



Model Curriculum

QP Name: Facility Management Executive

QP Code: THC/Q5708

QP Version: 2.0

NSQF Level: 5

Model Curriculum Version: 1.0

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Training Parameters

Sector	Tourism and Hospitality
Sub-Sector	Facility Management
Occupation	Property and Facility Management Operations
Country	India
NSQF Level	5
Aligned to NCO/ISCO/ISIC Code	NCO-2015/NIL
Minimum Educational Qualification and Experience	3 Years Diploma with 3 Years of experience as Multi-Purpose Associate OR Certificate-NSQF (level- 4 Multi-Purpose Associate) with 2 Years of experience as Multi-Purpose Associate
Pre-Requisite License or Training	NA
Minimum Job Entry Age	20 years
Last Reviewed On	30/12/2021
Next Review Date	30/12/2024
NSQC Approval Date	30/12/2021
QP Version	2.0
Model Curriculum Creation Date	30/12/2021
Model Curriculum Valid Up to Date	30/12/2024
Model Curriculum Version	1.0
Minimum Duration of the Course	690 Hours, 0 Minutes
Maximum Duration of the Course	690 Hours, 0 Minutes

THC/N9902 – Ensure Effective Communication and Service Standard at Work Place NOS Version No. 2.0 NSQF Level 6	30:00	30:00	30:00	00:00	90:00
Module 7: Promote Effective Communication and Service Standard	30:00	30:00	30:00	00:00	90:00
THC/N9910 – Ensure to Maintain Organizational Confidentiality and Guest’s Privacy NOS Version No. 2.0 NSQF Level 6	30:00	30:00	12:00	00:00	72:00
Module 8: Organizational Confidentiality and Guest’s privacy	30:00	30:00	12:00	00:00	72:00
THC/N9907 – Monitor and Maintain Health, Hygiene and Safety at Workplace NOS Version No. 2.0 NSQF Level 6	30:00	30:00	18:00	00:00	78:00
Module 9: Monitor Health and Safety Standard	30:00	30:00	18:00	00:00	78:00
Total Duration	210:00	240:00	240:00	00:00	690:00

Module Details

Module 1: Introduction to Facility Management and Facility Management Executive

Bridge Module

Terminal Outcomes:

- Outline the overview of Skill India Mission
- Describe the scope of Facility Management
- Define the roles and responsibilities of a Facility Management Executive
- Explain the scope of work for a Facility Management Executive

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 • Discuss the job role and job opportunity for a Facility Management Executive in the Tourism and Hospitality Industry • Elaborate the basic terminology used in the Facility Management parlance • Explain the grooming standards for a Facility Management Executive 	NA
Classroom Aids	
Whiteboard, Markers, Duster, Projector, Laptop, Presentation	
Tools, Equipment and Other Requirements	
NA	

Module 2: Arrange for Soft Services Operations

Mapped to THC/N5820 v 1.0

Terminal Outcomes:

- Apply appropriate procedures to assess client requirements for soft facility management services
- Describe the different types of soft facility management services, and tools and equipment required for various services
- Employ proper procedure to estimate resource requirements and choose required equipment and materials to complete the services
- Draft a sample budget proposal for facility management service

Duration: 27:00	Duration: 45:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Elaborate on effective techniques to assess client requirements for soft facility management services • Discuss standard operating procedures for facility management services • List the different types of soft facility management services, and tools and equipment required for various services • Explain vendor management process, and procedure to conduct vendor background check and obtaining quotes and tenders from them • Elaborate the method to estimate and compare tender costs and select vendors for different services • Describe the ways to estimate resource requirement and choose required equipment and materials to complete the services • Explain the method to review the demand invoice against the service contract with the client for resources • Discuss effective ways to arrange for distribution of equipment and materials for each service e.g., vacuum cleaner/personal protective equipment, etc. as per service requirements • Explain the methods of cost estimation in projects and process of budget planning and management 	<ul style="list-style-type: none"> • Show how to survey client location for facility management services' operational requirements and identify gaps in the existing services at client premises • Role play on how to liaise with vendors for contracts of different service requirements like housekeeping, security, helpdesk, pantry, etc. • Dramatize a situation on how to negotiate contracts to optimize delivery and cost saving • Apply proper procedure to estimate for resource requirements • Draft a sample budget proposal for facility management service • Role play on how to assist the assistant facility manager to finalize the budget and costing and drafting of the payment schedule for the service contract • Dramatize a situation to coordinate with supervisors for the allocation of workers for services like housekeeping, pantry, helpdesk, etc.
Classroom Aids	



Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook

Tools, Equipment and Other Requirements

Sample quotes and tenders for facility services, budget proposal, payment schedule, demand invoice etc.

