Model Curriculum

QP Name: Fundamentals of Managing a Cloud Kitchen

QP Code: FIC/N5502

Version: 1.0

NSQF Level: 3.0

Model Curriculum Version: 1.0

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Training Parameters

Sector	Food Processing
Sub-Sector	Multi-Sectorial
Occupation	Food Sales and Retail Operations
Country	India
NSQF Level	3
Aligned to NCO/ISCO/ISIC Code	NCO-2015/1412.9900 & 5120.9900
Minimum Educational Qualification and Experience	10th grade pass or equivalent OR 8th-grade pass with 3 years of experience in the food processing industry OR Previous relevant Qualification of NSQF Level 2 with 3 years of experience in the food processing industry OR Previous relevant qualification of NSQF Level 2.5 with 1.5 years of experience in the food processing industry
Pre-Requisite License or Training	NA
Minimum Job Entry Age	NA
Last Reviewed On	08-05-2025
Next Review Date	07-05-2028
NSQC Approval Date	08-05-2025
QP Version	1.0
Model Curriculum Creation Date	08-05-2025
Model Curriculum Valid Up to Date	08-05-2025
Model Curriculum Version	1.0
Minimum Duration of the Course	90 Hours
Maximum Duration of the Course	90 Hours

Program Overview

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

Training Outcomes

At the end of the program, the learner should have acquired the listed knowledge and skills to:

- Explain how to conduct cloud kitchen operations.

Compulsory Modules

The table lists the modules and their duration corresponding to the Compulsory NOS of the QP.

NOS and Module Details	Theory Duration (Hours)	Practical Duration (Hours)	On-the-Job Training Duration (Mandatory) (Hours)	On-the-Job Training Duration (Recommended) (Hours)	Total Duration (Hours)
FIC/N5502: Fundamentals of Managing a Cloud Kitchen **NOS Version No.: 1.0** **NSQF Level: 3.0**	**30:00**	**60:00**	**00:00**	**00:00**	**90:00**
Module 1: Introduction to the Cloud Kitchen	05:00	00:00	00:00	00:00	05:00
Module 2: Handling Orders and Customer Interaction in a Cloud Kitchen	06:00	12:00	00:00	00:00	18:00
Module 3: Safe Preparation of Food and Maintaining Quality	08:00	20:00	00:00	00:00	28:00
Module 4: Order Packaging and Dispatch	04:00	08:00	00:00	00:00	12:00
Module 5: Handling Kitchen Supplies	07:00	20:00	00:00	00:00	27:00
Total Duration	**30:00**	**60:00**	**00:00**	**00:00**	**90:00**

Module Details

Module 1: Introduction to the Cloud Kitchen
Mapped to FIC/N5502, v1.0

Terminal Outcomes:

- Explain the importance of Food Processing Industry.
- Discuss the requirements of a Fundamentals of Managing a Cloud Kitchen.

Duration (in hours): 05:00	Duration (in hours): 00:00
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Define food processing. • Describe the various sub-sectors of food processing industry. • Discuss the scope of employment in the food processing industry. • Explain the cloud kitchen concept, its purpose, and how it differs from traditional restaurants. • List the various essentials for a cloud kitchen.	
Classroom Aids	
Training Kit - Facilitator's Guide, Participant's Handbook, Presentations and Software, Whiteboard, Marker, Projector, Laptop, Video Films	
Tools, Equipment and Other Requirements	
Nil	

Module 2: Handling Orders and Customer Interaction in a Cloud Kitchen
Mapped to FIC/N5502, v1.0

Terminal Outcomes:

- Explain how to use delivery apps for handling orders and coordinating delivery.
- Demonstrate how to handle customer inquiries and ensure order accuracy.

