



Model Curriculum

QP Name: Food Handling and Service Assistant

QP Code: FIC/Q9703

Version: 1.0

NSQF Level: 2.5

Model Curriculum Version: 1.0

Food Industry Capacity & Skill Initiative || Shriram Bharatiya Kala Kendra, 3rd floor, 1, Copernicus Marg,
Mandi House, New Delhi
Delhi 110001 || email: admin@ficsi.in

Table of Contents

Contents

Training Parameters.....	3
Program Overview	4
Training Outcomes.....	4
Compulsory Modules	4
Module 1: Introduction to the sector and the job role of a Food Handling and Service Assistant	6
Module 2: Menu Development, Recipe Standardization, and Quality Assurance	7
Module 3: High-Volume Production and Kitchen Workflow Optimization	9
Module 4: Quality Service Delivery.....	11
Module 5: Technology Integration in QSR Operations	13
Module 6: Inventory Management and Cost Control.....	15
Module 7: Ensuring Food Safety.....	17
Module 8: Basic Sustainability and Waste Management Practices in Food Industry Operations..	Error!
Bookmark not defined.	
Module 9: Implement Personal Hygiene and Good Manufacturing Practices	19
Module 10: Apply Food Safety Practices at Workplace.....	21
Module 11: Employability Skills (30 Hours)	23
Module 12: On-the-Job Training.....	25
Annexure.....	26
Trainer Requirements	26
Assessor Requirements.....	28
Assessment Strategy.....	29
References	31
Glossary.....	31
Acronyms and Abbreviations.....	32

Training Parameters

Sector	Food Processing
Sub-Sector	Generic
Occupation	Food Production and Kitchen Operations
Country	India
NSQF Level	2.5
Aligned to NCO/ISCO/ISIC Code	NCO-2015/5120.0200
Minimum Educational Qualification and Experience	<p>9th Grade Pass</p> <p>OR</p> <p>8th Grade pass with 1.5 Years of experience in Food Industry</p> <p>OR</p> <p>Previous relevant Qualification of NSQF Level 2 with 6 months of experience in Food Industry</p> <p>OR</p> <p>Previous relevant Qualification of NSQF Level 1 with 1.5 years of experience in Food Industry</p>
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	10-02-2025
Model Curriculum Valid Up to Date	08-05-2025
Model Curriculum Version	1.0
Minimum Duration of the Course	240 Hours
Maximum Duration of the Course	240 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:

- Describe the process of assisting in menu development, recipe standardization, and quality assurance.
- Explain how to assist in optimizing high-volume production and kitchen workflow.
- Discuss the role of technology integration in delivering quality customer service.
- Determine the best practices for assisting in inventory management, cost control, and ensuring food safety.
- Discuss the basic health and safety practices to be followed at a food processing workplace.
- Discuss the Employability and Entrepreneurship Skills.

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/N9704: Support in menu development, recipe standardization, and quality assurance NOS Version No.: 1.0 NSQF Level: 2.5	10:00	10:00	15:00	00:00	35:00
Module 1: Introduction to the sector and the job role of a Food Handling and Service Assistant	05:00	00:00	00:00	00:00	05:00
Module 2: Menu Development, Recipe Standardization, and Quality Assurance	05:00	10:00	15:00	00:00	30:00
FIC/N9705: Perform in high-volume production and kitchen workflow optimization NOS Version No.: 1.0 NSQF Level: 2.5	10:00	20:00	15:00	00:00	45:00
Module 3: High-Volume Production and Kitchen Workflow Optimization	10:00	20:00	15:00	00:00	45:00

FIC/N9707: Support in delivering quality customer service and technology integration NOS Version No.: 1.0 NSQF Level: 2.5	20:00	50:00	00:00	00:00	70:00
Module 4: Quality Service Delivery	05:00	20:00	00:00	00:00	25:00
Module 5: Technology Integration in QSR Operations	15:00	30:00	00:00	00:00	45:00
FIC/N9706: Support in inventory management, cost control and ensuring food safety NOS Version No.: 1.0 NSQF Level: 2.5	15:00	15:00	00:00	00:00	30:00
Module 6: Inventory Management and Cost Control	10:00	07:05	00:00	00:00	17:05
Module 7: Ensuring Food Safety	05:00	07:05	00:00	00:00	12:05
FIC/N9906: Apply food safety guidelines in Food Processing NOS Version No.: 1.0 NSQF Level: 3	10:00	20:00	00:00	00:00	30:00
Module 9: Implement Personal Hygiene and Good Manufacturing Practices	05:00	10:00	00:00	00:00	15:00
Module 10: Apply Food Safety Practices at Workplace	05:00	10:00	00:00	00:00	15:00
DGT/VSQ/N0101: Employability Skills (30 Hours) NOS Version No.: 1.0 NSQF Level: 2	30:00	00:00	00:00	00:00	30:00
Module 11: Employability Skills (30 Hours)	30:00	00:00	00:00	00:00	30:00
Total Duration	95:00	115:00	30:00	00:00	240:00

Module Details

Module 1: Introduction to the sector and the job role of a Food Handling and Service Assistant

Mapped to FIC/N9704, v1.0

Terminal Outcomes:

- Explain the importance of Food Processing Industry.
- Discuss the roles and responsibilities of a Food Handling and Service Assistant.

