



Model Curriculum

QP Name: Housekeeping Manager

QP Code: THC/Q0207

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	Housekeeping
Country	India
NSQF Level	6
Aligned to NCO/ISCO/ISIC Code	NCO-2015/ 5121.10
Minimum Educational Qualification and Experience	Graduate with 3 Years of experience as a Housekeeping Supervisor OR Certificate-NSQF (level - 5 Housekeeping Supervisor) with 2 Year of experience as a Housekeeping Supervisor
Pre-Requisite License or Training	NA
Minimum Job Entry Age	25 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	856 Hours, 0 Minutes
Maximum Duration of the Course	856 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:

- Employ appropriate practices to manage staff and operations of the housekeeping department
- Apply proper procedure to manage inventory, and control costs
- Prepare a sample rota for housekeeping staff
- Apply appropriate practices to promote effective communication with guests, colleagues and superiors to achieve a smooth workflow
- Describe the protocols to protect 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
Bridge Module	08:00	00:00	00:00	00:00	08:00
Module 1: Introduction to Hospitality Industry and Housekeeping Manager	08:00	00:00	00:00	00:00	08:00
THC/N0224: Manage Staff and Operations of the Housekeeping Department NOS Version No. 2.0 NSQF Level 6	112:00	196:00	128:00	00:00	436:00
Module 2: Manage the Housekeeping Staff	48:00	80:00	56:00	00:00	184:00
Module 3: Manage Housekeeping Operations	64:00	116:00	72:00	00:00	252:00
THC/N0225: Manage Inventory, and Control Costs NOS Version No. 2.0 NSQF Level 6	56:00	104:00	64:00	00:00	224:00
Module 4: Perform Activities to Manage Inventory and Control	56:00	104:00	64:00	00:00	224:00

Costs					
THC/N9902 – Ensure Effective Communication and Service Standard at Work Place NOS Version No. 2.0 NSQF Level 6	24:00	32:00	24:00	00:00	80:00
Module 5: Promote Effective Communication and Service Standard	24:00	32:00	24:00	00:00	80:00
THC/N9910 – Ensure to Maintain Organizational Confidentiality and Guest’s Privacy NOS Version No. 2.0 NSQF Level 6	16:00	04:00	08:00	00:00	28:00
Module 6: Organizational Confidentiality and Guest’s privacy	16:00	04:00	08:00	00:00	28:00
THC/N9907 – Monitor and Maintain Health, Hygiene and Safety at Workplace NOS Version No. 2.0 NSQF Level 6	24:00	40:00	16:00	00:00	80:00
Module 7: Monitor Health and Safety Standard	24:00	40:00	16:00	00:00	80:00
Total Duration	240:00	376:00	240:00	00:00	856:00

Module Details

Module 1: Introduction to Hospitality Industry and Housekeeping 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 Housekeeping Manager
- Explain the scope of work for a Housekeeping Manager

Duration: 08:00	Duration: 00:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the objectives and benefits of the Skill India Mission • Describe the Tourism and Hospitality Industry and its sub-sectors • Elaborate the hierarchy of hotel of small, medium and large establishments • Elaborate the basic terminology used in the hospitality parlance • Discuss various facilities and amenities in the Hospitality Industry • Elaborate the job role and responsibilities for a Housekeeping Manager in the Tourism and Hospitality Industry • Explain the grooming standards for a Housekeeping Manager 	NA
Classroom Aids	
Whiteboard, Markers, Duster, Projector, Laptop, Presentation	
Tools, Equipment and Other Requirements	
NA	

Module 2: Manage the Housekeeping Staff

Mapped to THC/N0224 v 2.0

Terminal Outcomes:

- Apply proper process to assist the HR in selection of the housekeeping staff and conduct training for them
- List various performance parameters and appraisal methods of the housekeeping staff
- Create a sample rota for housekeeping staff
- Explain the effective ways to provide constructive feedback to the staff

Duration: 48:00	Duration: 80:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe the method to analyze and forecast staffing levels and the procedure for recruiting the housekeeping staff • Explain the procedure for conducting orientation and training for the staff • State the importance of providing assistance to the HR in selection of the housekeeping staff • List various performance parameters and appraisal methods of the housekeeping staff • Discuss the effective ways to provide constructive feedback to the staff • State the significance for conducting regular staff meetings for effective communication with staff • Explain the effective ways for conflict and team management 	<ul style="list-style-type: none"> • Role-play a situation to inform the HR department about the staffing needs in the housekeeping department • Apply appropriate methods to monitor the performance of the housekeeping staff as per standards and provide feedback • Draft a sample work schedule and rota for housekeeping staff • Employ appropriate method to handle the absenteeism of the employees and arranging the replacements • Apply appropriate practices to administer performance appraisal and recommend actions, such as promotions, transfers, and dismissals • Dramatize a situation to resolve conflicts and address the grievances of the staff 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 performance parameters for staff, Sample Rota, Work Schedule Template	

