

## Qualification Pack



# Demi Chef De Partie

QP Code: THC/Q0405

Version: 2.0

NSQF Level: 5

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

## Qualification Pack

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### THC/Q0405: Demi Chef De Partie

#### Brief Job Description

The individual at work prepares food ingredients in the allotted section of the kitchen, guides the Commis chef on kitchen operations, and assists the Chef de partie or Sous chef in preparing and presenting the food, monitoring stock of the inventory, and maintaining quality standards of the kitchen activities.

#### Personal Attributes

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

#### Applicable National Occupational Standards (NOS)

##### Compulsory NOS:

1. [THC/N0412: Undertake food preparation activities](#)
2. [THC/N9902: Ensure effective communication and service standards at workplace](#)
3. [THC/N9910: Ensure to maintain organisational confidentiality and guest's privacy](#)
4. [THC/N9907: Monitor and maintain health, hygiene and safety at workplace](#)
5. [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>                    | 5                           |
| <b>Credits</b>                       | 20                          |
| <b>Aligned to NCO/ISCO/ISIC Code</b> | NCO-2015/5120.0200          |

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|                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|-----------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Minimum Educational Qualification &amp; Experience</b> | <p>11th grade pass<br/>OR<br/>Completed 1st year of 3-year diploma (after 10th) and pursuing regular diploma<br/>OR<br/>10th grade pass plus 1-year NTC/ NAC<br/>OR<br/>8th grade pass plus 2-year NTC plus 1 Year NAC<br/>OR<br/>8th pass plus 1-year NTC plus 1-Year NAC plus CITS<br/>OR<br/>10th grade pass and pursuing continuous schooling<br/>OR<br/>10th grade pass with 2 Years of experience relevant experience<br/>OR<br/>Certificate-NSQF (Food &amp; Beverage Assistant 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>                                   | 30/12/2021                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Next Review Date</b>                                   | 30/12/2024                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>NSQC Approval Date</b>                                 | 30/12/2021                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Version</b>                                            | 2.0                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Reference code on NQR</b>                              | 2021/TH/THSC/04915                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>NQR Version</b>                                        | 1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |

## Qualification Pack

### THC/N0412: Undertake food preparation activities

#### Description

This OS unit is about performing kitchen related activities like preparing ingredients for cooking, mixing ingredients, etc. as per recipes, assisting the Chef de partie or Sous chef in preparation and presentation of specialized final products, and providing guidance to the Commis chefs.

#### Scope

The scope covers the following :

- Prepare for kitchen activities
- Assist Chef de partie and Sous chef in preparation of food items
- Provide Guidance to the Commis chefs
- Assist in monitoring stock of the inventory

#### Elements and Performance Criteria

##### *Prepare for kitchen activities*

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

- PC1.** obtain instructions for the day from Chef de partie or Sous chef as per SOP
- PC2.** organize the assigned work area or station efficiently
- PC3.** ensure cleaning schedules are followed for the kitchen, allotted section and other areas as directed
- PC4.** make sure the kitchenware and other equipment are clean and sterilized before use
- PC5.** ensure mise - en - place for food preparation is completed in the section
- PC6.** check the appliances and equipment for proper functioning
- PC7.** check the quality of the ingredients to be used for the food preparation
- PC8.** report any faulty equipment or appliance to the head chef
- PC9.** inform F&B service staff of available items and chef's special menu
- PC10.** assist the chef de partie/sous chef to plan menus, rotations, and orders

##### *Assist Chef de partie and Sous chef in preparation of food items*

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

- PC11.** ensure hygiene while assisting in preparing food by wearing commis apron, gloves, and cap, etc. as per standards
- PC12.** arrange all materials for dishes to be prepared by Chef de partie or Sous chef
- PC13.** measure dish ingredients and portion sizes accurately
- PC14.** mix ingredients according to the recipes
- PC15.** prepare fresh ingredients for cooking by portioning, chopping, etc.
- PC16.** follow correct recipe and techniques for the basic preparation of the food items
- PC17.** perform basic cooking tasks like steaming, frying etc.
- PC18.** prepare basic salads and sauces as directed by the Chef

