



Supervisor-Food Processing Industries

Electives: Bakery Products/ Fruit and Vegetable Products/ Dairy Products /
Meat and Poultry Products

QP Code: FIC/Q9009

Version: 1.0

NSQF Level: 5

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

Contents

FIC/Q9009: Supervisor-Food Processing Industries	3
<i>Brief Job Description</i>	3
Applicable National Occupational Standards (NOS)	3
<i>Compulsory NOS</i>	3
<i>Elective 1: Bakery Products</i>	3
<i>Elective 2: Fruit and Vegetable Products</i>	3
<i>Elective 3: Dairy Products</i>	3
<i>Elective 4: Meat and Poultry Products</i>	4
<i>Qualification Pack (QP) Parameters</i>	4
FIC/N1026: Ensure preparedness for production	6
FIC/N9029: Supervise the operations at food processing unit	11
FIC/N9005: Evaluate and develop entrepreneur skills	17
FIC/N9904: Ensure food safety at the workplace	23
FIC/N9903: Ensure workplace health and safety	28
DGT/VSQ/N0102: Employability Skills (60 Hours)	35
FIC/N5021: Supervise the production of bakery products	43
FIC/N0133: Supervise production of fruit and vegetable products	52
FIC/N2030: Supervise the production of dairy products	59
FIC/N3023: Supervise the production of meat and poultry products	67
Assessment Guidelines and Weightage	74
<i>Assessment Guidelines</i>	74
<i>Assessment Weightage</i>	74
Acronyms	76
Glossary	77

FIC/Q9009: Supervisor-Food Processing Industries

Brief Job Description

The individual at work is responsible for supervising of the production process in food manufacturing facility as per the organizational standards. The individual monitors equipment performance to ascertain proper utilization and carries out preventive maintenance in a processing unit compliance with food safety standards of the organization.

Personal Attributes

The job requires the individual to have good eyesight, ability to delegate work with good communication, interpersonal, problem solving and supervisory skills.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [FIC/N1026: Ensure preparedness for production](#)
2. [FIC/N9029: Supervise the operations at food processing unit](#)
3. [FIC/N9005: Evaluate and develop entrepreneur skills](#)
4. [FIC/N9904: Ensure food safety at the workplace](#)
5. [FIC/N9903: Ensure workplace health and safety](#)
6. [DGT/VSQ/N0102: Employability Skills \(60 Hours\)](#)

Electives(mandatory to select at least one):

Elective 1: Bakery Products

This elective is about supervision of the production of bakery products

1. [FIC/N5021: Supervise the production of bakery products](#)

Elective 2: Fruit and Vegetable Products

This elective is about supervision of production of fruit and vegetable products

1. [FIC/N0133: Supervise production of fruit and vegetable products](#)

Elective 3: Dairy Products

This elective is about supervision of the production of dairy products

1. [FIC/N2030: Supervise the production of dairy products](#)

Elective 4: Meat and Poultry Products

This elective is about the supervision of the production of meat and poultry products

1. [FIC/N3023: Supervise the production of meat and poultry products](#)

Qualification Pack (QP) Parameters

Sector	Food Processing
Sub-Sector	Generic
Occupation	Production
Country	India
NSQF Level	5
Credits	19
Aligned to NCO/ISCO/ISIC Code	NCO-2015/NIL
Minimum Educational Qualification & Experience	Completed 2nd year diploma after 12th OR 12th grade pass with 2 year NTC/ CITS/NAC with 1 Year of experience relevant experience OR 12th grade Pass with 3 Years of experience relevant experience OR Previous relevant Qualification of NSQF Level (4) with 3 Years of experience relevant experience
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	NA
Minimum Job Entry Age	20 Years
Last Reviewed On	NA
Next Review Date	NA

NSQC Approval Date	
Version	1.0

FIC/N1026: Ensure preparedness for production

Description

This unit talks about performing various tasks to prepare for production in food processing industry.

Scope

The scope covers the following :

- Plan for production
- Organize work area for production

Elements and Performance Criteria

Plan for production

To be competent, the user/individual on the job must be able to:

- PC1.** identify work requirements for production through relevant sources. Sources: process flow chart, product recipes, production orders, production targets, manpower, equipment, and utilities requirements, etc.
- PC2.** prioritize tasks as per work schedule and production requirements
- PC3.** estimate manpower and material requirements as per production need. Material: raw materials, packaging materials, tools, equipment and other utilities
- PC4.** ensure material stock availability required to carry out production
- PC5.** plan and ensure capacity utilization of machinery with respect to the processing time, production order and batch size for each product
- PC6.** provide information such as work requirements to the team and address their needs and queries as they arise

Organize work area for production

To be competent, the user/individual on the job must be able to:

- PC7.** inspect the work area to ensure it is clean and free from hazardous materials, wastes, etc.
- PC8.** ensure tools and equipment are clean and suitable for use
- PC9.** report information such as faulty tools and equipment to the concerned authority
- PC10.** ensure the tools and equipment are organized properly
- PC11.** receive and organize production materials appropriately. Production materials: raw materials, packaging materials etc.
- PC12.** supervise the bulk handling of production materials
- PC13.** verify the received production materials are intact and approved by quality department
- PC14.** allot responsibilities/work to the assistants, operators and helpers and confirm they have understood the tasks to be carried out
- PC15.** manage the new/existing work requirements and provide adjustment as per process demand

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organization standards, process standards and procedures followed in organization
- KU2.** information to be obtained before commencement of work
- KU3.** materials to be procured for production (raw, packaged, etc.)
- KU4.** estimation of manpower and materials for production, machine utilisation and production batches
- KU5.** potential food safety risks and control procedures associated with selecting and preparing raw materials
- KU6.** information to be provided while planning, directing, and coordinating all work activities and resources necessary for the smooth operation
- KU7.** process flowcharts, production orders and how to achieve the production targets
- KU8.** code of conduct defined by the organization including dress code
- KU9.** internal processes such as procurement, store management, inventory management, quality management and key contact points for query resolution
- KU10.** strategies to ensure production goals and standards are met at minimal manufacturing costs
- KU11.** inspection of tools and equipment and how to clean them (proper technique, chemicals used, etc.)
- KU12.** safe disposal of waste and hazardous materials from the work area
- KU13.** calibration procedures for equipment used in the process
- KU14.** supplier/ manufacturer instructions related to cleaning of production machinery
- KU15.** applicable food safety standards and regulation (as per FSSAI)
- KU16.** legal regulations pertaining to workplace such as health and safety, recommended dosage for use of sanitizers, control of substances hazardous to health, handling/ storage/ disposal/ cautions for use of sanitizers and disinfectants, fire precautions/ occurrences, hygiene practice, disposal of waste, environmental protection etc.
- KU17.** food safety risks involved in bulk handling, receiving and storage of raw materials
- KU18.** method of recording, reporting and communication

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** read and interpret the information effectively (such as process flowcharts, organisational targets, manufacturers' instructions, terminology, dates, batch codes, storage details given on packaging etc.)
- GS2.** observe the process, interpret the readings of the process parameters, and provide inputs to fill the process chart
- GS3.** prepare checklists, reports, and fill out forms
- GS4.** discuss task lists, schedules, and activities with the team
- GS5.** communicate with others effectively
- GS6.** plan and prioritise tasks
- GS7.** take timely and correct decisions under work pressure
- GS8.** be punctual
- GS9.** manage distractions and maintain workplace discipline
- GS10.** solve the basic mathematics problems to estimate and calculate the yield

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Plan for production</i>	15	27	-	-
PC1. identify work requirements for production through relevant sources. Sources: process flow chart, product recipes, production orders, production targets, manpower, equipment, and utilities requirements, etc.	2	4	-	-
PC2. prioritize tasks as per work schedule and production requirements	2	4	-	-
PC3. estimate manpower and material requirements as per production need. Material: raw materials, packaging materials, tools, equipment and other utilities	3	5	-	-
PC4. ensure material stock availability required to carry out production	2	4	-	-
PC5. plan and ensure capacity utilization of machinery with respect to the processing time, production order and batch size for each product	3	5	-	-
PC6. provide information such as work requirements to the team and address their needs and queries as they arise	3	5	-	-
<i>Organize work area for production</i>	20	38	-	-
PC7. inspect the work area to ensure it is clean and free from hazardous materials, wastes, etc.	2	4	-	-
PC8. ensure tools and equipment are clean and suitable for use	2	4	-	-
PC9. report information such as faulty tools and equipment to the concerned authority	2	4	-	-
PC10. ensure the tools and equipment are organized properly	2	4	-	-
PC11. receive and organize production materials appropriately. Production materials: raw materials, packaging materials etc.	3	5	-	-
PC12. supervise the bulk handling of production materials	2	4	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. verify the received production materials are intact and approved by quality department	3	5	-	-
PC14. allot responsibilities/work to the assistants, operators and helpers and confirm they have understood the tasks to be carried out	2	4	-	-
PC15. manage the new/existing work requirements and provide adjustment as per process demand	2	4	-	-
NOS Total	35	65	-	-

National Occupational Standards (NOS) Parameters

NOS Code	FIC/N1026
NOS Name	Ensure preparedness for production
Sector	Food Processing
Sub-Sector	Food Grain Milling
Occupation	Processing-Food Grain Milling (including oilseeds)
NSQF Level	5
Credits	TBD
Version	1.0
Last Reviewed Date	31/03/2022
Next Review Date	30/03/2025
NSQC Clearance Date	31/03/2022

FIC/N9029: Supervise the operations at food processing unit

Description

This unit talks about supervising the production, packaging, dispatching and post-production activities of various types of products at food manufacturing facility as per standard work practices.

