



Model Curriculum

QP Name: Food Outlet Manager

QP Code: THC/Q0305

QP Version: 2.0

NSQF Level: 6

Model Curriculum Version: 1.0

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Training Parameters

Sector	Tourism and Hospitality
Sub-Sector	Hotels
Occupation	Food and Beverage Service
Country	India
NSQF Level	6
Aligned to NCO/ISCO/ISIC Code	NCO-2015/1411.0100
Minimum Educational Qualification and Experience	12th Class/I.T.I. (two years after class 10th) with 3 Years of experience as a Restaurant Captain OR 12th Class/I.T.I. (one year after class 10th with one year of experience) with 3 Years of experience as a Restaurant Captain OR Certificate-NSQF (level-5 Restaurant Captain) with 2 Years of experience as a Restaurant Captain
Pre-Requisite License or Training	NA
Minimum Job Entry Age	23 years
Last Reviewed On	29/07/2021
Next Review Date	29/07/2024
NSQC Approval Date	29/07/2021
QP Version	1.0
Model Curriculum Creation Date	29/07/2021
Model Curriculum Valid Up to Date	29/07/2024
Model Curriculum Version	1.0
Minimum Duration of the Course	660 Hours, 0 Minutes
Maximum Duration of the Course	660 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:

- Perform the tasks to manage food and beverage services at the food outlet
- Apply appropriate skills and knowledge to ensure outlet maintenance
- Describe ways to monitor effective guest services
- Perform the tasks of human resource management
- Apply appropriate practices to handle financial and administrative activities
- Prepare sample reports expenditure report, revenue report, staff duty roster, staff performance report, etc.
- Apply appropriate practices to promote effective communications 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 confidentiality of the organizational information and guests' privacy
- Apply appropriate practices to monitor health, hygiene, and safety standard 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/N0325 – Manage Food Outlet Operations NOS Version No. 2.0 NSQF Level 6	60:00	60:00	90:00	00:00	210:00
Module 1: Introduction to Hotel/Restaurant and Food and Beverage Service	06:00	00:00	00:00	00:00	06:00
Module 2: Ensure Maintenance of the Food Outlet	15:00	15:00	30:00	00:00	60:00
Module 3: Manage Food and Beverage Activities	24:00	15:00	30:00	00:00	69:00
Module 4: Ensure Guest Service Activities	15:00	30:00	30:00	00:00	75:00
THC/N0326 – Manage Human Resource, Financial and	60:00	120:00	90:00	00:00	270:00

Administrative Operations at the Food Outlet NOS Version No. 2.0 NSQF Level 6					
Module 5: Manage Human Resources at the Food Outlet	15:00	30:00	30:00	00:00	75:00
Module 6: Handle Financial Activities	15:00	30:00	30:00	00:00	75:00
Module 7: Manage Administrative Activities	30:00	60:00	30:00	00:00	120:00
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 8: 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	12:00	06:00	12:00	00:00	30:00
Module 9: Organizational Confidentiality and Guest’s privacy	12:00	06:00	12:00	00:00	30:00
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 10: Monitor Health and Safety Standard	30:00	12:00	18:00	00:00	60:00
Total Duration	192:00	228:00	240:00	00:00	660:00

Module Details

Module 1: Introduction to Hotel/Restaurant and Food and Beverage Service Bridge Module

Terminal Outcomes:

- Outline the overview of Skill India Mission
- Describe the scope of Hospitality Industry
- Define the roles and responsibilities of a Food Outlet Manager
- Explain the scope of work for a Food Outlet 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 • Discuss various facilities and amenities in the Hotel Industry • Describe different food and beverage outlets and their layout • Explain basic terminology used in Food and Beverage service • Discuss inter and intra departmental coordination of Food and Beverage service with other departments • Elaborate the job role and job opportunity for Food Outlet Manager in the Tourism and Hospitality Industry 	NA
Classroom Aids	
Whiteboard, Markers, Duster, Projector, Laptop, Presentation	
Tools, Equipment and Other Requirements	
NA	

Module 2: Ensure Maintenance of the Food Outlet

Mapped to THC/N0325 v 2.0

Terminal Outcomes:

- Apply appropriate practices to conduct routine maintenance of the facility and equipment

Duration: 15:00	Duration: 12:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • State the significance of ensuring cleanliness and sanitization of the food outlet • Discuss various types of facility maintenance methods • Explain the inspection procedure of facility and equipment • State the importance of facility upgradation in the food outlet 	<ul style="list-style-type: none"> • Show how to conduct routine maintenance checks for facility and equipment • Employ suitable practices to ensure that the pests and insect control activities are performed properly in the outlet • Apply appropriate practices to authorize the repair of equipment by outside contractor as well as to supervise the repair work
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 checklist for facility maintenance, equipment maintenance and repairing, Paste Control Checklist, etc.	