Duration (in hours): 05:00	Duration (in hours): 00:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Define food processing. • Describe the various sub-sectors of the food processing industry • Describe the concept of sustainability and its relevance to food industry operations. • Discuss the scope of employment in the food processing industry. • Describe the roles & responsibilities of a Food Handling and Service Assistant. • Discuss the future trends and career growth opportunities available to the Food Handling and Service Assistant. 	
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: Menu Development, Recipe Standardization, and Quality Assurance

Mapped to FIC/N9704, v1.0

Terminal Outcomes:

- Explain how to assist in menu development and dish selection to align with the restaurant's theme and customer preferences.
- Describe the process of assisting in recipe standardization and documentation to ensure consistency and accuracy in dish preparation.
- Discuss the importance of following standard recipes to maintain consistency in taste, texture, and presentation of dishes.
- Explain how to assist in quality assurance and maintain hygiene standards to ensure food safety and quality in the kitchen.

Duration (in hours): 05:00	Duration (in hours): 10:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe the different ingredients and their uses, including flavour profiles, textures, and seasonal availability. • Discuss the significance of customer preferences and dietary needs, including common allergens and popular diet trends, in menu planning. • Explain how to select dishes based on the restaurant's theme, customer preferences, and target market. • Determine the basics of portion sizes and costing to create cost-effective menu items. • Describe the format of standardized recipes, including measurements, cooking methods, and portion sizes. • Elucidate the techniques to ensure consistency in taste, texture, and presentation across multiple servings. • Discuss the importance of cooking times, temperatures, and techniques in achieving the desired results. • Explain the importance of documenting recipes accurately. • Discuss the food safety standards, including personal hygiene, cleanliness of the kitchen, and safe food handling practices. 	<ul style="list-style-type: none"> • Demonstrate how to gather customer feedback on popular items or new ideas and provide input to the supervisor. • Show how to assist senior staff in selecting easy-to-prepare dishes suitable for a quick-service environment. • Demonstrate how to identify cost-effective and readily available ingredients that can be used in multiple dishes to optimize inventory. • Show how to accurately document recipes, noting any variations or adjustments. • Demonstrate how to ensure that recipe cards or digital files are easily accessible to all kitchen staff. • Show how to adhere to recipe guidelines to maintain quality and customer satisfaction. • Demonstrate how to use measuring tools such as scales, cups, and spoons to ensure precise quantities are used in each recipe. • Show how to assist in portioning ingredients according to standardized recipes to reduce waste and control costs. • Demonstrate how to follow standardized recipes accurately to ensure consistency in taste, presentation, and portion size for each dish.

- | | |
|---|--|
| <ul style="list-style-type: none"> • Explain the fundamental cooking techniques like boiling, grilling, frying, and baking to assist in recipe development. • Discuss the food presentation and plating techniques to enhance the visual appeal of dishes. • Describe the nutritional principles, including the role of different food groups and how to create balanced meals. • Explain how to modify recipes to accommodate common dietary restrictions. • Discuss the importance of effective communication and collaboration with senior chefs for menu development and recipe standardization. • Describe how to incorporate feedback from customers or supervisors into recipe adjustments and menu improvements. • Determine the record-keeping requirements concerning menu items, recipe adjustments, and quality checks to ensure consistency and compliance. • Explain how to keep track of ingredient usage and stock levels to support menu planning and quality assurance. | <ul style="list-style-type: none"> • Show how to follow specific cooking procedures as outlined in the standardized recipes to maintain consistency. • Demonstrate how to conduct basic quality checks on ingredients, ensuring they meet the restaurant's standards for freshness and appearance. • Show how to monitor food preparation processes to ensure they align with the restaurant's quality standards. • Demonstrate how to identify and report any substandard ingredients or issues to the supervisor for prompt resolution. • Show how to assist in identifying any deviations from the recipe or procedure and report them to the supervisor. • Demonstrate how to assist in the final inspection of dishes before they are served, checking for presentation, portion size, and temperature. • Demonstrate how to ensure food is stored, handled, and prepared according to safety guidelines to prevent contamination. |
|---|--|