Scope

The scope covers the following :

- Supervise pre-production activities
- Supervise food processing unit
- Supervise post-production activities

Elements and Performance Criteria

Supervise pre-production activities

To be competent, the user/individual on the job must be able to:

- PC1.** ensure cleanliness and sterilization of equipment and machinery used in the production process
- PC2.** ensure proper maintenance of all the equipment and machineries as per SOP
- PC3.** conduct pre-start checks on machinery used for process
- PC4.** take corrective action in response to typical faults and inconsistencies
- PC5.** start, monitor and adjust process equipment and machineries to achieve required outcomes

Supervise food processing unit

To be competent, the user/individual on the job must be able to:

- PC6.** ensure the use of protective clothing for specific tasks and work conditions as per SOP
- PC7.** check control points of machines and equipment at regular intervals
- PC8.** maintain safe and clean work environment at the processing unit
- PC9.** verify the quality report on raw materials to ensure its conformance to quality standards
- PC10.** analyze production performance records and data to identify issues
- PC11.** identify solutions to prevent/correct problems and implement suggested corrective action
- PC12.** ensure products are packed under sterilized conditions following proper standard guidelines

Supervise post-production activities

To be competent, the user/individual on the job must be able to:

- PC13.** ensure periodic maintenance of all machines and equipment following the SOP
- PC14.** carry out labelling, segregation and disposal of waste as well as left over tested material safely as per the SOP
- PC15.** handle and dispose all materials used in the experiment safely as per health and safety management system of the company
- PC16.** ensure post-production cleaning of the work area and tools

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organization standards, process standards and procedures followed in organization
- KU2.** information to be obtained before commencement of work
- KU3.** materials to be procured for production (raw, packaged, etc.)
- KU4.** estimation of manpower and materials for production, machine utilisation and production batches
- KU5.** potential food safety risks and control procedures associated with selecting and preparing raw materials
- KU6.** information to be provided while planning, directing, and coordinating all work activities and resources necessary for the smooth operation
- KU7.** process flowcharts, production orders and how to achieve the production targets
- KU8.** code of conduct defined by the organization including dress code
- KU9.** internal processes such as procurement, store management, inventory management, quality management and key contact points for query resolution
- KU10.** strategies to ensure production goals and standards are met at minimal manufacturing costs
- KU11.** inspection of tools and equipment and how to clean them (proper technique, chemicals used, etc.)
- KU12.** safe disposal of waste and hazardous materials from the work area
- KU13.** calibration procedures for equipment used in the process
- KU14.** supplier/ manufacturer instructions related to cleaning of production machinery
- KU15.** applicable food safety standards and regulation (as per FSSAI)
- KU16.** legal regulations pertaining to workplace such as health and safety, recommended dosage for use of sanitizers, control of substances hazardous to health, handling/ storage/ disposal/ cautions for use of sanitizers and disinfectants, fire precautions/ occurrences, hygiene practice, disposal of waste, environmental protection etc.
- KU17.** food safety risks involved in bulk handling, receiving and storage of raw materials
- KU18.** method of recording, reporting and communication

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** read and interpret the information effectively such as process flowcharts, organisational targets, manufacturers instructions, terminology, dates, batch codes, storage details given on packaging etc.
- GS2.** observe the process, interpret the readings of the process parameters, and provide inputs to fill the process chart
- GS3.** prepare checklists, reports, and fill out forms
- GS4.** discuss task lists, schedules, and activities with the team
- GS5.** communicate with others effectively
- GS6.** plan and prioritise tasks
- GS7.** take timely and correct decisions under work pressure

GS8. solve the basic mathematics problems to estimate and calculate the yield

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Supervise pre-production activities</i>	8	25	-	-
PC1. ensure cleanliness and sterilization of equipment and machinery used in the production process	-	-	-	-
PC2. ensure proper maintenance of all the equipment and machineries as per SOP	-	-	-	-
PC3. conduct pre-start checks on machinery used for process	-	-	-	-
PC4. take corrective action in response to typical faults and inconsistencies	-	-	-	-
PC5. start, monitor and adjust process equipment and machineries to achieve required outcomes	-	-	-	-
<i>Supervise food processing unit</i>	14	29	-	-
PC6. ensure the of use protective clothing for specific tasks and work conditions as per SOP	-	-	-	-
PC7. check control points of machines and equipment at regular intervals	-	-	-	-
PC8. maintain safe and clean work environment at the processing unit	-	-	-	-
PC9. verify the quality report on raw materials to ensure its conformance to quality standards	-	-	-	-
PC10. analyze production performance records and data to identify issues	-	-	-	-
PC11. identify solutions to prevent/correct problems and implement suggested corrective action PC11. identify solutions to prevent/correct problems and implement suggested corrective action	-	-	-	-
PC12. ensure products are packed under sterilized conditions following proper standard guidelines	-	-	-	-
<i>Supervise post-production activities</i>	8	16	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. ensure periodic maintenance of all machines and equipment following the sop	-	-	-	-
PC14. carry out labelling, segregation and disposal of waste as well as left over tested material safely as per the SOP	-	-	-	-
PC15. handle and dispose all materials used in the experiment safely as per health and safety management system of the company	-	-	-	-
PC16. ensure post-production cleaning of the work area and tools	-	-	-	-
NOS Total	30	70	-	-

National Occupational Standards (NOS) Parameters

NOS Code	FIC/N9029
NOS Name	Supervise the operations at food processing unit
Sector	Food Processing
Sub-Sector	Generic
Occupation	Production
NSQF Level	5
Credits	8
Version	1.0
Next Review Date	NA

FIC/N9005: Evaluate and develop entrepreneur skills

Description

This NOS unit is about evaluating and developing entrepreneur skills before starting a food processing unit

Scope

The scope covers the following :

- Evaluate before starting food processing unit
- Develop Entrepreneur Skills

Elements and Performance Criteria

Evaluate before starting food processing unit

To be competent, the user/individual on the job must be able to:

- PC1.** self evaluate on the capability to start usiness, develop business, manage an organization, manage time, handle iffereent people (customers, vendors, government officials, bankers, onsulntants, etc),make independent and clear decisions under pressure, physical and emotional stamina work long hours
- PC2.** evaluate the performance of various food processing sectors and sale/market share of various category of processed foods, to decide on starting the food processing sector and food product
- PC3.** choose the right product based on trengths,potential,capability, market demand,profitability,personal preferences
- PC4.** conduct market survey to understand the market trend,market needs, opportunity, competition
- PC5.** review market demand based on ompetitors,customers, market requirement, current market status etc
- PC6.** consult with experts, experienced people and family on the ideas developed

Develop Entrepreneur Skills

To be competent, the user/individual on the job must be able to:

- PC7.** acquire knowledge (through training or other sources like reading books) on communication skills, management skills, accounting skills, marketing skills
- PC8.** develop / acquire technical skills (through training or through work experience) on raw materials handling product processing, productpreservation, packaging ,quality control, roduct storage, processing machineries, relevant food laws and regulations, food safety hygiene and sanitation
- PC9.** develop skills on distribution, sales and marketing (through training or discussing and learning from experienced people)
- PC10.** learn to be realistic and objective while planning business, and discrete in sharing the ideas
- PC11.** acquire knowledge (through training or other sources like reading books) on communication skills, management skills, accounting skills,marketing skills

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** relevant organisational standards, process standards and procedures required for the food processing unit
- KU2.** performance evaluation of food processing units
- KU3.** decision making on products to be produced in the organisation
- KU4.** methods and importance of market survey
- KU5.** understanding market demand
- KU6.** methods and importance of consulting with experts
- KU7.** various food processing industries, market trend and market share of various processed food
- KU8.** technical requirement for food processing sector like raw materials, packaging materials, process etc
- KU9.** food processing machineries
- KU10.** quality requirement for food
- KU11.** food laws and regulations
- KU12.** food safety and hygiene
- KU13.** good manufacturing practice (GMP)
- KU14.** hazard analysis and critical control point (HACCP)

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** note that information to be communicated
- GS2.** fill relevant applications required for food processing units
- GS3.** note the information required for establishing and operating food processing unit
- GS4.** document the process, process equipments and parameters for products processed
- GS5.** record the raw materials, finished products produced, inventory, stock distribution, marketing and sales
- GS6.** note down observations (if any) related to the process or organisation
- GS7.** write communications to government officials, financial institutions and employees
- GS8.** note down the data for erp or as required by the organization
- GS9.** read communications from various government departments
- GS10.** read and interpret and process flowchart and process required for all products produced
- GS11.** read internal communications from the employees
- GS12.** read communications from market, various trade related organisations
- GS13.** discuss task lists, schedules and activities with the employees
- GS14.** effectively communicate with the employees
- GS15.** question the employees in order to understand the nature of the problem and to clarify queries
- GS16.** attentively listen and comprehend the information given by the speaker
- GS17.** communicate clearly with the employees to understand and resolve issues

- GS18.** communicate clearly with the vendors, government officials, bankers, employees, customers, consumers etc with respect to organisation, process, product, sales etc
- GS19.** analyse critical points in day to day tasks through experience and observation and identify control measures to solve the issue
- GS20.** handle and resolve issues related to entire operation, in case of issues beyond the capability of the employees
- GS21.** plan and organize the work
- GS22.** plan and allot work/responsibilities to the employees
- GS23.** organize raw materials and packaging materials required for all products produced in the organisation
- GS24.** plan to prioritize work based on organisational needs
- GS25.** plan to prioritize the work based on the order/market requirement
- GS26.** plan to utilize the time and equipments effectively
- GS27.** plan to utilise the time effectively
- GS28.** support the employees in their tasks to achieve production and sales
- GS29.** understand customer requirements and their priority and respond as per their needs
- GS30.** support employees in solving problems by understanding the problems
- GS31.** arrive at possible solution for problems related to operation, by discussing with experienced/concerned people
- GS32.** apply domain information about maintenance processes and technical knowledge about tools and equipment
- GS33.** use common sense and make judgments on day to day basis
- GS34.** use reasoning skills to identify and resolve basic problems
- GS35.** use intuition to detect any potential problems which could arise during operations
- GS36.** use acquired knowledge of the process for identifying and handling issues

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Evaluate before starting food processing unit</i>	19	41	-	-
PC1. self evaluate on the capability to start business, develop business, manage an organization, manage time, handle different people (customers, vendors, government officials, bankers, consultants, etc), make independent and clear decisions under pressure, physical and emotional stamina work long hours	5	10	-	-
PC2. evaluate the performance of various food processing sectors and sale/market share of various category of processed foods, to decide on starting the food processing sector and food product	3	7	-	-
PC3. choose the right product based on strengths, potential, capability, market demand, profitability, personal preferences	3	7	-	-
PC4. conduct market survey to understand the market trend, market needs, opportunity, competition	3	7	-	-
PC5. review market demand based on competitors, customers, market requirement, current market status etc	3	7	-	-
PC6. consult with experts, experienced people and family on the ideas developed	2	3	-	-
<i>Develop Entrepreneur Skills</i>	16	24	-	-
PC7. acquire knowledge (through training or other sources like reading books) on communication skills, management skills, accounting skills, marketing skills	4	6	-	-
PC8. develop / acquire technical skills (through training or through work experience) on raw materials handling product processing, product preservation, packaging, quality control, product storage, processing machineries, relevant food laws and regulations, food safety hygiene and sanitation	4	6	-	-
PC9. develop skills on distribution, sales and marketing (through training or discussing and learning from experienced people)	4	6	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. learn to be realistic and objective while planning business, and discrete in sharing the ideas	2	3	-	-
PC11. acquire knowledge (through training or other sources like reading books) on communication skills, management skills, accounting skills,marketing skills	2	3	-	-
NOS Total	35	65	-	-

National Occupational Standards (NOS) Parameters

NOS Code	FIC/N9005
NOS Name	Evaluate and develop entrepreneur skills
Sector	Food Processing
Sub-Sector	Fruits and Vegetables, Food Grain Milling, Dairy Products, Meat and Poultry, Fish and Sea Food, Bread and Bakery, Alcoholic Beverages, Aerated Water/Soft Drinks, Soya Food, Packaged Foods
Occupation	Production
NSQF Level	4
Credits	TBD
Version	2.0
Last Reviewed Date	30/12/2021
Next Review Date	30/12/2024
NSQ Clearance Date	30/12/2021

FIC/N9904: Ensure food safety at the workplace

Description

This unit is about performing various tasks for ensuring food safety at the workplace.