Module 3: Manage Food and Beverage Activities

Mapped to NOS/N0325 v 2.0

Terminal Outcomes:

- Describe inventory management and stock level maintenance procedures
- Employ suitable practices to monitor the food is prepared, presented and served properly
- Demonstrate the procedure to check the indication of theft from daily report

Duration: 24:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe the inspection procedure of various areas in the outlet • Describe the importance and procedure to inspect food and beverage items • Elaborate inventory management procedures • Discuss various techniques for maintaining stock levels • Discuss the importance of inspecting and verifying the received vendor deliveries • Explain various methods to forecast the sales 	<ul style="list-style-type: none"> • Role play a situation on how to direct the staff regarding opening and closing the outlet • Employ appropriate inspection procedure to check for the cleanliness and sanitization of the dining area, kitchen, food lockers and storage area • Apply appropriate practices to check stock levels, submit orders as per requirement and verify the received vendor deliveries • Dramatize how to coordinate with vendors concerning the quality of products delivered • Apply appropriate practices to ensure that food is prepared, presented and served on time • Show how to check daily reports for indications of internal theft
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 Standard Operating Procedures (SOPs) for opening and closing of the outlet, Sample cleanliness and sanitization checklist for the dining area, food locker, kitchen, storage area, etc. Sample checklist for received vendor deliveries, Sample formats of inventory order, Sample checklist of food preparation, Sample report for internal theft indication, etc.	

Module 4: Ensure Guest Service Activities

Mapped to NOS/N0325 v 2.0

Terminal Outcomes:

- Perform the steps to ensure effective guest service
- Perform the steps to analyse guest feedback and implement strategies to meet guest standard

Duration: 15:00	Duration: 30:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe the organizational Standard Operating Procedure on guest service and the importance to adhere to them • Discuss the significance and various ways to resolve guest complaints • Elaborate various methods to take guest feedback • 	<ul style="list-style-type: none"> • Employ appropriate practices to ensure that guests are received and escorted to the seat as per Standard Operating Procedure • Apply appropriate practices to authorize complementary meals and beverages to the guest • Show how to monitor the serving timing and other procedures in the dining area as per the standards • Dramatize on how to resolve guest complaints effectively • Employ appropriate professional skills to analyse guest feedback regarding the food and service quality • Apply appropriate strategies to meet guest service quality standards
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 Standard Operating Procedure regarding guest service, Sample guest feedback form, etc.	

Module 5: Manage Human Resources at the Food Outlet

Mapped to NOS/N0326 v 2.0

Terminal Outcomes:

- Employ suitable practices to support in recruiting process
- Perform the steps of employee training and appraisal procedures
- Describe the team handling and conflict management procedure
- Prepare sample duty roster

Duration: 15:00	Duration: 30:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe the importance and procedure of human resource management • State the importance of proper planning and assigning of work to the employees • Discuss the procedure to prepare duty rosters • Explain various tools and techniques required for performance management • Discuss performance appraisal methods • State the significance of getting feedback, updates and information through regular meetings with staff • Elaborate the techniques to provide constructive feedback • Explain procedure of conflict management amongst team members • Elaborate the procedure of handling the team effectively 	<ul style="list-style-type: none"> • Apply appropriate practices to assess human resource needs and support the HR manager in recruiting process • Role play on how to train the staff regarding all technical and non-technical aspects of their role • Prepare sample duty roster for the employees • Employ appropriate practices to establish performance standard as well as evaluate and supervise the employee performance • Demonstrate the procedure of completing and administering employee performance appraisals • Show how to provide performance feedback to staff • Employ appropriate techniques to manage conflict among the team members
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 duty roster, Sample employee feedback form, performance appraisal form, etc.	

Module 6: Handle Financial Activities of the Food Outlet

Mapped to NOS/N0326 v 2.0

Terminal Outcomes:

- Perform the steps of budget monitoring and cost control
- Perform the steps of pricing the menu items and determining labour as well as overhead cost
- Prepare expenditure and revenue report
- Perform various financial activities

Duration: 15:00	Duration: 30:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe budgeting process • Elaborate the procedure to monitor payroll records and review financial transaction • Explain the standard pricing, cost estimation and cost control practices • Explain basic principles of the financial management and cash management • Discuss various marketing strategies related to food and beverage industry 	<ul style="list-style-type: none"> • Demonstrate the procedure of budget and payroll records monitoring and reviewing financial transactions against the planned budget • Employ appropriate practices to control costs by reviewing quantities of preparation, portion control and minimizing wastage • Show how to review menus, analyse recipes, determine labour and overhead costs needed to price the menu items • Show how to tally day's collection and expenditure details • Employ appropriate practices to develop a cost-effective operational plan to achieve outlet goals • Create sample expenditure and revenue report • Apply appropriate practices to develop marketing strategies for the food outlet • Show how to perform various financial activities, such as cash handling, deposit preparation, payroll, etc.
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 vendor invoice, Sample budget report, Sample menu, Sample expenditure and revenue report, Sample balance sheet, etc.	

