



Model Curriculum

QP Name: Duty Manager

QP Code: THC/Q0106

QP Version: 2.0

NSQF Level: 6

Model Curriculum Version: 1.0

Tourism & Hospitality Skill Council || 404/407, 4th floor, Mercantile House, K.G. Marg, Connaught Place
New Delhi 110001

Table of Contents

Training Parameters.....	2
Program Overview	3
Training Outcomes.....	3
Compulsory Modules	Error! Bookmark not defined.
Module 1: Introduction to Hotel Industry and Duty Manager	Error! Bookmark not defined.
Module 2: Monitor the Front Office Staff.....	Error! Bookmark not defined.
Module 3: Ensure Effective Guest Experience	Error! Bookmark not defined.
Module 4: Monitor Front Office Activities.....	Error! Bookmark not defined.
Module 5: Monitor Budget and Revenue	Error! Bookmark not defined.
Module 6: Manage Administrative Tasks	Error! Bookmark not defined.
Module 7: Promote Effective Communication and Service Standard .	Error! Bookmark not defined.
Module 8: Organizational Confidentiality and Guest’s Privacy	Error! Bookmark not defined.
Module 9: Monitor Health and Safety Standard	Error! Bookmark not defined.
Module 10: On-the-Job Training.....	14
Annexure.....	15
Trainer Requirements	15
Assessor Requirements.....	16
Assessment Strategy.....	17
References	19
Glossary.....	19
Acronyms and Abbreviations.....	20

Training Parameters

Sector	Tourism and Hospitality
Sub-Sector	Hotels
Occupation	Front Office Management
Country	India
NSQF Level	6
Aligned to NCO/ISCO/ISIC Code	NCO-2015/5151.0701
Minimum Educational Qualification and Experience	12th Class/I.T.I. (two years after class 10th) with 5 Years of experience as an Executive Floor Manager/Front Office Executive OR 12th Class/I.T.I. (one year after class 10th with one year of experience) with 5 Years of experience as an Executive Floor Manager/Front Office Executive OR Certificate-NSQF (Level-5 Front Office Executive) with 3 Years of experience as an Executive Floor Manager/ Front Office Executive
Pre-Requisite License or Training	
Minimum Job Entry Age	23 years
Last Reviewed On	31/08/2021
Next Review Date	28/02/2022
NSQC Approval Date	31/08/2021
QP Version	2.0
Model Curriculum Creation Date	31/08/2021
Model Curriculum Valid Up to Date	28/02/2022
Model Curriculum Version	1.0
Minimum Duration of the Course	630 Hours, 0 Minutes
Maximum Duration of the Course	630 Hours, 0 Minutes

Program Overview

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

Training Outcomes

At the end of the program, the learner will be able to:

- Explain the procedures to monitor the front office operations
- Apply appropriate skills and knowledge to assist the management in financial management and administrative operations
- Apply appropriate practices to promote effective communication with guests, colleagues, and superiors to achieve a smooth workflow
- Employ appropriate practices to ensure gender, PwD, and age-sensitivity
- Describe the protocols to protect the confidentiality of the organizational information and guests' privacy
- Apply appropriate practices to monitor health, hygiene, and safety standards at the workplace

Compulsory Modules

The table lists the modules, their duration, and mode of delivery.

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
THC/N0116 – Monitor Front Office Operations NOS Version No. 2.0 NSQF Level 6	90:00	90:00	300:00	00:00	300:00
Module 1: Introduction to Hotel Industry and Duty Manager	06:00	00:00	00:00	00:00	06:00
Module 2: Monitor the Front Office Staff	24:00	30:00	30:00	00:00	84:00
Module 3: Ensure Effective Guest Experience	24:00	30:00	45:00	00:00	99:00
Module 4: Monitor Front Office Activities	36:00	30:00	45:00	00:00	111:00
THC/N0117 – Assist the management to manage financial and administrative aspects of business NOS Version No. 2.0 NSQF Level 6	30:00	60:00	60:00	00:00	180:00
Module 5: Monitor Budget and Revenue	15:00	30:00	30:00	00:00	90:00

Module 6: Manage Administrative Tasks	15:00	30:00	30:00	00:00	90:00
THC/N9902 – Ensure Effective Communication and Service Standard at Work Place NOS Version No. 2.0 NSQF Level 6	30:00	30:00	12:00	00:00	72:00
Module 7: Promote Effective Communication and Service Standard	30:00	30:00	12:00	00:00	72:00
THC/N9910 – Ensure to Maintain Organizational Confidentiality and Guest’s Privacy NOS Version No. 2.0 NSQF Level 6	12:00	06:00	30:00	00:00	48:00
Module 8: Organizational Confidentiality and Guest’s privacy	12:00	06:00	30:00	00:00	48:00
THC/N9907 – Monitor and Maintain Health, Hygiene, and Safety at Workplace NOS Version No. 2.0 NSQF Level 6	30:00	12:00	18:00	00:00	60:00
Module 9: Monitor Health and Safety Standard	30:00	12:00	18:00	00:00	60:00
Total Duration	192:00	198:00	240:00	00:00	660:00