Scope

The scope covers the following :

- Ensure food safety at the workplace

Elements and Performance Criteria

Ensure food safety at the workplace

To be competent, the user/individual on the job must be able to:

- PC1.** identify the biological, chemical, and physical hazards at various stages of food processing. Stages: procurement of raw material; production, manufacturing, distribution, delivery of finished product, etc.
- PC2.** implement food safety procedures and regulatory policies at the food processing workplace. Policies: Visitor's Policy, Health declaration policy, Jewellery policy, Quality, and safety policy
- PC3.** ensure that the materials are adequately isolated to prevent them from contamination. Materials: raw materials, processed materials, finished goods, etc. Contamination: Physical, Chemical, Biological & shop floor environment
- PC4.** establish and follow Good Manufacturing Practices (GMPs) laid down in applicable Food Safety and Standards Authority of India (FSSAI) guidelines. Good Manufacturing Practices (GMPs): location and layout(ergonomics), cleaning and sanitation, equipment and containers, pest control, facilities (lighting, water supply, drainage and waste disposal, air quality and ventilation), food storage, transportation, and distribution etc.
- PC5.** establish and follow allergen management system for handling and storage of raw materials
- PC6.** establish and follow monitoring systems like Hazard Analysis Critical Control Point (HACCP), product information and consumer awareness, product recall and withdrawal, and traceability HACCP: Hazard identification, identification of critical control points, establish critical limits, corrective and preventive action. Product information and consumer awareness: Product labelling and consumer education. Traceability: forward and backward traceability
- PC7.** take appropriate action in instances such as VACCP (Vulnerability Assessment Critical Control Points) and TACCP (Threat Assessment Critical Control Points)
- PC8.** plan, conduct, manage, consolidate outcomes, and close corrective actions of workplace audit on food safety as per FSSAI guidelines, address the non-conformance with root cause analysis (RCA), corrective action preventive action(CAPA)
- PC9.** address issues pertaining to food safety and quality reported by the team members
- PC10.** record information such as food safety regulations followed, inspections done, faults observed, etc. as per standard procedure
- PC11.** organize trainings and workshops on food safety aspects such as Good Manufacturing Practices (GMP), HACCP, VACCP, TACCP, etc.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** various processes that take place in a food industry
- KU2.** biological, chemical, and physical hazards in a food industry
- KU3.** types of food contaminations, their causes, and ways to prevent it
- KU4.** organisational policy and procedures for ensuring food safety(such as Visitor's Policy, Health declaration policy, Jewelry policy, Quality, and safety policy)
- KU5.** applicable regulations for ensuring food safety as listed in 'The Food Safety and Standards Act, 2006'
- KU6.** role of HACCP in food industry, its constituents and procedure to implement it in an organisation
- KU7.** VACCP and TACCP and how to implement it effectively
- KU8.** how to conduct workplace food safety audits
- KU9.** types of allergen and allergen management at workplace
- KU10.** key observations and corrective actions to be applied for ensuring food safety
- KU11.** various issues that can arise during production and other processes as faced by team
- KU12.** information to be recorded in the work process
- KU13.** how to do root cause analysis and perform corrective action and preventive actions
- KU14.** how to conduct training of workforce on various food safety procedures such as GMP, HACCP, information to be shared, ways to report accidents, escalation of issues beyond own scope, etc.

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** write an accident/incident report in local language or English
- GS2.** read and comprehend basic content to read labels, charts, signages and symbols
- GS3.** read and comprehend basic English to read product manuals for safe operation
- GS4.** question coworkers appropriately in order to clarify instructions and other issues
- GS5.** make appropriate decisions pertaining to the concerned area of work regarding the work objective, span of authority, responsibility, laid down procedure and guidelines
- GS6.** plan and organize the work schedule, work area, tools, equipment, and materials for improved productivity
- GS7.** identify probable solutions to the problems in hand
- GS8.** evaluate proposed solution with respect to key priorities and considerations
- GS9.** seek official and authorised sources of help and guidance to resolve problems that cannot be solved at one's level of authority
- GS10.** identify cause and effect relations in their area of work to anticipate potential problems and their solution
- GS11.** analyse the problem, suggest corrective actions and implement workable solutions

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Ensure food safety at the workplace</i>	30	70	-	-
PC1. identify the biological, chemical, and physical hazards at various stages of food processing. Stages: procurement of raw material; production, manufacturing, distribution, delivery of finished product, etc.	-	-	-	-
PC2. implement food safety procedures and regulatory policies at the food processing workplace. Policies: Visitor's Policy, Health declaration policy, Jewellery policy, Quality, and safety policy	-	-	-	-
PC3. ensure that the materials are adequately isolated to prevent them from contamination. Materials: raw materials, processed materials, finished goods, etc. Contamination: Physical, Chemical, Biological & shop floor environment	-	-	-	-
PC4. establish and follow Good Manufacturing Practices (GMPs) laid down in applicable Food Safety and Standards Authority of India (FSSAI) guidelines. Good Manufacturing Practices (GMPs): location and layout(ergonomics), cleaning and sanitation, equipment and containers, pest control, facilities (lighting, water supply, drainage and waste disposal, air quality and ventilation), food storage, transportation, and distribution etc.	-	-	-	-
PC5. establish and follow allergen management system for handling and storage of raw materials	-	-	-	-
PC6. establish and follow monitoring systems like Hazard Analysis Critical Control Point (HACCP), product information and consumer awareness, product recall and withdrawal, and traceability HACCP: Hazard identification, identification of critical control points, establish critical limits, corrective and preventive action. Product information and consumer awareness: Product labelling and consumer education. Traceability: forward and backward traceability	-	-	-	-
PC7. take appropriate action in instances such as VACCP (Vulnerability Assessment Critical Control Points) and TACCP (Threat Assessment Critical Control Points)	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC8. plan, conduct, manage, consolidate outcomes, and close corrective actions of workplace audit on food safety as per FSSAI guidelines, address the non-conformance with root cause analysis (RCA), corrective action preventive action(CAPA)	-	-	-	-
PC9. address issues pertaining to food safety and quality reported by the team members	-	-	-	-
PC10. record information such as food safety regulations followed, inspections done, faults observed, etc. as per standard procedure	-	-	-	-
PC11. organize trainings and workshops on food safety aspects such as Good Manufacturing Practices (GMP), HACCP, VACCP, TACCP, etc.	-	-	-	-
NOS Total	30	70	-	-

National Occupational Standards (NOS) Parameters

NOS Code	FIC/N9904
NOS Name	Ensure food safety at the workplace
Sector	Food Processing
Sub-Sector	Generic
Occupation	Generic
NSQF Level	5
Credits	TBD
Version	1.0
Last Reviewed Date	24/02/2022
Next Review Date	24/02/2025
NSQC Clearance Date	24/02/2022

FIC/N9903: Ensure workplace health and safety

Description

This unit is about following health and safety procedures at the food processing workplace.

Scope

The scope covers the following :

- Follow preventive measures to avoid accidents
- Deal with emergencies
- Manage infection control

Elements and Performance Criteria

Follow preventive measures to avoid accidents

To be competent, the user/individual on the job must be able to:

- PC1.** wear appropriate personal protective equipment (PPE) as per task requirements. PPE: gloves, hairnets, masks, ear plugs, goggles, shoes etc.
- PC2.** identify job-site hazardous work and possible causes of risk or accident at the workplace
- PC3.** deal with hazards safely and appropriately to ensure safety of self and others
- PC4.** ensure that the equipment used (such as for lifting and carrying materials, power tools, etc.) are maintained effectively
- PC5.** implement organisational safety protocols to prevent accidents and hazards
- PC6.** ensure that general health and safety equipment are readily available at all times
- PC7.** ensure that common hazard signs are displayed properly wherever required
- PC8.** use various types of fire extinguishers effectively
- PC9.** train the workforce on accident prevention techniques required at the workplace. Accident prevention techniques: role of appropriate PPE; use of fire extinguishers, dealing with hazards; identification of risks that could lead to accidents; safety protocols followed to avoid accidents; role of different types of hazard signs, safe lifting and carrying practices, etc.

Deal with emergencies

To be competent, the user/individual on the job must be able to:

- PC10.** follow workplace emergency and evacuation procedures
- PC11.** use safe methods to free a person from electrocution
- PC12.** administer appropriate first aid to victims in case of cuts, bleeding, burns, choking, electric shock, poisoning, etc.
- PC13.** provide artificial respiration and cardio-pulmonary resuscitation (CPR) in various instances (e.g., cardiac arrest)
- PC14.** report any identified breaches in health, safety and security policies and procedures to the concerned authority

PC15. train the workforce on emergency procedures to be followed at the workplace. Emergency procedures: safe evacuation; treating a person from electrocution; immediate first aid to be given at times of cuts, bleeding, burns, choking, electric shock, poisoning, etc.; administering artificial respiration and cardio-pulmonary resuscitation (CPR); escalating issues beyond own scope, etc.

