

## Qualification Pack



# Street Food Vendor- Standalone

QP Code: THC/Q3008

Version: 2.0

NSQF Level: 4

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## Qualification Pack

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## Qualification Pack

### THC/Q3008: Street Food Vendor- Standalone

#### Brief Job Description

The individual at work sets up standalone street food vending cart and sells food to customers at the chosen location, following all health and safety standards.

#### Personal Attributes

The job requires the individual to have the stamina for working for long duration and physical endurance.

#### Applicable National Occupational Standards (NOS)

##### Compulsory NOS:

1. [THC/N3009: Prepare for food vending operations](#)
2. [THC/N3010: Sell food to customers at vending location](#)
3. [THC/N9901: Communicate effectively and maintain service standards](#)
4. [THC/N9903: Maintain organisational confidentiality and respect guests' privacy](#)
5. [THC/N9906: Follow Health, Hygiene and Safety practices](#)
6. [DGT/VSQ/N0102: Employability Skills \(60 Hours\)](#)

#### Qualification Pack (QP) Parameters

<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Restaurant
<b>Occupation</b>	Roadside Eateries
<b>Country</b>	India
<b>NSQF Level</b>	4
<b>Credits</b>	15
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/5212.9900

## Qualification Pack

<b>Minimum Educational Qualification &amp; Experience</b>	<p>11th grade pass OR Completed 1st year of 3-year diploma (after 10th) and pursuing regular diploma OR 10th grade pass plus 1-year NTC/ NAC OR 8th grade pass plus 2-year NTC plus 1 Year NAC OR 8th pass plus 1-year NTC plus 1-Year NAC plus CITS OR 10th grade pass and pursuing continuous schooling OR 10th grade pass (2 years of relevant experience) OR Certificate-NSQF (level 3 Food &amp; Beverage Assistant with 2 years of relevant experience (one who has the ability to read and write))</p>
<b>Minimum Level of Education for Training in School</b>	Not Applicable
<b>Pre-Requisite License or Training</b>	NA
<b>Minimum Job Entry Age</b>	18 Years
<b>Last Reviewed On</b>	16/12/2020
<b>Next Review Date</b>	24/06/2024
<b>NSQC Approval Date</b>	24/06/2021
<b>Version</b>	2.0
<b>Reference code on NQR</b>	2021/TH/THSC/04308
<b>NQR Version</b>	1.0

## Qualification Pack

### THC/N3009: Prepare for food vending operations

#### Description

This OS unit is about preparing for street food vending operations by doing a pre-vending assessment of customer profile, location, and other requirements.

#### Scope

The scope covers the following :

- Decide vending location
- Arrange cart, equipment and other resources

#### Elements and Performance Criteria

##### *Decide vending location*

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

- PC1.** survey different locations for customer accessibility, security, cleanliness, condition of road, prior incidents, etc.
- PC2.** identify various state, local permits and licenses needed to set up vending cart in the surveyed area
- PC3.** assess customer profile for average income, professions, ethnicity, preferred food and beverages
- PC4.** identify the prime hours for each potential location
- PC5.** gather information on other vendors' food items, quality, and pricing
- PC6.** choose location considering products to be sold and expected income

##### *Arrange cart, equipment, and other resources*

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

- PC7.** assess vending cart requirements as per the products to be sold
- PC8.** arrange for a vending cart by renting or buying
- PC9.** register the food cart as per government policy
- PC10.** customize cart as per business requirement
- PC11.** arrange for cooking and serving equipment like ovens, stove, utensils, crockery, cutlery, etc.
- PC12.** arrange for commercial cylinder, if required
- PC13.** plan and create menu for the food items to be sold
- PC14.** price the menu items based on target customer profile and competitors' rates
- PC15.** assess the number of helpers needed
- PC16.** hire employees as per business requirement