Module Details

Module 1: Introduction to Hotel Industry and Duty Manager *Bridge Module*

Terminal Outcomes:

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

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 • Explain the basic terminologies used in the parlance of Hospitality Industry • Discuss various facilities and amenities in the Hotel Industry • Discuss various functions and organizational structure of Front Office Department in the Hotel Industry • Elaborate standard business etiquette in the Front Office Department • Elaborate the job role and the available job opportunities for a Duty Manager in the Tourism and Hospitality Industry 	NA
Classroom Aids	
Whiteboard, Markers, Duster, Projector, Laptop, Presentation	
Tools, Equipment, and Other Requirements	
NA	

Module 2: Monitor the Front Office Staff

Mapped to THC/N0116 v 2.0

Terminal Outcomes:

- Describe the procedure to manage the staff and team members
- Prepare workload and duty rosters for the front office staff
- Perform the activities to foster a positive working workplace environment

Duration: 24:00	Duration: 30:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Elaborate the process of resource management and team management for front office • State the importance of ensuring that the department is not over or understaffed at any point of time • Describe the procedure to prepare a duty roster and work schedules • Discuss various ways to delegate tasks to the team members of the front office • Describe the significance of training and grooming the staff as per standards and the procedure to conduct staff trainings • State the significance of staff being updated on hotel products, services, facilities, events, pricing, and policies • Elaborate the procedure to conduct team meetings • Discuss the effective ways to give constructive feedback • Explain various conflict management strategies • Discuss the ways of fostering a positive working environment for the staff and the importance of ensuring employee satisfaction 	<ul style="list-style-type: none"> • Prepare a sample resource requirement plan based on the reservations • Prepare sample work schedules and duty rosters for the front office staff • Roleplay on how to train the staff on their respective duties, and provide support for skill development • Apply appropriate practices to prioritize and delegate work responsibilities to the front office staff • Employ appropriate practices to schedule front office meetings to identify and resolve operational issues • Dramatize a situation on how to provide constructive feedback to the staff on their performance and areas of improvement • Apply appropriate practices to handle conflict among the staff members
Classroom Aids	
Training kit (Trainer guide, Presentations), Whiteboard, Marker, Projector, Laptop, Participant Handbook	
Tools, Equipment and Other Requirements	
Sample annual work plan and duty roaster, Sample feedback form, etc.	

Module 3: Ensure Effective Guest Experience

Mapped to THC/N0116 v 2.0

Terminal Outcomes:

- Apply appropriate practices to enhance guest experience
- Describe the procedure of handling and resolving guests' complaints
- Prepare customer feedback or complaints report

Duration: 24:00	Duration: 30:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the standard procedures to welcome the guests • State the significance of providing high level of guest service in the day-to-day front office operations • Elaborate on the procedure to receive feedback from the guests • Discuss the procedure to handle and resolve guest's complaints • State the importance of developing a high-quality relationship with guests throughout their stay 	<ul style="list-style-type: none"> • Roleplay on how to provide a friendly and personalized welcome to the guests as per standards • Apply appropriate practices to identify guests' needs and requirements • Show how to handle any guest complaints or queries that cannot be settled directly by team members • Draft a sample customer feedback or complaints report
Classroom Aids	
Training kit (Trainer guide, Presentations), Whiteboard, Marker, Projector, Laptop, Participant Handbook,	
Tools, Equipment, and Other Requirements	
Sample customer feedback form, Sample customer feedback report, etc.	

Module 4: Monitor Front Office Activities

Mapped to THC/N0116 v 2.0

Terminal Outcomes:

- Apply appropriate practices to monitor front office activities
- Perform the tasks to update guest documentation and information at all the time

Duration: 36:00	Duration: 30:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the standard operating procedures for front office activities • Describe the guest registration process • List the necessary stationery and material required for front desk in the hotel • Describe various facility inspection methods • Discuss the stock monitoring techniques • Elaborate on the types of discount and promotional activities of the organization • Discuss the methods of supervising the billing and cash processes as per standard • State the importance of updating the records of office expenses and costs in a timely manner 	<ul style="list-style-type: none"> • Apply appropriate inspection methods to check the lobby and front office area for cleanliness and sanitization and front desk for tidiness and availability of stationery and other material • Employ appropriate practices to monitor stock and order office supplies • Dramatize a situation on how to inform the front office associates and executives about the permissible discounts for the guests and promotional activities • Apply appropriate practices to review the arrival list for all arrivals to check room allocations, amenities, and special requests • Show how to supervise the guest registration process as per the standards • Dramatize a situation on how to verify that the guests' registration cards are duly filled by the staff or the guests • Show how to ensure that organizational standards are followed while billing, cash handling, and exchanging the foreign currencies • Apply appropriate methods to ensure that the guest documentation and information is available and up to date at all times •
Classroom Aids	
Training kit (Trainer guide, Presentations), Whiteboard, Marker, Projector, Laptop, Participant Handbook,	
Tools, Equipment and Other Requirements	
Sample guest registration card, Sample guest document, Sample records for office expenses and costs, etc.	