Classroom Aids

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

Tools, Equipment and Other Requirements

Grill, Fryer, Oven, Mixer, Refrigerator/Freezer, Microwave, Cutting Boards, Chef's Knives, Paring Knives, Measuring Cups, Measuring Spoons, Mixing Bowls, Whisks, Spatulas, Tongs, Scales, Sanitizing Solutions, Disposable Gloves, Aprons, Thermometers, pH Meters, Humidity Meters, Fire Extinguisher, Storage Bins, Containers, Labelling Machine, Plates, Platters, Garnishing Tools (e.g., Peelers, Zesters), Recipe Cards, Notebooks, Log Books, Record-Keeping Software, Hairnets, Caps, Non-Slip Shoes

Module 3: High-Volume Production and Kitchen Workflow Optimization

Mapped to FIC/N9705, v1.0

Terminal Outcomes:

- Discuss how to assist in high-volume production to ensure efficiency and consistency in a busy kitchen environment.
- Explain the strategies to optimize kitchen workflow to enhance productivity and minimize delays during food preparation and service.

Duration (in hours): 10:00	Duration (in hours): 20:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the QSR operations and workflow to ensure effective management of a fast-paced kitchen environment. • Describe the applicable food safety standards, including HACCP and FSSAI standards and regulations, for maintaining food safety in a commercial kitchen. • Discuss the appropriate high-volume production techniques for efficiently preparing large quantities of food. • Explain the use of different kitchen equipment and tools for high-volume food production. • Describe the process of preparing ingredients in large quantities, including chopping, marinating, and portioning. • Discuss batch cooking methods to ensure consistency and quality while minimizing waste. • Determine how to scale recipes to suit large volumes without compromising taste or texture. • Explain the optimal arrangement of workstations to facilitate smooth workflow and minimize movement. • Describe efficient time management techniques to ensure quick turnaround times and reduce waiting periods for customers. • Discuss how to manage the flow of food production from preparation to service. 	<ul style="list-style-type: none"> • Demonstrate how to carry out pre-preparations like chopping vegetables, marinating meats, and assembling components to streamline final cooking. • Show how to use batch cooking techniques to prepare large amounts of food in advance. • Demonstrate how to follow standardized recipes to maintain consistency in taste, portion size, and quality across large quantities. • Show how to maintain prepared food at the appropriate temperatures for quick service. • Demonstrate how to use par-cooking methods to speed up final preparation. • Show how to organize the kitchen into specific stations with necessary tools and ingredients for increased efficiency. • Demonstrate how to follow FIFO inventory management to reduce waste and maintain freshness. • Show how to use ergonomically designed workstations to ensure a smooth flow of operations. • Demonstrate how to sequence tasks logically to reduce bottlenecks in cooking and assembly. • Show how to maintain clear communication with kitchen staff to ensure a steady flow of orders. • Demonstrate how to use and maintain kitchen equipment efficiently to avoid

<ul style="list-style-type: none"> • Explain the operation and maintenance of commercial kitchen equipment like grills, fryers, ovens, and mixers. • Describe the safety protocols related to the use of high-volume kitchen equipment. • Discuss the importance of maintaining consistency in food quality across all servings. • Explain the importance of maintaining appropriate temperatures during food preparation and storage to ensure food safety. • Determine the techniques for ensuring accurate portion sizes to maintain cost control and product consistency. • Describe the appropriate practices to prevent and control pest infestations in a kitchen environment. • Discuss the first-aid measures and emergency response procedures in a kitchen setting. 	<p>breakdowns during peak hours.</p> <ul style="list-style-type: none"> • Show how to ensure essential tools are in good condition and readily available to minimize downtime. • Demonstrate how to plan preparation times to ensure all ingredients and components are ready when needed.
Classroom Aids	
Training Kit - Facilitator's Guide, Participant's Handbook, Presentations and Software, Whiteboard, Marker, Projector, Laptop, Video Films	
Tools, Equipment and Other Requirements	
Grill, Fryer, Oven, Mixer, Refrigerator/Freezer, Microwave, Cutting Boards, Chef's Knives, Paring Knives, Measuring Cups, Measuring Spoons, Mixing Bowls, Whisks, Spatulas, Tongs, Scales, Sanitizing Solutions, Disposable Gloves, Aprons, Thermometers, pH Meters, Humidity Meters, Fire Extinguisher, Storage Bins, Containers, Labelling Machine, Plates, Platters, Garnishing Tools (e.g., Peelers, Zesters), Recipe Cards, Notebooks, Log Books, Record-Keeping Software, Hairnets, Caps, Non-Slip Shoes	

Module 4: Quality Service Delivery

Mapped to FIC/N9707, v1.0

Terminal Outcomes:

- Explain the key factors involved in providing quality customer service in a quick-service restaurant (QSR) environment.
- Discuss the steps required to effectively coordinate order deliveries to ensure timely and accurate service.

