



# Model Curriculum

**QP Name: Quality Control Manager- Tourism and Hospitality**

**QP Code: THC/Q2802**

**QP Version: 2.0**

**NSQF Level: 6**

**Model Curriculum Version: 1.0**

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# Training Parameters

<b>Sector</b>	Tourism and Hospitality
<b>Sub-Sector</b>	Hotels/Restaurant
<b>Occupation</b>	Quality Control
<b>Country</b>	India
<b>NSQF Level</b>	6
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/1213.0102, 1324.0101
<b>Minimum Educational Qualification and Experience</b>	12th Class/I.T.I. (two years after class 10th) with 2 Years of experience as a Quality Control Executive OR 12th Class/I.T.I. (one year after class 10th with one year of experience) with 2 Years of experience as a Quality Control Executive
<b>Pre-Requisite License or Training</b>	
<b>Minimum Job Entry Age</b>	21years
<b>Last Reviewed On</b>	29/07/2021
<b>Next Review Date</b>	29/07/2024
<b>NSQC Approval Date</b>	29/07/2021
<b>QP Version</b>	1.0
<b>Model Curriculum Creation Date</b>	29/07/2021
<b>Model Curriculum Valid Up to Date</b>	29/07/2024
<b>Model Curriculum Version</b>	1.0
<b>Minimum Duration of the Course</b>	630 Hours, 0 Minutes
<b>Maximum Duration of the Course</b>	630 Hours, 0 Minutes

# Program Overview

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

## Training Outcomes

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

- Perform the tasks to identify the quality control needs in hotel/restaurant operations
- Apply appropriate skills to implement the quality standards in the hotel/restaurant
- Employ appropriate skills and knowledge to ensure organizational quality standard are met all the time
- Prepare sample Quality Management Formats, Quality Audit Report, and Quality Performance Report
- Apply appropriate practices to promote effective communication with guests, colleagues, and superiors to achieve a smooth workflow
- Employ appropriate practices to ensure gender, PwD, and age-sensitivity
- Describe the protocols to protect the confidentiality of the organizational information and guests' privacy
- Apply appropriate practices to monitor health, hygiene, and safety standards at the workplace

## Compulsory Modules

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

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
<b>THC/N2801 – Identify and Implement Quality Standards at a Hotel/Restaurant</b> <b>NOS Version No. 2.0</b> <b>NSQF Level 6</b>	<b>90:00</b>	<b>90:00</b>	<b>120:00</b>	<b>00:00</b>	<b>300:00</b>
Module 1: Introduction to Hotel/Restaurant Industry and Quality Control Manager	06:00	00:00	00:00	00:00	06:00
Module 2 Identify the Quality Standards to be Maintained	36:00	42:00	54:00	00:00	132:00
Module 3: Implement Quality Standard for Hotel/Restaurant	48:00	48:00	66:00	00:00	162:00
<b>THC/N2803 – Monitor Organizational Processes for Quality</b>	<b>42:00</b>	<b>60:00</b>	<b>60:00</b>	<b>00:00</b>	<b>162:00</b>

<b>NOS Version No. 2.0</b> <b>NSQF Level 6</b>					
Module 4: Monitor Vendor Performance	18:00	24:00	24:00	00:00	66:00
Module 5 Monitor Departmental Process of Hotel/Restaurant	24:00	36:00	36:00	00:00	96:00
<b>THC/N9902 – Ensure Effective Communication and Service Standard at Work Place</b> <b>NOS Version No. 2.0</b> <b>NSQF Level 6</b>	<b>18:00</b>	<b>30:00</b>	<b>24:00</b>	<b>00:00</b>	<b>72:00</b>
Module 6: Promote Effective Communication and Service Standard	18:00	30:00	24:00	00:00	72:00
<b>THC/N9910 – Ensure to Maintain Organizational Confidentiality and Guest’s Privacy</b> <b>NOS Version No. 2.0</b> <b>NSQF Level 6</b>	<b>18:00</b>	<b>18:00</b>	<b>18:00</b>	<b>00:00</b>	<b>54:00</b>
Module 7: Organizational Confidentiality and Guest’s privacy	18:00	18:00	18:00	00:00	54:00
<b>THC/N9907 – Monitor and Maintain Health, Hygiene, and Safety at Workplace</b> <b>NOS Version No. 2.0</b> <b>NSQF Level 6</b>	<b>12:00</b>	<b>12:00</b>	<b>18:00</b>	<b>00:00</b>	<b>42:00</b>
Module 8: Monitor Health and Safety Standard	12:00	12:00	18:00	00:00	42:00
<b>Total Duration</b>	<b>180:00</b>	<b>210:00</b>	<b>240:00</b>	<b>00:00</b>	<b>630:00</b>