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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- KU1.** food safety and hygiene standards as stipulated by FSSAI, HACCP and ISO 22000
- KU2.** legal and regulatory requirements related to food vending
- KU3.** features of vending locations for profitable business
- KU4.** customer's profile analysis
- KU5.** types and features of vending carts/vehicles e.g., open wooden cart, glass-walled cart, ice cream cart, table cart, etc.
- KU6.** types of cooking and serving equipment e.g. cylinders, oven, utensils, crockery, cutlery, etc.
- KU7.** tools and techniques for resource planning
- KU8.** minimum wage policy and compensation rules
- KU9.** types of menu e.g. fast food, snacks, North Indian, Chinese, etc.
- KU10.** menu planning and pricing techniques
- KU11.** competitor analysis techniques
- KU12.** detailed geography of designated vending areas
- KU13.** procedure to conduct market survey

## Generic Skills (GS)

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

- GS1.** read and interpret regulations, procedures, information on government guidelines
- GS2.** plan, prioritize and sequence work operations to increase efficiency
- GS3.** improve and modify own work practices
- GS4.** handle day-to-day operational problems pertaining to the work area

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Decide vending location</i>	<b>10</b>	<b>10</b>	-	<b>5</b>
<b>PC1.</b> survey different locations for customer accessibility, security, cleanliness, condition of road, prior incidents, etc.	-	-	-	-
<b>PC2.</b> identify various state, local permits and licenses needed to set up vending cart in the surveyed area	-	-	-	-
<b>PC3.</b> assess customer profile for average income, professions, ethnicity, preferred food and beverages	-	-	-	-
<b>PC4.</b> identify the prime hours for each potential location	-	-	-	-
<b>PC5.</b> gather information on other vendors' food items, quality, and pricing	-	-	-	-
<b>PC6.</b> choose location considering products to be sold and expected income	-	-	-	-
<i>Arrange cart, equipment, and other resources</i>	<b>10</b>	<b>10</b>	-	<b>5</b>
<b>PC7.</b> assess vending cart requirements as per the products to be sold	-	-	-	-
<b>PC8.</b> arrange for a vending cart by renting or buying	-	-	-	-
<b>PC9.</b> register the food cart as per government policy	-	-	-	-
<b>PC10.</b> customize cart as per business requirement	-	-	-	-
<b>PC11.</b> arrange for cooking and serving equipment like ovens, stove, utensils, crockery, cutlery, etc.	-	-	-	-
<b>PC12.</b> arrange for commercial cylinder, if required	-	-	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC13.</b> plan and create menu for the food items to be sold	-	-	-	-
<b>PC14.</b> price the menu items based on target customer profile and competitors' rates	-	-	-	-
<b>PC15.</b> assess the number of helpers needed	-	-	-	-
<b>PC16.</b> hire employees as per business requirement	-	-	-	-
<b>NOS Total</b>	<b>20</b>	<b>20</b>	-	<b>10</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	THC/N3009
<b>NOS Name</b>	Prepare for food vending operations
<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Restaurant
<b>Occupation</b>	Roadside Eateries
<b>NSQF Level</b>	4
<b>Credits</b>	4
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	16/12/2020
<b>Next Review Date</b>	24/06/2024
<b>NSQF Clearance Date</b>	24/06/2021

## Qualification Pack

### THC/N3010: Sell food to customers at vending location

#### Description

This OS unit is about loading the vending cart with food, supplies, cooking and serving equipment, and travelling to the vending location. It also involves setting up the vending cart as per statutory regulations, cooking and serving quality food, and performing end of business activities like cleaning, waste disposal etc.

#### Scope

The scope covers the following :

- Load food and equipment on cart
- Travel to vending location
- Set the cart
- Cook and serve quality food
- Perform end of business activities