Duration (in hours): 06:00	Duration (in hours): 12:00
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Describe the criteria for selecting a location for setting up a cloud kitchen. - Discuss the market size, business opportunities, and basic financial investment required for cloud kitchens. - Determine the appropriate kitchen layout for efficient operations and optimum productivity in a cloud kitchen setup. - Explain the different cloud kitchen models and their operational differences. - Describe the workflow of relevant e-commerce platforms, such as Zomato and Swiggy, and how they integrate with cloud kitchens. - Explain the basics concerning regulatory considerations and site selection for setting up a cloud kitchen. - Discuss the FSSAI guidelines for caterers that are applicable to cloud kitchens. - Describe the licensing, permit, and registration requirements for operating a cloud kitchen, including health and safety certifications. - Explain the process for registering the cloud kitchen on various food delivery applications and maintaining compliance with platform-specific requirements. - Explain the importance of accuracy and quality in food preparation and delivery for maintaining customer satisfaction.	- Demonstrate how to register on food delivery applications following the applicable guidelines for smooth onboarding. - Demonstrate how to navigate and use the delivery app interfaces (e.g., Zomato and Swiggy) for order handling. - Show how to coordinate with delivery services to ensure timely delivery. - Demonstrate how to ensure accuracy in order fulfilment to meet customer expectations. - Show how to handle online orders efficiently, ensuring timely preparation and delivery. - Demonstrate how to handle basic customer inquiries and provide courteous service through digital communication channels.
Classroom Aids	

Training Kit - Facilitator's Guide, Participant's Handbook, Presentations and Software, Whiteboard, Marker, Projector, Laptop, Video Films

Tools, Equipment and Other Requirements

Delivery management software, Order printer, Receipt printer, Kitchen display system, Menu board

Module 3: Safe Preparation of Food and Maintaining Quality
Mapped FIC/N5502, v1.0

Terminal Outcomes:

- Describe how to prepare food following safety standards and adjust recipes based on demand.
- Show how to maintain hygiene and follow food safety guidelines in the kitchen.

Duration (in hours): 08:00	Duration (in hours): 20:00
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Explain the key considerations for cloud kitchen menu planning and recipe development to cater to diverse customer preferences. - Describe the appropriate hardware and software systems essential for efficient cloud kitchen operations. - Explain how to organize, calibrate, use, and maintain kitchen equipment safely and effectively in a cloud kitchen setting. - Discuss the use of online ordering platforms, and order handling tools for optimizing cloud kitchen operations. - Describe the importance of understanding various cuisines, trends, and customer preferences when planning a cloud kitchen menu. - Explain the ingredients and preparation methods for different food items offered in a cloud kitchen. - Determine the principles of ingredient costing and its impact on menu pricing and profitability in a cloud kitchen. - Discuss how to track ingredient costs and make adjustments based on market price fluctuations to maintain profitability. - Explain the importance of following recipes accurately to maintain consistency and quality across all food orders. - Describe the order lifecycle for a cloud	- Demonstrate how to prepare food by following the applicable culinary techniques and food safety standards. - Show how to assist in the preparation of menu items and adjust offerings based on customer preferences and demand. - Demonstrate how to follow fundamental food safety and hygiene standards, including proper waste disposal and pest control, to ensure a clean kitchen with safe food handling. - Show how to follow FSSAI guidelines for caterers and comply with local and international food safety standards, such as HACCP, in cloud kitchen operations. - Demonstrate how to ensure basic standards of quality and consistency in menu offerings. - Show how to standardize recipes to maintain consistency and quality in food preparation.

kitchen, from order receipt to delivery, including order entry, preparation, packaging, and dispatch. • Explain basic workplace safety procedures to prevent accidents in the kitchen. • Discuss the role of teamwork in maintaining efficiency in a fast-paced kitchen.	

Classroom Aids

Training Kit - Facilitator's Guide, Participant's Handbook, Presentations and Software, Whiteboard, Marker, Projector, Laptop, Video Films

Tools, Equipment and Other Requirements

Oven (convection, combi, etc.), Stovetop (gas or electric), Grill, Fryer, Cutting board, Knives, Food processor, Mixer (stand and hand mixers), Blender, Peeler and grater, Refrigerator (walk-in or standard), Freezer, Pots, Pans, Mixing bowls, Whiskers, Spatulas, Tongs, Measuring cups and spoons, Sanitizers and disinfectants, Gloves, Masks, Aprons, Fire extinguishers, First aid kits

Module 4: Order Packaging and Dispatch
Mapped FIC/N5502, v1.0

Terminal Outcomes:

- Explain the process of packing food items for dispatch to maintain quality.
- Demonstrate how to use sustainable packaging materials and prepare orders for delivery.