Duration (in hours): 05:00	Duration (in hours): 20:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the principles of effective customer interaction and communication in a quick-service restaurant (QSR) setting. • Discuss the strategies for managing customer expectations in a fast-paced environment. • Describe the techniques for handling difficult customers and resolving complaints effectively. • Explain the different restaurant menu items, including ingredients, preparation methods, and any special promotions or offers, to assist customers in making informed choices. • Determine the best practices for handling cash, credit card transactions, and using point-of-sale (POS) systems for processing payments. • Describe the importance of speed and efficiency in a QSR's high-volume quick-service environment. 	<ul style="list-style-type: none"> • Demonstrate how to maintain warm behavior and a positive attitude with customers. • Show how to follow appropriate probing techniques to determine customer preferences, dietary restrictions, or special requests. • Demonstrate how to provide clear and concise information about menu items, promotions, loyalty programs, and specials. • Show how to capture customer orders accurately, noting all details like portion size, side dishes, and modifications. • Demonstrate how to carry out restocking of items like napkins, condiments, and utensils to ensure adequate availability. • Show how to input orders into the POS system efficiently, including any special instructions. • Demonstrate how to listen to customer complaints or concerns attentively, showing empathy and understanding. • Show how to encourage customers to provide feedback and note their comments for future improvement. • Demonstrate how to coordinate with the kitchen, management, and technology teams to ensure accurate and prompt order fulfilment. • Show how to follow restaurant guidelines to resolve issues or escalate them to the supervisor. • Demonstrate how to coordinate the

	<p>delivery of customer orders or deliver them as required.</p> <ul style="list-style-type: none"> • Show how to prepare orders for delivery, adhering to any special customer requirements. • Demonstrate how to provide clear instructions with accurate customer information to delivery partners. • Show how to ensure the timely delivery of orders within agreed timescales. • Demonstrate how to maintain appropriate records concerning order deliveries. • Show how to follow road safety and driving guidelines when delivering orders.
Classroom Aids	
Training Kit - Facilitator's Guide, Participant's Handbook, Presentations and Software, Whiteboard, Marker, Projector, Laptop, Video Films	
Tools, Equipment and Other Requirements	
Grill, Fryer, Oven, Mixer, Refrigerator/Freezer, Microwave, Cutting Boards, Chef's Knives, Paring Knives, Measuring Cups, Measuring Spoons, Mixing Bowls, Whisks, Spatulas, Tongs, Scales, Sanitizing Solutions, Disposable Gloves, Aprons, Thermometers, pH Meters, Humidity Meters, Fire Extinguisher, Storage Bins, Containers, Labelling Machine, Plates, Platters, Garnishing Tools (e.g., Peelers, Zesters), Recipe Cards, Notebooks, Log Books, Record-Keeping Software, Hairnets, Caps, Non-Slip Shoes	

Module 5: Technology Integration in QSR Operations

Mapped to FIC/N9707, v1.0

Terminal Outcomes:

- Describe how to assist in technology integration within QSR operations to enhance efficiency and streamline processes.

Duration (in hours): 15:00	Duration (in hours): 10:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> Explain the use of POS systems for processing orders, handling payments, and tracking sales in a quick-service restaurant. Describe how to use software systems that manage online orders, kitchen display systems, and order tracking to enhance operational efficiency. Discuss the basics of CRM tools used to track customer preferences, manage loyalty programs, and personalize service in a QSR. Elucidate the use of mobile ordering apps and contactless payment technologies in quick-service restaurants and their impact on customer convenience. Determine the benefits of technology integration in QSRs to monitor inventory levels, place orders with suppliers, and track stock usage in real-time. Describe how to enter and maintain accurate records using digital tools, including customer orders, sales data, and inventory information. Explain the importance of effective communication and teamwork in delivering quality customer service and efficiently using technology in a QSR setting. Discuss the role of customer feedback in improving service quality and how technology can be used to gather and analyze this feedback. Describe the process of food order deliveries and the appropriate 	<ul style="list-style-type: none"> Demonstrate how to operate the POS system efficiently for processing orders, managing payments, and issuing receipts. Show how to ensure orders are communicated accurately to the kitchen to reduce errors and improve speed. Demonstrate how to guide customers on the use of self-service kiosks for placing orders. Show how to provide basic troubleshooting support to customers encountering issues with kiosks or escalate as needed. Demonstrate how to manage orders received through mobile apps or online platforms, ensuring accurate and timely processing. Show how to assist customers with questions or issues related to mobile ordering, helping them navigate the app or understand order tracking. Demonstrate how to check the Kitchen Display System (KDS) to ensure the kitchen team promptly receives and processes orders. Show how to monitor the Kitchen Display System (KDS) for real-time updates on order status and inform customers of any delays. Demonstrate how to handle digital payments using various methods such as credit/debit cards, mobile payment apps, or contactless payments. Show how to follow basic security practices to protect customer data during