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- PC19.** store and use food commodities correctly when preparing dishes
- PC20.** test foods to ensure proper preparation and temperature
- PC21.** customize the food as per guest preference (spicy, sweet, etc.)
- PC22.** present the completed dish attractively
- PC23.** serve food in proper portions on the correct serving vessels and plates
- PC24.** ensure the highest standards and consistent quality is maintained in the food preparation
- PC25.** place food commodities as per standards after preparing the dishes
- PC26.** ensure effective usage of materials and zero wastage

### *Provide Guidance to the Commis chefs*

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

- PC27.** communicate and coordinate with Commis chefs while food preparation
- PC28.** train the Commis chefs on basic food ingredients' preparation as per the organizational requirements
- PC29.** supervise Commis chefs so that kitchen operates professionally and efficiently at all times
- PC30.** ensure Commis chefs comply with the food hygiene policies
- PC31.** report Commis chefs' performance to Chef de partie or Sous chef
- PC32.** ensure that Commis chefs' grooming and presentation is of the highest standard at all times

### *Assist in monitoring stock of the inventory*

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

- PC33.** check all delivered goods against the invoice for quantity and quality with the help of Commis chef
- PC34.** check food stocks and stock movements in the allotted section or kitchen
- PC35.** label all food items in storage area as per standards
- PC36.** inform chef of excess food items for use in daily specials
- PC37.** notify the chef of low or depleted supplies
- PC38.** discard all expired and spoiled food items stored in the stock rooms, refrigerators, and freezers
- PC39.** rotate the stock as per standards (first in first out, as per usage date, etc.) to minimize wastage
- PC40.** monitor and order required supplies
- PC41.** ensure adequate food par stocks, for the efficient operation of the kitchen
- PC42.** report any discrepancies or poor quality in food deliveries to the Head Chef

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** legislation, standards, policies, and procedures followed in the organisation
- KU2.** food hygiene, quality, and safety standards as per organizational policy and FSSAI
- KU3.** occupational health and safety requirements as per HACCP
- KU4.** storage procedure of food items/ingredients as per food safety guidelines and organizational policy

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- KU5.** quantity of ingredient to be used in each recipe for all the items in the menu
- KU6.** methods for stock rotation
- KU7.** different types of food ingredients and recipes
- KU8.** food preparation techniques like marinating, chopping, slicing, etc.
- KU9.** cooking methods like boiling, frying, grilling, steaming, sifting, kneading, resting, aerating, etc.
- KU10.** handling procedure of sharp objects in the kitchen such as knife and safe storage
- KU11.** types of tools and equipment required for preparing and cooking dishes
- KU12.** correct temperatures for cooking different dishes
- KU13.** finishing methods like garnishing, etc.
- KU14.** operating procedure for kitchen equipment and appliances such as stoves, ovens, steamers, mixing machines, etc.
- KU15.** correct temperatures and procedures for storing raw and cooked items not for immediate use
- KU16.** adequate inventory and stock requirements for business continuity

## Generic Skills (GS)

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

- GS1.** read and interpret instructions, procedures, information, SOP, etc.
- GS2.** communicate with the chef, proprietor, outlet manager, service staff and guest
- 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
- GS7.** decide and select supplies and materials as per the requirements
- GS8.** plan, organize and manage time to adhere to work timings and deliverables
- GS9.** solve day-to-day operational problems related to the work area
- GS10.** keep abreast with the new products, recipes and preparation techniques