Duration (in hours): 04:00	Duration (in hours): 08:00
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Explain the importance of using appropriate packaging materials for temperature control. - Describe the principles of sustainable packaging. - Discuss the impact of proper packaging on food quality during transportation. - Explain the procedures for packing and dispatching food items efficiently. - Discuss the effective use of social media and other channels to promote cloud kitchen services and attract customers. - Describe the process of sourcing, storing, and utilizing raw materials for food products in a cloud kitchen to ensure freshness and minimize waste.	- Demonstrate how to pack food items properly and prepare orders for dispatch to ensure they reach customers in optimal condition. - Show how to use sustainable packaging materials with thermal insulation to maintain food quality during transportation. - Demonstrate the process of preparing orders for dispatch to ensure optimal condition upon delivery. - Show how to label and seal the food packages correctly. - Demonstrate how to follow fundamental food safety and hygiene standards and practices to ensure a clean kitchen with safe food handling. - Show how to provide quality customer service through proper order handling.
Classroom Aids	
Training Kit - Facilitator's Guide, Participant's Handbook, Presentations and Software, Whiteboard, Marker, Projector, Laptop, Video Films	
Tools, Equipment and Other Requirements	
Food packaging machines (vacuum sealers, etc.), Disposable containers, Plastic wrap and foil, Refrigerator (walk-in or standard), Freeze, Menu board, Kitchen display system, Order printer	

Module 5: Handling Kitchen Supplies
Mapped FIC/N5502, v1.0

Terminal Outcomes:

- Describe how to use kitchen management software and organize kitchen equipment.

Duration (in hours): 07:00	Duration (in hours): 20:00
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Explain the basics of logistics and food material handling and the importance of maintaining accurate records in a cloud kitchen. • Determine the appropriate measures to be followed for effective material handling, avoiding both shortages and wastage in daily operations. • Describe the food safety standards and practices required to prevent contamination and ensure safe handling of food in a cloud kitchen environment. • Discuss the basic principles of customer service and engagement, focusing on how to handle inquiries politely and provide excellent service. • Explain how to work efficiently during peak hours in a cloud kitchen to avoid delays and maintain service efficiency.	• Demonstrate how to use the appropriate kitchen management software to ensure prompt processing and fulfilment of orders. • Show how to organize and use kitchen equipment as per the applicable procedures. • Demonstrate how to perform regular maintenance and calibration of kitchen equipment to ensure optimal performance and longevity. • Show how to assist in checking stock levels and report shortages or discrepancies. • Demonstrate how to assist in the costing of ingredients to ensure profitability and cost control. • Show how to use food ingredients optimally to prevent wastage. • Demonstrate how to assist in identifying and sourcing quality food ingredients from reliable suppliers. • Show how to assist in expanding the cloud kitchen's product portfolio based on customer feedback and market demand. • Demonstrate how to carry out assigned tasks within the given timeframe to support overall kitchen efficiency. • Show how to assist in kitchen workflows and material handling to avoid shortages or wastage.
Classroom Aids	
Training Kit - Facilitator's Guide, Participant's Handbook, Presentations and Software, Whiteboard, Marker, Projector, Laptop, Video Films	

Tools, Equipment and Other Requirements

Shelving unit, Pantry storage bin, Commercial dishwasher or sinks, Mops/ brooms, Trash bins, Sanitizers and disinfectants

Annexure

Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialisation	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
B.Tech./ B.Sc. /BHM/ B.Voc	Food Science / Hotel Management/ Food Technology/ Food Engineering	3	Food processing/ Hotel management/ Culinary Arts/ Food and Catering Technology	1	Training of Cloud Kitchen Essentials	
MBA/M.Sc./ M.Tech/ MHM/ M.Voc	Food Processing/ Hotel Management/ Food Technology/ Food Engineering	2	Food Processing/ Hotel Management/ Culinary Arts/ Food and Catering Technology	1	Training of Cloud Kitchen Essentials	

Trainer Certification	
Domain Certification	Platform Certification
Certified for Job Role: "Fundamentals of Managing a Cloud Kitchen" mapped to NOS: "FIC/N5502, v1.0". Minimum accepted score is 80%.	Recommended that the Trainer is certified for the Job Role: "Trainer (VET and Skills)", mapped to the Qualification Pack: "MEP/Q2601, v2.0". The minimum accepted score as per MEPSC guidelines is 80%.