Module 3: Ensure Operational Excellence

Mapped to THC/N5820 v 1.0

Terminal Outcomes:

- Prepare facility management program including preventive maintenance and project lifecycle requirements
- Discuss the measures for operational excellence performance of facility services
- Describe the procedure to receive, review and approve demand invoice for resources
- Employ proper practices to monitor supervisors' performance and provide feedback

Duration: 27:00	Duration: 45:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe the measures for operational excellence performance • Explain the process to define scope of work along with tools and techniques of process management • Discuss the standard occupational health and safety requirements applicable in the workplace and importance of complying with them • Describe the statutory and regulatory requirements for facility management services • State the importance of ensuring availability of adequate resources at facility site for uninterrupted services and meeting the delivery schedules, quantity and quality criteria for facility management • Describe budget adherence and cost control methods for facility services and procedure to check for budget overrun • Explain effective ways to monitor supervisors' performance and provide feedback to them for improving their performance and quality of services • Explain the methods to collect, analyse and incorporate client feedback regarding facility management to enhance service experience 	<ul style="list-style-type: none"> • Create a sample facility management program including preventive maintenance and project lifecycle requirements • Prepare a sample metrics to monitor quality and performance for the services • Show how to conduct and document regular facilities inspections as well as supervise maintenance and repair of facilities and equipment • Role play on how to coordinate and monitor activities of contract suppliers • Show how to respond for facility, and equipment alarms and system failures • Dramatize a situation to provide prompt response to client's requests and issues • Demonstrate how to review the demand invoice, make corrections and approve it for release of resources • Apply proper procedure to analyse operational and performance data to assess the performance and quality of service provision at the client's site as per standards
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook	
Tools, Equipment and Other Requirements	



Sample facility management program, metrics for monitor quality and performance for the services, demand invoice, budget related resource and material of facility services, operational and performance data etc.

Module 4: Maintain Facility Operations

Mapped to THC/N5821 v 1.0

Terminal Outcomes:

- Prepare a sample annual work plan for the client facility
- Apply appropriate procedures to plan and monitor staffing level for facility management
- Employ proper practices to provide assistance to facility manager in all administrative functions, security issues and facility services
- Describe the administration and maintenance methods for facility services

Duration: 30:00	Duration: 18:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the process of project planning and site operations management • Describe the facility operational excellence analysis methods • Explain various statutory and regulatory requirements at facility sites • Describe the resource management tools and techniques • Elaborate the procedure to plan and monitor staffing level for facility management and importance of ensuring effective utilization of the staff • Discuss the best practices to increase efficiency for facility services • Elaborate the administration and maintenance methods of facility • Discuss the procedure to monitor acquisition, installation, and commissioning of equipment • State the significance of ensuring timely repair, maintenance, and replacement of office equipment, appliances, furniture, furnishings, vehicles, etc. • Describe the asset tracking tools and methods as well as productivity measurement tools and techniques • State the significance of ensuring that all structures, renovation projects or additions comply with safety, health, and environmental regulations 	<ul style="list-style-type: none"> • Draft a sample annual work plan for the client facility as per standard • Role play a situation to provide assistance to facility manager in administrative functions, security issues and facility services deemed by the client • Apply proper inspection techniques for turn out and attendance of the staff, and sign the shift register • Apply proper procedure to maintain soft services stores and stocks and indent monthly requirements for soft services as per the monthly budget • Employ proper practices to verify maintenance of office and building facilities at client site as well as handle their back-office operations, inter-office correspondence, etc. • Apply proper practices to monitor energy efficiency, safety and security of the facility • Dramatize how to submit reports to superiors and client as per standard
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	



Sample annual work plan, Required office equipment, appliances, furniture, furnishings, vehicles, etc.

Module 5: Manage Budget

Mapped to THC/N5821 v 1.0

Terminal Outcomes:

- Draft sample reports on facility related budget , finances, contracts, expenditures, and purchases
- Apply proper methods to verify payments and invoice with contract pricing
- Discuss the budget adherence and cost control techniques for facility services

Duration: 18:00	Duration: 24:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe budget adherence and cost control techniques for facility services • Discuss ways to develop and implement cost reduction initiatives • State the significance of ensuring the delivery of projects against set financial targets and timeline • Describe the procedure to verify that payment and invoices match the contract pricing • Explain how to monitor budget against effort variance 	<ul style="list-style-type: none"> • Create a sample report to track facility budget • Show how to analyse financial and productivity reports obtained from facility supervisors • Create sample reports on finances, contracts, expenditures, and purchases for facility services • Role play a situation to present reports and reviews to the senior
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 facility related budget , finances, contracts, expenditures, and purchases, cost reduction initiatives, invoices etc.	

Module 6: Liaise with Client and Vendors

Mapped to THC/N5821 v 1.0

Terminal Outcomes:

- Apply proper procedure to meet with clients and provide them required information along with status report as per service contract
- Employ proper process to create and maintain a network of local vendors for various soft services
- Prepare a contracts for third-party service providers
- Discuss various types of contract, invoice and payment method

