



Model Curriculum

QP Name: Barista Executive

QP Code: THC/Q0308

QP Version: 1.0

NSQF Level: 4

Model Curriculum Version: 1.0

Table of Contents

Training Parameters	2
Program Overview	3
Training Outcomes	3
Compulsory Modules	3
Module 1: Introduction to the Food & Beverage Industry and Barista	5
Module 2: Perform Barista Operations	6
Module 3: Carry Out the Activities to Take Orders	8
Module 4: Prepare the Beverages and Serve the Customers	9
Module 5: Handle Customers' Queries and Prepare the Bills	10
Module 6: Perform the Activities to Close the Day's Operations	11
Module 7: Promote Effective Communication and Service Standard	12
Module 8: Organizational Confidentiality and Guest's Privacy	13
Module 9: Monitor Health and Safety Standard	14
Module 10: On-the-Job Training	15
Annexure	16
Trainer Requirements	16
Assessor Requirements	17
Assessment Strategy	18
References	20
Glossary	20
Acronyms and Abbreviations	21

Training Parameters

Sector	Tourism & Hospitality
Sub-Sector	Hotel , QSR
Occupation	Food and Beverage Service
Country	India
NSQF Level	4
Aligned to NCO/ISCO/ISIC Code	NCO-2015/ 5123.60
Minimum Educational Qualification and Experience	11th pass with no relevant experience 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 with 2 years of relevant experience OR Certificate-NSQF (level- 3 Food and Beverage Service Assistant) with 2 years of relevant experience
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	29/09/2022
Next Review Date	29/09/2025
NSQC Approval Date	29/09/2022
QP Version	1.0
Model Curriculum Creation Date	29/09/2022

Model Curriculum Valid Up to Date	29/09/2025
Model Curriculum Version	1.0
Minimum Duration of the Course	600 Hours, 0 Minutes (including OJT & 60 Hrs. Employability Skills)
Maximum Duration of the Course	600 Hours, 0 Minutes (including OJT & 60 Hrs. Employability Skills)

Program Overview

This section summarizes the end objectives of the program along with its duration.

Training Outcome

At the end of the program, the learner should have acquired the listed knowledge and skills.

- Explain the procedure to prepare for barista operations
- Employ appropriate practices to greet and welcome customers
- Perform the activities to take customer' order to prepare various coffee and non-coffee drinks and beverages
- Apply appropriate practices to serve the customers
- Perform the tasks to close for the day's operations
- Apply appropriate practices to promote effective communications with customers, colleagues, and superiors to achieve a smooth workflow
- Employ appropriate practices to ensure gender and age-sensitive service practices
- Describe the protocols to protect confidentiality of the organizational information and customers' privacy
- Apply appropriate practices to monitor health, hygiene, and safety standard at the workplace

Compulsory Modules

The table lists the modules and their duration corresponding to the Compulsory NOS of the QP

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
THC/N0329 – Prepare for Barista Operations NOS Version No. 1.0 NSQF Level 4	15:00	15:00	30:00	00:00	60:00
Module 1: Introduction to the Food and Beverage Industry and Barista	06:00	00:00	00:00	00:00	06:00
Module 2: Perform Barista Operations	09:00	15:00	30:00	00:00	54:00
THC/N0330 – Engage with guests and take Orders NOS Version No. 1.0	15:00	15:00	30:00	00:00	60:00