# Module Details

## Module 1: Introduction to Hotel and Restaurant and Quality Control Manager

*Mapped to NOS/N2801 v 2.0*

### Terminal Outcomes:

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

<b>Duration:</b> 06:00	<b>Duration:</b> 00:00
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Discuss the objectives and benefits of the Skill India Mission</li> <li>• Describe the Tourism and Hospitality Industry and its sub-sectors</li> <li>• Elaborate the hierarchy of hotel and restaurant of small, medium, and large establishments</li> <li>• Discuss the job role and job opportunity for a Quality Control Manager in the Hotel and restaurant sub-sector</li> <li>• Elaborate the basic terminology used in the Quality Management</li> </ul>	NA
<b>Classroom Aids</b>	
Whiteboard, Markers, Duster, Projector, Laptop, Presentation	
<b>Tools, Equipment, and Other Requirements</b>	
NA	

## Module 2: Maintain Quality Standards in the Hotel and Restaurant

### Mapped to NOS/N2801 v 2.0

#### Terminal Outcomes:

- Apply appropriate procedure to evaluate the suitability of the current quality process and system of the hotel and restaurant
- Describe Quality Management tools and procedures
- Prepare sample Quality Management formats

Duration: 36:00	Duration: 42:00
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Discuss the significance of staying abreast with quality control processes</li> <li>• Describe the ways to remain updated, like reviewing statistical studies, technological advances, regulatory standards and trends in the restaurant and hotel sector</li> <li>• Explain various traditional and novel sampling methodologies used in hotel and restaurant operations</li> <li>• Describe the evaluation procedure to determine the usefulness of new food testing and sampling methodologies or technologies</li> <li>• Discuss the standard quality parameters and critical points for each process in the Kitchen, F&amp;B Service and Housekeeping departments in the hotels and restaurants</li> <li>• Elaborate the development procedures of SOPs and manuals required in hotel and restaurant</li> </ul>	<ul style="list-style-type: none"> <li>• Employ suitable professional skills to review statistical studies, technological advances, regulatory standards and trends in the restaurant and hotel sector</li> <li>• Employ suitable practices to determine the usefulness of new food testing and sampling methodologies or technologies</li> <li>• Apply appropriate practices to evaluate current quality processes and systems in the restaurant and hotel</li> <li>• Role play on how to review and suggest updates to the hotel and restaurant management regarding the standard operating procedures or quality assurance manuals for various operations</li> <li>• Dramatize a situation on how to provide suggestions for restructuring the processes and systems of various departments (F &amp; B, Kitchen, etc.) of the hotel and restaurant</li> <li>• Prepare sample formats for capturing various data for Quality Management and monitoring</li> </ul>
<b>Classroom Aids</b>	
Training kit (Trainer guide, Presentations), Whiteboard, Marker, Projector, Laptop, Presentation, Participant Handbook, and Related Standard Operating Procedures	
<b>Tools, Equipment and Other Requirements</b>	
Various quality management tools (like Quality Management (TQM), Six Sigma, etc.), Sample formats of different SOPs and Manuals	

## Module 3: Implement Quality Standard for Hotel and Restaurant

### Mapped to NOS/N2801 v 2.0

#### Terminal Outcomes:

- Perform the tasks to implement the quality standards for the restaurant and hotel
- Employ appropriate practices to communicate the implemented quality standard to the concerned parties, like vendors, various departments, etc.
- Perform the activities to instruct the staff regarding quality standards