Duration: 12:00	Duration: 18:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • List various types of contract, invoice and payment methods • Describe the billing and payment procedures • Discuss the ways and importance of creating and maintaining a network of local vendors for various soft services e.g. housekeeping service providers, pest controllers, etc. • Discuss the tools and techniques of data collection and analysis for facility services • State the significance of ensuring that vendors provide operational data as per the service contract and follow standard procedure at client facilities • Describe the vendor and client management process • Explain various methods of maintaining and monitoring vendor performance for facility services • Explain how to monitor delays and effort variations in the service delivery of vendors • Discuss how to perform real-time monitoring of services and periodic reviews to adhere with SLA • State the significance of ensuring the payment of all vendors/suppliers on time 	<ul style="list-style-type: none"> • Role play a situation to meet the clients, present the status report and ensure that all other required information is provided to them • Dramatize a situation to resolve client complaints and issues regarding facility services and upsell and cross-sell other services to the client for financial profits • Role play a situation to negotiate with clients on terms of leases, submit invoice and receive payment from the client • Prepare a sample contract for third-party service providers • Apply proper process to receive and check all invoices received from vendors along with all documents for a compliance audit • Dramatize a situation to manage vendor staff training and their development • Create a sample performance report based on operational data analysis for vendors • Role play on how to coordinate and monitor activities of contract suppliers and manage effective relationship with them
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 status report, Sample performance report for vendors, Sample service contracts and invoices

Module 7: Promote Effective Communication and Service Standard

Mapped to THC/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, 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/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: 30:00	Duration: 30:00
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, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Handouts of IPR guidelines and regulations	

Module 9: Monitor Health and Safety Standard

Mapped to THC/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: 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 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 identify 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, 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	

Module 10: On-the-Job Training

Mapped to Facility Management Executive

Mandatory Duration: 240:00	Recommended Duration: 00:00
Location: On Site	
Terminal Outcomes	
<ul style="list-style-type: none"> • Show how to survey client location for facility management services' operational requirements and identify gaps in the existing services at client premises • Role play on how to liaise with vendors for contracts of different service requirements like housekeeping, security, helpdesk, pantry, etc. • Dramatize a situation on how to negotiate contracts to optimize delivery and cost saving • Apply proper procedure to estimate for resource requirements • Draft a sample budget proposal for facility management service • Role play on how to assist the assistant facility manager to finalize the budget and costing and drafting of the payment schedule for the service contract • Dramatize a situation to coordinate with supervisors for the allocation of workers for services like housekeeping, pantry, helpdesk, etc. • Create a sample facility management program including preventive maintenance and project lifecycle requirements • Prepare a sample metrics to monitor quality and performance for the services • Show how to conduct and document regular facilities inspections as well as supervise maintenance and repair of facilities and equipment • Role play on how to coordinate and monitor activities of contract suppliers • Show how to respond for facility, and equipment alarms and system failures • Dramatize a situation to provide prompt response to client's requests and issues • Demonstrate how to review the demand invoice, make corrections and approve it for release of resources • Apply proper procedure to analyse operational and performance data to assess the performance and quality of service provision at the client's site as per standards • Draft a sample annual work plan for the client facility as per standard • Role play a situation to provide assistance to facility manager in administrative functions, security issues and facility services deemed by the client • Apply proper inspection techniques for turn out and attendance of the staff, and sign the shift register • Apply proper procedure to maintain soft services stores and stocks and indent monthly requirements for soft services as per the monthly budget • Employ proper practices to verify maintenance of office and building facilities at client site as well as handle their back-office operations, inter-office correspondence, etc. • Apply proper practices to monitor energy efficiency, safety and security of the facility • Dramatize how to submit reports to superiors and client as per standard • Create a sample report to track facility budget • Show how to analyse financial and productivity reports obtained from facility supervisors • Create sample reports on finances, contracts, expenditures, and purchases for facility services • Role play a situation to present reports and reviews to the senior • Role play a situation to meet the clients, present the status report and ensure that all other required information is provided to them 	

- Dramatize a situation to resolve client complaints and issues regarding facility services and upsell and cross-sell other services to the client for financial profits
- Role play a situation to negotiate with clients on terms of leases, submit invoice and receive payment from the client
- Prepare a sample contract for third-party service providers
- Apply proper process to receive and check all invoices received from vendors along with all documents for a compliance audit
- Dramatize a situation to manage vendor staff training and their development
- Create a sample performance report based on operational data analysis for vendors
- Role play on how to coordinate and monitor activities of contract suppliers and manage effective relationship with them
- Apply appropriate techniques to promote effective communication standard and etiquette while interacting with guests, colleagues, and superiors
- Role play on how to segregate and dispose of the waste as per the standards
- 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	Property Management / Facility Management/ Tourism & Hospitality	5	Property Management / Facility Management / Tourism & Hospitality	1	Property Management / Facility Management/ Tourism & Hospitality	

Trainer Certification	
Domain Certification	Platform Certification
“Facility Management Executive”, “THC/Q5708, 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	Property Management / Facility Management/ Tourism & Hospitality	5	Property Management / Facility Management/ Tourism & Hospitality	1	Property Management / Facility Management/ Tourism & Hospitality	

Assessor Certification	
Domain Certification	Platform Certification
“Facility Management Executive”, “THC/Q5708, 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	Standard Operating Procedure
SLA	Service Level Agreement
OH&S	Occupational Health and Safety
PPE	Personal Protective Equipment
IPR	Intellectual Property Rights
FSSAI	Food Safety and Standards Authority of India
HACCP	Hazard analysis and critical control points
ISO	The International Organization for Standardization