<p>precautions to be taken to ensure customer satisfaction and food safety.</p> <ul style="list-style-type: none"> • Explain the applicable road safety and driving guidelines that must be followed during food order deliveries to ensure the safety of delivery personnel and timely service. 	<p>digital transactions.</p> <ul style="list-style-type: none"> • Demonstrate how to assist in entering customer data into CRM tools for tracking preferences, order history, and feedback.
Classroom Aids	
Training Kit - Facilitator's Guide, Participant's Handbook, Presentations and Software, Whiteboard, Marker, Projector, Laptop, Video Films	
Tools, Equipment and Other Requirements	
Grill, Fryer, Oven, Mixer, Refrigerator/Freezer, Microwave, Cutting Boards, Chef's Knives, Paring Knives, Measuring Cups, Measuring Spoons, Mixing Bowls, Whisks, Spatulas, Tongs, Scales, Sanitizing Solutions, Disposable Gloves, Aprons, Thermometers, pH Meters, Humidity Meters, Fire Extinguisher, Storage Bins, Containers, Labelling Machine, Plates, Platters, Garnishing Tools (e.g., Peelers, Zesters), Recipe Cards, Notebooks, Log Books, Record-Keeping Software, Hairnets, Caps, Non-Slip Shoes	

Module 6: Inventory Management and Cost Control

Mapped to FIC/N9706, v1.0

Terminal Outcomes:

- Explain how to assist in inventory management, including monitoring stock levels and identifying the need for stock replenishment.
- Describe how to assist in cost control, focusing on managing ingredient costs, portion sizes, and minimizing waste.

Duration (in hours): 10:00	Duration (in hours): 07:05
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain how to monitor inventory levels and identify the need for stock replenishment in a QSR. • Describe the record-keeping requirements concerning stock levels, usage, and deliveries for effective inventory management. • Discuss the appropriate methods for maintaining accurate inventory records to ensure efficient stock management. • Elucidate the techniques for efficient stock rotation and waste minimization, including the First-In-First-Out (FIFO) method. • Explain supply chain management in the context of a quick-service restaurant (QSR) and its impact on operational efficiency. • Describe the optimal storage conditions for different types of food items to maintain quality and prevent spoilage and food waste. • Determine how to calculate and manage costs associated with food production, including ingredient costs, portion sizes, and waste. • Discuss the techniques to ensure consistent portion sizes to avoid over-serving and minimize waste in a QSR. • Elucidate the methods to reduce waste in the kitchen, such as repurposing leftovers and the efficient use of ingredients. • Explain the standard colour codes and 	<ul style="list-style-type: none"> • Demonstrate how to manage inventory using the First In, First Out (FIFO) method to ensure older stock is used before newer stock. • Show how to assist in organizing storage areas to ensure items are easily accessible. • Demonstrate how to properly label items with expiration dates. • Show how to assist in checking deliveries against orders to ensure the correct items and quantities are received. • Demonstrate how to inspect the quality of ingredients upon delivery and reject any items that do not meet the restaurant's standards. • Show how to maintain accurate records of inventory levels, noting when items are running low or nearing expiration. • Demonstrate how to use inventory sheets or digital systems to log inventory data accurately and keep it up-to-date. • Show how to monitor inventory levels and report to supervisors when supplies are running low to prevent stock shortages. • Demonstrate how to use portion control tools, such as scales and scoops, to ensure each dish is served with the correct amount of ingredients. • Show how to implement waste reduction practices, such as repurposing leftover ingredients or minimizing trimming waste.

<p>placement guidelines for segregated waste bins.</p> <ul style="list-style-type: none"> • Elucidate the benefits and functions of automation tools such as robotic cleaners and sensor-based taps • Describe the ways to use water, energy, and raw materials efficiently and safely in food industry settings. • Show how to identify common sources of wastage in energy, water, and raw materials, and follow sustainable practices like reducing, reusing, or switching off unused resources. • Explain the basic understanding of how to adhere to a budget in purchasing and using ingredients for cost-effective operations. 	<ul style="list-style-type: none"> • Demonstrate how to identify and report excessive waste during food preparation or service. • Show how to use resources, such as ingredients, water, and energy, efficiently to reduce operational costs. • Show how to identify common sources of wastage in energy, water, and raw materials, and follow sustainable practices like reducing, reusing, or switching off unused resources. • Demonstrate how to segregate different types of waste using colour-coded bins and follow the proper procedures for disposal, recycling, or composting. • Show how to operate basic water-saving tools like low-flow taps to minimize wastage. • Demonstrate how to report any equipment malfunctions or inefficiencies that could lead to higher costs. • Show how to maintain accurate records of ingredient usage to help calculate food costs and price menu items appropriately.
Classroom Aids	
Training Kit - Facilitator's Guide, Participant's Handbook, Presentations and Software, Whiteboard, Marker, Projector, Laptop, Video Films	
Tools, Equipment and Other Requirements	
Grill, Fryer, Oven, Mixer, Refrigerator/Freezer, Microwave, Cutting Boards, Chef's Knives, Paring Knives, Measuring Cups, Measuring Spoons, Mixing Bowls, Whisks, Spatulas, Tongs, Scales, Sanitizing Solutions, Disposable Gloves, Aprons, Thermometers, pH Meters, Humidity Meters, Fire Extinguisher, Storage Bins, Containers, Labelling Machine, Plates, Platters, Garnishing Tools (e.g., Peelers, Zesters), Recipe Cards, Notebooks, Log Books, Record-Keeping Software, Hairnets, Caps, Non-Slip Shoes	