NSQF Level 4					
Module 3: Carry out the Activities to Take Orders	15:00	15:00	30:00	00:00	60:00
THC/N0331 – Prepare, Serve Beverages and Settle the Bill NOS Version No. 1.0 NSQF Level 4	30:00	60:00	120:00	00:00	210:00
Module 4: Prepare the Beverages and Serve the Customers	10:00	20:00	60:00	00:00	90:00
Module 5: Handle Customers’ Queries and Prepare the Bills	05:00	20:00	30:00	00:00	55:00
Module 6: Perform the Activities to Close the Day’s Operations	15:00	20:00	30:00	00:00	65:00
THC/N9901 –Communicate Effectively and Maintain Service Standards NOS Version No. 2.0 NSQF Level 3	12:00	18:00	30:00	00:00	60:00
Module 7: Maintain Effective Communication and Service Standard	12:00	18:00	30:00	00:00	60:00
THC/N9903- Maintain Organizational Confidentiality and Respect Guests’ Privacy NOS Version No. 2.0 NSQF Level 3	18:00	12:00	30:00	00:00	60:00
Module 8: Organizational Confidentiality and Guest Privacy	18:00	12:00	30:00	00:00	60:00
THC/N9906 – Follow Health, Hygiene and Safety practices NOS Version No. 2.0 NSQF Level 3	30:00	30:00	30:00	00:00	90:00
Module 9: Basic Health and Safety Standards	30:00	30:00	30:00	00:00	90:00
Sub Total	120:00	150:00	270:00	00:00	540:00
Employability Skills	60:00				
Total Duration	180:00	150:00	270:00	00:00	600:00

Module Details

Module 1: Introduction to the Food & Beverage Industry and Barista *Bridge Module*

Terminal Outcomes:

- Outline the overview of Skill India Mission
- Describe the Hospitality Industry
- Define the roles and responsibilities of a Barista
- Explain the scope of work for a Barista

Duration: 06:00	Duration: 00:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the objectives and benefits of the Skill India Mission • Describe the Tourism and Hospitality Industry and its sub-sectors • Elaborate the hierarchy of Hotel of small, medium and large establishments • Elaborate the job role and job opportunities as a Barista in the Tourism and Hospitality Industry • Explain basic terminologies used by baristas • Explain different Food and Beverage Outlets • Explain the coordination of Food and Beverage with other departments • Discuss Food and Beverage regulations and guideline as stipulated by FSSAI and State Exercise Act • Elaborate standard code of conduct and business etiquette in the bar and lounge areas 	NA
Classroom Aids	
Whiteboard, Marker, Duster, Projector, Laptop, PowerPoint Presentation	
Tools, Equipment and Other Requirements	
NA	

Module 2: Perform Barista Operations

Mapped to: THC/N0329

Terminal Outcomes:

- Describe the function and operational procedure of various tools, equipment and appliances used in the cafe, lounge
- Explain the preparation of work for a Barista
- Explain the methods to manage the stock
- Apply appropriate practices to co-ordinate with the Procurement department and Supervisor for replenishment

Duration: 09:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the importance of maintaining cleanliness and hygiene in the cafe and Lounge • Elaborate on various cafe accessories, glasses, and tableware required in the Coffee bar along with their uses • Describe the operational and maintenance procedures of various coffee bar appliances and equipment along with their functions • Elaborate on the types of fruits, vegetables, snacks, etc. used in the café, Lounge • Describe various coffee and non- Coffee beverages served in the cafe, lounge etc. • Discuss the techniques of managing café Inventory • Explain the standard communication procedure and reporting structure with the higher authority 	<ul style="list-style-type: none"> • Show how to draw the layout of the food and beverage service area and kitchen • Apply appropriate inspection method to ensure cleanliness and hygiene at the cafe and lounge • Employ appropriate inspection procedures to check the tools, equipment, appliances, and electrical fitments for cleanliness, and proper functioning • Demonstrate how to operate various cafe equipment and appliances • Apply proper ways to organize the bar accessories and tools like a bottle opener, shakers, cutlery and pitchers • Demonstrate how to perform basic tasks, like preparing ice cubes, and crushed ice, and garnishes • Show how to place menus and gratis edible on the table, etc. • Employ appropriate practices to run an inventory check of alcoholic and non-alcoholic beverages, garnishes, fruits, eggs, vegetables, snacks, etc. along with their date of expiry • Prepare a sample requisition to coordinate with Procurement Department and Supervisor
Classroom Aids	
Whiteboard, Marker, Duster, Projector, Laptop, PowerPoint Presentation	
Tools, Equipment and Other Requirements	

