



Kitchen Helper

QP Code: THC/Q3303

Version: 2.0

NSQF Level: 2

Tourism & Hospitality Skill Council || 404/407, 4th floor, Mercantile House, K.G. Marg,
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THC/Q3303: Kitchen Helper

Brief Job Description

The individual at work assists the cook in kitchen operations and maintaining the kitchen.

Personal Attributes

The job requires the individual to have friendly demeanor and service-oriented approach. The person should be physically fit to work for long hours under different weather conditions.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [THC/N3007: Assist in kitchen operations](#)
2. [THC/N9901: Communicate effectively and maintain service standards](#)
3. [THC/N9903: Maintain organisational confidentiality and respect guests' privacy](#)
4. [THC/N9906: Follow Health, Hygiene and Safety practices](#)

Qualification Pack (QP) Parameters

| | |
|---|-----------------------|
| Sector | Tourism & Hospitality |
| Sub-Sector | Restaurant |
| Occupation | Roadside Eateries |
| Country | India |
| NSQF Level | 2 |
| Aligned to NCO/ISCO/ISIC Code | NCO-2015/9412.0100 |
| Minimum Educational Qualification & Experience | Basic Literacy |
| Minimum Level of Education for Training in School | Not applicable |
| Pre-Requisite License or Training | Not applicable |
| Minimum Job Entry Age | 18 Years |
| Last Reviewed On | 31/08/2021 |

| | |
|---------------------------|------------|
| Next Review Date | 28/02/2022 |
| NSQC Approval Date | 31/08/2021 |
| Version | 2.0 |

THC/N3007: Assist in kitchen operations

Description

This OS unit is about receiving and storing kitchen supplies and assisting the cook with cooking and other kitchen operations.

Scope

The scope covers the following :

- Receive kitchen supplies and materials
- Assist the cook
- Maintain cleanliness in the kitchen

Elements and Performance Criteria

Receive kitchen supplies and materials

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

- PC1.** unload the food items and other supplies, to be used in the kitchen, safely from the delivery vehicle
- PC2.** verify the quantity of the food items against the invoice
- PC3.** sort provisions, supplies and daily consumables for proper storage
- PC4.** stock the supplies as per the standards
- PC5.** wash items after unloading, if required
- PC6.** store food in designated areas following wrapping, dating, food safety and rotation procedures
- PC7.** distribute supplies and daily consumables to the kitchen staff as per the instructions of the cook
- PC8.** re-fill kitchen condiment bottles and shakers
- PC9.** store semi-cooked food in containers, fridge or freezer as per the instructions of the cook
- PC10.** store non-distributed provisions, supplies and daily consumables in cupboards, refrigerators etc. as per the instructions of the cook

Assist the cook

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

- PC11.** gather necessary cooking supplies and ingredients for meal preparation
- PC12.** perform basic preparation such as washing, peeling, cutting and seeding fruits and vegetables prior to cooking
- PC13.** prepare a variety of food items for cooking using appropriate methods
- PC14.** carry food supplies, equipment, and utensils to and from storage and work areas
- PC15.** grind and store spices and herbs
- PC16.** weigh or measure ingredients, such as flour, sugar, oil, etc.
- PC17.** prepare dough as per cook's instructions
- PC18.** mix ingredients for salads and desserts
- PC19.** arrange ingredients attractively to prepare cold plate combinations

- PC20.** maintain daily mis-en-place
- PC21.** perform basic cooking tasks like boiling, pressure-cooking etc.as per the instructions of the cook
- PC22.** prepare basic food items according to kitchen standards
- PC23.** portion or wrap excess food items or dishes
- PC24.** store food in containers and in the fridge or freezer for later use
- PC25.** assemble food or place it directly on plates for service
- PC26.** wrap food items to be carried by guests as per the instructions of the cook
- PC27.** create different packets as per guest's requirements, if needed
- PC28.** ensure minimum wastage in food preparation

Maintain cleanliness in the kitchen

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

- PC29.** arrange cleaning equipment and agents required for cleaning and dishwashing
- PC30.** clean and sanitize production equipment, work surfaces, and kitchen according to cleaning schedules and procedures
- PC31.** wash dishes, pots, pans, etc. manually or using a dishwasher, as applicable
- PC32.** place clean dishes, utensils, or cooking equipment in storage areas
- PC33.** clean bins, cupboards, and other storage areas
- PC34.** mop or sweep the kitchen floor, and collect dirt and debris
- PC35.** empty out the dustpan in the garbage bin or squeeze out the mop into a bucket
- PC36.** remove trash and garbage to designated areas
- PC37.** collect and launder all soiled kitchen linen like dishcloths, tea towels, etc.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** FSSAI (Food Safety and Standards Authority of India) guidelines for food safety
- KU2.** method of sorting and storing of different type of items
- KU3.** sanitization procedure for kitchen tools and equipment
- KU4.** correct temperatures and procedures for storing raw/cooked items not for immediate use
- KU5.** types of crockery and cutlery
- KU6.** types of supplies, materials, perishable and non-perishable items used in the kitchen for cooking
- KU7.** types and operating procedure of various kitchen equipment
- KU8.** quality standards for the food ingredients
- KU9.** food preparation techniques like marinating, chopping, slicing, etc.
- KU10.** cooking methods like boiling, frying, grilling, steaming, sifting, kneading, resting, aerating etc.
- KU11.** types of tools/equipment required for preparation and cooking dishes
- KU12.** correct temperatures for cooking different dishes
- KU13.** procedure for storing the crockery, cutlery and other equipment
- KU14.** handling procedure of sharp objects in the kitchen such as knife and safe storage