Module 7: Manage Administrative Activities

Mapped to NOS/N0326 v 2.0

Terminal Outcomes:

- Perform the steps of work reviewing for service, safety and performance improvement
- Perform the steps of analysing and solving operational issues
- Describe the staff, equipment and supply requirements

Duration: 30:00	Duration: 60:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe the tools and techniques of data gathering and analysis required to perform administrative activities • Discuss statutory and legal guidelines for food and beverage outlet such as requirement of license for serving alcoholic beverage, pollution control, etc. • Explain various forecasting techniques for human resource and material requirements for business • Discuss the methods of product development and providing customer service in the food and beverage industry • Discuss the ways to improve work procedures at the work place 	<ul style="list-style-type: none"> • Apply appropriate practices to ensure compliance to all the statutory and legal guidelines such as license for serving alcoholic beverage, pollution control, etc. • Show how to review the work procedures for improving service, performance and safety at the work place • Employ proper practices to analyse and prevent operational problems like theft, wastage, etc. • Apply appropriate skills to forecast staff, equipment and supply requirements
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 format of statutory and legal guidelines	

Module 8: 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, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Sample of escalation matrix, Organisation structure	

Module 9: 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, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Handouts of IPR guidelines and regulations	

Module 10: 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 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 11: On-the-Job Training

Mapped to Food Outlet Manager

Mandatory Duration: 240:00

Recommended Duration: 000:00

Location: On Site

Terminal Outcomes

- Demonstrate the procedure of conducting routine maintenance checks for facility and equipment
- Employ appropriate inspection procedure to check for the cleanliness and sanitization of the dining area, kitchen, food lockers, and storage area
- Dramatize how to authorize the repair of equipment by outside contractor as well as to supervise the repair work
- Role play a situation on how to direct the staff regarding opening and closing the outlet
- Apply appropriate practices to check stock levels and submit orders as necessary
- Employ appropriate practices to inspect and verify the received vendor deliveries
- Apply appropriate practices to ensure that food is prepared and presented in an acceptable manner as well as meal is served effectively on time
- Show how to check daily reports for indications of internal theft
- Employ appropriate practices to ensure that guests are received and escorted to the seat as per Standard Operating Procedure
- Apply appropriate practices to authorize complementary meals and beverages to the guest
- Show how to monitor the serving timing and other procedures in the dining area as per the standards
- Dramatize on how to resolve guest complaints effectively
- Employ appropriate professional skills to analyse guest feedback regarding the food and service quality
- Apply appropriate practices to ensure implementation of operational strategies to meet quality and guest service standards
- Apply appropriate practices to assess human resource needs and in recruiting process
- Demonstrate the procedure of staff training regarding all technical and non-technical aspects of their role
- Employ appropriate practices to establish performance standard as well as evaluate and supervise the employee performance
- Demonstrate the procedure of completing and administering employee performance appraisals
- Show how to provide performance feedback to staff
- Demonstrate the procedure of conflict management
- Demonstrate the procedure of budgets and payroll records monitoring, and reviewing financial transactions in relation with the planned budget
- Employ appropriate practices to control costs by reviewing quantities of preparation, portion control and minimizing wastage
- Apply professional practices to review menus, analyse recipes, determine labour and overhead costs while assigning the prices to menu items
- Show how to tally day's collection and expenditure details
- Employ appropriate practices to develop a cost-effective operational plan to achieve outlet goals
- Apply appropriate practices to develop marketing strategies for the food outlet
- Show how to perform various financial activities, such as cash handling, deposit

preparation, and payroll

- Apply appropriate procedure to compile and balance cash receipts at the end of the shift
- Apply appropriate practices to ensure compliance by conforming to all the statutory and legal guidelines
- Show how to review the work procedures for improving service, performance, or safety
- Employ proper practices to analyse operational problems, such as theft, wastage, etc. and establish procedures to alleviate these problems
- Prepare various related reports and documents, like staff duty roster, staff performance report, revenue report, expenditure report, etc.
- Demonstrate positive body language when dealing with guests and colleagues
- 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	Front Office Management/Hosp itality Management/ Hotel Management	5	Front Office Management /Hospitality Management / Hotel Management	1	Front Office Management/ Hospitality Management/ Hotel Management	

Trainer Certification	
Domain Certification	Platform Certification
“Food Outlet Manager”, “THC/Q0305, 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 Experience		Remarks
		Years	Specialization	Years	Specialization	
12 th Class/I.T.I. OR Certificate/ Diploma/ Degree	Front Office Management/Hospitality Management/ Hotel Management	5	Front Office Management/ Hospitality Management/ Hotel Management	1	Front Office Management/ Hospitality Management/ Hotel Management	

Assessor Certification	
Domain Certification	Platform Certification
“Food Outlet Manager”, “THC/Q0305, 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
SOP	Standard Operating Procedure
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
PwD	Persons with Disability
F & B	Food and Beverage