Duration: 48 :00	Duration: 48:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> <li>• Explain various Quality Management tools like Total Quality Management (TQM), Six Sigma, etc. as well as the Quality Management Process</li> <li>• List various types of quality inspection and testing procedures</li> <li>• Elaborate the concept of strategic planning and resource allocation</li> <li>• Explain various types of standard procedures required in different departments of a hotel and restaurant</li> <li>• Discuss the cost-control and budget monitoring process for Quality Control operations of various departments of a hotel and restaurant</li> <li>• Explain various statistical methods required to use while implementing the quality standards in a hotel and restaurant</li> <li>• State the importance of communicating the quality control information to the relevant staff and vendors as well as to instruct the hotel and restaurant staff regarding the same</li> <li>• Explain the significance of various regulatory standards related to hotel and restaurants</li> </ul>	<ul style="list-style-type: none"> <li>• Apply appropriate practices to implement inspection and testing procedures for raw material, food items, F&amp;B service, housekeeping, etc.</li> <li>• Dramatize a situation on how to communicate quality control information to the relevant departments and vendors for the restaurant and hotels</li> <li>• Role play on how to instruct the restaurant and hotel staff regarding the quality control and analytical procedures</li> <li>• Apply appropriate practices to monitor budget for different quality control operations</li> <li>• Prepare a sample Quality Control Report for testing procedure, methodologies and criteria to implement quality standard</li> <li>• Employ appropriate professional skills to review quality documentation necessary for regulatory submissions and inspections like FSSAI, HACCP, ISO, etc.</li> </ul>
<b>Classroom Aids</b>	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook, and Related Standard Operating Procedures	
<b>Tools, Equipment, and Other Requirements</b>	
Sample departmental budget, Sample quality control report, Sample document for regulatory submissions and inspections like FSSAI, HACCP, ISO, etc.	



## Module 4: Monitor Vendor Performance

### Mapped to NOS/N2803 v 2.0

#### Terminal Outcomes:

- Perform the tasks of conducting vendor audit
- Prepare a sample vendor performance report

<b>Duration: 18:00</b>	<b>Duration: 24:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Explain the standard classification of vendors related to hotel and restaurant sector</li> <li>• State the significance and process of conducting vendor audits for a restaurant and hotel</li> <li>• Describe the importance and procedure of closing vendor and product complaints</li> <li>• Elaborate the quality monitoring and process adjustment procedures for hotel and restaurant</li> </ul>	<ul style="list-style-type: none"> <li>• Apply appropriate practices to ensure standard vendor classification for hotel and restaurant</li> <li>• Role play on conducting vendor audits for hotel and restaurant</li> <li>• Prepare a sample vendor food safety performance report and metrics</li> <li>• Dramatize a situation on how to give closure to vendor and product complaints</li> <li>• Employ appropriate practices to improve vendors' audit scores and performance</li> </ul>
<b>Classroom Aids</b>	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
<b>Tools,, Equipment and Other Requirements</b>	
Sample report for vendor audit, Sample vendor performance report, etc.	

## Module 5: Monitor Departmental Process of Hotel/Restaurant

### Mapped to NOS/N2803 v 2.0

#### Terminal Outcomes:

- Employ suitable practices to monitor the quality performance of various hotel/restaurant's departments
- Prepare a sample Quality Performance report for all the processes carried out in a hotel/restaurant

<b>Duration: 24:00</b>	<b>Duration: 36:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• State the importance of monitoring quality control systems of various departments in a hotel and restaurant</li> <li>• Discuss the significance of ensuring quality standards of raw materials and finished food items</li> <li>• Explain the importance and steps of quality testing and inspection process for various departments and facility areas of hotel and restaurant</li> <li>• Describe the parameters of food quality assessment as per national and international quality standards</li> <li>• Describe the procedure of carrying out facility and internal audits</li> <li>• Describe various tools and techniques in quality planning and assurance</li> <li>• Discuss the ways of giving constructive feedback to the staff</li> <li>• Discuss the steps to establish quality control processes in hotel and restaurant</li> <li>• State the importance of ensuring effective guest service</li> <li>• Explain the procedure of testing the nutritional value of food products</li> </ul>	<ul style="list-style-type: none"> <li>• Role play on how to monitor the performance of departmental quality control systems of a hotel and restaurant</li> <li>• Create sample reports for quality performance, root cause analysis and quality trends for all the processes carried out in a hotel and restaurant</li> <li>• Demonstrate the procedure of quality testing and inspection procedure for various departments like kitchen, F&amp;B services, Housekeeping, etc.</li> <li>• Apply appropriate practices to inspect the effectiveness of the standard facility in different departments of hotel and restaurant, like kitchen, service counter, guest service area, store, etc.</li> <li>• Show how to collect samples and analyze the food samples to evaluate the quality as well as nutritional value</li> <li>• Employ proper practices to analyze quality control test results to provide feedback to the staff and take corrective measures</li> <li>• Role play a situation on how to provide feedback to the staff accordingly</li> <li>• Role play on how to monitor the inventory management for effective management of the stock as per standard</li> <li>• Apply appropriate practices to inspect and ensure safe working conditions in the hotel and restaurant industry</li> </ul>
<b>Classroom Aids</b>	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	

