

Qualification Pack



Sous Chef

QP Code: THC/Q0403

Version: 2.0

NSQF Level: 6

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

Qualification Pack

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THC/Q0403: Sous Chef

Brief Job Description

The individual at work is responsible for monitoring the kitchen operations, supervising the kitchen brigade and assisting the Executive Chef in preparation of menu and departmental budget.

Personal Attributes

The job requires the individual to be calm, composed and able to work under pressure along with good team management, administrative, communication and planning skills.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [THC/N0405: Monitor kitchen operations](#)
2. [THC/N0406: Assist in preparation of menu, budget and staff planning](#)
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
Occupation	Food Production and Kitchen
Country	India
NSQF Level	6
Aligned to NCO/ISCO/ISIC Code	NCO-2015/ NIL

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Minimum Educational Qualification & Experience	Graduate with 5 Years of experience in relevant trade OR Diploma (3 Years (After class 12th) in relevant trade) with 4 Years of experience in relevant trade OR Certificate-NSQF (level-5 Demi Chef de Partie) with 3 Years of experience in relevant trade
Minimum Level of Education for Training in School	Not Applicable
Pre-Requisite License or Training	Not applicable
Minimum Job Entry Age	27 Years
Last Reviewed On	24/02/2022
Next Review Date	24/02/2025
Deactivation Date	24/02/2025
NSQC Approval Date	24/02/2022
Version	2.0
Reference code on NQR	2022/TH/THSC/05473
NQR Version	1.0

Qualification Pack

THC/N0405: Monitor kitchen operations

Description

This OS unit is about maintaining proper inventory control, supervising kitchen activities and ensuring correct portion control and presentation of food items.

Scope

The scope covers the following :

- Maintain inventory control
- Supervise kitchen activities
- Ensure appropriate portion size and presentation

Elements and Performance Criteria

Maintain Inventory Control

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

- PC1.** make sure that food stock levels within the kitchen inventory are maintained as per requirement
- PC2.** ensure proper quality, storage, and stock rotation of the food ingredients and other kitchen supplies
- PC3.** ascertain appropriate signages and labels in the kitchen and storage area
- PC4.** prevent wastage of surplus stock without undue sacrifice on food quality
- PC5.** estimate the required quantity of the ingredients and supplies for smooth operations
- PC6.** prepare requisition or order supplies to stock the inventory appropriately, as applicable
- PC7.** coordinate and follow-up with the purchasing department for the acquisition of needed ingredients and supplies
- PC8.** conduct physical inventory audits periodically
- PC9.** ensure that necessary records of all the items are kept up to date as per the organizational standards

Supervise kitchen activities

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

- PC10.** determine food production requirements
- PC11.** choose food production processes to ensure nutritional value, quality and structure of foods
- PC12.** select and collate standard recipes for use of food production personnel
- PC13.** prepare a workflow schedule and mise en place plan for food production according to menu and food volume requirements
- PC14.** oversee and adjust kitchen workflow to maximize teamwork and efficiency
- PC15.** ensure that all food preparation equipment is cleaned and maintained and used safely and correctly
- PC16.** monitor kitchen work processes at all stages of preparation and cooking to ensure quality of food items

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PC17. ensure that food items are of consistent quality and meet organisational standards

PC18. ensure all culinary operations manuals are prepared and updated

PC19. apprise the Executive Chef of any problems within the kitchen

Ensure appropriate portion size and presentation

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

PC20. calculate portion size based on appropriate presentation protocols to ensure customers obtain value for money

PC21. ensure that portion size is calculated with regards to the reduction of waste, and cost to profit margin ratios

PC22. ensure that the correct portion size for each dish and presentation requirements are communicated to kitchen staff

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. inventory management process

KU2. stock rotation methods

KU3. quality parameters of ingredients and kitchen supplies

KU4. appropriate storage methods for kitchen supplies

KU5. procedure to conduct inventory audit

KU6. standard formats for inventory management

KU7. food production processes and their characteristics

KU8. procedure to prepare workflow schedule

KU9. critical control points in food production

KU10. indicators of quality food products

KU11. organisational standard on portion control

KU12. importance of good presentation

KU13. organization's presentational standards

KU14. costs of waste and inefficiency

KU15. relationship of portion control to cost and profit margin ratios

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 Executive Chef and other team members

