



Model Curriculum

QP Name: Pastry/Bakery Commis

QP Code: THC/Q2708

QP Version: 2.0

NSQF Level: 4

Model Curriculum Version: 2.0

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Training Parameters

Sector	Tourism & Hospitality
Sub-Sector	Hotel/Restaurant
Occupation	Food Production and Kitchen
Country	India
NSQF Level	4
Aligned to NCO/ISCO/ISIC Code	NCO-2015/7512.9900
Minimum Educational Qualification and Experience	<p>12th grade pass OR Completed 2nd year of 3-year diploma (after 10th) and pursuing regular diploma OR 10th grade pass and pursuing continuous schooling OR 10th Grade Pass with 2 years relevant experience OR Previous relevant Qualification of NSQF Level 3.0- Assistant Chef with minimum education as 8th Grade pass with 3-year relevant experience</p>
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	24/12/2020
Next Review Date	24/12/2023
NSQC Approval Date	24/12/2020
QP Version	2.0
Model Curriculum Creation Date	24/12/2020
Model Curriculum Valid Up to Date	24/12/2023
Model Curriculum Version	2.0
Minimum Duration of the Course	450 Hours, 0 Minutes (including 60 Hrs. Employability Skills)
Maximum Duration of the Course	450 Hours, 0 Minutes (including 60 Hrs. Employability Skills)

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:

- Apply appropriate practices to preparation and presentation of pastry/bakery products
- Apply appropriate practices to serve the finish products to the guests
- Perform the steps of inventory and stock level management
- Apply appropriate practices to assist in menu preparation, price determination and cost control
- Employ appropriate practices to communicate effectively with guests, colleagues, and superiors to achieve a smooth workflow
- Apply gender and age sensitive service practices
- Describe the protocols related to confidentiality of the organizational information and guests' privacy
- Apply health, Hygiene, and safety practices 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/N2712 – Assist to Prepare, bake, Finish, and Present Pastry/Bakery Products NOS Version No. 2.0 NSQF Level 4	95.00	175.00	30.00	00:00	300.00
Module 1: Introduction to Hotel Industry and Pastry/Bakery Commis	5.00	00:00	00:00	00:00	5.00
Module 2: Introduction to Pastry/Bakery Products	15.00	25.00	10.00	00:00	50.00
Module 3: Provide Assistance in Pastry/Bakery Products Preparation, Presentation and Serving the Products to the Guests	65.00	140.00	10.00	00:00	215.00
Module 4: Perform Administrative Tasks	10.00	10.00	10.00	00:00	30.00
THC/N9901 – Communicate	15:00	15:00	00:00	00:00	30:00

Effectively and Maintain Service Standards NOS Version No. 2.0 NSQF Level 3					
Module 5: Maintain Effective Communication and Service Standard	15:00	15:00	00:00	00:00	30:00
THC/N9903- Maintain Organizational Confidentiality and Respect Guests' Privacy NOS Version No. 2.0 NSQF Level 3	15:00	15:00	00:00	00:00	30:00
Module 6: Organizational Confidentiality and Guest Privacy	15:00	15:00	00:00	00:00	30:00
THC/N9906 – Follow Health, Hygiene and Safety practices NOS Version No. 2.0 NSQF Level 3	15:00	15:00	00:00	00:00	30:00
Module 7: Basic Health and Safety Standards	15:00	15:00	00:00	00:00	30:00
DGT/VSQ/N0102: Employability Skills (60 Hours)	24:00	36:00	00:00	00:00	60:00
Module 8. Introduction to Employability Skills	0:30	01:00	00:00	00:00	01.30
Module 9. Constitutional values - Citizenship	0:30	01:00	00:00	00:00	01.30
Module 10. Becoming a Professional in the 21st Century	01:00	01:30	00:00	00:00	02.30
Module 11. Basic English Skills	04:00	06:00	00:00	00:00	10:00
Module 12. Career Development & Goal Setting	01:00	01:00	00:00	00:00	02:00
Module 13. Communication Skills	02:00	03:00	00:00	00:00	05:00
Module 14. Diversity & Inclusion	01:00	01:30	00:00	00:00	02.30

Module 15. Financial and Legal Literacy	02:00	03:00	00:00	00:00	05:00
Module 16. Essential Digital Skills	04:00	06:00	00:00	00:00	10:00
Module 17. Entrepreneurship	03:00	04:00	00:00	00:00	07:00
Module 18. Customer Service	02:00	03:00	00:00	00:00	05:00
Module 19. Getting Ready for Apprenticeship & Jobs	03:00	05:00	00:00	00:00	08:00
Total Duration	164.00	256.00	30.00	0.00	450.00