## Qualification Pack

### Assessment Criteria

| Assessment Criteria for Outcomes                                                                                             | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|------------------------------------------------------------------------------------------------------------------------------|--------------|-----------------|---------------|------------|
| <i>Prepare for kitchen activities</i>                                                                                        | <b>20</b>    | <b>20</b>       | -             | <b>10</b>  |
| <b>PC1.</b> obtain instructions for the day from Chef de partie or Sous chef as per SOP                                      | -            | -               | -             | -          |
| <b>PC2.</b> organize the assigned work area or station efficiently                                                           | -            | -               | -             | -          |
| <b>PC3.</b> ensure cleaning schedules are followed for the kitchen, allotted section and other areas as directed             | -            | -               | -             | -          |
| <b>PC4.</b> make sure the kitchenware and other equipment are clean and sterilized before use                                | -            | -               | -             | -          |
| <b>PC5.</b> ensure mise - en - place for food preparation is completed in the section                                        | -            | -               | -             | -          |
| <b>PC6.</b> check the appliances and equipment for proper functioning                                                        | -            | -               | -             | -          |
| <b>PC7.</b> check the quality of the ingredients to be used for the food preparation                                         | -            | -               | -             | -          |
| <b>PC8.</b> report any faulty equipment or appliance to the head chef                                                        | -            | -               | -             | -          |
| <b>PC9.</b> inform F&B service staff of available items and chef's special menu                                              | -            | -               | -             | -          |
| <b>PC10.</b> assist the chef de partie/sous chef to plan menus, rotations, and orders                                        | -            | -               | -             | -          |
| <i>Assist Chef de partie and Sous chef in preparation of food items</i>                                                      | <b>25</b>    | <b>25</b>       | -             | <b>10</b>  |
| <b>PC11.</b> ensure hygiene while assisting in preparing food by wearing commis apron, gloves, and cap, etc.as per standards | -            | -               | -             | -          |
| <b>PC12.</b> arrange all materials for dishes to be prepared by Chef de partie or Sous chef                                  | -            | -               | -             | -          |
| <b>PC13.</b> measure dish ingredients and portion sizes accurately                                                           | -            | -               | -             | -          |

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| Assessment Criteria for Outcomes                                                                                  | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|-------------------------------------------------------------------------------------------------------------------|--------------|-----------------|---------------|------------|
| <b>PC14.</b> mix ingredients according to the recipes                                                             | -            | -               | -             | -          |
| <b>PC15.</b> prepare fresh ingredients for cooking by portioning, chopping, etc.                                  | -            | -               | -             | -          |
| <b>PC16.</b> follow correct recipe and techniques for the basic preparation of the food items                     | -            | -               | -             | -          |
| <b>PC17.</b> perform basic cooking tasks like steaming, frying etc.                                               | -            | -               | -             | -          |
| <b>PC18.</b> prepare basic salads and sauces as directed by the Chef                                              | -            | -               | -             | -          |
| <b>PC19.</b> store and use food commodities correctly when preparing dishes                                       | -            | -               | -             | -          |
| <b>PC20.</b> test foods to ensure proper preparation and temperature                                              | -            | -               | -             | -          |
| <b>PC21.</b> customize the food as per guest preference (spicy, sweet, etc.)                                      | -            | -               | -             | -          |
| <b>PC22.</b> present the completed dish attractively                                                              | -            | -               | -             | -          |
| <b>PC23.</b> serve food in proper portions on the correct serving vessels and plates                              | -            | -               | -             | -          |
| <b>PC24.</b> ensure the highest standards and consistent quality is maintained in the food preparation            | -            | -               | -             | -          |
| <b>PC25.</b> place food commodities as per standards after preparing the dishes                                   | -            | -               | -             | -          |
| <b>PC26.</b> ensure effective usage of materials and zero wastage                                                 | -            | -               | -             | -          |
| <i>Provide Guidance to the Commis chefs</i>                                                                       | <b>20</b>    | <b>20</b>       | -             | <b>10</b>  |
| <b>PC27.</b> communicate and coordinate with Commis chefs while food preparation                                  | -            | -               | -             | -          |
| <b>PC28.</b> train the Commis chefs on basic food ingredients' preparation as per the organizational requirements | -            | -               | -             | -          |