Various tools like Espresso Machine, espresso grinder, lab grinder, shakers, pitchers, cutlery, Required Appliances and equipment, Tableware, Glassware, Different fruits, vegetable, garnishes, coffee and non-coffee beverages and snacks, Sample format of pre-requisition report

Module 3 : Carry Out the Activities to Take Orders

Mapped to: THC/N0330

Terminal Outcomes:

- Apply appropriate practices to maintain professional etiquette at the workplace
- Describe the techniques of greeting and handling the customers
- Explain the combination of food with the appropriate beverage
- Perform up selling and cross selling
- Employ appropriate practices to co-ordinate with the Procurement department and Supervisor for replenishment

Duration: 15:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the importance of Communication etiquette and body language while greeting and welcoming the customers and taking orders from them • Explain the importance of confirming the order and providing an estimated delivery time to the customers • Explain the guest handling techniques at the café, lounge etc. • Discuss various combinations of Food and Beverages • Describe the strategies of up-selling and cross-selling 	<ul style="list-style-type: none"> • Demonstrate professional etiquette while receiving and greeting the customers and escorting them to their reserved table • Employ appropriate techniques to handle the customers in the bar • Apply proper practices while recommending the combination of • Food and Beverages (like coffee with croissant) to the customers • Dramatize how to take beverage orders from the customers • Role play how to upsell and cross-sell of high margin beverages and other products to the customers • Demonstrate how to take customers' orders manually and using a handheld device
Classroom Aids	
Training kit (Trainer guide, Presentations), Whiteboard, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Handheld device to take orders, various food and beverages and their ingredients, Sample menu card, Customers reservation book	

Module 4 : Prepare the Beverages and Serve the Customers

Mapped to: THC/N0331

Terminal Outcomes:

- Employ appropriate techniques to handle various tools, glassware, beverage bottles, etc.
- Explain the combination of food with the appropriate beverage and drinks
- Describe the preparation and serving procedures of various beverages and drinks

Duration: 10:00	Duration: 20:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> ● Explain the classifications of various Coffee beans etc. for making coffee beverages ● Describe the factors that affect the shelf-life of various beverages and syrup and their storage procedures to ensure the Quality ● Explain basic functions, like stirring, shaking, blending, flaming, etc. to be performed while preparing different coffees ● Elaborate on various recipes to prepare coffee and non-coffee beverages ● Discuss the importance of choosing the right crockery/glassware to serve various Beverages ● List appropriate combination of accompaniment to serve with various beverages and drinks ● Discuss the standard procedures to serve various beverages to the customers 	<ul style="list-style-type: none"> ● Demonstrate how to handle various glasses, syrup bottles, and trays and operate different tools (like a bottle opener, Knife, etc.) ● Employ appropriate practices to use beverages and syrup as per their shelf life and storage procedure ● Demonstrate the process of shaking, stirring, blending, and flaming used to prepare various coffees ● Demonstrate how to prepare various drinks according to the recipe ● Show how to use the standard procedure to mix, pour and garnish the prepared drinks ● Apply appropriate practices to choose the right crockery/glassware, food, and snacks to serve different drinks as per the order ● Demonstrate how to serve various beverages and drinks to the customers
Classroom Aids	
Training kit (Trainer guide, Presentations), Whiteboard, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	
Various tools (bottle opener, knife), Glassware, Coffee beans, Syrups, Different ingredients required for various drinks and beverages, Trays	

Module 5 : Handle Customers' Queries and Prepare the Bills

Mapped to: THC/N0331

Terminal Outcomes:

- Describe the ways to handle customers' complaints and escalate issues
- Explain the billing procedure
- Describe the cash management procedure

Duration: 05:00	Duration: 20:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> ● Discuss the standard procedure to handle customers' complaints and escalate unresolved issues ● Describe the procedure of electronic billing and digital payment ● Elaborate on the methods of daily cash management 	<ul style="list-style-type: none"> ● Dramatize responding to customers' queries ● Role plays how to report and escalate the issues to the Manager and other operational Departments ● Employ appropriate practices to prepare the bill and match it with the customers' order ● Demonstrate how to receive the payment using a card-swiping machine and handle the daily cash flow
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Bill book, Card swiping machine, Various tools (Bar spoons, Bottle opener, Cocktail shaker, Cocktail strainer, Cocktail board, Ice bucket, etc.), Crockery/Glassware (Pitcher, Latte cup, cappuccino cup, espresso cup, Shot glass, etc.) and equipment (Billing machine, Billing printer, etc.)	