KU15. tracking methods for consumption of supplies and perishable items

KU16. methods of storing combustible items

KU17. waste management procedures

Generic Skills (GS)

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

GS1. read instructions, SOP, organizational policies, etc.

GS2. communicate effectively with co-workers and supervisor

GS3. write labels for identification of products to be stored

GS4. organize the required resources

Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <i>Receive kitchen supplies and materials</i> | 10 | 10 | - | 5 |
| PC1. unload the food items and other supplies, to be used in the kitchen, safely from the delivery vehicle | - | - | - | - |
| PC2. verify the quantity of the food items against the invoice | - | - | - | - |
| PC3. sort provisions, supplies and daily consumables for proper storage | - | - | - | - |
| PC4. stock the supplies as per the standards | - | - | - | - |
| PC5. wash items after unloading, if required | - | - | - | - |
| PC6. store food in designated areas following wrapping, dating, food safety and rotation procedures | - | - | - | - |
| PC7. distribute supplies and daily consumables to the kitchen staff as per the instructions of the cook | - | - | - | - |
| PC8. re-fill kitchen condiment bottles and shakers | - | - | - | - |
| PC9. store semi-cooked food in containers, fridge or freezer as per the instructions of the cook | - | - | - | - |
| PC10. store non-distributed provisions, supplies and daily consumables in cupboards, refrigerators etc. as per the instructions of the cook | - | - | - | - |
| <i>Assist the cook</i> | 15 | 15 | - | 10 |
| PC11. gather necessary cooking supplies and ingredients for meal preparation | - | - | - | - |
| PC12. perform basic preparation such as washing, peeling, cutting and seeding fruits and vegetables prior to cooking | - | - | - | - |
| PC13. prepare a variety of food items for cooking using appropriate methods | - | - | - | - |

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|---------------------|------------------------|----------------------|-------------------|
| PC14. carry food supplies, equipment, and utensils to and from storage and work areas | - | - | - | - |
| PC15. grind and store spices and herbs | - | - | - | - |
| PC16. weigh or measure ingredients, such as flour, sugar, oil, etc. | - | - | - | - |
| PC17. prepare dough as per cook's instructions | - | - | - | - |
| PC18. mix ingredients for salads and desserts | - | - | - | - |
| PC19. arrange ingredients attractively to prepare cold plate combinations | - | - | - | - |
| PC20. maintain daily mis-en-place | - | - | - | - |
| PC21. perform basic cooking tasks like boiling, pressure-cooking etc.as per the instructions of the cook | - | - | - | - |
| PC22. prepare basic food items according to kitchen standards | - | - | - | - |
| PC23. portion or wrap excess food items or dishes | - | - | - | - |
| PC24. store food in containers and in the fridge or freezer for later use | - | - | - | - |
| PC25. assemble food or place it directly on plates for service | - | - | - | - |
| PC26. wrap food items to be carried by guests as per the instructions of the cook | - | - | - | - |
| PC27. create different packets as per guest's requirements, if needed | - | - | - | - |
| PC28. ensure minimum wastage in food preparation | - | - | - | - |
| <i>Maintain cleanliness in the kitchen</i> | 15 | 15 | - | 5 |
| PC29. arrange cleaning equipment and agents required for cleaning and dishwashing | - | - | - | - |
| PC30. clean and sanitize production equipment, work surfaces, and kitchen according to cleaning schedules and procedures | - | - | - | - |

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|---------------------|------------------------|----------------------|-------------------|
| PC31. wash dishes, pots, pans, etc. manually or using a dishwasher, as applicable | - | - | - | - |
| PC32. place clean dishes, utensils, or cooking equipment in storage areas | - | - | - | - |
| PC33. clean bins, cupboards, and other storage areas | - | - | - | - |
| PC34. mop or sweep the kitchen floor, and collect dirt and debris | - | - | - | - |
| PC35. empty out the dustpan in the garbage bin or squeeze out the mop into a bucket | - | - | - | - |
| PC36. remove trash and garbage to designated areas | - | - | - | - |
| PC37. collect and launder all soiled kitchen linen like dishcloths, tea towels, etc. | - | - | - | - |
| NOS Total | 40 | 40 | - | 20 |