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| Assessment Criteria for Outcomes                                                                                 | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|------------------------------------------------------------------------------------------------------------------|--------------|-----------------|---------------|------------|
| <b>PC29.</b> supervise Commis chefs so that kitchen operates professionally and efficiently at all times         | -            | -               | -             | -          |
| <b>PC30.</b> ensure Commis chefs comply with the food hygiene policies                                           | -            | -               | -             | -          |
| <b>PC31.</b> report Commis chefs' performance to Chef de partie or Sous chef                                     | -            | -               | -             | -          |
| <b>PC32.</b> ensure that Commis chefs' grooming and presentation is of the highest standard at all times         | -            | -               | -             | -          |
| <i>Assist in monitoring stock of the inventory</i>                                                               | <b>15</b>    | <b>15</b>       | -             | <b>10</b>  |
| <b>PC33.</b> check all delivered goods against the invoice for quantity and quality with the help of Commis chef | -            | -               | -             | -          |
| <b>PC34.</b> check food stocks and stock movements in the allotted section or kitchen                            | -            | -               | -             | -          |
| <b>PC35.</b> label all food items in storage area as per standards                                               | -            | -               | -             | -          |
| <b>PC36.</b> inform chef of excess food items for use in daily specials                                          | -            | -               | -             | -          |
| <b>PC37.</b> notify the chef of low or depleted supplies                                                         | -            | -               | -             | -          |
| <b>PC38.</b> discard all expired and spoiled food items stored in the stock rooms, refrigerators, and freezers   | -            | -               | -             | -          |
| <b>PC39.</b> rotate the stock as per standards (first in first out, as per usage date, etc.) to minimize wastage | -            | -               | -             | -          |
| <b>PC40.</b> monitor and order required supplies                                                                 | -            | -               | -             | -          |
| <b>PC41.</b> ensure adequate food par stocks, for the efficient operation of the kitchen                         | -            | -               | -             | -          |
| <b>PC42.</b> report any discrepancies or poor quality in food deliveries to the Head Chef                        | -            | -               | -             | -          |
| <b>NOS Total</b>                                                                                                 | <b>80</b>    | <b>80</b>       | -             | <b>40</b>  |

## Qualification Pack

### National Occupational Standards (NOS) Parameters

|                            |                                       |
|----------------------------|---------------------------------------|
| <b>NOS Code</b>            | THC/N0412                             |
| <b>NOS Name</b>            | Undertake food preparation activities |
| <b>Sector</b>              | Tourism & Hospitality                 |
| <b>Sub-Sector</b>          | Hotels/Restaurant                     |
| <b>Occupation</b>          | Food Production & Kitchen             |
| <b>NSQF Level</b>          | 5                                     |
| <b>Credits</b>             | 15                                    |
| <b>Version</b>             | 2.0                                   |
| <b>Last Reviewed Date</b>  | 30/12/2021                            |
| <b>Next Review Date</b>    | 30/12/2024                            |
| <b>NSQC Clearance Date</b> | 30/12/2021                            |