Module Details

Module 1: Introduction to Hotel Industry and Pastry/Bakery Commis Mapped to THC/N2712 v 2.0

Terminal Outcomes:

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

Duration: 05:00	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/Restaurant of small, medium, and large establishments • Discuss the roles and responsibilities of a Pastry/ Bakery Commis • Describe the attributes required for a Pastry/Bakery Commis • Elaborate the scope for the Pastry/Bakery Commis in the Tourism and Hospitality Industry • Elaborate the basic terms used in the kitchen department 	NA
Classroom Aids	
Whiteboard, Marker, Duster, Projector, Laptop, PowerPoint Presentation	
Tools, Equipment and Other Requirements	
NA	

Module 2: Introduction to Pastry/Bakery Products

Mapped to THC/N2712 v 2.0

Terminal Outcomes:

- Describe the procedure of using different equipment
- Explain the procedure of preparing a damage report for the kitchen equipment

Duration: 15:00	Duration: 25:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the importance of organising the assigned work area/station • Elaborate various tools and equipment required for preparation, baking, and finishing the pastry/bakery product • Discuss the units of measurements and bakery terms used for bakery products • Describe various food preparation techniques (like marinating, chopping, etc.) and cooking methods (like baking, frying, etc.) • Describe the characteristics and types of various pastry/bakery products 	<ul style="list-style-type: none"> • Employ appropriate practices to organise the work area/station • Demonstrate the operating procedures of various tools and equipment for preparing the pastry/bakery products • Demonstrate various cooking and baking methods
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	
Bowls, Scales, Whisker, Rolling pin, Spoons (metal/wooded/plastic, spatulas), Baking trays (silicone sheets, non-stick baking liners), Cooling racks, Knives including palette knife, Dough scraper, Peelers, Boards, Mixing machines, Food processors, Liquidizer/ blenders, Mould tins, Graters, Ovens, Oven gloves, Measuring spoons and jugs, Sieves, Cutters, and Other relevant tools and equipment	

Module 3: Provide Assistance in Pastry/Bakery Product Preparation, Presentation, and Serving the Products to the Guests

Mapped to THC/N2712 v 2.0

Terminal Outcomes:

- Discuss how to assist in preparation and presentation of pastry/bakery products
- Explain how to serve the finish products to the guests

Duration: 65:00	Duration: 140:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss various essential ingredients of pastry/bakery products, their characteristics and functions • Elaborate various methods of mixing and preparing pastry/bakery products along with their recipes • Explain different temperatures required for preparing and serving pastry/ bakery products • Elaborate different types of finishing, decoration and presentation methods for pastry/bakery products • Explain the procedures to check the pastry/bakery product for the quality, colour, flavour, texture, and finish • State the correct storage procedure of raw/finished products 	<ul style="list-style-type: none"> • Employ appropriate techniques to analyse the recipes to identify the ingredients and their measurements • Dramatize how to check quality of different types of ingredients used in the recipe • Demonstrate how to perform basic tasks like combining and mixing ingredients • Prepare pastry/bakery products using proper ingredients and techniques • Employ appropriate techniques to check the colour, texture, flavour and finish of the prepared product • Show how to store finished/ raw products appropriately at correct temperature • Role play to serve the finished product to the guest • Prepare a sample report to communicate the customer complaints/compliments to the supervisor
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	
Bowls, Scales, Whisker, Rolling pin, Spoons (metal/wooded/plastic, spatulas), Baking trays (silicone sheets, non-stick baking liners), Cooling racks, Knives including palette knife, Dough scraper, Peelers, Boards, Mixing machines, Food processors, Liquidizer/ blenders, Mould tins, Graters, Ovens, Oven gloves, Measuring spoons and jugs, Sieves, Cutters, and Other relevant tools and equipment	

Module 4: Perform Administrative Tasks

Mapped to THC/N2712 v 2.0

Terminal Outcomes:

- Explain the methods to manage the stock level
- Describe the activities to assist in menu preparation, price determination and cost control
- Perform the tasks to maintain the inventory status report