Module 6 : Perform the Activities to Close the Day's Operations

Mapped to: THC/N0331

Terminal Outcomes:

- Describe the ways to close for the day's operation

Duration: 15:00	Duration: 20:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the importance of cleaning and sanitizing the coffee bar and the tools, equipment, glassware, crockery etc. before closing the bar • Explain the methods to organize and store the equipment, tools, and other products before closing the bar • Discuss the importance of cleaning out the taps and locking the cabinet, refrigerator, etc. • Explain the significance of taking the notes of closing inventory and following bar closing timing as per the regulations 	<ul style="list-style-type: none"> • Apply proper practices to clean and sanitize the bar, various tools, equipment, etc. • Employ proper ways to organize and store various equipment. glassware and other products
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Bill book, Card swiping machine, Various tools (Bar spoons, Bottle opener, Cocktail shaker, Cocktail strainer, chopping board, Ice bucket, etc.), Crockery/Glassware (Pitcher, Latte cup, cappuccino cup, espresso cup, Shot glass, etc.) and equipment (Billing machine, Billing printer, etc.)	

Module 7: Maintain Effective Communication and Service Standard

Mapped to THC/N9901 v 2.0

Terminal Outcomes:

- Explain professional protocols and etiquette of effective communication with customers, colleagues, and superiors
- Describe the ways to show sensitization towards different age groups, gender and persons with disabilities

Duration: 12:00	Duration: 18:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the importance of professionalism, etiquette and ethical behaviour at the workplace • Discuss the importance of effective communication • Explain the importance of guest satisfaction and guest feedback • Outline the procedure of receiving feedback and complaints constructively • Describe various ways to handle guest complaints • Discuss different ways to improve the guest experience • Explain the importance of gender and age sensitivity • Discuss gender and age-specific requirements of the guests • Explain various specific needs of people with disabilities • Discuss the importance of reporting sexual harassment at workplace • Describe ways of escalating problems, reporting workplace issues, and receiving feedback from the superiors 	<ul style="list-style-type: none"> • Demonstrate the standard procedure to welcome and greet the guests • Dramatize appropriate communication skills and etiquette while interacting with guests, colleagues, and superiors • Role play a situation on how to handle guest complaints effectively • Role play appropriate behavioural etiquette towards all ages, genders and differently abled people as per specification
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Sample of escalation matrix, Organisation structure	

Module 8: Organizational Confidentiality and Guest's Privacy

Mapped to THC/N9903 v 2.0

Terminal Outcomes:

- Explain how to maintain the confidentiality of the organization
- Describe the protocols related to the privacy of customer information

Duration: 18:00	Duration: 12:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the significance of maintaining organizational confidentiality and guest privacy in the hospitality industry • Discuss the Intellectual Property issues and policies affecting the organization and guest privacy • Explain the procedures to report the infringement of IPR to the concerned person • Discuss the usage, storage and disposal procedures of confidential information as per specification 	<ul style="list-style-type: none"> • Employ appropriate ways to use, store and dispose of the organizational and guest information
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Handouts of IPR guidelines and regulations	

Module 9: Basic Health and Safety Standard

Mapped to THC/N9906 v 2.0

Terminal Outcomes:

- Employ appropriate health, hygiene, and safety practices at workplace
- Apply precautionary health measures
- Employ effective waste management practices