Module 5: Monitor Budget and Revenue

Mapped to THC/N0117 v 2.0

Terminal Outcomes:

- Describe the ways to monitor and control the expenses as per the budget
- Prepare sample budget and cashflow report

Duration: 15:00	Duration: 30:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the budget preparation, financial management process and procedures • Explain various costs control methods • Discuss about the basics of auditing procedures • Elaborate on the procedure and formats to prepare revenue and budget reports • Explain various techniques of cash flow analysis • 	<ul style="list-style-type: none"> • Roleplay on how to assist the Front Office Manager in preparing annual departmental budget • Apply appropriate practices to identify process improvement to achieve financial and service goals • Apply appropriate practices to monitor and control the expenses within the allotted budget • Employ appropriate practices to monitor and manage financial performance through up-selling, room revenue, operational auditing, etc. • Apply appropriate practices to ensure that pricing policy and internal audit procedures are duly applied • Prepare sample revenue and cashflow reports • Apply appropriate methods to track and monitor budget, revenue goals and cash flow • Dramatize a situation on how to report on revenue and cash flow to the management •
Classroom Aids	
Training kit (Trainer guide, Presentations), Whiteboard, Marker, Projector, Laptop, Participant Handbook	
Tools, Equipment and Other Requirements	
Sample revenue report, Sample budget report, Sample budget, etc.	

Module 6: Manage Administrative Tasks

Mapped to THC/N0117 v 2.0

Terminal Outcomes:

- Describe the procedure to manage the administrative operations for front office management
- Apply appropriate practices to maintain an organized and comprehensive filing system

Duration: 15:00	Duration: 30:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Elaborate on the system analysis and improvement process • Discuss various goal setting methods and procedures • Explain effective promotional techniques and concept of guest loyalty programs • Discuss various formats or reports to be maintained at the front office like sales, payments, purchases, schedules etc. and the maintenance procedure of filing system for various purposes • State the importance of reviewing front office log book and guest feedback forms on a daily basis • Discuss effective ways to review guests' feedback 	<ul style="list-style-type: none"> • Apply appropriate practices to assist the Front Office Manager in setting departmental goals and objectives • Demonstrate how to review current standards of front office services and procedures • Apply appropriate practices to implement new practices related to front office services and procedures • Employ appropriate methods to promote the hotel's range of services and brand loyalty programs to increase sales • Apply appropriate procedure to ensure all sales are accurately recorded as per specified standards • Dramatize a situation on how to report any stock discrepancies to the management at the earliest • Apply appropriate practices to review log book and guest feedback forms on a regular basis and to verify records of all payments received • Show how to maintain an organized and comprehensive filing system with documentation of purchases, vouchering, schedules, forecasts, reports and tracking logs
Classroom Aids	
Training kit (Trainer guide, Presentations), Whiteboard, Marker, Projector, Laptop, Participant Handbook	
Tools, Equipment and Other Requirements	
Sample sales records, Sample stock discrepancy report, Sample files, etc.	

Module 7: Promote Effective Communication and Service Standard

Mapped to NOS/N9902 v 2.0

Terminal Outcomes:

- Apply appropriate practices while communicating effectively with guests, team members, and superiors
- Employ appropriate expertise to promote professional etiquette
- Perform the steps of ensuring sensitization towards different age groups, gender and persons with disabilities

Duration: 30:00	Duration: 30:00
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 • Explain the importance of maintaining hygiene and wearing designated uniform • Discuss the importance of effective communication • Explain the importance of guest satisfaction and guest feedback • Outline the procedure and policy of handling complaints and feedback constructively • Discuss different ways to enhance guest experience • Describe various ways to handle team members • Discuss different ways to provide feedback to the team members • Explain the importance of gender and age sensitivity • Discuss gender and age-specific requirements of the guests • Discuss the specific needs of People with Disabilities • Discuss the standard policy to prevent Sexual harassment at workplace • Discuss the importance of timely submission of guests' feedback 	<ul style="list-style-type: none"> • Demonstrate the standard procedure to welcome and greet the guests • Dramatize personal integrity and communication etiquette while interacting with guests, colleagues, and superiors • Role play a situation on how to handle guests' dissatisfaction and complaints effectively • Employ appropriate practices to motivate the team members to maintain communication etiquette, provide peer feedback, and adhere to the dress code • Role play how to ensure behavioural etiquette towards all ages, genders and differently abled people as per specification • Prepare a sample report regarding guests' feedback
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook	
Tools, Equipment and Other Requirements	
Sample of escalation matrix, Organisation structure	