Module 7: Ensuring Food Safety

Mapped to FIC/N9706, v1.0

Terminal Outcomes:

- Discuss how to assist in maintaining food safety, including adherence to safe food handling practices, temperature control, and sanitation protocols.

Duration (in hours): 05:00	Duration (in hours): 07:05
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the safe food handling practices, including proper handwashing, avoiding cross-contamination, and using separate cutting boards for different food types. • Describe the importance of maintaining appropriate temperatures during food storage, preparation, and service to prevent foodborne illnesses. • Discuss the cleaning and sanitation protocols for kitchen equipment, utensils, and surfaces to maintain a hygienic environment. • Elucidate how to prevent and control pests in the kitchen, including proper waste disposal and storage practices. • Explain the common food allergens and how to avoid cross-contact in food preparation. • Determine the applicable food safety regulations and standards that must be adhered to in the kitchen. • Discuss the importance of maintaining records and documentation to demonstrate compliance with food safety regulations. • Describe the appropriate health and safety protocols in food services. • Explain the procedures for maintaining hygiene and sanitation in the kitchen. 	<ul style="list-style-type: none"> • Demonstrate how to follow personal hygiene practices, including regular handwashing and wearing clean uniforms. • Show how to avoid cross-contamination by using separate cutting boards and utensils for different food types. • Demonstrate how to maintain the dining area and customer-facing areas clean and presentable. • Show how to apply safe food handling practices, such as keeping raw and cooked foods separate. • Demonstrate how to ensure food is cooked to the appropriate internal temperatures. • Show how to store food properly, maintaining the recommended temperature in refrigerators and freezers. • Demonstrate how to maintain a hygienic kitchen environment by regularly cleaning and sanitizing work surfaces, equipment, and utensils. • Show how to follow guidelines to prevent common foodborne illnesses, such as avoiding the use of expired ingredients and ensuring proper cooking and cooling procedures. • Demonstrate how to dispose of waste properly to prevent contamination and pest infestations.
Classroom Aids	

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

Tools, Equipment and Other Requirements

Grill, Fryer, Oven, Mixer, Refrigerator/Freezer, Microwave, Cutting Boards, Chef's Knives, Paring Knives, Measuring Cups, Measuring Spoons, Mixing Bowls, Whisks, Spatulas, Tongs, Scales, Sanitizing Solutions, Disposable Gloves, Aprons, Thermometers, pH Meters, Humidity Meters, Fire Extinguisher, Storage Bins, Containers, Labelling Machine, Plates, Platters, Garnishing Tools (e.g., Peelers, Zesters), Recipe Cards, Notebooks, Log Books, Record-Keeping Software, Hairnets, Caps, Non-Slip Shoes

Module 9: Implement Personal Hygiene and Good Manufacturing Practices

Mapped to FIC/N9906, v1.0

Terminal Outcomes:

- Discuss the importance of personal hygiene and GMP at the workplace
- Demonstrate the tasks to be performed for ensuring personal hygiene and GMP practices at the workplace.

Duration (in hours): 05:00	Duration (in hours): 10:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Define hazards and risks. • Discuss the various types of health and safety equipment available in an organisation and the methods for obtaining them. • Discuss the organisational health and safety policies and procedures. • Discuss site relevant documented procedure for Personal Hygiene and Visitor/ Contractor rules. • Explain work instructions at different levels of employees inside a food manufacturing site. • Discuss how to conduct timely planning and participation of relevant training and awareness sessions on personal hygiene, GMP and related topics. • Explain the importance of timely medical examination from a prescribed and authorized doctor and to comply with the guidelines of Schedule IV as described in Food Safety Standard Authority of India (FSSAI) guidelines. • State how to follow a site relevant documented procedure and area wise work instructions for Good Manufacturing Practices (GMP) to be followed on the site. • List validated Do's & Don'ts inside a food manufacturing firm. • State process flow charts, HACCP summary plan and critical process parameters in each and respective areas of the production line. 	<ul style="list-style-type: none"> • Demonstrate the steps to be performed for implementing good manufacturing practices (GMP). • Demonstrate how to follow work instructions at different levels of employees inside a food manufacturing site and ensure that the relevant instructions are well communicated and being followed at the fixed timelines. • Show how to fill data in daily monitoring checklist related to personal hygiene, food safety and GMP. • Demonstrate the process to follow man and materials movement throughout the production facility, to restrict unwanted hazards to cross contaminate the products which are being manufactured in the facility. • Show how to tag and number all the equipment, machinery, tools, and other processing aids to keep a proper traceability of the product being manufactured and handled at site. • Demonstrate process of record keeping and documentation such as Daily Monitoring Sheets, Batch Traceability Records, machine records, product parameters, process control parameters etc.