#### Elements and Performance Criteria

##### *Load food and equipment on cart*

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

- PC1.** clean and sanitize the cart, counter top, benches/tables and chairs, and water pots
- PC2.** clean and disinfect all utensils, cooking and serving equipment and tools like ovens, stoves, cutlery, crockery, etc. before loading
- PC3.** ensure adequate quantity of supplies are loaded (vegetables, ingredients, meat, spices, cooking oil, fuel, etc.) for the day's operations and plan for additional supplies, if required
- PC4.** ensure that food items (pre-cooked, semi-cooked food and condiments) and beverages are packed properly (not open or leaking) to avoid any external damage or spillage during travel
- PC5.** ensure all food items meet food safety standards and can last the day's weather conditions
- PC6.** store the food items in insulated hot and cold bags or refrigeration unit to keep food at the appropriate temperature
- PC7.** load the potable water supplies
- PC8.** ensure the waste disposal unit and first-aid kit are loaded

##### *Travel to vending location*

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

- PC9.** select the shortest destination route considering the traffic condition to reach the location
- PC10.** adhere to local and state traffic laws and road regulations while carting or relocating cart
- PC11.** travel carefully to avoid damage or spillage of the food items
- PC12.** ensure safety of others on the road and not cause traffic jams or accidents
- PC13.** place the cart such that it does not block pathways

##### *Set the cart*

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

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- PC14.** make sure that the surrounding area is clean, dry and devoid of any filth
- PC15.** ensure availability of potable water for cooking and drinking
- PC16.** set benches or tables and chairs for customer
- PC17.** ensure proper sanitization by using and placing hand sanitizers on counter, tables, and wash basins
- PC18.** place attractive banners strategically on the cart to grab attention
- PC19.** arrange attractively plated food items on display
- PC20.** display the menu with pricelist and applicable taxes
- PC21.** ensure compliance with all statutory regulations (e.g. fire safety, waste management, GST, child labour etc.)
- PC22.** ensure the waste is collected in the dustbin without spilling

### *Cook and serve quality food*

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

- PC23.** sanitize and clean hands, crockery, cutlery, and cooking utensils and equipment before cooking and serving food
- PC24.** verify the quality of ingredients and condiments e.g., fresh vegetables, meat, milk, spices to prepare healthy food for the customer
- PC25.** check the expiry date for all food items
- PC26.** clear the stock before expiry
- PC27.** dispose of the expired products
- PC28.** greet the customer appropriately
- PC29.** present the menu or inform the customer about the available items
- PC30.** take order from the customer
- PC31.** confirm about any specific requirement
- PC32.** prepare the order as per recipe
- PC33.** serve cooked food as per customer's order
- PC34.** present the bill to the customer and process the payment

### *Perform end of business activities*

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

- PC35.** clean the cart thoroughly with water, soap, and appropriate cleaning solution and disinfectants at the end of day to avoid accumulation of dirt, stains, fungi or pest infestation
- PC36.** ensure that work bench, serving equipment, cooking surfaces and equipment such as fryer/wok, juicer, meat slicer, stove, refrigeration unit, etc. are cleaned and maintained as per food safety standards
- PC37.** empty the garbage bin without spilling the garbage
- PC38.** segregate and dispose waste in designated bins as per local authority's waste management policy
- PC39.** ensure there is no stagnant waste water
- PC40.** ensure drains are not blocked with any leftover items
- PC41.** clean any litter and sweep the vending area before leaving

## Knowledge and Understanding (KU)

## Qualification Pack

The individual on the job needs to know and understand:

- KU1.** legislation, standards, policies, and procedures for street food vending
- KU2.** all food safety and hygiene standards as stipulated by FSSAI, HACCP and ISO 22000
- KU3.** storage procedure for food items/ingredient (right temperature, expiry date, etc.)
- KU4.** inventory management techniques
- KU5.** procedure to maintain cleanliness standards at work area
- KU6.** techniques to plan travel routes
- KU7.** local and state traffic rules
- KU8.** GST and other applicable taxes
- KU9.** basic first-aid procedures
- KU10.** importance of sterilized/sanitized dishware and kitchenware for food preparation
- KU11.** quality standards for the food ingredients
- KU12.** types of health hazards due to poor quality or non-compliant food materials and equipment
- KU13.** food preparation techniques like marinating, chopping, slicing, etc.
- KU14.** different recipes as per the menu
- KU15.** different types of food ingredients and recipes
- KU16.** cooking methods like boiling, frying, grilling, steaming, sifting, kneading, etc.
- KU17.** types of tools/equipment required for preparing and cooking dishes
- KU18.** techniques to check dishes for correct flavour, texture, quality and finish
- KU19.** operating procedure for appliances such as stoves, ovens, grinders, mixers, juicers, etc.
- KU20.** handling potentially hazardous equipment e.g., cooking gas cylinder, pressure cooker
- KU21.** handling procedure of sharp objects such as knife, skewers, etc.
- KU22.** techniques to avoid accidental risks like burns, cuts, etc.
- KU23.** safe waste-disposal techniques
- KU24.** daily cash management techniques