Manage infection control

To be competent, the user/individual on the job must be able to:

- PC16.** follow and enforce Good Hygiene Practices (GHP) among the team. GHP: washing hands regularly, reporting personal health issues to the concerned, undertaking preventive health check-ups at regular intervals, getting vaccinated as per standard procedures whenever required, etc.
- PC17.** identify the type of infection spread in discussion with designated personnel and relevant sources. Type of infection spread: severity; precautions to be taken; safety protocols to be followed during spread; sanitisers to be used, etc.
- PC18.** ensure the work area, equipment and related facilities are being sanitised effectively as per organisational schedule and work requirements
- PC19.** ensure that materials used for sanitisation are stored appropriately and readily available at times of need
- PC20.** take appropriate action at times of illness to self and others in the team
- PC21.** train the workforce on infection control practices followed at the workplace. Infection control practices: precautions to be taken; types of sanitisers to be used; ensuring appropriate sanitization of self and work area; reporting illness to self and others promptly, etc.
- PC22.** review standard operating procedures (SOPs) as per organisational schedule to ensure compliance with regulatory requirements
- PC23.** ensure periodic health check-up of all workers in compliance with FSSAI guidelines
- PC24.** provide regulatory support and process improvements which have an impact on regulatory affairs related to quality and safety assurance in respective departments

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** meaning of 'hazards' and 'risks'
- KU2.** various types of risks, hazards and accidents at the workplace and their possible causes
- KU3.** standard practices to be followed to control and prevent risks, hazards, and accidents
- KU4.** where to find all the general health and safety equipment in the workplace
- KU5.** parameters to be assessed during review of SOPs and compliances
- KU6.** how to improve regulations and processes in an organisation as per required quality and safety standards
- KU7.** procedure to conduct audits pertaining to workplace health and safety
- KU8.** parameters to be assessed during health and safety audits and acceptability levels of appropriateness
- KU9.** how to address team issues relating to workplace health and safety
- KU10.** documents and records to be maintained in the work process
- KU11.** types of personal protective equipment used such as eye protection, hard hats, gloves apron, rubber boots, etc. and its importance while conducting the tasks

- KU12.** how to deal with various types of hazards safely and appropriately
- KU13.** how to ensure that the equipment used is maintained effectively
- KU14.** preventative measures and remedial actions to be taken to avoid accidents
- KU15.** various types of safety signs and their relevance at the workplace
- KU16.** various causes of fire, ways to prevent them and rescue techniques to be followed at times of fire
- KU17.** use of different types of fire extinguishers
- KU18.** how to train the workforce on various accident prevention techniques
- KU19.** workplace emergency and evacuation procedures
- KU20.** how to administer immediate first aid to victims in case of cuts, bleeding, burns, choking, electric shock, poisoning, etc.
- KU21.** procedure followed for providing artificial respiration and cardio-pulmonary resuscitation (CPR) to the affected
- KU22.** impact of breach in health, safety and security policies and procedures on self, team, and work process
- KU23.** how to train the workforce on emergency procedures to be followed at the workplace
- KU24.** information sources and the factors to be considered for determining the type of infection
- KU25.** procedure to carry out sanitization of work area, equipment, and related facilities
- KU26.** how to act at times of illness to self and others at the workplace
- KU27.** train the workforce on infection control practices followed at the workplace
- KU28.** storing sanitization materials appropriately

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** write an accident/incident report in local language or English
- GS2.** read and comprehend basic content to read labels, charts, signages and symbols
- GS3.** read and comprehend basic English to read product manuals for safe operation
- GS4.** question coworkers appropriately in order to clarify instructions and other issues
- GS5.** make appropriate decisions pertaining to the concerned area of work regarding the work objective, span of authority, responsibility, laid down procedure and guidelines
- GS6.** plan and organize the work schedule, work area, tools, equipment, and materials for improved productivity
- GS7.** identify probable solutions to the problems in hand
- GS8.** evaluate proposed solution with respect to key priorities and considerations
- GS9.** seek official and authorised sources of help and guidance to resolve problems that cannot be solved at one's level of authority
- GS10.** identify cause and effect relations in their area of work to anticipate potential problems and their solution

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Follow preventive measures to avoid accidents</i>	13	31	-	-
PC1. wear appropriate personal protective equipment (PPE) as per task requirements. PPE: gloves, hairnets, masks, ear plugs, goggles, shoes etc.	-	-	-	-
PC2. identify job-site hazardous work and possible causes of risk or accident at the workplace	-	-	-	-
PC3. deal with hazards safely and appropriately to ensure safety of self and others	-	-	-	-
PC4. ensure that the equipment used (such as for lifting and carrying materials, power tools, etc.) are maintained effectively	-	-	-	-
PC5. implement organisational safety protocols to prevent accidents and hazards	-	-	-	-
PC6. ensure that general health and safety equipment are readily available at all times	-	-	-	-
PC7. ensure that common hazard signs are displayed properly wherever required	-	-	-	-
PC8. use various types of fire extinguishers effectively	-	-	-	-
PC9. train the workforce on accident prevention techniques required at the workplace. Accident prevention techniques: role of appropriate PPE; use of fire extinguishers, dealing with hazards; identification of risks that could lead to accidents; safety protocols followed to avoid accidents; role of different types of hazard signs, safe lifting and carrying practices, etc.	-	-	-	-
<i>Deal with emergencies</i>	8	18	-	-
PC10. follow workplace emergency and evacuation procedures	-	-	-	-
PC11. use safe methods to free a person from electrocution	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. administer appropriate first aid to victims in case of cuts, bleeding, burns, choking, electric shock, poisoning, etc.	-	-	-	-
PC13. provide artificial respiration and cardio-pulmonary resuscitation (CPR) in various instances (e.g., cardiac arrest)	-	-	-	-
PC14. report any identified breaches in health, safety and security policies and procedures to the concerned authority	-	-	-	-
PC15. train the workforce on emergency procedures to be followed at the workplace. Emergency procedures: safe evacuation; treating a person from electrocution; immediate first aid to be given at times of cuts, bleeding, burns, choking, electric shock, poisoning, etc.; administering artificial respiration and cardio-pulmonary resuscitation (CPR); escalating issues beyond own scope, etc.	-	-	-	-
<i>Manage infection control</i>	9	21	-	-
PC16. follow and enforce Good Hygiene Practices (GHP) among the team. GHP: washing hands regularly, reporting personal health issues to the concerned, undertaking preventive health check-ups at regular intervals, getting vaccinated as per standard procedures whenever required, etc.	-	-	-	-
PC17. identify the type of infection spread in discussion with designated personnel and relevant sources. Type of infection spread: severity; precautions to be taken; safety protocols to be followed during spread; sanitisers to be used, etc.	-	-	-	-
PC18. ensure the work area, equipment and related facilities are being sanitised effectively as per organisational schedule and work requirements	-	-	-	-
PC19. ensure that materials used for sanitisation are stored appropriately and readily available at times of need	-	-	-	-
PC20. take appropriate action at times of illness to self and others in the team	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC21. train the workforce on infection control practices followed at the workplace. Infection control practices: precautions to be taken; types of sanitisers to be used; ensuring appropriate sanitization of self and work area; reporting illness to self and others promptly, etc.	-	-	-	-
PC22. review standard operating procedures (SOPs) as per organisational schedule to ensure compliance with regulatory requirements	-	-	-	-
PC23. ensure periodic health check-up of all workers in compliance with FSSAI guidelines	-	-	-	-
PC24. provide regulatory support and process improvements which have an impact on regulatory affairs related to quality and safety assurance in respective departments	-	-	-	-
NOS Total	30	70	-	-

National Occupational Standards (NOS) Parameters

NOS Code	FIC/N9903
NOS Name	Ensure workplace health and safety
Sector	Food Processing
Sub-Sector	Generic
Occupation	Generic
NSQF Level	5
Credits	TBD
Version	1.0
Last Reviewed Date	24/02/2022
Next Review Date	24/02/2025
NSQC Clearance Date	24/02/2022

DGT/VSQ/N0102: Employability Skills (60 Hours)

Description

This unit is about employability skills, Constitutional values, becoming a professional in the 21st Century, digital, financial, and legal literacy, diversity and Inclusion, English and communication skills, customer service, entrepreneurship, and apprenticeship, getting ready for jobs and career development.

Scope

The scope covers the following :

- Introduction to Employability Skills
- Constitutional values - Citizenship
- Becoming a Professional in the 21st Century
- Basic English Skills
- Career Development & Goal Setting
- Communication Skills
- Diversity & Inclusion
- Financial and Legal Literacy
- Essential Digital Skills
- Entrepreneurship
- Customer Service
- Getting ready for Apprenticeship & Jobs

Elements and Performance Criteria

Introduction to Employability Skills

To be competent, the user/individual on the job must be able to:

- PC1.** identify employability skills required for jobs in various industries
- PC2.** identify and explore learning and employability portals

Constitutional values - Citizenship

To be competent, the user/individual on the job must be able to:

- PC3.** recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.
- PC4.** follow environmentally sustainable practices

Becoming a Professional in the 21st Century

To be competent, the user/individual on the job must be able to:

- PC5.** recognize the significance of 21st Century Skills for employment
- PC6.** practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life

Basic English Skills

To be competent, the user/individual on the job must be able to:

- PC7.** use basic English for everyday conversation in different contexts, in person and over the telephone
- PC8.** read and understand routine information, notes, instructions, mails, letters etc. written in English
- PC9.** write short messages, notes, letters, e-mails etc. in English

Career Development & Goal Setting

To be competent, the user/individual on the job must be able to:

- PC10.** understand the difference between job and career
- PC11.** prepare a career development plan with short- and long-term goals, based on aptitude

Communication Skills

To be competent, the user/individual on the job must be able to:

- PC12.** follow verbal and non-verbal communication etiquette and active listening techniques in various settings
- PC13.** work collaboratively with others in a team

Diversity & Inclusion

To be competent, the user/individual on the job must be able to:

- PC14.** communicate and behave appropriately with all genders and PwD
- PC15.** escalate any issues related to sexual harassment at workplace according to POSH Act

Financial and Legal Literacy

To be competent, the user/individual on the job must be able to:

- PC16.** select financial institutions, products and services as per requirement
- PC17.** carry out offline and online financial transactions, safely and securely
- PC18.** identify common components of salary and compute income, expenses, taxes, investments etc
- PC19.** identify relevant rights and laws and use legal aids to fight against legal exploitation

Essential Digital Skills

To be competent, the user/individual on the job must be able to:

- PC20.** operate digital devices and carry out basic internet operations securely and safely
- PC21.** use e- mail and social media platforms and virtual collaboration tools to work effectively
- PC22.** use basic features of word processor, spreadsheets, and presentations

Entrepreneurship

To be competent, the user/individual on the job must be able to:

- PC23.** identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research
- PC24.** develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion
- PC25.** identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity

Customer Service

To be competent, the user/individual on the job must be able to:

- PC26.** identify different types of customers
- PC27.** identify and respond to customer requests and needs in a professional manner.
- PC28.** follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

To be competent, the user/individual on the job must be able to:

- PC29.** create a professional Curriculum vitae (Résumé)
- PC30.** search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively
- PC31.** apply to identified job openings using offline /online methods as per requirement
- PC32.** answer questions politely, with clarity and confidence, during recruitment and selection
- PC33.** identify apprenticeship opportunities and register for it as per guidelines and requirements

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** need for employability skills and different learning and employability related portals
- KU2.** various constitutional and personal values
- KU3.** different environmentally sustainable practices and their importance
- KU4.** Twenty first (21st) century skills and their importance
- KU5.** how to use English language for effective verbal (face to face and telephonic) and written communication in formal and informal set up
- KU6.** importance of career development and setting long- and short-term goals
- KU7.** about effective communication
- KU8.** POSH Act
- KU9.** Gender sensitivity and inclusivity
- KU10.** different types of financial institutes, products, and services
- KU11.** how to compute income and expenditure
- KU12.** importance of maintaining safety and security in offline and online financial transactions
- KU13.** different legal rights and laws
- KU14.** different types of digital devices and the procedure to operate them safely and securely
- KU15.** how to create and operate an e- mail account and use applications such as word processors, spreadsheets etc.
- KU16.** how to identify business opportunities
- KU17.** types and needs of customers
- KU18.** how to apply for a job and prepare for an interview
- KU19.** apprenticeship scheme and the process of registering on apprenticeship portal