### Tools, Equipment and Other Requirements

Sample reports for quality performance, quality of daily operations, root cause analysis, and quality trends for all the processes, etc.

## Module 6: 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

<b>Duration: 18:00</b>	<b>Duration: 30:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Discuss the importance of professionalism, etiquette and ethical behaviour at the workplace</li> <li>• Explain the importance of maintaining hygiene and wearing designated uniform</li> <li>• Discuss the importance of effective communication</li> <li>• Explain the importance of guest satisfaction and guest feedback</li> <li>• Outline the procedure and policy of handling complaints and feedback constructively</li> <li>• Discuss different ways to enhance guest experience</li> <li>• Describe various ways to handle team members</li> <li>• Discuss different ways to provide feedback to the team members</li> <li>• Explain the importance of gender and age sensitivity</li> <li>• Discuss gender and age-specific requirements of the guests</li> <li>• Discuss the specific needs of People with Disabilities</li> <li>• Discuss the standard policy to prevent Sexual harassment at workplace</li> <li>• Discuss the importance of timely submission of guests' feedback</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate the standard procedure to welcome and greet the guests</li> <li>• Dramatize personal integrity and communication etiquette while interacting with guests, colleagues, and superiors</li> <li>• Role play a situation on how to handle guests' dissatisfaction and complaints effectively</li> <li>• Employ appropriate practices to motivate the team members to maintain communication etiquette, provide peer feedback, and adhere to the dress code</li> <li>• Role play how to ensure behavioural etiquette towards all ages, genders and differently abled people as per specification</li> <li>• Prepare a sample report regarding guests' feedback</li> </ul>
<b>Classroom Aids</b>	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
<b>Tools, Equipment and Other Requirements</b>	
Sample of escalation matrix, Organisation structure	

## Module 7: 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: 18:00	Duration: 18:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> <li>• Explain the significance of ensuring organizational confidentiality and guest privacy in the hospitality industry</li> <li>• Discuss the Intellectual Property issues and policies affecting the organization and guest privacy</li> <li>• Explain the procedures to protect the infringement of IPR to the concerned person</li> <li>• Discuss the usage, storage and disposal procedures of confidential information as per specification</li> </ul>	<ul style="list-style-type: none"> <li>• Employ appropriate ways to ensure usage, storage and disposal of the organisational and guest information</li> </ul>
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 8: 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: 12:00	Duration: 12:00
<b>Theory – Key Learning Outcomes</b> <ul style="list-style-type: none"> <li>• Discuss the concept and importance of personal and workplace hygiene</li> <li>• Discuss procedure to maintain personal hygiene</li> <li>• Explain the compliance norms to ensure cleanliness and sanitization of the workplace and related equipment</li> <li>• Describe standard safety procedures to be followed while handling tools, material, and equipment</li> <li>• Outline the purpose and usage of various Personal Protective Equipment (PPE) required at the workplace</li> <li>• Explain the importance of preventive health check-up organized by the company</li> <li>• List the components of the first-aid kit</li> <li>• Describe the methods to minimize accidental risks and potential hazards in the workplace</li> <li>• Explain different safety warning signs and labels at workplace</li> <li>• Discuss ways to identify and segregate different types of waste at the workplace</li> <li>• Explain the procedure to report accident and other health related issues as per SOP</li> </ul>	<b>Practical – Key Learning Outcomes</b> <ul style="list-style-type: none"> <li>• Employ appropriate inspection method to ensure routine cleaning and sanitization of tools, equipment, crockery and other articles</li> <li>• Dramatize a situation to ensure work area is clean, hygienic and hazard free</li> <li>• Demonstrate how to use and dispose of relevant protective equipment as per tasks and work conditions</li> <li>• Apply appropriate practices to follow basic first-aid procedures by self and team members</li> <li>• Apply effective waste management procedures at the workplace depending on the types of waste</li> <li>• Role play a situation on reporting safety and security issues to the concerned authority</li> <li>• Prepare a sample incident report</li> </ul>
<b>Classroom Aids</b>	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
<b>Tools, Equipment and Other Requirements</b>	
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 9: On-the-Job Training

