



Quality Control Manager-Tourism and Hospitality

QP Code: THC/Q2802

Version: 2.0

NSQF Level: 6

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Qualification Pack

Contents

THC/Q2802: Quality Control Manager-Tourism and Hospitality	3
<i>Brief Job Description</i>	3
Applicable National Occupational Standards (NOS)	3
<i>Compulsory NOS</i>	3
<i>Qualification Pack (QP) Parameters</i>	3
THC/N2801: Identify and implement quality standards at a restaurant/ hotel	5
THC/N2803: Monitor organizational processes for quality	10
THC/N9902: Ensure effective communication and service standards at workplace	15
THC/N9910: Ensure to maintain organisational confidentiality and guest's privacy	20
THC/N9907: Monitor and maintain health, hygiene and safety at workplace	24
Assessment Guidelines and Weightage	28
<i>Assessment Guidelines</i>	28
<i>Assessment Weightage</i>	29
Acronyms	30
Glossary	31

Qualification Pack

THC/Q2802: Quality Control Manager-Tourism and Hospitality

Brief Job Description

The individual at work implements as well as supervises the quality control processes and operations in a restaurant/hotel via monitoring quality across all departments, ensuring food safety standards are met.

Personal Attributes

The job requires the individual to be an effective communicator and team player with decision-making and problem-solving skills and a keen eye for detail.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [THC/N2801: Identify and implement quality standards at a restaurant/ hotel](#)
2. [THC/N2803: Monitor organizational processes for quality](#)
3. [THC/N9902: Ensure effective communication and service standards at workplace](#)
4. [THC/N9910: Ensure to maintain organisational confidentiality and guest's privacy](#)
5. [THC/N9907: Monitor and maintain health, hygiene and safety at workplace](#)

Qualification Pack (QP) Parameters

Sector	Tourism & Hospitality
Sub-Sector	Hotels/Restaurant
Occupation	Quality Control
Country	India
NSQF Level	6
Aligned to NCO/ISCO/ISIC Code	NCO-2015/1213.0102, 1324.0101

Qualification Pack

Minimum Educational Qualification & Experience	12th Class/I.T.I (two years after class 10th) with 2 Years of experience as a Quality Control Executive OR 12th Class/I.T.I (one year after class 10th with one year of experience) with 2 Years of experience as a Quality Control Executive
Minimum Level of Education for Training in School	Not Applicable
Pre-Requisite License or Training	Not applicable
Minimum Job Entry Age	21 Years
Last Reviewed On	21/04/2021
Next Review Date	29/07/2024
NSQC Approval Date	29/07/2021
Version	2.0
Reference code on NQR	2021/TH/THSC/04429
NQR Version	1

Qualification Pack

THC/N2801: Identify and implement quality standards at a restaurant/hotel

Description

This OS unit is about identifying and implementing the quality standards at a restaurant/hotel.

Scope

The scope covers the following :

- Identify the quality standards to be maintained
- Implement organizational quality standards

Elements and Performance Criteria

Identify the quality standards to be maintained

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

- PC1.** review statistical studies, technological advances, or regulatory standards and trends to stay abreast of quality control processes and procedures in the restaurant/hotel sector
- PC2.** evaluate new food testing and sampling methodologies or technologies to determine the usefulness
- PC3.** evaluate current quality processes and systems in the restaurant/hotel
- PC4.** identify the quality parameters and critical points for each process in the kitchen, F&B service and housekeeping
- PC5.** review and suggest updates to the management regarding the standard operating procedures or quality assurance manuals for restaurant/hotel operations
- PC6.** provide suggestions for restructuring the processes and systems to ensure quality and effective resource utilization, if needed
- PC7.** create formats for capturing various data for quality management and monitoring

Implement organizational quality standards

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

- PC8.** implement inspection and testing procedures for raw material, food items, F&B service, housekeeping, etc.
- PC9.** communicate quality control information to all relevant organizational departments and vendors for the restaurant/hotels
- PC10.** instruct the restaurant/hotel staff regarding the quality control and analytical procedures
- PC11.** monitor the budget for the different quality control operations
- PC12.** document all the testing procedure, methodologies, or criteria
- PC13.** review quality documentation necessary for regulatory submissions and inspections like FSSAI, HACCP, ISO, etc.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

Qualification Pack

- KU1.** quality management process
- KU2.** quality management tools like Total Quality Management (TQM), Six Sigmas, etc.
- KU3.** procedure to assess the quality
- KU4.** types of quality inspection
- KU5.** sampling methodologies
- KU6.** procedure to create SOPs and manuals
- KU7.** testing procedures
- KU8.** strategic planning and resource allocation procedures
- KU9.** various departments and their standard procedures in a restaurant
- KU10.** budgeting process
- KU11.** various statistical methods