<ul style="list-style-type: none"> • Explain how to identify the material requirements such as manufacturing equipment's, Utensils and other processing aids, cleaning chemicals, cleaning work instructions in all the relevant areas of manufacturing facility. • Define the Allergens, their risks and the allergen requirements. • State the relevance of guidelines in manufacturing area and how training evaluation will be implemented. • Explain the process of audits and ways to address the aspects of Good Manufacturing Procedures, personal hygiene and food safety. 	
Classroom Aids	
Training Kit - Facilitator's Guide, Participant's Handbook, Presentations and Software, Whiteboard, Marker, Projector, Laptop, Video Films	
Tools, Equipment and Other Requirements	
GMP format and guidelines, allergen manual, personal hygiene guidelines, etc.	

Module 10: Apply Food Safety Practices at Workplace

Mapped to FIC/N9906, v1.0

Terminal Outcomes:

- List the food safety practices at the workplace and the ways to implement them.
- Demonstrate the steps to be followed to implement food safety procedures effectively.

Duration (in hours): 05:00	Duration (in hours): 10:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • List the various types of health and safety hazards present in the environment. • Discuss the possible causes of risk, hazard or accident at the workplace. • Elucidate the standard practices and precautions used to control and prevent risks, hazards and accidents at the workplace. • Explain requirements to maintain updated facilities, equipment and tool to minimize the risks associated with the products being handled at the site. • State the importance of using protective equipment and clothing for specific tasks and work conditions. • Discuss the role of organisational protocols in preventing accidents and hazards. • Discuss the significance of various types of hazard and safety signs. • Explain FSSAI Schedule IV requirements related to: Pest Control, Cleaning and Sanitation, Utilities, Waste Disposal, Prevention of Cross Contamination, allergen management, corrective action, preventive actions, food operation control etc. • Discuss the relevance of checking critical control points and product parameters. • Explain importance of record keeping and documentation such as daily monitoring sheets, cleaning sheets, parameters etc. • Discuss how to report any food safety and GMP issue to supervisor, if any. 	<ul style="list-style-type: none"> • Show how to apply appropriate techniques to deal with hazards safely and appropriately. • Demonstrate the steps for checking critical control points and product parameters. • Show how to record keeping and documentation such as daily monitoring sheets, cleaning sheets, parameters etc. • Demonstrate appropriate ways to respond to an accident situation or medical emergency promptly and appropriately. • Demonstrate the steps to be followed during emergency and evacuation procedure.

Classroom Aids

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

Tools, Equipment and Other Requirements

Helmet, gloves, rubber mat, ladder, neon tester, leather or asbestos gloves, flame proof aprons, flame proof overalls buttoned to neck, cuff less (without folds) trousers, reinforced footwear, helmets/hard hats, cap and shoulder covers, ear defenders/plugs, safety boots, knee pads, particle masks, glasses/goggles/visors, hand and face shields, machine guards, residual current Devices, shields, dust sheets, respirator.

Module 11: Employability Skills (30 Hours)

Mapped to DGT/VSQ/N0101, v1.0

Duration: 30:00

Key Learning Outcomes

Introduction to Employability Skills Duration: 1 Hour

After completing this programme, participants will be able to:

1. Discuss the importance of Employability Skills in meeting the job requirements

Constitutional values - Citizenship Duration: 1 Hour

2. Explain constitutional values, civic rights, duties, citizenship, responsibility towards society etc. that are required to be followed to become a responsible citizen.
3. Show how to practice different environmentally sustainable practices

Becoming a Professional in the 21st Century Duration: 1 Hour

4. Discuss 21st-century skills.
5. Display a positive attitude, self-motivation, problem-solving, time management skills and continuous learning mindset in different situations.