## Generic Skills (GS)

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

- GS1.** read and interpret instructions, procedures, information on government guidelines
- GS2.** communicate effectively with customers and employees
- GS3.** plan, prioritize and sequence work operations to increase efficiency
- GS4.** handle day-to-day operational problems pertaining to the work area
- GS5.** analyze importance of personal hygiene
- GS6.** handle customer complaints regarding the quality of food or service
- GS7.** assess effort required for any dish preparation

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Load food and equipment on cart</i>	<b>10</b>	<b>10</b>	-	<b>5</b>
<b>PC1.</b> clean and sanitize the cart, counter top, benches/tables and chairs, and water pots	-	-	-	-
<b>PC2.</b> clean and disinfect all utensils, cooking and serving equipment and tools like ovens, stoves, cutlery, crockery, etc. before loading	-	-	-	-
<b>PC3.</b> ensure adequate quantity of supplies are loaded (vegetables, ingredients, meat, spices, cooking oil, fuel, etc.) for the day's operations and plan for additional supplies, if required	-	-	-	-
<b>PC4.</b> ensure that food items (pre-cooked, semi-cooked food and condiments) and beverages are packed properly (not open or leaking) to avoid any external damage or spillage during travel	-	-	-	-
<b>PC5.</b> ensure all food items meet food safety standards and can last the day's weather conditions	-	-	-	-
<b>PC6.</b> store the food items in insulated hot and cold bags or refrigeration unit to keep food at the appropriate temperature	-	-	-	-
<b>PC7.</b> load the potable water supplies	-	-	-	-
<b>PC8.</b> ensure the waste disposal unit and first-aid kit are loaded	-	-	-	-
<i>Travel to vending location</i>	<b>15</b>	<b>15</b>	-	<b>5</b>
<b>PC9.</b> select the shortest destination route considering the traffic condition to reach the location	-	-	-	-
<b>PC10.</b> adhere to local and state traffic laws and road regulations while carting or relocating cart	-	-	-	-
<b>PC11.</b> travel carefully to avoid damage or spillage of the food items	-	-	-	-

## Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC12.</b> ensure safety of others on the road and not cause traffic jams or accidents	-	-	-	-
<b>PC13.</b> place the cart such that it does not block pathways	-	-	-	-
<i>Set the cart</i>	<b>10</b>	<b>10</b>	-	<b>5</b>
<b>PC14.</b> make sure that the surrounding area is clean, dry and devoid of any filth	-	-	-	-
<b>PC15.</b> ensure availability of potable water for cooking and drinking	-	-	-	-
<b>PC16.</b> set benches or tables and chairs for customer	-	-	-	-
<b>PC17.</b> ensure proper sanitization by using and placing hand sanitizers on counter, tables, and wash basins	-	-	-	-
<b>PC18.</b> place attractive banners strategically on the cart to grab attention	-	-	-	-
<b>PC19.</b> arrange attractively plated food items on display	-	-	-	-
<b>PC20.</b> display the menu with pricelist and applicable taxes	-	-	-	-
<b>PC21.</b> ensure compliance with all statutory regulations (e.g. fire safety, waste management, GST, child labour etc.)	-	-	-	-
<b>PC22.</b> ensure the waste is collected in the dustbin without spilling	-	-	-	-
<i>Cook and serve quality food</i>	<b>15</b>	<b>15</b>	-	<b>10</b>
<b>PC23.</b> sanitize and clean hands, crockery, cutlery, and cooking utensils and equipment before cooking and serving food	-	-	-	-
<b>PC24.</b> verify the quality of ingredients and condiments e.g., fresh vegetables, meat, milk, spices to prepare healthy food for the customer	-	-	-	-
<b>PC25.</b> check the expiry date for all food items	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC26. clear the stock before expiry	-	-	-	-
PC27. dispose of the expired products	-	-	-	-
PC28. greet the customer appropriately	-	-	-	-
PC29. present the menu or inform the customer about the available items	-	-	-	-
PC30. take order from the customer	-	-	-	-
PC31. confirm about any specific requirement	-	-	-	-
PC32. prepare the order as per recipe	-	-	-	-
PC33. serve cooked food as per customer's order	-	-	-	-
PC34. present the bill to the customer and process the payment	-	-	-	-
<i>Perform end of business activities</i>	<b>10</b>	<b>10</b>	-	<b>5</b>
PC35. clean the cart thoroughly with water, soap, and appropriate cleaning solution and disinfectants at the end of day to avoid accumulation of dirt, stains, fungi or pest infestation	-	-	-	-
PC36. ensure that work bench, serving equipment, cooking surfaces and equipment such as fryer/wok, juicer, meat slicer, stove, refrigeration unit, etc. are cleaned and maintained as per food safety standards	-	-	-	-
PC37. empty the garbage bin without spilling the garbage	-	-	-	-
PC38. segregate and dispose waste in designated bins as per local authority's waste management policy	-	-	-	-
PC39. ensure there is no stagnant waste water	-	-	-	-
PC40. ensure drains are not blocked with any leftover items	-	-	-	-
PC41. clean any litter and sweep the vending area before leaving	-	-	-	-



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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>NOS Total</b>	<b>60</b>	<b>60</b>	<b>-</b>	<b>30</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	THC/N3010
<b>NOS Name</b>	Sell food to customers at vending location
<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Restaurant
<b>Occupation</b>	Roadside Eateries
<b>NSQF Level</b>	4
<b>Credits</b>	6
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	16/12/2020
<b>Next Review Date</b>	24/06/2024
<b>NSQC Clearance Date</b>	24/06/2021

## Qualification Pack

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

#### Description

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

#### Scope

The scope covers the following :

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

#### Elements and Performance Criteria

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

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

- PC1.** greet the guests promptly and appropriately as per organization's procedure
- PC2.** communicate with the guests in a polite and professional manner
- PC3.** clarify guest's requirements by asking appropriate questions
- PC4.** address guest's dissatisfactions and complaints effectively
- PC5.** build effective yet impersonal relationship with guests
- PC6.** inform guests on any issue/problem beforehand including any developments involving them
- PC7.** seek feedback from the guests and incorporate them to improve the guest experience
- PC8.** escalate any negative feedback received from the guests to immediate reporting authority on high priority
- PC9.** pass on essential information to the colleagues timely
- PC10.** report any workplace issues to the superior immediately

##### *Maintain professional etiquette*

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

- PC11.** report to work on time
- PC12.** follow proper etiquette while interacting with colleagues and superiors
- PC13.** follow the dress code as per organizational policy
- PC14.** maintain personal hygiene
- PC15.** respect privacy of others at the workplace

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

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

- PC16.** offer services and maintain the quality of facilities to cater to specific needs of every individual, across all gender and age group as per company standards
- PC17.** provide assistance to Persons with Disability, if required
- PC18.** follow the organisational policies specified for Persons with Disability