### Mapped to Quality Control Manager

**Mandatory Duration: 240:00**

**Recommended Duration: 00:00**

**Location: On Site**

#### Terminal Outcomes

- Employ suitable professional skills to review statistical studies, technological advances, or regulatory standards and trends in the restaurant/hotel sector
- Demonstrate the evaluation procedure to determine the usefulness of new food testing and sampling methodologies or technologies
- Role play on how to review and suggest updates to the hotel/restaurant management regarding the standard operating procedures or quality assurance manuals for various operations
- Dramatize a situation on how to provide suggestions for restructuring the processes and systems of various departments (F & B, Kitchen, etc.) of the hotel/restaurant
- Apply appropriate practices to implement inspection and testing procedures for raw material, food items, F&B service, housekeeping, etc.
- Dramatize a situation on how to communicate quality control information to the relevant departments and vendors for the restaurant/hotels
- Show how to monitor the budget for the different quality control operations
- Employ appropriate professional skills to review quality documentation necessary for regulatory submissions and inspections like FSSAI, HACCP, ISO, etc.
- Role play on conducting vendor audits for restaurant/hotel
- Dramatize a situation on how to give closure to vendor/product complaints
- Role play on how to improve vendors audit scores/performance
- Role play on how to monitor the performance of departmental quality control systems of the restaurant/hotel
- Demonstrate the procedure of quality testing and inspection procedure for various departments like kitchen, F&B services, Housekeeping, etc.
- Show how to collect samples and, analyze the food samples to evaluate the quality as well as nutritional value
- Employ proper practices to analyze the quality control test results and provide feedback to the staff accordingly
- Role play on how to monitor the inventory management for effective management of the stock as per standard
- Apply appropriate practices to inspect and ensure the material safety, housekeeping, and hygiene to ensure safe working conditions in the restaurant/hotel
- Prepare sample formats for capturing various data for Quality Management and monitoring
- Prepare sample Quality Control Report, sample vendor food safety performance report, etc.
- Create sample reports for quality performance, quality of daily operations, root cause analysis, or quality trends for all the processes carried out in a restaurant/hotel
- 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 <sup>th</sup> Class/I.T.I. OR Certificate/ Diploma/ Degree	Quality Control/Hospitality Management/Hotel Management	5	Quality Control/Hospitality Management / Hotel Management	1	Quality Control/Hospitality Management/Hotel Management	

Trainer Certification	
Domain Certification	Platform Certification
“Quality Control Manager-Tourism and Hospitality”, “THC/Q2802, 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 <sup>th</sup> Class/I.T.I OR Certificate/ Diploma/ Degree	Quality Control/Hospitality Management/ Hotel Management	5	Quality Control/Hospitality Management/ Hotel Management	1	Quality Control/Hospitality Management/ Hotel Management	

Assessor Certification	
Domain Certification	Platform Certification
“Quality Control Manager-Tourism and Hospitality”, “THC/Q2802, 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
<b>Declarative Knowledge</b>	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.
<b>Key Learning Outcome</b>	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).
<b>OJT (M)</b>	On-the-job training (Mandatory); trainees are mandated to complete specified hours of training on site
<b>OJT (R)</b>	On-the-job training (Recommended); trainees are recommended the specified hours of training on site
<b>Procedural Knowledge</b>	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.
<b>Training Outcome</b>	Training outcome is a statement of what a learner will know, understand and be able to do <b>upon the completion of the training.</b>
<b>Terminal Outcome</b>	Terminal outcome is a statement of what a learner will know, understand and be able to do <b>upon the completion of a module.</b> 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