## Qualification Pack

### 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

## Qualification Pack

### Assessment Criteria

| Assessment Criteria for Outcomes                                                                            | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|-------------------------------------------------------------------------------------------------------------|--------------|-----------------|---------------|------------|
| <i>Promote effective communication</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> build effective yet impersonal relationship with guests                                         | -            | -               | -             | -          |
| <b>PC4.</b> identify guests' dissatisfactions and address complaints effectively                            | -            | -               | -             | -          |
| <b>PC5.</b> inform guests of any issue/problem well in advance                                              | -            | -               | -             | -          |
| <b>PC6.</b> seek feedback from the guests and incorporate them to improve the guest experience              | -            | -               | -             | -          |
| <b>PC7.</b> ensure essential information is passed on in a timely manner                                    | -            | -               | -             | -          |
| <b>PC8.</b> ensure team members to maintain etiquette while interacting with each other                     | -            | -               | -             | -          |
| <b>PC9.</b> ensure the team members provide feedback to their peers                                         | -            | -               | -             | -          |
| <i>Maintain professional etiquette</i>                                                                      | <b>10</b>    | <b>10</b>       | -             | <b>5</b>   |
| <b>PC10.</b> ensure self and team members report to work on time                                            | -            | -               | -             | -          |
| <b>PC11.</b> use the guests' names as many times as possible during the conversation with proper salutation | -            | -               | -             | -          |
| <b>PC12.</b> maintain personal integrity & ethical behaviour                                                | -            | -               | -             | -          |
| <b>PC13.</b> 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 |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|-----------------|---------------|------------|
| <b>PC14.</b> ensure self and team members adhere to the dress code as per organizational policy                                                             | -            | -               | -             | -          |
| <b>PC15.</b> respect privacy of others at the workplace                                                                                                     | -            | -               | -             | -          |
| <i>Ensure rendering of specific services as per the guests' requirements</i>                                                                                | <b>10</b>    | <b>10</b>       | -             | <b>5</b>   |
| <b>PC16.</b> provide assistance to Persons with Disability, if asked                                                                                        | -            | -               | -             | -          |
| <b>PC17.</b> ensure self and team members comply to the organizational policies towards Persons with Disability                                             | -            | -               | -             | -          |
| <b>PC18.</b> make sure gender and age sensitive service practices are followed at all times                                                                 | -            | -               | -             | -          |
| <b>PC19.</b> ensure compliance to the organizational policies related to prevention of sexual harassment, both physical and verbal by self and team members | -            | -               | -             | -          |
| <b>PC20.</b> support PwD team members in overcoming any challenges faced at work                                                                            | -            | -               | -             | -          |
| <b>PC21.</b> make sure the workplace is accessible for the Persons with Disability                                                                          | -            | -               | -             | -          |
| <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/N9902                                                         |
| <b>NOS Name</b>            | Ensure effective communication and service standards at workplace |
| <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>          | 6                                                                 |
| <b>Credits</b>             | 1                                                                 |
| <b>Version</b>             | 2.0                                                               |
| <b>Last Reviewed Date</b>  | 31/08/2021                                                        |
| <b>Next Review Date</b>    | 30/12/2024                                                        |
| <b>NSQC Clearance Date</b> | 30/12/2021                                                        |

## 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

## Qualification Pack

**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

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

## Qualification Pack

### National Occupational Standards (NOS) Parameters

|                            |                                                                       |
|----------------------------|-----------------------------------------------------------------------|
| <b>NOS Code</b>            | THC/N9910                                                             |
| <b>NOS Name</b>            | Ensure to maintain organisational confidentiality and guest's 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>          | 6                                                                     |
| <b>Credits</b>             | 1                                                                     |
| <b>Version</b>             | 4.0                                                                   |
| <b>Last Reviewed Date</b>  | 31/08/2021                                                            |
| <b>Next Review Date</b>    | 30/12/2024                                                            |
| <b>NSQF Clearance Date</b> | 30/12/2021                                                            |

## Qualification Pack

# 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

## Qualification Pack

- 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

## Qualification Pack

### Assessment Criteria

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

### Qualification Pack

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

## Qualification Pack

### National Occupational Standards (NOS) Parameters

|                            |                                                                   |
|----------------------------|-------------------------------------------------------------------|
| <b>NOS Code</b>            | THC/N9907                                                         |
| <b>NOS Name</b>            | Monitor and maintain health, hygiene and safety at workplace      |
| <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>          | 6                                                                 |
| <b>Credits</b>             | 1                                                                 |
| <b>Version</b>             | 2.0                                                               |
| <b>Last Reviewed Date</b>  | 31/08/2021                                                        |
| <b>Next Review Date</b>    | 30/12/2024                                                        |
| <b>NSQF Clearance Date</b> | 30/12/2021                                                        |

## 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/N0412.Undertake food preparation activities                                 | 80           | 80              | -             | 40         | 200         | 40         |
| 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          | 25         |
| DGT/VSQ/N0102.Employability Skills (60 Hours)                                   | 20           | 30              | -             | -          | 50          | 5          |
| <b>Total</b>                                                                    | <b>180</b>   | <b>190</b>      | <b>-</b>      | <b>80</b>  | <b>450</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>NOS</b>      | National Occupational Standard(s)                  |
| <b>NSQF</b>     | National Skills Qualifications Framework           |
| <b>QP</b>       | Qualification Pack                                 |
| <b>TVET</b>     | Technical and Vocational Education and Training    |
| <b>IPR</b>      | Intellectual Property Rights                       |
| <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>ISO</b>      | The International Organization for Standardization |

## 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

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|-----------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <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.                                                                                                                                                          |