Module 3: Manage Housekeeping Operations

Mapped to THC/N0224 v 2.0

Terminal Outcomes:

- Discuss strategic ways to develop operational standards and procedures for the housekeeping department
- Employ appropriate process to manage in-house services such as laundries, maintenance and repair, dry cleaning, cleaning etc.
- List various types of services provided by the housekeeping department
- Apply proper techniques to check for faults or damages and arrange for the repairs and routine maintenance work of the facility as well as housekeeping tools and equipment

Duration: 64:00	Duration: 116:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the SOPs for different activities and the procedure to develop operational standards and procedures for the housekeeping department • Explain the ways to implement operational plans, procedures, systems and tracking system for housekeeping department • State the importance of implementing key control system for the security of all housekeeping keys and ensuring appropriate implementation of all other security procedures • Discuss the concept of energy management, sustainability and greening in housekeeping department • List types of services provided by the housekeeping department • Describe the procedure to schedule periodic housekeeping tasks as well as managing quality of housekeeping operations • State the significance of ensuring high standards of cleanliness, appropriate stock availability of in-room amenities and processing of guest and employees' laundry as per standard procedures at all times • Outline the importance of following organizational standards while performing housekeeping activities and ensuring delivery of effective guest service consistently 	<ul style="list-style-type: none"> • Role play a situation on how to assist the Executive Housekeeper in developing standard procedures along with departmental goals, objectives and programs for housekeeping activities • Apply appropriate practices to manage in-house services such as laundries, maintenance and repair, dry cleaning, cleaning etc. • Role-play a situation to instruct staff in work policies and procedures, and the use and maintenance of equipment's • Apply proper process to make sure all guest and team members' laundry and dry cleaning is processed in accordance with hotel procedures • Employ appropriate practices to ensure effective guest service is delivered consistently and all the housekeeping activities are carried out professionally as per standard as well as all documentation is completed for hotel audit procedures • Demonstrate how to check for faults or damages and arrange for the repairs and routine maintenance work of the facility as well as housekeeping tools and equipment • Show how to inspect and evaluate the physical condition of facilities in order to determine the type of work • Role play on how to coordinate with

<ul style="list-style-type: none"> • State the importance of ensuring correct usage of cleaning agents on all surfaces and monitoring the usage of housekeeping equipment for safe and effective use and proper functioning • State the significance of submitting the requests for repair and maintenance of cleaning equipment as per specified standards 	<p>Engineering Department/Vendor for repairs and maintenance issues of facilities as well as with Maintenance & Front office for the blocking & release of OOO rooms</p> <ul style="list-style-type: none"> • Apply proper procedure to ensure lost property is recorded, reported and processed according to the standard procedures • Show how to maintain required records of work hours, budgets, payrolls, and other relevant information for housekeeping operations and complete all documentation for audit procedures
<p>Classroom Aids</p>	
<p>Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures</p>	
<p>Tools, Equipment and Other Requirements</p>	
<p>Required room amenities, cleaning agents, housekeeping tools and equipment etc.</p>	

Module 4: Perform Activities to Manage Inventory and Control Costs

Mapped to THC/N0225 v 2.0

Terminal Outcomes:

- Discuss the standard procedure to order, stock and issue supplies
- Employ proper methods to ensure proper stock rotation
- Describe the procedure to track and optimize departmental expenses
- Apply appropriate procedures to maintain a record of all the expense incurred by the department

