identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
<i>Customer Service</i>	<b>1</b>	<b>2</b>	-	-
<b>PC26.</b> identify different types of customers	-	-	-	-
<b>PC27.</b> identify and respond to customer requests and needs in a professional manner.	-	-	-	-
<b>PC28.</b> follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship &amp; Jobs</i>	<b>2</b>	<b>3</b>	-	-
<b>PC29.</b> create a professional Curriculum vitae (Résumé)	-	-	-	-
<b>PC30.</b> search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
<b>PC31.</b> apply to identified job openings using offline /online methods as per requirement	-	-	-	-
<b>PC32.</b> answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
<b>PC33.</b> identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
<b>NOS Total</b>	<b>20</b>	<b>30</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	DGT/VSQ/N0102
<b>NOS Name</b>	Employability Skills (60 Hours)
<b>Sector</b>	Cross Sectoral
<b>Sub-Sector</b>	Professional Skills
<b>Occupation</b>	Employability
<b>NSQF Level</b>	4
<b>Credits</b>	2
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	24/02/2025
<b>NSQC Clearance Date</b>	24/02/2022

## 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/N0415.Assist in kitchen operations and food preparation	50	55	-	25	130	30
THC/N0428.Use tandoor for preparing food	50	50	-	20	120	30
THC/N9901.Communicate effectively and maintain service standards	40	40	-	20	100	10
THC/N9903.Maintain organisational confidentiality and respect guests' privacy	10	10	-	5	25	10
THC/N9906.Follow Health, Hygiene and Safety practices	25	35	-	15	75	15
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	-	-	50	5
<b>Total</b>	<b>195</b>	<b>220</b>	<b>-</b>	<b>85</b>	<b>500</b>	<b>100</b>

## Qualification Pack

### Acronyms

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





## Qualification Pack

ISO	International Standards Organization
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## Qualification Pack

### Glossary

<b>Sector</b>	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.
<b>Sub-sector</b>	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
<b>Occupation</b>	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
<b>Job role</b>	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
<b>Occupational Standards (OS)</b>	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.
<b>Performance Criteria (PC)</b>	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
<b>National Occupational Standards (NOS)</b>	NOS are occupational standards which apply uniquely in the Indian context.
<b>Qualifications Pack (QP)</b>	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.
<b>Unit Code</b>	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
<b>Unit Title</b>	Unit title gives a clear overall statement about what the incumbent should be able to do.
<b>Description</b>	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.
<b>Scope</b>	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

<b>Knowledge and Understanding (KU)</b>	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.
<b>Organisational Context</b>	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.
<b>Technical Knowledge</b>	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
<b>Core Skills/ Generic Skills (GS)</b>	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.
<b>Electives</b>	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.
<b>Options</b>	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.
<b>ISO</b>	The International Organization for Standardization