Duration: 30:00	Duration: 30:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the concept and importance of personal and workplace hygiene • Discuss best practices to maintain personal hygiene • Explain the ways to clean and sanitize the workplace and related equipment • Describe standard safety procedures to be followed while handling tools, material, and equipment • Outline the purpose and usage of various Personal Protective Equipment (PPE) required at the workplace • Explain the importance of preventive health check-up organized by the company • Describe the causes of risks and potential hazards in the workplace and ways to prevent them • List different safety warning signs and labels at workplace • Discuss ways to identify hazards at the workplace • List the components of the first-aid kit • Explain the procedure to report accident and other health related issues as per SOP 	<ul style="list-style-type: none"> • Demonstrate the procedure of routine cleaning and sanitization of tools, equipment, and other articles • Employ different ways to keep work area clean, hygienic and hazard free • Demonstrate how to use and dispose off relevant protective equipment as per tasks and work conditions • Perform basic first-aid procedures • Dramatize a situation on mock safety drills for emergency situations • Perform waste disposal procedures at the workplace depending on the types of waste • Role play a situation on reporting safety and security breaches to the supervisor • Prepare a sample incident report
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Personal Protection Equipment: Safety glasses, Head protection, Rubber gloves, Safety footwear, Warning signs and tapes, Fire extinguisher, First aid kit, Relevant Standard Operating Procedures and Sample reports	

On-On the-Job Training

Mapped to Barista Executive

Mandatory Duration: 270:00	Recommended Duration: 00:00
Location: On Site	
Terminal Outcomes <ul style="list-style-type: none"> • Perform the activities to ensure cleanliness and hygiene at the coffee bar and lounge • Demonstrate the inspection procedure to check for proper functioning of various tools, equipment, appliances, and crockery • Apply appropriate practices to operate and organize coffee bar accessories and tools • Perform the process to ensure proper cleaning and sanitization of the equipment • Perform basic barista activities • Demonstrate the standard procedure to welcome and greet the customers • Show how to take beverage orders from the customers as per the standard operating procedures • Apply appropriate techniques to enhance sales • Perform the activities to co-ordinate with the Procurement Department and Supervisor for replenishment of defect in appliances/equipment, if any • Demonstrate the procedures to prepare coffee and non-coffee drinks and beverages • Demonstrate how to serve food and drinks to the customers • Apply appropriate practices to handle customers' complaints • Demonstrate the expertise of generating the bill • Perform the activities of accepting cash or electronic payment • Perform the steps of cash management procedures • Prepare a sample report to communicate the unresolved customers' complaints and issues to the Top Management • Prepare a day-to-day inventory report • Demonstrate positive body language when dealing with customers and colleagues • Dramatize a situation on promoting appropriate communication standard and etiquette while interacting with customers, colleagues, and superiors • Show how to segregate and dispose of the waste as per the standards • Demonstrate strong communication skills and workplace etiquette to achieve a smooth workflow • Employ appropriate practices to ensure sensitization towards different age groups, gender, and persons with disabilities • Demonstrate the process of monitoring confidentiality of the organizational information and customers' privacy • Apply appropriate practices to maintain personal and team hygiene and grooming at workplace • Display how to identify hazards at workplace and report to the higher authority • Perform basic activities to ensure gender and age-sensitive service practices • Perform all the activities to ensure health, hygiene, and safety standards at the workplace 	

Annexure

Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
12th Class I.T.I. Or Certificate/ Diploma/ Degree	Food and Beverage Service/Hospitality Management/ Hotel Management	5	Food and Beverage Service/ Hospitality Management / Hotel Management /Café Management	1	Food and Beverage Service/ Hospitality Management/ Hotel Management	

Trainer Certification	
Domain Certification	Platform Certification
"Barista Executive", "THC/Q0308, V1.0", Minimum accepted score is 80%	"Trainer", "MEP/Q2601, V1.0" with a scoring of minimum 80%

Assessor Requirements

Assessor Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training/Assessment Experience		Remarks
		Years	Specialization	Years	Specialization	
12th Class I.T.I. Or Certificate/ Diploma/ Degree	Food and Beverage Service/Hospitality Management/ Hotel Management	5	Food and Beverage Service/ Hospitality Management/ Hotel Management/Café Management	1	Food and Beverage Service/ Hospitality Management/ Hotel Management	

Assessor Certification	
Domain Certification	Platform Certification
“Barista Executive”, “THC/Q0308, V1.0”, Minimum accepted score is 80%	“Assessor”, “MEP/Q2701, V1.0” with the scoring of minimum 80%

Assessment Strategy

This section includes the processes involved in identifying, gathering and interpreting information to evaluate the learner on the required competencies of the program.