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** read and write different types of documents/instructions/correspondence
- GS2.** communicate effectively using appropriate language in formal and informal settings
- GS3.** behave politely and appropriately with all
- GS4.** how to work in a virtual mode

- GS5.** perform calculations efficiently
- GS6.** solve problems effectively
- GS7.** pay attention to details
- GS8.** manage time efficiently
- GS9.** maintain hygiene and sanitization to avoid infection

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction to Employability Skills</i>	1	1	-	-
PC1. identify employability skills required for jobs in various industries	-	-	-	-
PC2. identify and explore learning and employability portals	-	-	-	-
<i>Constitutional values - Citizenship</i>	1	1	-	-
PC3. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.	-	-	-	-
PC4. follow environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	2	4	-	-
PC5. recognize the significance of 21st Century Skills for employment	-	-	-	-
PC6. practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life	-	-	-	-
<i>Basic English Skills</i>	2	3	-	-
PC7. use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-
PC8. read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
PC9. write short messages, notes, letters, e-mails etc. in English	-	-	-	-
<i>Career Development & Goal Setting</i>	1	2	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. understand the difference between job and career	-	-	-	-
PC11. prepare a career development plan with short- and long-term goals, based on aptitude	-	-	-	-
<i>Communication Skills</i>	2	2	-	-
PC12. follow verbal and non-verbal communication etiquette and active listening techniques in various settings	-	-	-	-
PC13. work collaboratively with others in a team	-	-	-	-
<i>Diversity & Inclusion</i>	1	2	-	-
PC14. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC15. escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
<i>Financial and Legal Literacy</i>	2	3	-	-
PC16. select financial institutions, products and services as per requirement	-	-	-	-
PC17. carry out offline and online financial transactions, safely and securely	-	-	-	-
PC18. identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
PC19. identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
<i>Essential Digital Skills</i>	3	4	-	-
PC20. operate digital devices and carry out basic internet operations securely and safely	-	-	-	-
PC21. use e- mail and social media platforms and virtual collaboration tools to work effectively	-	-	-	-
PC22. use basic features of word processor, spreadsheets, and presentations	-	-	-	-
<i>Entrepreneurship</i>	2	3	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC23. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
PC24. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
PC25. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
<i>Customer Service</i>	1	2	-	-
PC26. identify different types of customers	-	-	-	-
PC27. identify and respond to customer requests and needs in a professional manner.	-	-	-	-
PC28. follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship & Jobs</i>	2	3	-	-
PC29. create a professional Curriculum vitae (Résumé)	-	-	-	-
PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
PC31. apply to identified job openings using offline /online methods as per requirement	-	-	-	-
PC32. answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
NOS Total	20	30	-	-

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0102
NOS Name	Employability Skills (60 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	4
Credits	2
Version	1.0
Last Reviewed Date	NA
Next Review Date	28/02/2026
NSQC Clearance Date	28/02/2023

FIC/N5021: Supervise the production of bakery products

Description

This unit talks about supervising the production, packaging, dispatching and post-production activities of various types of bakery products at food manufacturing facility and artisanal bakery as per standard work practices.

Scope

The scope covers the following :

- Monitor the production of bakery products
- Oversee packaging, storing and dispatching of finished bakery product
- Ensure post-production activities and maintenance of machinery and equipment

Elements and Performance Criteria

Monitor the production of bakery products

To be competent, the user/individual on the job must be able to:

- PC1.**
 - ensure tools, equipment and machinery are working effectively
 - Equipment: metering devices, scale indicators, flour sifter, pre-mixer, mixers, pressure pumps, blowers, etc.
- PC2.** inspect the production process to ensure that the team follows the standard process chart/product flow chart/formulation chart for producing the bakery products
- PC3.** check the mesh size for appropriate size and proper placement
- PC4.** ensure proper mixing of all the ingredients for the preparation of premix as per the SOP
- PC5.**
 - make sure the mixing parameters are maintained for the equipment used in production of bakery products
 - Mixing parameters: time, temperature, speed, etc.
- PC6.** confirm the dough is prepared as per the specifications
- PC7.** ascertain that the temperature and humidity of the fermentation chamber or room are maintained adequately as per standards
- PC8.** monitor the processes like cutting, moulding, slicing, sheeting, etc.
- PC9.** ensure that the dough mix is transferred safely into the hopper of dough shaping machine as per SOP
- PC10.**
 - monitor the dough shaping machine periodically and ensure it conforms to the desired standards
 - Parameters: weight of products, speed of rollers speed of conveyors, pressure, cut off length, product dimensions, etc.
- PC11.**
 - ensure appropriate quantity of toppings are loaded in the sprinkler machine
 - Toppings: salt, sugar, choco chips, coconut desiccated powder, etc.
- PC12.** ensure the weight of cream fat meets the standard recipe formulation
- PC13.** check and ensure flavors are added into the cream by using appropriate mesh sieve or pressure flow
- PC14.** monitor the process of preparation of baking pans

- PC15.** ensure the shaped dough pieces are transferred into baking pans and the baking pans are transferred into the oven safely
- PC16.**
- check the controls of baking machine
 - Controls: speed, temperature, time, etc.
 - Baking machine: rack oven, rotary oven, horizontal oven etc.
- PC17.** make sure bakery products are cooled properly before packaging
- PC18.**
- inspect product parameters for standard compliance
 - Product parameters: moisture, length, width, height, weight, colour, appearance, etc.
- PC19.** monitor the critical control points and check the effectiveness periodically to ensure product safety
- PC20.** handle the rejections at critical control points carefully
- PC21.** ensure sample of the baked product are sent to the quality lab for analysis and testing
- PC22.** provide suggestion for corrective actions for any problems related to production, process, and products, etc.
- PC23.** ensure timely completion of production and achieve set targets (including quantity and quality) with minimum or no wastage
- PC24.** ensure segregation and proper storage of the discarded and fresh items as per standard work practices
- PC25.**
- maintain records as per organizational practice
 - Records: raw materials, supplier details, supplier quality document, internal quality analysis report, product produced, production record, equipment and machinery performance details, efficiency and capacity utilization of equipment, etc.

Oversee packaging, storing and dispatching of finished bakery product

To be competent, the user/individual on the job must be able to:

- PC26.**
- check and ensure packaging material and labelling used are as per the FSSAI regulations of packaging and labelling, 2011
 - Detailed: name of the product, net weight, name and address (manufacturer, packer, distributor, importer, exporter or vendor), batch number, date manufacturing /packing, best before or use date, veg /non-veg logo, FSSAI registration number, ingredient declaration, nutritional value, etc.
- PC27.** inspect the quality of filling and sealing of the finished products and check the weight to ensure it is within permissible limits
- PC28.** ensure sample of the final product is sent to the quality lab for analysis
- PC29.** inspect the final packing and labelling of the products as per applicable FSSAI norms
- PC30.** take appropriate preventive and corrective actions against any non-conformances and ensure effective implementation
- PC31.** supervise appropriate placement and safe storage of the final packed product
- PC32.** report discrepancies/concerns to the manager promptly and accurately, if any

Ensure post-production activities and maintenance of machinery and equipment

To be competent, the user/individual on the job must be able to:

- PC33.**
- monitor the post-production cleaning process of the work area, machinery, tools and equipment as per standards
 - Adequately: use of recommended cleaning agents and sanitizers; implementation of standard industrial work practices such as Clean In Place (CIP), Clean Out of Place (COP), etc.
- PC34.** ensure periodic maintenance of tools and equipment is being carried out as per schedule

- PC35.** ensure organizational practices are followed for the repair and maintenance of the production machinery, tools and equipment
- PC36.** plan the fumigation work in coordination with internal departments and external agencies as per organisational needs
- PC37.** ensure the repair and maintenance is completed effectively before the start of the next production cycle

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational policies on reporting and documentation, product processes, food safety, etc.
- KU2.** tools, equipment like metering devices, scale indicators, flour sifter, pre-mixer, mixers, pressure pumps, blowers, etc. and machinery used in bakery product
- KU3.** operating procedure of the machine and equipment used for manufacturing bakery products
- KU4.** methods to inspect production process of the bakery products
- KU5.** types of raw materials, ingredients and finished products, packaging material required for making various baked products
- KU6.** types of bakery products manufactured in the food processing industry
- KU7.** sequence of the production operations for producing bakery products
- KU8.** importance of following process flowcharts and formulation charts in production process
- KU9.** procedure to check premix of all the ingredients, mesh size and placement
- KU10.** methods to monitor the processes like dough making, cutting, moulding, slicing, sheeting, etc.
- KU11.** techniques used for the evaluation of the baking process at various stages
- KU12.** SOP to test the quality of the final baked product
- KU13.** storage procedures and requirements to store the fresh items used in production
- KU14.** corrective actions to be taken for any production defects, product variances, etc.
- KU15.** types of post-production activities and maintenance of machinery and equipment
- KU16.** standard organizational procedures on procurement, storing, production, packaging, product delivery, repair, maintenance, reporting, documentation, hazard handling, safe disposal of discarded items
- KU17.** FSSAI and HACCP regulations on personal hygiene norms, food safety practices, packaging, labelling storing, etc.
- KU18.** importance of optimum resource utilization at the workplace

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** read and interpret organizational documents
- GS2.** write in local language/Hindi/English effectively
- GS3.** communicate effectively with quality heads, technicians, and others
- GS4.** analyze critical points in day-to-day tasks and identify control measures to solve the issue