GS3. manage time to adhere to work timings and deliverables

GS4. solve day-to-day operational problems related to the work area

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain Inventory Control</i>	15	15	-	5
PC1. make sure that food stock levels within the kitchen inventory are maintained as per requirement	-	-	-	-
PC2. ensure proper quality, storage, and stock rotation of the food ingredients and other kitchen supplies	-	-	-	-
PC3. ascertain appropriate signages and labels in the kitchen and storage area	-	-	-	-
PC4. prevent wastage of surplus stock without undue sacrifice on food quality	-	-	-	-
PC5. estimate the required quantity of the ingredients and supplies for smooth operations	-	-	-	-
PC6. prepare requisition or order supplies to stock the inventory appropriately, as applicable	-	-	-	-
PC7. coordinate and follow-up with the purchasing department for the acquisition of needed ingredients and supplies	-	-	-	-
PC8. conduct physical inventory audits periodically	-	-	-	-
PC9. ensure that necessary records of all the items are kept up to date as per the organizational standards	-	-	-	-
<i>Supervise kitchen activities</i>	15	20	-	5
PC10. determine food production requirements	-	-	-	-
PC11. choose food production processes to ensure nutritional value, quality and structure of foods	-	-	-	-
PC12. select and collate standard recipes for use of food production personnel	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. prepare a workflow schedule and mise en place plan for food production according to menu and food volume requirements	-	-	-	-
PC14. oversee and adjust kitchen workflow to maximize teamwork and efficiency	-	-	-	-
PC15. ensure that all food preparation equipment is cleaned and maintained and used safely and correctly	-	-	-	-
PC16. monitor kitchen work processes at all stages of preparation and cooking to ensure quality of food items	-	-	-	-
PC17. ensure that food items are of consistent quality and meet organisational standards	-	-	-	-
PC18. ensure all culinary operations manuals are prepared and updated	-	-	-	-
PC19. apprise the Executive Chef of any problems within the kitchen	-	-	-	-
<i>Ensure appropriate portion size and presentation</i>	10	10	-	5
PC20. calculate portion size based on appropriate presentation protocols to ensure customers obtain value for money	-	-	-	-
PC21. ensure that portion size is calculated with regards to the reduction of waste, and cost to profit margin ratios	-	-	-	-
PC22. ensure that the correct portion size for each dish and presentation requirements are communicated to kitchen staff	-	-	-	-
NOS Total	40	45	-	15

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National Occupational Standards (NOS) Parameters

NOS Code	THC/N0405
NOS Name	Monitor kitchen operations
Sector	Tourism & Hospitality
Sub-Sector	Hotels, Restaurant
Occupation	Food Production and Kitchen
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

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THC/N0406: Assist in preparation of menu, budget and staff planning

Description

This OS unit is about assisting the Executive chef in preparing and managing the departmental budget, controlling the cost and supervising the kitchen staff.

Scope

The scope covers the following :

- Assist in menu development
- Assist in budget preparation and controlling costs
- Supervise kitchen staff

Elements and Performance Criteria

Assist in menu development

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

- PC1.** identify sources of information on food on recent development of food items
- PC2.** conduct research to access current and relevant information about food items
- PC3.** evaluate the characteristics of current organisational menu items
- PC4.** provide informed input about food trends and menu items to support organisational activities
- PC5.** provide information on customer feedback and preferences
- PC6.** identify bestselling menu items to contribute to organisational profitability
- PC7.** suggest a variety of menu items at different cost points to reflect the type of food outlet
- PC8.** ensure that all recipes and product yields are accurately costed and reviewed regularly
- PC9.** develop the finest selection of dishes that compromise the menu