Duration: 10:00	Duration: 10:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the parameters to check the quality of the goods received from the vendors • Explain the stock rotation methods • Discuss the importance of labelling the ingredients and finished products • Describe the environment that affect the stored unused ingredients/finished products • Explain different types of menus and pricing methods • Discuss various food costing and cost control methods • Explain different types of reports to be prepared by the Pastry/Bakery Commis 	<ul style="list-style-type: none"> • Employ appropriate techniques to check for the quality and quantity of the goods/raw material • Demonstrate how to assist in stock management of the ingredients • Demonstrate how to label the ingredients and finished items • Role play a situation to show the ways of storing unused ingredients/finish products at correct location and in controlled environment • Prepare a sample menu Prepare a sample inventory 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	
Computer, Stock register, Ingredients, Freezer, Refrigerator, Packing material for the storage, Sample reports, Racks	

Module 5: Maintain Effective Communication and Service Standard

Mapped to THC/N9901 v 2.0

Terminal Outcomes:

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

Duration: 15:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the importance of professionalism, etiquette and ethical behaviour at the workplace • Discuss the importance of effective communication • Explain the importance of customer satisfaction and customer feedback • Outline the procedure of receiving feedback and complaints constructively • Describe various ways to handle customer complaints • Discuss different ways to improve the customer experience • Explain the importance of gender and age sensitivity • Discuss gender and age-specific requirements of the customers • Discuss the specific needs of People with Disabilities • Discuss the importance of reporting Sexual harassment at workplace • Discuss ways of escalating problems, reporting workplace issues, and receiving feedback from the superiors 	<ul style="list-style-type: none"> • Demonstrate the standard procedure to welcome and greet the customers • Dramatize appropriate communication skills and etiquette while interacting with customers, colleagues, and superiors • Role play a situation on how to handle customer complaints effectively • Role play appropriate behavioural etiquette towards all ages, genders and differently abled people as per specification
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Sample of escalation matrix, Organisation structure	

Module 6: Organizational Confidentiality and Customer's Privacy

Mapped to THC/N9903 v 2.0

Terminal Outcomes:

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

Duration: 15:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the significance of maintaining organizational confidentiality and customer privacy in the hospitality industry • Discuss the Intellectual Property issues and policies affecting the organization and customer privacy • Explain the procedures to report the infringement of IPR to the concerned person • Discuss the usage, storage and disposal procedures of confidential information as per specification 	<ul style="list-style-type: none"> • Employ appropriate ways to use, store and dispose of the organizational and customer 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: Basic Health and Safety Standard

Mapped to THC/N9906 v 2.0

Terminal Outcomes:

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

Duration: 15:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the concept and importance of personal and workplace hygiene • Discuss best practices to maintain personal hygiene • Explain the ways to clean and sanitize the workplace and related equipment • Describe standard safety procedures to be followed while handling tools, material, and equipment • Outline the purpose and usage of various Personal Protective Equipment (PPE) required at the workplace • Explain the importance of preventive health check-up organized by the company • Describe the causes of risks and potential hazards in the workplace and ways to prevent them • List different safety warning signs and labels at workplace • Discuss ways to identify hazards at the workplace • List the components of the first-aid kit Explain the procedure to report accident and other health related issues as per SOP 	<ul style="list-style-type: none"> • Demonstrate the procedure of routine cleaning and sanitization of tools, equipment, and other articles • Employ different ways to keep work area clean, hygienic and hazard free • Demonstrate how to use and dispose of relevant protective equipment as per tasks and work conditions • Perform basic first-aid procedures • Dramatize a situation on mock safety drills for emergency situations • Perform waste disposal procedures at the workplace depending on the types of waste • Role play a situation on reporting safety and security breaches to the supervisor Prepare a sample incident report
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Personal Protection Equipment: Safety glasses, Head protection, Rubber gloves, Safety footwear, Warning signs and tapes, Fire extinguisher, First aid kit, Relevant Standard Operating Procedures and Sample reports	

Module 8: Introduction to Employability Skills

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Discuss about Employability Skills in meeting the job requirements

Duration: 00:30	Duration: 01:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the Employability Skills required for jobs in various industries. 	<ul style="list-style-type: none"> • List different learning and employability related GOI and private portals and their usage.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 9: Constitutional values - Citizenship

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Discuss about constitutional values to be followed to become a responsible citizen

Duration: 00:30	Duration: 01:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the constitutional values, including civic rights and duties, citizenship, responsibility towards society and personal values and ethics such as honesty, integrity, caring and respecting others that are required to become a responsible citizen 	<ul style="list-style-type: none"> • Show how to practice different environmentally sustainable practices.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 10: Becoming a Professional in the 21st Century

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Demonstrate professional skills required in 21st century

Duration: 01:00	Duration: 01:30
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss importance of relevant 21st century skills. • Describe the benefits of continuous learning. 	<ul style="list-style-type: none"> • Exhibit 21st century skills like Self-Awareness, Behavior Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn etc. in personal or professional life.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 11: Basic English Skills

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Practice basic English speaking.