GS5. plan and prioritise tasks as per work requirements

GS6. resolve problems/issues promptly and effectively

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Monitor the production of bakery products</i>	30	30	-	-
PC1. <ul style="list-style-type: none"> ensure tools, equipment and machinery are working effectively Equipment: metering devices, scale indicators, flour sifter, pre-mixer, mixers, pressure pumps, blowers, etc. 	-	-	-	-
PC2. inspect the production process to ensure that the team follows the standard process chart/product flow chart/formulation chart for producing the bakery products	-	-	-	-
PC3. check the mesh size for appropriate size and proper placement	-	-	-	-
PC4. ensure proper mixing of all the ingredients for the preparation of premix as per the SOP	-	-	-	-
PC5. <ul style="list-style-type: none"> make sure the mixing parameters are maintained for the equipment used in production of bakery products Mixing parameters: time, temperature, speed, etc. 	-	-	-	-
PC6. confirm the dough is prepared as per the specifications	-	-	-	-
PC7. ascertain that the temperature and humidity of the fermentation chamber or room are maintained adequately as per standards	-	-	-	-
PC8. monitor the processes like cutting, moulding, slicing, sheeting, etc.	-	-	-	-
PC9. ensure that the dough mix is transferred safely into the hopper of dough shaping machine as per SOP	-	-	-	-
PC10. <ul style="list-style-type: none"> monitor the dough shaping machine periodically and ensure it conforms to the desired standards Parameters: weight of products, speed of rollers speed of conveyors, pressure, cut off length, product dimensions, etc. 	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. <ul style="list-style-type: none"> ensure appropriate quantity of toppings are loaded in the sprinkler machine Toppings: salt, sugar, choco chips, coconut desiccated powder, etc. 	-	-	-	-
PC12. ensure the weight of cream fat meets the standard recipe formulation	-	-	-	-
PC13. check and ensure flavors are added into the cream by using appropriate mesh sieve or pressure flow	-	-	-	-
PC14. monitor the process of preparation of baking pans	-	-	-	-
PC15. ensure the shaped dough pieces are transferred into baking pans and the baking pans are transferred into the oven safely	-	-	-	-
PC16. <ul style="list-style-type: none"> check the controls of baking machine Controls: speed, temperature, time, etc. Baking machine: rack oven, rotary oven, horizontal oven etc. 	-	-	-	-
PC17. make sure bakery products are cooled properly before packaging	-	-	-	-
PC18. <ul style="list-style-type: none"> inspect product parameters for standard compliance Product parameters: moisture, length, width, height, weight, colour, appearance, etc. 	-	-	-	-
PC19. monitor the critical control points and check the effectiveness periodically to ensure product safety	-	-	-	-
PC20. handle the rejections at critical control points carefully	-	-	-	-
PC21. ensure sample of the baked product are sent to the quality lab for analysis and testing	-	-	-	-
PC22. provide suggestion for corrective actions for any problems related to production, process, and products, etc.	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC23. ensure timely completion of production and achieve set targets (including quantity and quality) with minimum or no wastage	-	-	-	-
PC24. ensure segregation and proper storage of the discarded and fresh items as per standard work practices	-	-	-	-
PC25. <ul style="list-style-type: none"> maintain records as per organizational practice Records: raw materials, supplier details, supplier quality document, internal quality analysis report, product produced, production record, equipment and machinery performance details, efficiency and capacity utilization of equipment, etc. 	-	-	-	-
<i>Oversee packaging, storing and dispatching of finished bakery product</i>	30	30	-	-
PC26. <ul style="list-style-type: none"> check and ensure packaging material and labelling used are as per the FSSAI regulations of packaging and labelling, 2011 Detailed: name of the product, net weight, name and address (manufacturer, packer, distributor, importer, exporter or vendor), batch number, date manufacturing /packing, best before or use date, veg /non-veg logo, FSSAI registration number, ingredient declaration, nutritional value, etc. 	-	-	-	-
PC27. inspect the quality of filling and sealing of the finished products and check the weight to ensure it is within permissible limits	-	-	-	-
PC28. ensure sample of the final product is sent to the quality lab for analysis	-	-	-	-
PC29. inspect the final packing and labelling of the products as per applicable FSSAI norms	-	-	-	-
PC30. take appropriate preventive and corrective actions against any non-conformances and ensure effective implementation	-	-	-	-
PC31. supervise appropriate placement and safe storage of the final packed product	-	-	-	-
PC32. report discrepancies/concerns to the manager promptly and accurately, if any	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Ensure post-production activities and maintenance of machinery and equipment</i>	20	20	-	-
PC33. <ul style="list-style-type: none"> monitor the post-production cleaning process of the work area, machinery, tools and equipment as per standards Adequately: use of recommended cleaning agents and sanitizers; implementation of standard industrial work practices such as Clean In Place (CIP), Clean Out of Place (COP), etc. 	-	-	-	-
PC34. ensure periodic maintenance of tools and equipment is being carried out as per schedule	-	-	-	-
PC35. ensure organizational practices are followed for the repair and maintenance of the production machinery, tools and equipment	-	-	-	-
PC36. plan the fumigation work in coordination with internal departments and external agencies as per organisational needs	-	-	-	-
PC37. ensure the repair and maintenance is completed effectively before the start of the next production cycle	-	-	-	-
NOS Total	80	80	-	-

National Occupational Standards (NOS) Parameters

NOS Code	FIC/N5021
NOS Name	Supervise the production of bakery products
Sector	Food Processing
Sub-Sector	Bread and Bakery
Occupation	Processing-Bread and Bakery
NSQF Level	5
Credits	3
Version	1.0
Next Review Date	NA

FIC/N0133: Supervise production of fruit and vegetable products

Description

This NOS unit is about supervising the production of fruit and vegetable products in food processing unit to meet the specifications and standards of the organization.

Scope

The scope covers the following :

- Supervise the production of fruit and vegetable products
- Ensure post-production activities and regular maintenance of machinery and equipment
- Ensure maintenance of the records

Elements and Performance Criteria

Supervise the production of fruit and vegetable products

To be competent, the user/individual on the job must be able to:

- PC1.** check assembling process of the fittings such as stirrer, blades, pipes and other parts to equipment and ensure all machineries are ready for production as per SOP
- PC2.** ensure process parameters such as temperature, pressure, time, etc. are set as per SOP
- PC3.**
 - check control points of machines and equipment at regular intervals to ensure operational performance machines and equipment: grading and sorting machine and line conveyor, pulper, jet sprays, sprinklers etc
 - control points: plc panel, speed of machine, time, temperature, pressure, water level etc
- PC4.**
 - check the quality of graded and sorted produce through physical & sensory parameters
 - physical Parameters: shape, size, weight, volume, taste, smell, texture, maturity, specific gravity, foreign material contamination, pest infestation etc.
- PC5.** ensure pulp or juice of fruits is extracted using pulper or juicer with desired sieve size
- PC6.**
 - check collected pulp or juice to ensure if it is free from impurities
 - impurities: seeds, fiber, dirt, etc.
- PC7.**
 - collect samples of the pulp or juice and check quality parameters before sending it to the quality lab for analysis as per organizational standards
 - quality parameters: taste, odour, color, degree brix, pH, titratable acidity, etc.
- PC8.** supervise packaging process of the finished products and carry out random check on the weight of packed products
- PC9.** ensure products are packed under sterilized conditions as per organizational standards
- PC10.**
 - check the labelling details on the packaging material
 - packaging - lacquered cans, glass bottles, PET bottles, etc
 - details: brand name, date of manufacture, date of expiry, batch code, nutritional facts, etc.
- PC11.** check for the required weight and quality of the container
- PC12.** ensure transfer of packed cartons/ pallets to storage area as per standard organization practices
- PC13.** analyze production performance records and data to identify issues related to fruit and vegetable products processing

- PC14.** discuss unresolved issues with the manager and identify solutions to prevent/correct problems and implement suggested corrective action
- PC15.** maintain safe and clean work environment by educating team on procedures to maintain compliance

Ensure post-production activities and regular maintenance of machinery and equipment

To be competent, the user/individual on the job must be able to:

- PC16.** ensure the team comply with the safety and cleaning procedures of the organization
- PC17.** monitor work area, machineries, equipment, and tools are cleaned with the recommended cleaning agents and sanitizers as per standards
- PC18.** ensure minor repairs/faults of all machines (if any) are attended before the start of the next production cycle
- PC19.** ensure periodic (daily/weekly/monthly/quarterly/half yearly/annual) maintenance of all machines and equipment as per SOP or suppliers instructions/manuals

Ensure maintenance of the records

To be competent, the user/individual on the job must be able to:

- PC20.**
- ensure the maintenance of record of product, production, packaging
 - product records: names of raw materials, supplier details, receiving date/date of manufacture, expiry date, supplier quality document, internal quality analysis report, etc.
 - production record: product produced, production sequence, equipment and machinery details, efficiency and capacity utilization of equipment, etc.
 - packaging record: package supplier details, type of packaging used, quality inspection record of packaging
- PC21.** arrange for the repair/corrective maintenance in case of machine breakdowns during the production
- PC22.** provide suggestion and corrective actions for any problems related to product and process
- PC23.**
- ensure the records of finished products details updated as per organization standards
 - finished products details: name of the product, batch number, time of packing, date of manufacture, date of expiry, other label details, etc.
- PC24.** provide production update to the manager by compiling, sorting, and analyzing production performance records of all shifts

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational policy on documentation, food safety etc.
- KU2.** SOP to check and ensure production area is safe and clean, check and ensure cleanliness, sterilization, maintenance of all fruit and vegetable processing machineries, check assembling process of the fittings, coordinate with maintenance team and supervise packaging process of the finished products
- KU3.** type of fruit and vegetable processing machineries
- KU4.** functioning of all machineries in fruit and vegetable processing
- KU5.** post-production cleaning and maintenance procedures of the production equipment and area
- KU6.** sanitizers and disinfectants and its handling and storing
- KU7.** organizational and FSSAI laws and regulations on product, packaging, and labelling
- KU8.** documents that need to maintained of the production process

- KU9.** packaging used for fruits and vegetables based products
- KU10.** quality assurance and quality control parameters of the produce action plan in case of machinery breakdown
- KU11.** how to maintain records of the product, process, packaging, supplier, audits, etc
- KU12.** how to train the personnel working in fruit and vegetable processing line
- KU13.** sampling methods like systematic and random
- KU14.** methods to monitor the process parameters of the fruits and vegetables products
- KU15.** physical parameters such as appearance, colour, texture, maturity, etc. to check the quality of the fruits and vegetables
- KU16.** quality analysis of fruits pulp
- KU17.** canning process and parameters
- KU18.** food chemistry and microbiology related to fruits and vegetables
- KU19.** causes of fresh produce spoilage

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** read and interpret organizational policies, SOP, production charts, internal information documents sent by internal teams, process flowchart, equipment manuals and process documents etc.
- GS2.** note down the information communicated by the manager
- GS3.** communicate effectively with subordinates, manager, and maintenance team
- GS4.** resolve problems and take corrective actions in timely manner
- GS5.** work in a team efficiently
- GS6.** take critical decisions on day to day basis