Assessor Requirements

Assessor Prerequisites						
Minimum Educational Qualification	**Specialization**	**Relevant Industry Experience**		**Training/Assessment Experience**		**Remarks**
		Years	*Specialization*	*Years*	*Specialization*	
B.Tech./ B.Sc. /BHM/ B.Voc	Food Science / Hotel Management/ Food Technology/ Food Engineering	4	Food processing/ Hotel management/ Culinary Arts/ Food and Catering Technology	1	Training of Cloud Kitchen Essentials	
MBA/M.Sc./ M.Tech/ MHM/ M.Voc	Food Processing/ Hotel Management/ Food Technology/ Food Engineering	3	Food Processing/ Hotel Management/ Culinary Arts/ Food and Catering Technology	1	Training of Cloud Kitchen Essentials	

Assessor Certification	
Domain Certification	**Platform Certification**
Certified for Job Role: "Fundamentals of Managing a Cloud Kitchen" mapped to NOS: "FIC/N5502, v1.0". Minimum accepted score is 80%.	Certified for the Job Role: "Assessor (VET and Skills)", mapped to the Qualification Pack: "MEP/Q2701, v2.0", with a minimum score of 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.

Assessment will be based on the concept of Independent Assessors empanelled with Assessment Agencies, identified, selected, trained and certified on Assessment techniques. These Assessors would be aligned to assess as per the laid down criteria.

Assessment Agency would conduct assessment only at the training centres of Training Partner or designated testing centers authorized by FICSI.

Ideally, the assessment will be a continuous process comprising of three distinct steps:

    A. Mid-term assessment
    B. Term/Final Assessment

Each National Occupational Standard (NOS) in the respective QPs will be assigned weightage. There in each Performance Criteria in the NOS will be assigned marks for theory and/or practical based on relative importance and criticality of function.

This will facilitate preparation of question bank / paper sets for each of the QPs. Each of these papers sets/question banks created by the Assessment Agency will be validated by the industry subject matter experts through FICSI, especially with regard to the practical test and the defined tolerances, finish, accuracy etc.

The following tools are proposed to be used for final assessment:

    i.   Written Test: This will comprise of (i)True/False Statements, (ii)Multiple Choice Questions, (iii)Matching Type Questions. Online system for this will be preferred.

    ii.   Practical Test: This will comprise a test job to be prepared as per project briefing following appropriate working steps, using necessary tools, equipment and instruments. Through observation it will be possible to ascertain candidate's aptitude, attention to details, quality consciousness etc. The end product will be measured against the pre-decided MCQ filled by the Assessor to gauge the level of his skill achievements.

    iii.   Structured Interview: This tool will be used to assess the conceptual understanding and the behavioural aspects as regards the job role and the specific task at hand.

On the Job:

1. Each module (which covers the job profile of Cloud Kitchen Essentials) will be assessed separately.

2. The candidate must score 70% in each module to successfully complete the OJT.

3. Tools of Assessment that will be used for assessing whether the candidate is having desired skills and etiquette of dealing with customers, understanding needs & requirements, assessing the customer and perform Soft Skills effectively:

    ▪ Videos of Trainees during OJT
    ▪ Answer Sheets of Question Banks
    ▪ Assessing the Logbook entries of Trainees at Employer location
    ▪ Employer Performance Feedback.

4. Assessment of each Module will ensure that the candidate is able to:

- Handle customer orders efficiently while ensuring positive and professional interaction.
- Prepare food following proper hygiene and safety standards.
- Package food accurately and securely for timely dispatch.
- Maintain the kitchen area and manage supplies to ensure smooth operations.

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 it 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
NCVET	National Council for Vocational Education and Training
FICSI	Food Industry Capacity & Skill Initiative
QP	Qualification Pack
MC	Model Curriculum
NSQF	National Skills Qualification Framework
NSQC	National Skills Qualification Committee
NOS	National Occupational Standards
NCO	National Classification of Occupations
ES	Employability Skills
HACCP	Hazard Analysis and Critical Control Points
FSSAI	Food Safety and Standards Authority of India
POS	Point of Sale