Basic English Skills Duration: 2 Hours

6. Use appropriate basic English sentences/phrases while speaking

Communication Skills Duration: 4 Hours

7. Demonstrate how to communicate in a well-mannered way with others.
8. Demonstrate working with others in a team

Diversity & Inclusion Duration: 1 Hour

9. Show how to conduct oneself appropriately with all genders and PwD
10. Discuss the significance of reporting sexual harassment issues in time

Financial and Legal Literacy Duration: 4 Hours

11. Discuss the significance of using financial products and services safely and securely.
12. Explain the importance of managing expenses, income, and savings.
13. Explain the significance of approaching the concerned authorities in time for any exploitation as per legal rights and laws

Essential Digital Skills Duration: 3 Hours

14. Show how to operate digital devices and use the associated applications and features, safely and securely
15. Discuss the significance of using the internet for browsing, and accessing social media platforms, safely and securely

Entrepreneurship Duration: 7 Hours

16. Discuss the need for identifying opportunities for potential business, sources for arranging money and potential legal and financial challenges

Customer Service Duration: 4 Hours

17. Differentiate between types of customers

18. Explain the significance of identifying customer needs and addressing them

19. Discuss the significance of maintaining hygiene and dressing appropriately

Getting ready for Apprenticeship & Jobs Duration: 2 Hours

20. Create a biodata

21. Use various sources to search and apply for jobs

22. Discuss the significance of dressing up neatly and maintaining hygiene for an interview

23. Discuss how to search and register for apprenticeship opportunities

Module 12: On-the-Job Training

Mapped to Food Handling and Service Assistant

Mandatory Duration: 30:00	Recommended Duration: 00:00
Location: On-Site	
Terminal Outcomes <ul style="list-style-type: none"> • Demonstrate how to assist in menu development and dish selection to align with the restaurant's theme and customer preferences. • Show how to assist in recipe standardization and documentation to ensure consistency and accuracy in dish preparation. • Demonstrate the importance of following standard recipes to maintain consistency in taste, texture, and presentation of dishes. • Show how to assist in quality assurance and maintain hygiene standards to ensure food safety and quality in the kitchen. • Demonstrate how to assist in high-volume production to ensure efficiency and consistency in a busy kitchen environment. • Show how to optimize kitchen workflow to enhance productivity and minimize delays during food preparation and service. • Demonstrate the key factors involved in providing quality customer service in a quick-service restaurant (QSR) environment. • Show how to effectively coordinate order deliveries to ensure timely and accurate service. • Demonstrate how to assist in technology integration within QSR operations to enhance efficiency and streamline processes. • Show how to assist in inventory management, including monitoring stock levels and identifying the need for stock replenishment. • Demonstrate how to assist in cost control, focusing on managing ingredient costs, portion sizes, and minimizing waste. • Show how to maintain food safety, including adherence to safe food handling practices, temperature control, and sanitation protocols. 	

Annexure

Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialisation	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
BBA	Food Processing/ Hotel Management	4	Food Processing/H otel Management /Culinary Arts/Food and Catering Technology	1	Training of Food Handling and Service Assistant	
B.Sc.	Food Processing/ Hotel Management/ Food Technology/ Food Engineering	3	Food Processing/H otel Management /Culinary Arts/Food and Catering Technology	1	Training of Food Handling and Service Assistant	
B.Tech.	Food Processing/ Food Technology/ Food Engineering	3	Food Processing/H otel Management /Culinary Arts/Food and Catering Technology	1	Training of Food Handling and Service Assistant	
MBA/M.Sc.	Food Processing/ Hotel Management/ Food Technology/ Food Engineering	2	Food Processing/H otel Management /Culinary Arts/Food and Catering Technology	1	Training of Food Handling and Service Assistant	

Trainer Certification	
Domain Certification	Platform Certification
Certified for Job Role: “Food Handling and Service Assistant” mapped to QP: “FIC/Q9703, 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	
BBA	Food Processing/Hotel Management	4	Food Processing/Hotel Management/Culinary Arts/Food and Catering Technology	1	Assessment of Food Handling and Service Assistant	
B.Sc.	Food Processing/Hotel Management/Food Technology/Food Engineering	3	Food Processing/Hotel Management/Culinary Arts/Food and Catering Technology	1	Assessment of Food Handling and Service Assistant	
B.Tech.	Food Processing/Food Technology/Food Engineering	3	Food Processing/Hotel Management/Culinary Arts/Food and Catering Technology	1	Assessment of Food Handling and Service Assistant	
MBA/M.Sc.	Food Processing/Hotel Management/Food Technology/Food Engineering	2	Food Processing/Hotel Management/Culinary Arts/Food and Catering Technology	1	Assessment of Food Handling and Service Assistant	

Assessor Certification	
Domain Certification	Platform Certification
Certified for Job Role: “Food Handling and Service Assistant” mapped to QP: “FIC/Q9703, 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 Food Handling and Service Assistant) will be assessed separately.
2. The candidate must score 50% 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:

- menu development, recipe standardization, and quality assurance
- high-volume production and kitchen workflow optimization
- delivering quality customer service and technology integration
- inventory management, cost control and ensuring food safety
- applying food safety guidelines in Food Processing

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
GMPs	Good Manufacturing Practices
PPE	Personal Protective Equipment
QSR	Quick Service Restaurant
POS	Point of Sale
KDS	Kitchen Display System
FIFO	First-In-First-Out
CRM	Customer Relationship Management