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Supervise the production of fruit and vegetable products</i>	45	45	-	-
PC1. check assembling process of the fittings such as stirrer, blades, pipes and other parts to equipment and ensure all machineries are ready for production as per SOP	-	-	-	-
PC2. ensure process parameters such as temperature, pressure, time, etc. are set as per SOP	-	-	-	-
PC3. <ul style="list-style-type: none"> check control points of machines and equipment at regular intervals to ensure operational performance machines and equipment: grading and sorting machine and line conveyor, pulper, jet sprays, sprinklers etc control points: plc panel, speed of machine, time, temperature, pressure, water level etc 	-	-	-	-
PC4. <ul style="list-style-type: none"> check the quality of graded and sorted produce through physical & sensory parameters physical Parameters: shape, size, weight, volume, taste, smell, texture, maturity, specific gravity, foreign material contamination, pest infestation etc. 	-	-	-	-
PC5. ensure pulp or juice of fruits is extracted using pulper or juicer with desired sieve size	-	-	-	-
PC6. <ul style="list-style-type: none"> check collected pulp or juice to ensure if it is free from impurities impurities: seeds, fiber, dirt, etc. 	-	-	-	-
PC7. <ul style="list-style-type: none"> collect samples of the pulp or juice and check quality parameters before sending it to the quality lab for analysis as per organizational standards quality parameters: taste, odour, color, degree brix, pH, titratable acidity, etc. 	-	-	-	-
PC8. supervise packaging process of the finished products and carry out random check on the weight of packed products	-	-	-	-
PC9. ensure products are packed under sterilized conditions as per organizational standards	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. <ul style="list-style-type: none"> check the labelling details on the packaging material packaging - lacquered cans, glass bottles, PET bottles, etc details: brand name, date of manufacture, date of expiry, batch code, nutritional facts, etc. 	-	-	-	-
PC11. check for the required weight and quality of the container	-	-	-	-
PC12. ensure transfer of packed cartons/ pallets to storage area as per standard organization practices	-	-	-	-
PC13. analyze production performance records and data to identify issues related to fruit and vegetable products processing	-	-	-	-
PC14. discuss unresolved issues with the manager and identify solutions to prevent/correct problems and implement suggested corrective action	-	-	-	-
PC15. maintain safe and clean work environment by educating team on procedures to maintain compliance	-	-	-	-
<i>Ensure post-production activities and regular maintenance of machinery and equipment</i>	15	15	-	-
PC16. ensure the team comply with the safety and cleaning procedures of the organization	-	-	-	-
PC17. monitor work area, machineries, equipment, and tools are cleaned with the recommended cleaning agents and sanitizers as per standards	-	-	-	-
PC18. ensure minor repairs/faults of all machines (if any) are attended before the start of the next production cycle	-	-	-	-
PC19. ensure periodic (daily/weekly/monthly/quarterly/half yearly/annual) maintenance of all machines and equipment as per SOP or suppliers instructions/manuals	-	-	-	-
<i>Ensure maintenance of the records</i>	20	22	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC20. <ul style="list-style-type: none"> ensure the maintenance of record of product, production, packaging product records: names of raw materials, supplier details, receiving date/date of manufacture, expiry date, supplier quality document, internal quality analysis report, etc. production record: product produced, production sequence, equipment and machinery details, efficiency and capacity utilization of equipment, etc. packaging record: package supplier details, type of packaging used, quality inspection record of packaging 	-	-	-	-
PC21. arrange for the repair/corrective maintenance in case of machine breakdowns during the production	-	-	-	-
PC22. provide suggestion and corrective actions for any problems related to product and process	-	-	-	-
PC23. <ul style="list-style-type: none"> ensure the records of finished products details updated as per organization standards finished products details: name of the product, batch number, time of packing, date of manufacture, date of expiry, other label details, etc. 	-	-	-	-
PC24. provide production update to the manager by compiling, sorting, and analyzing production performance records of all shifts	-	-	-	-
NOS Total	80	82	-	-

National Occupational Standards (NOS) Parameters

NOS Code	FIC/N0133
NOS Name	Supervise production of fruit and vegetable products
Sector	Food Processing
Sub-Sector	Fruits and Vegetables
Occupation	Processing-Fruits and Vegetables
NSQF Level	5
Credits	TBD
Version	2.0
Next Review Date	NA

FIC/N2030: Supervise the production of dairy products

Description

This NOS unit is about supervising production of dairy products to the specifications and standards of the organization.

Scope

The scope covers the following :

- Perform pre-start checks on machineries for production
- Supervise production operations
- Ensure post production cleaning and regular maintenance of equipments

Elements and Performance Criteria

Perform pre-start checks on machineries for production

To be competent, the user/individual on the job must be able to:

- PC1.** check and ensure cleanliness and sterilization of all dairy processing machineries like homogenizer, separator, pasteurizer, churner, cheese vat, paneer hooves, holding tanks, packaging machineries etc
- PC2.** check and ensure maintenance has been carried out on all dairy processing machineries and equipments
- PC3.** check and ensure all process machineries are clean and in good mechanical condition
- PC4.** check assembling of fittings like valves, bowls, plates, disks, impeller shaft, pipes and other parts to equipment and ensure all machineries are ready for production

Supervise production operations

To be competent, the user/individual on the job must be able to:

- PC5.** review production orders or schedules to ascertain product details such as type of products to be produced, quantities, specifications of products and scheduled delivery dates in order to plan production operation
- PC6.** check and ensure production area is safe and clean
- PC7.** verify the quality report of milk and know its fat and snf content, consult with manager and advise team on type of milk to be used and blended for production of various dairy products
- PC8.** monitor control panel of each dairy processing machinery and ensure applicable process parameters like temperature, pressure, time etc are set in accordance with standards for processing various dairy products
- PC9.** observe control points and equipments at regular intervals to ensure operational performance and optimum utilization
- PC10.** stop production following stop procedure, in case of breakdown during production
- PC11.** co-ordinate with maintenance team and ensure machine breakdowns are attended to immediately in order to prevent operational delays
- PC12.** suggest control measures and corrective actions for any problems related to production, process and products, if required consult with manager and resolve problems

- PC13.** ensure product quality by establishing and enforcing organization standards in each stage of production process
- PC14.** monitor packaging of finished products, perform random check on weight of packed products, check label details like date of manufacture, batch number, expiry date etc and ensure products are packed as per organisation and regulatory standards
- PC15.** monitor production activities, coordinate with cross function team and ensure production is started and completed as scheduled
- PC16.** ensure timely production with minimum or no wastage, and quality of products produced meets organisation and regulatory standards
- PC17.** analyze production performance records and data, investigate issues related to dairy products processing, identify solutions, recommend corrective action and ensure implementation of suggested action
- PC18.** evaluate new equipment and techniques while producing new products and on installation of new machineries
- PC19.** maintain safe and clean work environment by educating team on procedures to maintain compliance
- PC20.** monitor activities and performance of assistants, technicians, operators and helpers
- PC21.** provide production information to the manager by compiling, sorting, and analyzing production performance records of all shifts
- PC22.** update manager on day-to-day activities, discuss problem, suggest or understand suggested preventive and corrective action, and implement corrective actions immediately
- PC23.** contribute to team effort by handling production activities in absence of assistants or shortage of workers, to accomplishing required results

Ensure post production cleaning and regular maintenance of equipments

To be competent, the user/individual on the job must be able to:

- PC24.** monitor cleaning of work area, equipments and tools using recommended cleaning agents and sanitizers
- PC25.** ensure minor repairs/faults (if any) of all components and machines are attended to before the start of next production
- PC26.** ensure periodic (daily/weekly/monthly/quarterly/half yearly/annual) maintenance of all machines and equipment following the sop or following suppliers instructions/manuals

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organization standards, process standards and procedures followed in the organisation
- KU2.** types of products produced by the organisation
- KU3.** code of business conduct
- KU4.** dress code to be followed
- KU5.** job responsibilities/duties and standard operating procedures relevant to production process
- KU6.** internal processes like procurement, store management, inventory management, quality management and key contact points for query resolution
- KU7.** provision of wages, working hours, accident compensation as per organisation policy
- KU8.** food safety and hygiene standards followed

- KU9.** team building, leading by example, monitoring, providing feedback, consulting, problem solving
- KU10.** types and varieties of milk and products produced from them
- KU11.** production process, process parameters for various dairy products
- KU12.** types of dairy processing machineries and machineries used in the organisation
- KU13.** handling all processing machineries
- KU14.** maintenance of machineries, equipments and tools
- KU15.** emergency production stop procedure
- KU16.** wuality parameters, basic food microbiology and quality assessment based on physical parameters
- KU17.** types and category of packaging materials, packaging machineries
- KU18.** storage procedures for raw materials, packaging materials and finished goods
- KU19.** cleaning procedures like CIP and COP
- KU20.** procedures for disposal of waste
- KU21.** knowledge on sanitizers and disinfectants and its handling and storing methods
- KU22.** food laws and regulations on raw materials, product(s), packaging and labelling
- KU23.** food safety and hygiene
- KU24.** GMP
- KU25.** HACCP

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** note the information communicated
- GS2.** note the raw materials used for production and the finished products produced
- GS3.** note the readings of the process parameters and provide necessary information to fill the process chart
- GS4.** note down observations (if any) related to the process
- GS5.** write information documents to internal departments/ internal teams
- GS6.** note down the data for online ERP or as per applicability in the organization
- GS7.** read and interpret the process required for producing various types of products
- GS8.** read and interpret and process flowchart for all products produced
- GS9.** read equipment manuals and process documents to understand the equipments operation and process requirement
- GS10.** read internal information documents sent by internal teams
- GS11.** discuss task lists, schedules and activities
- GS12.** effectively communicate with team members
- GS13.** question in order to understand the nature of the problem and to clarify queries
- GS14.** attentively listen and comprehend the information given by the speaker
- GS15.** communicate clearly on the issues being faced
- GS16.** analyse critical points in day to day tasks through experience and observation and identify control measures to solve the issue

- GS17.** handle issues in case the manager is not available (as per the authority matrix defined by the organization)
- GS18.** plan and organize the work order and jobs received
- GS19.** organize raw materials and packaging materials required for all products
- GS20.** plan and prioritize the work based on the instructions received
- GS21.** plan to utilise time and equipment's effectively
- GS22.** organize all process/ equipment manuals so as to access information easily
- GS23.** support the manager in scheduling tasks for helper(s)
- GS24.** understand customer requirements and their priority and respond as per their needs
- GS25.** support manager in solving problems by detailing out problems
- GS26.** discuss the possible solutions with the manager for problem solving
- GS27.** apply domain information about maintenance processes and technical knowledge about tools and equipment
- GS28.** use common sense and make judgments on day to day basis
- GS29.** use reasoning skills to identify and resolve basic problems
- GS30.** use intuition to detect any potential problems which could arise during operations
- GS31.** use acquired knowledge of the process for identifying and handling issues