Assist in budget preparation and controlling costs

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

- PC10.** assist executive chef in setting the financial goals and objectives and creating annual budget for kitchen operations
- PC11.** ensure that the department's overall operational budgets are strictly adhered to
- PC12.** assist in reviewing and setting up an internal control framework for financial management for kitchen operations
- PC13.** monitor kitchen performance regularly against financial objectives
- PC14.** control departmental costs through prevention of wastage and maximum use of raw materials
- PC15.** ensure that the organizational cost control policies and procedures are followed
- PC16.** identify any significant variations against budget and take relevant corrective action
- PC17.** provide relevant recommendations upon issues of financial regularity and propriety to executive chef
- PC18.** ensure the maintenance of all financial reports like expenditure, variance etc. as per organizational standards

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Supervise kitchen staff

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

- PC19.** make sure sufficient staffing levels are scheduled to accommodate business demands
- PC20.** inform the Executive Chef regarding staffing needs
- PC21.** draft job descriptions and performance parameters for the kitchen staff
- PC22.** prepare a roster for the kitchen staff in conjunction with Executive Chef
- PC23.** delegate work and responsibilities to subordinates as required
- PC24.** check and maintain a record of the staff attendance
- PC25.** submit the attendance/timesheets to payroll on time to ensure staff are paid in a timely and efficient manner
- PC26.** ensure proper grooming and hygiene standards for all kitchen staff
- PC27.** supervise all chefs and stewards in the kitchen department and provide feedback for improvement
- PC28.** implement formal performance management systems
- PC29.** monitor ongoing performance through regular performance appraisals and by maintaining
- PC30.** assist the Executive Chef in completing annual appraisals to ensure continued staff development and appraisal
- PC31.** make recommendations to the Executive Chef about the selection, transfer, promotion and dismissal of staff
- PC32.** complete and file performance management records
- PC33.** identify developmental needs of kitchen staff and provide coaching, mentoring, and help them improve their knowledge or skills
- PC34.** train kitchen staff on the fundamentals of good cooking and plate presentations
- PC35.** identify strengths and weaknesses and provide timely feedback to the individual
- PC36.** prepare contingency plans to deal with unforeseen problems as like unexplained absenteeism of the staff

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** cuisine types and their characteristics
- KU2.** past, current and emerging trends in the food industry
- KU3.** formal and informal research methods to extend and update knowledge
- KU4.** procedure to design menu
- KU5.** budget preparation and control process
- KU6.** cost control methods
- KU7.** financial management procedures
- KU8.** format of various financial reports related to budget and cost control
- KU9.** significance of adhering to the budget and cost control procedures
- KU10.** evaluation methods for staffing levels
- KU11.** procedure to write job descriptions and performance parameters like KRA, KPI, etc.

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- KU12.** method to prepare work schedule and rosters
- KU13.** effective ways of delegating work and responsibilities
- KU14.** human resource management
- KU15.** organizational grooming and hygiene standards
- KU16.** role and importance of monitoring staff performance and providing feedback and coaching
- KU17.** key elements of performance standards and performance management systems
- KU18.** potential solutions to staff performance issues
- KU19.** performance appraisal practices
- KU20.** ways to provide constructive feedback

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 Executive Chef, team members and other
- GS3.** manage time to adhere to work timings and deliverables
- GS4.** solve day-to-day operational problems related to the work area