Generic Skills (GS)

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

- GS1.** read organizational SOPs, manuals and policies
- GS2.** write SOPs, manuals and create various formats
- GS3.** communicate effectively with the staff and the vendors
- GS4.** plan and direct the processes to ensure quality
- GS5.** analyze the problems and provide quick solutions

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Identify the quality standards to be maintained</i>	20	20	-	10
PC1. review statistical studies, technological advances, or regulatory standards and trends to stay abreast of quality control processes and procedures in the restaurant/hotel sector	-	-	-	-
PC2. evaluate new food testing and sampling methodologies or technologies to determine the usefulness	-	-	-	-
PC3. evaluate current quality processes and systems in the restaurant/hotel	-	-	-	-
PC4. identify the quality parameters and critical points for each process in the kitchen, F&B service and housekeeping	-	-	-	-
PC5. review and suggest updates to the management regarding the standard operating procedures or quality assurance manuals for restaurant/hotel operations	-	-	-	-
PC6. provide suggestions for restructuring the processes and systems to ensure quality and effective resource utilization, if needed	-	-	-	-
PC7. create formats for capturing various data for quality management and monitoring	-	-	-	-
<i>Implement organizational quality standards</i>	20	20	-	10
PC8. implement inspection and testing procedures for raw material, food items, F&B service, housekeeping, etc.	-	-	-	-
PC9. communicate quality control information to all relevant organizational departments and vendors for the restaurant/hotels	-	-	-	-
PC10. instruct the restaurant/hotel staff regarding the quality control and analytical procedures	-	-	-	-
PC11. monitor the budget for the different quality control operations	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. document all the testing procedure, methodologies, or criteria	-	-	-	-
PC13. review quality documentation necessary for regulatory submissions and inspections like FSSAI, HACCP, ISO, etc.	-	-	-	-
NOS Total	40	40	-	20

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	THC/N2801
NOS Name	Identify and implement quality standards at a restaurant/ hotel
Sector	Tourism & Hospitality
Sub-Sector	Hotels/Restaurant
Occupation	Quality Control
NSQF Level	6
Credits	TBD
Version	2.0
Last Reviewed Date	21/04/2021
Next Review Date	29/07/2024
NSQC Clearance Date	29/07/2021

Qualification Pack

THC/N2803: Monitor organizational processes for quality

Description

This OS unit is about monitoring the organization's processes to ensure that the quality standards are met at all times.

Scope

The scope covers the following :

- Monitor vendor performance
- Monitor departmental processes

Elements and Performance Criteria

Monitor vendor performance

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

- PC1.** ensure vendor classification as per the organizational standards
- PC2.** conduct audits for the vendors, as required
- PC3.** maintain and report vendor food safety performance report/metrics
- PC4.** follow through vendor/product complaints to closure
- PC5.** mentor the vendors for continual improvement in their audit scores/performance

Monitor departmental processes

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

- PC6.** monitor the performance of quality control systems in all departments of the restaurant/hotel to ensure effectiveness and efficiency
- PC7.** produce reports regarding non-conformance of processes, quality of daily operations, root cause analysis, or quality trends for all the processes carried out in a restaurant/hotel
- PC8.** verify that raw materials and finished food items meet established quality standards
- PC9.** direct testing and inspection activities throughout all departments like kitchen, F&B services, Housekeeping, etc.
- PC10.** ensure that all departmental procedures adhere to quality standards
- PC11.** inspect all the areas of the facility like kitchen, service counter, guest service area, store, etc. to ensure compliance of all the set standards
- PC12.** undertake the facility/internal audit as per set schedule
- PC13.** ensure there is no contamination of food at any level of food handling within the organization
- PC14.** check the quantitative parameters of food quality assessment as per national and international quality standards
- PC15.** collect and analyze the food samples to evaluate the quality
- PC16.** analyze the quality control test results and provide feedback to the staff
- PC17.** test the nutritional value for each product prepared in the organization as per the standards
- PC18.** monitor the inventory management for effective management of the stock as per set parameters

Qualification Pack

- PC19.** inspect the material safety, housekeeping, and hygiene to ensure safe working conditions in the restaurant/hotel
- PC20.** make sure personal hygiene, equipment maintenance, water supply, and waste disposal are as per defined standards
- PC21.** ensure guest service standards are met at all times