Module 8: Organizational Confidentiality and Guest's Privacy

Mapped to NOS/N9910 v 2.0

Terminal Outcomes:

- Explain how to protect the confidentiality of the organization
- Perform the activities to protect the privacy of guest information

Duration: 12:00	Duration: 06:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the significance of ensuring 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 protect 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 ensure usage, storage and disposal of the organisational and guest information
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook	
Tools, Equipment and Other Requirements	
Handouts of IPR guidelines and regulations	

Module 9: Monitor Health and Safety Standard

Mapped to NOS/N9907 v 2.0

Terminal Outcomes:

- Perform the activities of ensuring health, hygiene, and safety practices at workplace
- Explain standard ways to prevent health issues
- Describe how to minimize potential risks and hazards
- Employ effective waste management techniques

Duration: 30:00	Duration: 12:00
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 procedure to maintain personal hygiene • Explain the compliance norms to ensure cleanliness and sanitization of 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 • List the components of the first-aid kit • Describe the methods to minimize accidental risks and potential hazards in the workplace • Explain different safety warning signs and labels at workplace • Discuss ways to im and segregate different types of waste at the workplace • Explain the procedure to report accident and other health related issues as per SOP 	<ul style="list-style-type: none"> • Employ appropriate inspection method to ensure routine cleaning and sanitization of tools, equipment, crockery and other articles • Dramatize a situation to ensure work area is clean, hygienic and hazard free • Demonstrate how to use and dispose of relevant protective equipment as per tasks and work conditions • Apply appropriate practices to follow basic first-aid procedures by self and team members • Apply effective waste management procedures at the workplace depending on the types of waste • Role play a situation on reporting safety and security issues to the concerned authority • Prepare a sample incident report
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook	
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	

Module 10: On-the-Job Training

Mapped to Duty Manager

Mandatory Duration: 240:00

Recommended Duration: 00:00

Location: On Site

Terminal Outcomes

- Dramatize a situation on how to manage and motivate the teams of different sections of the front office like front desk, bell desk, concierge, etc. in order to provide a high standard of service for the guests
- Apply appropriate practices to plan for resource requirement based on reservations
- Prepare a sample workload and duty roasters for the front office staff based on business forecast
- Roleplay on how to train the staff on their respective duties, and provide support for skill development
- Employ appropriate practices to schedule front office meetings to identify and resolve operational issues
- Dramatize a situation on how to provide feedback to the staff and handle conflict management on their performance and areas of improvement
- Roleplay on how to provide a friendly and personalized welcome to the guests
- Create a sample customer feedback or complaints report
- Apply appropriate inspection method to check the lobby and front office area for cleanliness and sanitization and also the front desk for tidiness
- employ appropriate practices to monitor stock and order office supplies
- Show how to supervise the guest registration process as well as activities of reception, front office, etc. for smooth functioning as per the standards
- Show how to monitor organizational standards are followed while billing, cash handling, and exchanging the foreign currencies
- Apply appropriate practices to evaluate and supervise staff performance and carry out disciplinary action as needed, as per standard policies and applicable laws
- Prepare a sample employee performance appraisal
- Dramatize a situation on how to analyze and resolve staff problems
- Demonstrate strong communication skills and workplace etiquette to achieve a smooth workflow
- Perform the steps to ensure sensitization towards different age groups, gender, and persons with disabilities
- Demonstrate the process of monitoring confidentiality of the organizational information and guests' privacy
- Employ appropriate practices to maintain personal and team hygiene and grooming at workplace
- Dramatize a situation on 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	
12 th Class/I.T.I OR Certificate/ Diploma/ Degree	Front Office Management/Hotel Management/ Hospitality Management/	5	Front Office Management /Hotel Management /Hospitality Management /	1	Front Office Management/ Hotel Management/ Hospitality Management/	

Trainer Certification	
Domain Certification	Platform Certification
“Duty Manager”, “THC/Q0106, V2.0”, 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 Experience		Remarks
		Years	Specialization	Years	Specialization	
12 th Class/I.T.I OR Certificate/ Diploma/ Degree	Front Office Management/Hotel Management/ /Hospitality Management/	5	Front Office Management/ Hotel Management/ /Hospitality Management/	1	Front Office Management/ Hotel Management/ /Hospitality Management/	

Assessor Certification	
Domain Certification	Platform Certification
“Duty Manager”, “THC/Q0106, V2.0”, 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
SOP	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