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Assist in menu development</i>	10	10	-	5
PC1. identify sources of information on food on recent development of food items	-	-	-	-
PC2. conduct research to access current and relevant information about food items	-	-	-	-
PC3. evaluate the characteristics of current organisational menu items	-	-	-	-
PC4. provide informed input about food trends and menu items to support organisational activities	-	-	-	-
PC5. provide information on customer feedback and preferences	-	-	-	-
PC6. identify bestselling menu items to contribute to organisational profitability	-	-	-	-
PC7. suggest a variety of menu items at different cost points to reflect the type of food outlet	-	-	-	-
PC8. ensure that all recipes and product yields are accurately costed and reviewed regularly	-	-	-	-
PC9. develop the finest selection of dishes that compromise the menu	-	-	-	-
<i>Assist in budget preparation and controlling costs</i>	10	10	-	5
PC10. assist executive chef in setting the financial goals and objectives and creating annual budget for kitchen operations	-	-	-	-
PC11. ensure that the department's overall operational budgets are strictly adhered to	-	-	-	-
PC12. assist in reviewing and setting up an internal control framework for financial management for kitchen operations	-	-	-	-
PC13. monitor kitchen performance regularly against financial objectives	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. control departmental costs through prevention of wastage and maximum use of raw materials	-	-	-	-
PC15. ensure that the organizational cost control policies and procedures are followed	-	-	-	-
PC16. identify any significant variations against budget and take relevant corrective action	-	-	-	-
PC17. provide relevant recommendations upon issues of financial regularity and propriety to executive chef	-	-	-	-
PC18. ensure the maintenance of all financial reports like expenditure, variance etc. as per organizational standards	-	-	-	-
<i>Supervise kitchen staff</i>	20	20	-	10
PC19. make sure sufficient staffing levels are scheduled to accommodate business demands	-	-	-	-
PC20. inform the Executive Chef regarding staffing needs	-	-	-	-
PC21. draft job descriptions and performance parameters for the kitchen staff	-	-	-	-
PC22. prepare a roster for the kitchen staff in conjunction with Executive Chef	-	-	-	-
PC23. delegate work and responsibilities to subordinates as required	-	-	-	-
PC24. check and maintain a record of the staff attendance	-	-	-	-
PC25. submit the attendance/timesheets to payroll on time to ensure staff are paid in a timely and efficient manner	-	-	-	-
PC26. ensure proper grooming and hygiene standards for all kitchen staff	-	-	-	-
PC27. supervise all chefs and stewards in the kitchen department and provide feedback for improvement	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC28. implement formal performance management systems	-	-	-	-
PC29. monitor ongoing performance through regular performance appraisals and by maintaining	-	-	-	-
PC30. assist the Executive Chef in completing annual appraisals to ensure continued staff development and appraisal	-	-	-	-
PC31. make recommendations to the Executive Chef about the selection, transfer, promotion and dismissal of staff	-	-	-	-
PC32. complete and file performance management records	-	-	-	-
PC33. identify developmental needs of kitchen staff and provide coaching, mentoring, and help them improve their knowledge or skills	-	-	-	-
PC34. train kitchen staff on the fundamentals of good cooking and plate presentations	-	-	-	-
PC35. identify strengths and weaknesses and provide timely feedback to the individual	-	-	-	-
PC36. prepare contingency plans to deal with unforeseen problems as like unexplained absenteeism of the staff	-	-	-	-
NOS Total	40	40	-	20

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National Occupational Standards (NOS) Parameters

NOS Code	THC/N0406
NOS Name	Assist in preparation of menu, budget and staff planning
Sector	Tourism & Hospitality
Sub-Sector	Hotels, Restaurant
Occupation	Food Production and Kitchen
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/N9902: Ensure effective communication and service standards at workplace

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Promote effective communication

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

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

Maintain professional etiquette

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

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

Ensure rendering of specific services as per the guests' requirements

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

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

Generic Skills (GS)

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

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

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Assessment Criteria

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

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

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National Occupational Standards (NOS) Parameters

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

Qualification Pack

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

Description

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

Scope

The scope covers the following :

- Ensure organisational confidentiality
- Ensure guests' privacy

Elements and Performance Criteria

Maintain organisational confidentiality

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

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

Maintain guests' privacy

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

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KU6. procedure for disposal of confidential documents

KU7. confidential data protection methods

Generic Skills (GS)

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

GS1. read and follow IPR and related information documents

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

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

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

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

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Assessment Criteria

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

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National Occupational Standards (NOS) Parameters

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

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

Generic Skills (GS)

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

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

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Assessment Criteria

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

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

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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.

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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/N0405. Monitor kitchen operations	40	45	0	15	100	25
THC/N0406. Assist in preparation of menu, budget and staff planning	40	40	0	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	165	0	75	400	100

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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
KRA	Key Responsibility Area
KPI	Key Performance Indicator
IPR	Intellectual Property Rights
PPE	Personal protective equipment
PwD	Persons with Disability

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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.

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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.