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

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

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

**KU1.** organizational policies on behavioural etiquette and professionalism

**KU2.** organizational policies on gender sensitive service practices at workplace

**KU3.** organizational hierarchy and reporting structure

**KU4.** documentation policy and procedures of the organization

**KU5.** service quality standards as per organizational policies

**KU6.** complaint handling policy and procedures

**KU7.** SOP on personal hygiene

**KU8.** procedure of giving and receiving feedback positively

**KU9.** gender specific requirements of different types of guest

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

**KU11.** age and gender specific etiquette

**KU12.** key helpline numbers

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

### Generic Skills (GS)

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

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

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

**GS3.** communicate effectively with the guests

**GS4.** solve problem when required

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

## Qualification Pack

### Assessment Criteria

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

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. maintain personal hygiene	-	-	-	-
PC15. respect privacy of others at the workplace	-	-	-	-
<i>Provide specific services as per the guests' requirements</i>	<b>10</b>	<b>10</b>	-	<b>5</b>
PC16. offer services and maintain the quality of facilities to cater to specific needs of every individual, across all gender and age group as per company standards	-	-	-	-
PC17. provide assistance to Persons with Disability, if required	-	-	-	-
PC18. follow the organisational policies specified for Persons with Disability	-	-	-	-
PC19. follow gender and age sensitive service practices at all times	-	-	-	-
PC20. adhere to the company policies related to prevention of sexual harassment	-	-	-	-
<b>NOS Total</b>	<b>40</b>	<b>40</b>	-	<b>20</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

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

## Qualification Pack

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

#### Description

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

#### Scope

The scope covers the following :

- Maintain organisational confidentiality
- Respect guest's privacy

#### Elements and Performance Criteria

##### *Maintain organisational confidentiality*

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

- PC1.** ensure not leaving any confidential information visible and unattended on the workstation
- PC2.** comply to organizational IPR policy at all times
- PC3.** report any infringement of IPR observed by anyone in the company to the concerned person
- PC4.** maintain the confidentiality of the organisational information through appropriate use, storage and disposal

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

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

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

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

#### Generic Skills (GS)

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



## Qualification Pack

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

## Qualification Pack

### Assessment Criteria

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

## Qualification Pack

### National Occupational Standards (NOS) Parameters

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

## Qualification Pack

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

#### Description

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

#### Scope

The scope covers the following :

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

#### Elements and Performance Criteria

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

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

- PC1.** wash and sanitize hands at regular intervals using hand wash & alcohol-based sanitizers
- PC2.** clean the workplace with appropriate cleaning solution and disinfectants as recommended
- PC3.** clean the crockery and other articles as per established standards
- PC4.** sanitize all tools and equipment requiring touch points at regular intervals
- PC5.** ensure that the trashcans are cleared regularly following the cleanliness and maintenance schedule
- PC6.** use appropriate PPE (headwear, glasses, goggles, footwear etc.) considering the task to be performed and the working environment
- PC7.** dispose of the waste as per the prescribed standards
- PC8.** maintain personal hygiene by brushing teeth regularly, wearing clean clothes, following a healthy diet etc.

##### *Take precautionary health measures*

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

- PC9.** attend regular health check-ups organized by the management
- PC10.** report personal health issues related to injury, food, air and infectious disease
- PC11.** report to the concerned authority in case any coworker is unwell

##### *Follow standard safety procedure*

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

- PC12.** follow safety procedures while handling materials, tools, equipment etc.
- PC13.** follow first aid procedures appropriately
- PC14.** identify hazards at the workplace and report to the concerned person in time

##### *Follow effective waste management*

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

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

## Qualification Pack

- PC16.** segregate waste into different coloured dustbins
- PC17.** handle the waste as per SOP
- PC18.** recycle waste wherever applicable
- PC19.** dispose of PPEs in a plastic bag, sealed and labelled as infectious waste

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

### Generic Skills (GS)

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

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

## Qualification Pack

### Assessment Criteria

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

### Qualification Pack

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

## Qualification Pack

### National Occupational Standards (NOS) Parameters

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

## Qualification Pack

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

#### Description

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

#### Scope

The scope covers the following :

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

#### Elements and Performance Criteria

##### *Introduction to Employability Skills*

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

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

##### *Constitutional values - Citizenship*

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

- PC3.** recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.
- PC4.** follow environmentally sustainable practices

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

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

- PC5.** recognize the significance of 21st Century Skills for employment
- PC6.** practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life