Duration: 56:00	Duration: 104:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe the standard and efficient store procedures to order, stock and issue supplies • Explain requisition preparation and stock taking procedures • State the importance of ensuring maintenance of par stock levels of housekeeping supplies, linen and uniform at all times • Explain the inventory management techniques, methods of stock rotation and significance of following the same • Describe the effective methods for controlling the costs, tracking and optimizing departmental expenses and managing all operational costs in line with forecasted business levels • Explain budget preparation methods and procedure to track daily, monthly and annual financial and budget preparation • Explain the format of standard reports related to housekeeping • Outline the importance of maintaining stock register • State the significance of maintaining records of all the expense incurred by the department 	<ul style="list-style-type: none"> • Apply appropriate techniques to forecast the levels of stock required at different times to facilitate effective scheduling and ordering • Apply standard procedures to order cleaning equipment, linen, room and cleaning supplies, as required and perform stocktaking • Apply proper methods to control stock room management across all areas such as linen, inventory and equipment and adhere to the budget • Apply proper practices to assist the Executive Housekeeper in preparing the housekeeping budget, departmental financial targets and controlling expenses of the house keeping department • Employ appropriate methods to monitor the departmental budgeted and actual payroll costs and managing the same by allocating labor resources in line with forecasted and actual business levels, through productivity ratios and payroll management
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 budget, Required equipment, linen, room and cleaning supplies etc., Sample stock register, format of reports used

Module 5: 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: 24:00	Duration: 32:00
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 6: 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: 16:00	Duration: 04:00
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 7: 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: 24:00	Duration: 40:00
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 8: On-the-Job Training

Mapped to Housekeeping Manager

Mandatory Duration: 240:00	Recommended Duration: 00:00
Location: On Site	
Terminal Outcomes	
<ul style="list-style-type: none"> • Role-play a situation to inform the HR department about the staffing needs in the housekeeping department • Apply appropriate methods to monitor the performance of the housekeeping staff as per standards and provide feedback • Draft a sample work schedule and rota for housekeeping staff • Employ appropriate method to handle the absenteeism of the employees and arranging the replacements • Apply appropriate practices to administer performance appraisal and recommend actions, such as promotions, transfers, and dismissals • Dramatize a situation to resolve conflicts and address the grievances of the staff members • Role play a situation on how to assist the Executive Housekeeper in developing standard procedures along with departmental goals, objectives and programs for housekeeping activities • Apply appropriate practices to manage in-house services such as laundries, maintenance and repair, dry cleaning, cleaning etc. • Role-play a situation to instruct staff in work policies and procedures, and the use and maintenance of equipment's • Apply proper process to make sure all guest and team members' laundry and dry cleaning is processed in accordance with hotel procedures • Employ appropriate practices to ensure effective guest service is delivered consistently and all the housekeeping activities are carried out professionally as per standard as well as all documentation is completed for hotel audit procedures • Demonstrate how to check for faults or damages and arrange for the repairs and routine maintenance work of the facility as well as housekeeping tools and equipment • Show how to inspect and evaluate the physical condition of facilities in order to determine the type of work • Role play on how to coordinate with Engineering Department/Vendor for repairs and maintenance issues of facilities as well as with Maintenance & Front office for the blocking & release of OOO rooms • Apply proper procedure to ensure lost property is recorded, reported and processed according to the standard procedures • Show how to maintain required records of work hours, budgets, payrolls, and other relevant information for housekeeping operations and complete all documentation for audit procedures • Apply appropriate techniques to forecast the levels of stock required at different times to facilitate effective scheduling and ordering • Apply standard procedures to order cleaning equipment, linen, room and cleaning supplies, as required and perform stocktaking • Apply proper methods to control stock room management across all areas such as linen, inventory and equipment and adhere to the budget • Apply proper practices to assist the Executive Housekeeper in preparing the housekeeping 	

budget, departmental financial targets and controlling expenses of the house keeping department

- Employ appropriate methods to monitor the departmental budgeted and actual payroll costs and managing the same by allocating labor resources in line with forecasted and actual business levels, through productivity ratios and payroll management
- 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	Housekeeping / Hospitality Management/ Hotel management	5	Housekeepin g / Hospitality Management / Hotel management	1	Housekeeping / Hospitality Management/ Hotel management	

Trainer Certification	
Domain Certification	Platform Certification
“Housekeeping Manager”, “THC/Q0207, 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	Housekeeping / Hospitality Management/ Hotel management	5	Housekeeping / Hospitality Management/ Hotel management	1	Housekeeping / Hospitality Management/ Hotel management	

Assessor Certification	
Domain Certification	Platform Certification
"Housekeeping Manager", "THC/Q0207, 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
FSSAI	Food Safety and Standards Authority of India
HACCP	Hazard Analysis and Critical Control Points
OH&S	Occupational Health and Safety
PPE	Personal Protective Equipment
IPR	Intellectual Property Rights
ISO	The International Organization for Standardization
OOO	Out of Orders