1. Assessment System Overview:
 - Batches assigned to the assessment agencies for conducting the assessment on SDSM/SIP or email
 - Assessment agencies send the assessment confirmation to VTP/TC looping SSC
 - Assessment agency deploys the ToA certified Assessor for executing the assessment
 - SSC monitors the assessment process & records
 - If the batch size is more than 30, then there should be 2 Assessors.
2. Testing Environment: Assessor must:
 - Confirm that the centre is available at the same address as mentioned on SDMS or SIP
 - Check the duration of the training.
 - Check the Assessment Start and End time to be as 10 a.m. and 5 p.m.
 - Check that the allotted time to the candidates to complete Theory & Practical Assessment is correct.
 - Check the mode of assessment—Online (TAB/Computer) or Offline (OMR/PP).
 - Confirm the number of TABs on the ground are correct to execute the Assessment smoothly.
 - Check the availability of the Lab Equipment for the particular Job Role.
3. Assessment Quality Assurance levels / Framework:
 - Question papers created by the Subject Matter Experts (SME)
 - Question papers created by the SME should be verified by the other subject Matter Experts along with the approval required from THSC
 - Questions are mapped with NOS and PC
 - Question papers are prepared considering that level 1 to 3 is for the unskilled & semi-skilled individuals, and level 4 and above are for the skilled, supervisor & higher management
 - Assessor must be ToA certified
 - Assessment agency must follow the assessment guidelines to conduct the assessment
4. Types of evidence or evidence-gathering protocol:
 - Time-stamped & geotagged reporting of the assessor from assessment location
 - Centre photographs with signboards and scheme specific branding
 - Biometric or manual attendance sheet (stamped by TP) of the trainees during the training period
 - Time-stamped & geotagged assessment (Theory + Viva + Practical) photographs & videos
5. Method of verification or validation:
 - Surprise visit to the assessment location
 - Random audit of the batch
 - Random audit of any candidate
6. Method for assessment documentation, archiving, and access
 - Hard copies of the documents are stored
 - Soft copies of the documents & photographs of the assessment are uploaded / accessed from Cloud Storage and are stored in the Hard Drives

References

Glossary

Term	Description
Declarative Knowledge	Declarative knowledge refers to facts, concepts and principles that need to be known and/or understood in order to accomplish a task or to solve a problem.
Key Learning Outcome	Key learning outcome is the statement of what a learner needs to know, understand and be able to do in order to achieve the terminal outcomes. A set of key learning outcomes will make up the training outcomes. Training outcome is specified in terms of knowledge, understanding (theory) and skills (practical application).
OJT (M)	On-the-job training (Mandatory); trainees are mandated to complete specified hours of training on site
OJT (R)	On-the-job training (Recommended); trainees are recommended the specified hours of training on site
Procedural Knowledge	Procedural knowledge addresses how to do something, or how to perform a task. It is the ability to work, or produce a tangible work output by applying cognitive, affective or psychomotor skills.
Training Outcome	Training outcome is a statement of what a learner will know, understand and be able to do upon the completion of the training.
Terminal Outcome	Terminal outcome is a statement of what a learner will know, understand and be able to do upon the completion of a module. A set of terminal outcomes help to achieve the training outcome.

Acronyms and Abbreviations

Term	Description
QP	Qualification Pack
NSQF	National Skills Qualification Framework
NSQC	National Skills Qualification Committee
NOS	National Occupational Standards
TVET	Technical and Vocational Education and Training
OH&S	Occupational Health and Safety
PPE	Personal Protective Equipment
HACCP	Hazard Analysis and Critical Control Points
FSSAI	Food Safety and Standards Authority of India
ISO	International Standards Organization
IPR	Intellectual Property Rights