##### *Basic English Skills*

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

## Qualification Pack

- PC7.** use basic English for everyday conversation in different contexts, in person and over the telephone
- PC8.** read and understand routine information, notes, instructions, mails, letters etc. written in English
- PC9.** write short messages, notes, letters, e-mails etc. in English

### *Career Development & Goal Setting*

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

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

### *Communication Skills*

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

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

### *Diversity & Inclusion*

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

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

### *Financial and Legal Literacy*

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

- PC16.** select financial institutions, products and services as per requirement
- PC17.** carry out offline and online financial transactions, safely and securely
- PC18.** identify common components of salary and compute income, expenses, taxes, investments etc
- PC19.** identify relevant rights and laws and use legal aids to fight against legal exploitation

### *Essential Digital Skills*

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

- PC20.** operate digital devices and carry out basic internet operations securely and safely
- PC21.** use e-mail and social media platforms and virtual collaboration tools to work effectively
- PC22.** use basic features of word processor, spreadsheets, and presentations

### *Entrepreneurship*

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

- PC23.** identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research
- PC24.** develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion
- PC25.** identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity

### *Customer Service*

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

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

## Qualification Pack

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

*Getting ready for apprenticeship & Jobs*

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

**PC29.** create a professional Curriculum vitae (Résumé)

**PC30.** search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively

**PC31.** apply to identified job openings using offline /online methods as per requirement

**PC32.** answer questions politely, with clarity and confidence, during recruitment and selection

**PC33.** identify apprenticeship opportunities and register for it as per guidelines and requirements

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

**KU2.** various constitutional and personal values

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

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

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

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

**KU7.** about effective communication

**KU8.** POSH Act

**KU9.** Gender sensitivity and inclusivity

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

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

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

**KU13.** different legal rights and laws

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

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

**KU16.** how to identify business opportunities

**KU17.** types and needs of customers

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

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

## Generic Skills (GS)

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

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

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



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

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction to Employability Skills</i>	<b>1</b>	<b>1</b>	-	-
<b>PC1.</b> identify employability skills required for jobs in various industries	-	-	-	-
<b>PC2.</b> identify and explore learning and employability portals	-	-	-	-
<i>Constitutional values - Citizenship</i>	<b>1</b>	<b>1</b>	-	-
<b>PC3.</b> recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.	-	-	-	-
<b>PC4.</b> follow environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	<b>2</b>	<b>4</b>	-	-
<b>PC5.</b> recognize the significance of 21st Century Skills for employment	-	-	-	-
<b>PC6.</b> practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life	-	-	-	-
<i>Basic English Skills</i>	<b>2</b>	<b>3</b>	-	-
<b>PC7.</b> use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-
<b>PC8.</b> read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
<b>PC9.</b> write short messages, notes, letters, e-mails etc. in English	-	-	-	-
<i>Career Development &amp; Goal Setting</i>	<b>1</b>	<b>2</b>	-	-

## Qualification Pack

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

### Qualification Pack

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

## Qualification Pack

### National Occupational Standards (NOS) Parameters

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

## Assessment Guidelines and Assessment Weightage

### Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Element/ Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each Element/ PC.
2. The assessment for the theory part will be based on 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 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 the Recommended Pass % aggregate for the QP.
7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

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### 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/N3009.Prepare for food vending operations	20	20	-	10	50	25
THC/N3010.Sell food to customers at vending location	60	60	-	30	150	25
THC/N9901.Communicate effectively and maintain service standards	40	40	-	20	100	20
THC/N9903.Maintain organisational confidentiality and respect guests' privacy	10	10	-	5	25	5
THC/N9906.Follow Health, Hygiene and Safety practices	25	35	-	15	75	20
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	-	-	50	5
<b>Total</b>	<b>175</b>	<b>195</b>	<b>-</b>	<b>80</b>	<b>450</b>	<b>100</b>

## Qualification Pack

### Acronyms

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

## Qualification Pack

### Glossary

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

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