Duration: 04:00	Duration: 06:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss need of basic English skills 	<ul style="list-style-type: none"> • Show how to use basic English sentences for everyday conversation in different contexts, in person and over the telephone. • Read and interpret text written in basic English. • Write a short note/paragraph / letter/e - mail using basic English.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 12: Career Development & Goal Setting

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Understand the importance of career development & goal setting

Duration: 01:00	Duration: 01:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the importance of career development & goal setting 	<ul style="list-style-type: none"> • Create a career development plan with well-defined short- and long-term goals
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 13: Communication Skills

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Practice basic communication skills

Duration: 02:00	Duration: 03:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the importance of active listening for effective communication • Discuss the significance of working collaboratively with others in a team 	<ul style="list-style-type: none"> • Demonstrate how to communicate effectively using verbal and nonverbal communication etiquette.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 14: Diversity & Inclusion

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Describe PwD and gender sensitization

Duration: 01:00	Duration: 01:30
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the significance of escalating sexual harassment issues as per POSH act. 	<ul style="list-style-type: none"> • Demonstrate how to behave, communicate, and conduct oneself appropriately with all genders and PwD
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 15: Financial and Legal Literacy

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Describe ways of managing expenses, income, and savings.

Duration: 02:00	Duration: 03:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • List the common components of salary and compute income, expenditure, taxes, investments etc. • Discuss the legal rights, laws, and aids. 	<ul style="list-style-type: none"> • Outline the importance of selecting the right financial institution, product, and service. • Demonstrate how to carry out offline and online financial transactions, safely and securely.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 16: Essential Digital Skills

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Demonstrate procedure of operating digital devices and associated applications safely.

Duration: 04:00	Duration: 06:00
Theory – Key Learning Outcomes <ul style="list-style-type: none"> • Describe the role of digital technology in today's life • Demonstrate how to operate digital devices and use the associated applications and features, safely and securely. • Discuss the significance of displaying responsible online behavior while browsing, using various social media platforms, e-mails, etc., safely and securely. 	Practical – Key Learning Outcomes <ul style="list-style-type: none"> • Create sample word documents, excel sheets and presentations using basic features. • Utilize virtual collaboration tools to work effectively.
Classroom Aids <p>LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker</p>	
Tools, Equipment and Other Requirements	

Module 17: Entrepreneurship

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Demonstrate procedure of operating digital devices and associated applications safely.

Duration: 03:00	Duration: 04:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the types of entrepreneurships and enterprises • Discuss how to identify opportunities for potential business, sources of funding and associated financial and legal risks with its mitigation plan. • Describe the 4Ps of Marketing-Product, Price, Place and Promotion and apply them as per requirement. 	<ul style="list-style-type: none"> • Create a sample business plan, for the selected business opportunity.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 18: Customer Service

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Demonstrate procedure of operating digital devices and associated applications safely.

Duration: 02:00	Duration: 03:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe the significance of analyzing different types and needs of customers • Explain the significance of identifying customer needs and responding to them in a professional manner. • Discuss the significance of maintaining hygiene and dressing appropriately 	<ul style="list-style-type: none"> • Demonstrate how to deal with different customers and their needs
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 19: Getting ready for Apprenticeship & jobs

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Describe ways of preparing for apprenticeship & Jobs appropriately.

Duration: 03:00	Duration: 05:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> Discuss the significance of maintaining hygiene and confidence during an interview. List the steps for searching and registering for apprenticeship opportunities. 	<ul style="list-style-type: none"> Create a professional Curriculum Vitae (CV) Perform a mock interview Use various offline and online job search sources such as employment exchanges, recruitment agencies, and job portals respectively
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 20: On-the-Job Training