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational SOPs and quality manuals
- KU2.** process auditing techniques
- KU3.** methods and techniques of quality management
- KU4.** steps in quality auditing
- KU5.** quality control process
- KU6.** procedure to establish quality control processes
- KU7.** tools and techniques in quality planning and assurance
- KU8.** quality monitoring and process adjustment procedures
- KU9.** various departments in a restaurant and their standard procedures
- KU10.** techniques for effective facility inspections
- KU11.** food quality assessment process
- KU12.** food quality control procedures

Generic Skills (GS)

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

- GS1.** write reports for the audits, nonconformance of processes, quality of daily operations, root cause analysis, or quality trends
- GS2.** communicate effectively with vendors and staff
- GS3.** plan and organize the processes to ensure quality
- GS4.** analyze the problems and provide quick solutions

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Monitor vendor performance</i>	20	20	-	10
PC1. ensure vendor classification as per the organizational standards	-	-	-	-
PC2. conduct audits for the vendors, as required	-	-	-	-
PC3. maintain and report vendor food safety performance report/metrics	-	-	-	-
PC4. follow through vendor/product complaints to closure	-	-	-	-
PC5. mentor the vendors for continual improvement in their audit scores/performance	-	-	-	-
<i>Monitor departmental processes</i>	20	20	-	10
PC6. monitor the performance of quality control systems in all departments of the restaurant/hotel to ensure effectiveness and efficiency	-	-	-	-
PC7. produce reports regarding non-conformance of processes, quality of daily operations, root cause analysis, or quality trends for all the processes carried out in a restaurant/hotel	-	-	-	-
PC8. verify that raw materials and finished food items meet established quality standards	-	-	-	-
PC9. direct testing and inspection activities throughout all departments like kitchen, F&B services, Housekeeping, etc.	-	-	-	-
PC10. ensure that all departmental procedures adhere to quality standards	-	-	-	-
PC11. inspect all the areas of the facility like kitchen, service counter, guest service area, store, etc. to ensure compliance of all the set standards	-	-	-	-
PC12. undertake the facility/internal audit as per set schedule	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. ensure there is no contamination of food at any level of food handling within the organization	-	-	-	-
PC14. check the quantitative parameters of food quality assessment as per national and international quality standards	-	-	-	-
PC15. collect and analyze the food samples to evaluate the quality	-	-	-	-
PC16. analyze the quality control test results and provide feedback to the staff	-	-	-	-
PC17. test the nutritional value for each product prepared in the organization as per the standards	-	-	-	-
PC18. monitor the inventory management for effective management of the stock as per set parameters	-	-	-	-
PC19. inspect the material safety, housekeeping, and hygiene to ensure safe working conditions in the restaurant/hotel	-	-	-	-
PC20. make sure personal hygiene, equipment maintenance, water supply, and waste disposal are as per defined standards	-	-	-	-
PC21. ensure guest service standards are met at all times	-	-	-	-
NOS Total	40	40	-	20

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	THC/N2803
NOS Name	Monitor organizational processes for quality
Sector	Tourism & Hospitality
Sub-Sector	Hotels/Restaurant
Occupation	Quality Control
NSQF Level	6
Credits	TBD
Version	2.0
Last Reviewed Date	21/04/2021
Next Review Date	29/07/2024
NSQC Clearance Date	29/07/2021

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

Qualification Pack

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

Qualification Pack

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

Qualification Pack

National Occupational Standards (NOS) Parameters

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

Qualification Pack

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

Description

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

Scope

The scope covers the following :

- Ensure organisational confidentiality
- Ensure guests' privacy

Elements and Performance Criteria

Maintain organisational confidentiality

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

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

Maintain guests' privacy

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

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

Qualification Pack

National Occupational Standards (NOS) Parameters

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

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

Qualification Pack

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

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	THC/N9907
NOS Name	Monitor and maintain health, hygiene and safety at workplace
Sector	Tourism & Hospitality
Sub-Sector	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
Occupation	Generic
NSQF Level	6
Credits	TBD
Version	2.0
Last Reviewed Date	24/02/2022
Next Review Date	24/02/2025
NSQC Clearance Date	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/N2801. Identify and implement quality standards at a restaurant/ hotel	40	40	-	20	100	25
THC/N2803. Monitor organizational processes for quality	40	40	-	20	100	25
THC/N9902. Ensure effective communication and service standards at workplace	40	40	-	20	100	20
THC/N9910. Ensure to maintain organisational confidentiality and guest's privacy	10	5	-	5	20	10
THC/N9907. Monitor and maintain health, hygiene and safety at workplace	30	35	-	15	80	20
Total	160	160	-	80	400	100

Qualification Pack

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training

Qualification Pack

Glossary

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

Qualification Pack

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