National Occupational Standards (NOS) Parameters

| | |
|----------------------------|------------------------------|
| NOS Code | THC/N3007 |
| NOS Name | Assist in kitchen operations |
| Sector | Tourism & Hospitality |
| Sub-Sector | Restaurant |
| Occupation | Roadside Eateries |
| NSQF Level | 2 |
| Credits | TBD |
| Version | 2.0 |
| Last Reviewed Date | 31/08/2021 |
| Next Review Date | 28/02/2022 |
| NSQC Clearance Date | 31/08/2021 |

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
- 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

Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <i>Communicate effectively with guests, colleagues and superiors</i> | 20 | 20 | - | 10 |
| PC1. greet the guests promptly and appropriately as per organization's procedure | - | - | - | - |
| PC2. communicate with the guests in a polite and professional manner | - | - | - | - |
| PC3. 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 | - | - | - | - |
| <i>Maintain professional etiquette</i> | 10 | 10 | - | 5 |
| PC11. report to work on time | - | - | - | - |
| PC12. follow proper etiquette while interacting with colleagues and superiors | - | - | - | - |
| PC13. follow the dress code as per organizational policy | - | - | - | - |
| PC14. maintain personal hygiene | - | - | - | - |

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|---------------------|------------------------|----------------------|-------------------|
| PC15. respect privacy of others at the workplace | - | - | - | - |
| <i>Provide specific services as per the guests' requirements</i> | 10 | 10 | - | 5 |
| PC16. offer services and maintain the quality of facilities to cater to specific needs of every individual, across all gender and age group as per 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 | - | - | - | - |
| NOS Total | 40 | 40 | - | 20 |

National Occupational Standards (NOS) Parameters

| | |
|----------------------------|---|
| NOS Code | THC/N9901 |
| NOS Name | Communicate effectively and maintain service standards |
| Sector | Tourism & Hospitality |
| Sub-Sector | Hotels/Restaurant, Tours and Travels, Facility Management, Cruise |
| Occupation | Generic |
| NSQF Level | 3 |
| Credits | TBD |
| Version | 2.0 |
| Last Reviewed Date | 24/12/2020 |
| Next Review Date | 24/12/2023 |
| NSQC Clearance Date | 24/12/2020 |

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:

- 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

Assessment Criteria

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

National Occupational Standards (NOS) Parameters

| | |
|----------------------------|---|
| NOS Code | THC/N9903 |
| NOS Name | Maintain organisational confidentiality and respect guests' privacy |
| Sector | Tourism & Hospitality |
| Sub-Sector | Hotels/Restaurant, Tours and Travels, Facility Management, Cruise |
| Occupation | Generic |
| NSQF Level | 3 |
| Credits | TBD |
| Version | 2.0 |
| Last Reviewed Date | 24/12/2020 |
| Next Review Date | 24/12/2023 |
| NSQC Clearance Date | 24/12/2020 |

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
- 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

Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <i>Maintain personal and workplace hygiene</i> | 10 | 10 | - | 5 |
| PC1. wash and sanitize hands at regular intervals using hand wash & alcohol-based sanitizers | - | - | - | - |
| PC2. clean the workplace with appropriate cleaning solution and disinfectants as recommended | - | - | - | - |
| PC3. 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. | - | - | - | - |
| <i>Take precautionary health measures</i> | 5 | 5 | - | - |
| PC9. attend regular health check-ups organized by the management | - | - | - | - |
| PC10. report personal health issues related to injury, food, air and infectious disease | - | - | - | - |
| PC11. report to the concerned authority in case any coworker is unwell | - | - | - | - |
| <i>Follow standard safety procedure</i> | 5 | 10 | - | 5 |
| PC12. follow safety procedures while handling materials, tools, equipment etc. | - | - | - | - |

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

National Occupational Standards (NOS) Parameters

| | |
|----------------------------|---|
| NOS Code | THC/N9906 |
| NOS Name | Follow Health, Hygiene and Safety practices |
| Sector | Tourism & Hospitality |
| Sub-Sector | Hotels/Restaurant, Tours and Travels, Facility Management, Cruise |
| Occupation | Generic |
| NSQF Level | 3 |
| Credits | TBD |
| Version | 2.0 |
| Last Reviewed Date | 24/12/2020 |
| Next Review Date | 24/12/2023 |
| NSQC Clearance Date | 24/12/2020 |

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 50% of % aggregate marks to successfully clear the assessment.
7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

Minimum Aggregate Passing % at QP Level : 50

(**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/N3007.Assist in kitchen operations | 40 | 40 | 0 | 20 | 100 | 40 |
| THC/N9901.Communicate effectively and maintain service standards | 40 | 40 | 0 | 20 | 100 | 20 |
| THC/N9903.Maintain organisational confidentiality and respect guests' privacy | 10 | 10 | - | 5 | 25 | 10 |
| THC/N9906.Follow Health, Hygiene and Safety practices | 25 | 35 | 0 | 15 | 75 | 30 |
| Total | 115 | 125 | 0 | 60 | 300 | 100 |

Acronyms

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

Glossary

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

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