Mapped to Pastry/Bakery Commis

Mandatory Duration: 30:00	Recommended Duration: 00:00
Location: On Site	
Terminal Outcomes	
<ul style="list-style-type: none"> • Demonstrate the procedure to organise the work area/station • Demonstrate correct use of equipment • Demonstrate the process of cleaning equipment and utensils • Employ appropriate practices to write recipes of different types of pastry/bakery products • Apply mathematical skills and convert recipes accurately • Demonstrate and apply proper scaling and measuring techniques • Demonstrate how to perform basic tasks like combining and mixing ingredients • Perform the tasks to prepare basic sponge • Demonstrate how to prepare basic pastries and its derivatives • Demonstrate basic icing and decorating techniques • Perform the tasks of preparing variety of international cakes and puddings • Employ proper ways to store finished/raw products appropriately at correct temperature and place which are of not immediate use • Apply professional practices to pack bakery/pastry finished products to sell and store • Demonstrate the ways of storing finished/raw products appropriately at correct temperature • Apply professional skills to serve the finished product to the guest • Perform the tasks to prepare a sample report to communicate the customer complaints/compliments to the supervisor • Demonstrate procedure of stock taking of perishable and non-perishable items • Perform the tasks to prepare a store inventory report and get items from store • Dramatize on how to label the ingredients and finished items • Demonstrate the standard procedure to welcome and greet the guests • Demonstrate positive body language when dealing with guests and colleagues • Demonstrate how to interact with guests in person and on the phone • Dramatize appropriate communication skills and etiquette while interacting with guests, colleagues, and superiors • Dramatize on segregating and disposing of the waste as per the standards • Demonstrate strong Communication skills and workplace etiquette to achieve a smooth workflow • Demonstrate sensitization towards different age groups, gender, and persons with disabilities • Demonstrate the process of maintaining confidentiality of the organizational information and guests' privacy • Role play on maintaining personal hygiene and grooming at workplace • Role play on identifying hazards at workplace and reporting to the supervisor • Demonstrate strong Communication skills and workplace etiquette to achieve a smooth workflow • Perform basic activities to apply gender and age-sensitive service practices • Demonstrate the process of maintaining confidentiality of the organizational information and guests' privacy • Perform all the activities to maintain health, hygiene, and safety 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	Hospitality Management/ Hotel Management/ Pastry/Bakery	5	Hospitality Management/ Hotel Management/ Pastry/Bakery	1	Hospitality Management/ Hotel Management/ Pastry/Bakery	

Trainer Certification	
Domain Certification	Platform Certification
"Pastry/Bakery Commis", "THC/Q2708, V2.0", Minimum accepted score is 80%	"Trainer", "MEP/Q2601," V1.0, with a scoring of minimum 80%

Assessor 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	Hospitality Management/ Hotel Management/ Pastry/Bakery	5	Hospitality Management/ Hotel Management/ Pastry/Bakery	1	Hospitality Management/ Hotel Management/ Pastry/Bakery	

Assessor Certification	
Domain Certification	Platform Certification
“Pastry/Bakery Commis”, “THC/Q2708, V2.0”, Minimum accepted score is 80%	“Assessor”, “MEP/Q2701, V1.0,” with the scoring of minimum 80%

Assessment Strategy

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

1. Assessment System Overview:

- Batches assigned to the assessment agencies for conducting the assessment on SDSM/SIP or email
- Assessment agencies send the assessment confirmation to VTP/TC looping SSC
- Assessment agency deploys the ToA certified Assessor for executing the assessment
- SSC monitors the assessment process & records
- If the batch size is more than 30, then there should be 2 Assessors.

2. Testing Environment: Assessor must:

- Confirm that the centre is available at the same address as mentioned on SDMS or SIP
- Check the duration of the training.
- Check the Assessment Start and End time to be as 10 a.m. and 5 p.m.
- Check that the allotted time to the candidates to complete Theory & Practical Assessment is correct.
- Check the mode of assessment—Online (TAB/Computer) or Offline (OMR/PP).
- Confirm the number of TABs on the ground are correct to execute the Assessment smoothly.
- Check the availability of the Lab Equipment for the particular Job Role.

3. Assessment Quality Assurance levels / Framework:

- Question papers created by the Subject Matter Experts (SME)
- Question papers created by the SME should be verified by the other subject Matter Experts along with the approval required from THSC
- Questions are mapped with NOS and PC
- Question papers are prepared considering that level 1 to 3 is for the unskilled & semi-skilled individuals, and level 4 and above are for the skilled, supervisor & higher management
- Assessor must be ToA certified
- Assessment agency must follow the assessment guidelines to conduct the assessment

4. Types of evidence or evidence-gathering protocol:

- Time-stamped & geotagged reporting of the assessor from assessment location
- Centre photographs with signboards and scheme specific branding
- Biometric or manual attendance sheet (stamped by TP) of the trainees during the training period
- Time-stamped & geotagged assessment (Theory + Viva + Practical) photographs & videos

5. Method of verification or validation:

- Surprise visit to the assessment location
- Random audit of the batch

- Random audit of any candidate
6. Method for assessment documentation, archiving, and access
- Hard copies of the documents are stored
 - Soft copies of the documents & photographs of the assessment are uploaded / accessed from Cloud Storage and are stored in the Hard Drives

References

Glossary

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

Acronyms and Abbreviations

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