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Perform pre-start checks on machineries for production</i>	7	14	-	-
PC1. check and ensure cleanliness and sterilization of all dairy processing machineries like homogenizer, separator, pasteurizer, churner, cheese vat, paneer hooves, holding tanks, packaging machineries etc	1	2	-	-
PC2. check and ensure maintenance has been carried out on all dairy processing machineries and equipments	2	4	-	-
PC3. check and ensure all process machineries are clean and in good mechanical condition	2	4	-	-
PC4. check assembling of fittings like valves, bowls, plates, disks, impeller shaft, pipes and other parts to equipment and ensure all machineries are ready for production	2	4	-	-
<i>Supervise production operations</i>	20	47	-	-
PC5. review production orders or schedules to ascertain product details such as type of products to be produced, quantities, specifications of products and scheduled delivery dates in order to plan production operation	1	2	-	-
PC6. check and ensure production area is safe and clean	1	2	-	-
PC7. verify the quality report of milk and know its fat and snf content, consult with manager and advise team on type of milk to be used and blended for production of various dairy products	1	2	-	-
PC8. monitor control panel of each dairy processing machinery and ensure applicable process parameters like temperature, pressure, time etc are set in accordance with standards for processing various dairy products	1	2	-	-
PC9. observe control points and equipments at regular intervals to ensure operational performance and optimum utilization	1	2	-	-
PC10. stop production following stop procedure, in case of breakdown during production	1	2	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. co-ordinate with maintenance team and ensure machine breakdowns are attended to immediately in order to prevent operational delays	1	2	-	-
PC12. suggest control measures and corrective actions for any problems related to production, process and products, if required consult with manager and resolve problems	1	3	-	-
PC13. ensure product quality by establishing and enforcing organization standards in each stage of production process	1	2	-	-
PC14. monitor packaging of finished products, perform random check on weight of packed products, check label details like date of manufacture, batch number, expiry date etc and ensure products are packed as per organisation and regulatory standards	1	3	-	-
PC15. monitor production activities, coordinate with cross function team and ensure production is started and completed as scheduled	1	3	-	-
PC16. ensure timely production with minimum or no wastage, and quality of products produced meets organisation and regulatory standards	1	3	-	-
PC17. analyze production performance records and data, investigate issues related to dairy products processing, identify solutions, recommend corrective action and ensure implementation of suggested action	1	3	-	-
PC18. evaluate new equipment and techniques while producing new products and on installation of new machineries	1	2	-	-
PC19. maintain safe and clean work environment by educating team on procedures to maintain compliance	1	2	-	-
PC20. monitor activities and performance of assistants, technicians, operators and helpers	1	2	-	-
PC21. provide production information to the manager by compiling, sorting, and analyzing production performance records of all shifts	1	3	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC22. update manager on day-to-day activities, discuss problem, suggest or understand suggested preventive and corrective action, and implement corrective actions immediately	1	3	-	-
PC23. contribute to team effort by handling production activities in absence of assistants or shortage of workers, to accomplishing required results	2	4	-	-
<i>Ensure post production cleaning and regular maintenance of equipments</i>	3	9	-	-
PC24. monitor cleaning of work area, equipments and tools using recommended cleaning agents and sanitizers	1	3	-	-
PC25. ensure minor repairs/faults (if any) of all components and machines are attended to before the start of next production	1	3	-	-
PC26. ensure periodic (daily/weekly/monthly/quarterly/half yearly/annual) maintenance of all machines and equipment following the sop or following suppliers instructions/manuals	1	3	-	-
NOS Total	30	70	-	-

National Occupational Standards (NOS) Parameters

NOS Code	FIC/N2030
NOS Name	Supervise the production of dairy products
Sector	Food Processing
Sub-Sector	Dairy Products
Occupation	Processing-Dairy Products
NSQF Level	5
Credits	TBD
Version	1.0
Next Review Date	NA

FIC/N3023: Supervise the production of meat and poultry products

Description

This NOS unit is about supervising meat and poultry processing to the specifications and standards of the organization.

Scope

The scope covers the following :

- Perform pre-start checks on machineries for meat and poultry processing
- Supervise meat and poultry processing operations
- Ensure post production cleaning and regular maintenance of equipments

Elements and Performance Criteria

Perform pre-start checks on machineries for meat and poultry processing

To be competent, the user/individual on the job must be able to:

- PC1.** check and ensure cleanliness and sterilization of all meat and poultry processing machineries like knives, cleavers, grinder and saw, meat cutter, de-boner, trimmers, sterilizer, bleeding cones, stunning machine, scalding machine, feather picking machine, chilling machine, packaging machines etc
- PC2.** check and ensure maintenance has been carried out on all meat and poultry processing machineries and equipments
- PC3.** check and ensure all process machineries are clean and in good mechanical condition
- PC4.** check and ensure assembling of fittings like blades, knives and other parts to equipment and ensure all machineries are ready for processing
- PC5.** ensure that the process machineries are started and ensure their working and performance; check if required tools are kept accessible to attend repairs/faults in case of breakdown

Supervise meat and poultry processing operations

To be competent, the user/individual on the job must be able to:

- PC6.** review production orders or schedules to ascertain product details such as type of products to be produced, quantities, specifications of products and scheduled delivery dates in order to plan production process
- PC7.** check and ensure production area is safe and clean
- PC8.** verify the quality report and veterinary certificate on raw materials (animals, birds) to ensure its conformance to quality standards
- PC9.** monitor control panel of each processing machinery and ensure applicable process parameters such as temperature, time etc (as applicable) are set in accordance with standards for processing of meat and poultry to produce various products
- PC10.** observe control points and equipments at regular intervals to ensure operational performance and optimum utilization
- PC11.** stop production following stop procedure, in case of machine breakdowns during production process
- PC12.** co-ordinate with maintenance team and ensure machine breakdowns are attended to immediately in order to prevent operational delays

- PC13.** suggest control measures and corrective actions for any problems related to production, process and products, if required consult with manager and resolve problems
- PC14.** ensure product quality by establishing and enforcing organization standards in each stage of production process
- PC15.** monitor packaging of finished products, perform random check on weight of packed products, check label details like date of manufacture, batch number, expiry date etc and ensure products are packed as per organisation and regulatory standards
- PC16.** monitor production activities, coordinate with cross function team and ensure production is started and completed as scheduled
- PC17.** ensure timely production with minimum or no wastage, and quality of products produced meets organisation and regulatory standards
- PC18.** analyze production performance records and data, investigate issues related to meat and poultry processing, discuss with manger and identify solutions to prevent/correct problems, and ensure to implement suggested corrective action
- PC19.** evaluate new equipment and techniques while producing new products and on installation of new machineries
- PC20.** maintain safe and clean work environment by educating team on procedures to maintain compliance
- PC21.** monitor activities and performance of assistants, line in-charge, machine operators, slaughterers, butchers, workers and helpers
- PC22.** provide production information to the manager by compiling, sorting, and analyzing production performance records of all shifts
- PC23.** update manager on day-to-day activities, discuss problem, suggest or understand suggested preventive and corrective action, and implement corrective actions immediately
- PC24.** contribute to team effort by handling production activities in absence of assistants or shortage of workers, to accomplishing required results

Ensure post production cleaning and regular maintenance of equipments

To be competent, the user/individual on the job must be able to:

- PC25.** monitor cleaning of work area, equipments and tools using recommended cleaning agents and sanitizers
- PC26.** ensure minor repairs/faults (if any) of all components and machines are attended to before the start of next production
- PC27.** ensure periodic (daily/weekly/monthly/quarterly/half yearly/annual) maintenance of all machines and equipment following the sop or following suppliers structions/manuals

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organization standards, process standards and procedures followed in the organisation
- KU2.** types of products produced by the organisation
- KU3.** code of business conduct
- KU4.** dress code to be followed
- KU5.** job responsibilities/duties and standard operating procedures relavant to prodution process
- KU6.** internal processes like procurement, store management, inventory management, quality management and key contact points for query resolution

- KU7.** provision of wages, working hours, accident compensation as per organisation policy
- KU8.** training requirements for workers and relevant training methods
- KU9.** food safety and hygiene standards followed
- KU10.** team building, leading by example, monitoring, providing feedback, consulting, problem solving
- KU11.** types of and species of raw materials (animals/birds) and products produced from them
- KU12.** anatomy of animals and birds, types of meat cuts
- KU13.** edible and inedible organs based on local and religious food habits
- KU14.** production process, process parameters for various meat and poultry products
- KU15.** various meat and poultry processing machineries and machineries used in the organisation
- KU16.** handling all processing machineries, maintenance of machineries, equipments and tools, emergency production stop procedure
- KU17.** quality parameters, basic food microbiology and quality assessment based on physical parameters
- KU18.** types and category of packaging materials, packaging machineries
- KU19.** storage procedures for raw materials, packaging materials and finished goods
- KU20.** cleaning procedures such as CIP and COP and procedures for disposal of waste
- KU21.** knowledge on sanitizers and disinfectants and its handling and storing methods
- KU22.** food laws and regulations on raw materials, product(s), packaging and labelling
- KU23.** GMP and HACCP guidelines

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** note the information communicated
- GS2.** note the raw materials used for production and the finished products produced
- GS3.** note the readings of the process parameters and provide necessary information to fill the process chart
- GS4.** note down observations (if any) related to the process
- GS5.** write information documents to internal departments/ internal teams
- GS6.** note down the data for online erp or as per applicability in the organization
- GS7.** read and interpret the process required for producing various types of products
- GS8.** read and interpret and process flowchart for all products produced
- GS9.** read equipment manuals and process documents to understand the equipments operation and process requirement
- GS10.** read internal information documents sent by internal teams
- GS11.** discuss task lists, schedules and activities
- GS12.** effectively communicate with team members
- GS13.** question in order to understand the nature of the problem and to clarify queries
- GS14.** attentively listen and comprehend the information given by the speaker
- GS15.** communicate clearly on the issues being faced

- GS16.** analyse critical points in day to day tasks through experience and observation and identify control measures to solve the issue
- GS17.** handle issues in case the manager is not available (as per the authority matrix defined by the organization)
- GS18.** plan and organize the work order and jobs received
- GS19.** organize raw materials and packaging materials required for all products
- GS20.** plan and prioritize the work based on the instructions received
- GS21.** plan to utilise time and equipment's effectively
- GS22.** organize all process/ equipment manuals so as to access information easily
- GS23.** support the manager in scheduling tasks for helper(s)
- GS24.** understand customer requirements and their priority and respond as per their needs
- GS25.** support manager in solving problems by detailing out problems
- GS26.** discuss the possible solutions with the manager for problem solving
- GS27.** apply domain information about maintenance processes and technical knowledge about tools and equipment
- GS28.** use common sense and make judgments on day to day basis
- GS29.** use reasoning skills to identify and resolve basic problems
- GS30.** use intuition to detect any potential problems which could arise during operations
- GS31.** use acquired knowledge of the process for identifying and handling issues

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Perform pre-start checks on machineries for meat and poultry processing</i>	5	13	-	-
PC1. check and ensure cleanliness and sterilization of all meat and poultry processing machineries like knives, cleavers, grinder and saw, meat cutter, deboner, trimmers, sterilizer, bleeding cones, stunning machine, scalding machine, feather picking machine, chilling machine, packaging machines etc	1	3	-	-
PC2. check and ensure maintenance has been carried out on all meat and poultry processing machineries and equipments	1	3	-	-
PC3. check and ensure all process machineries are clean and in good mechanical condition	1	3	-	-
PC4. check and ensure assembling of fittings like blades, knives and other parts to equipment and ensure all machineries are ready for processing	1	2	-	-
PC5. ensure that the process machineries are started and ensure their working and performance; check if required tools are kept accessible to attend repairs/faults in case of breakdown	1	2	-	-
<i>Supervise meat and poultry processing operations</i>	22	50	-	-
PC6. review production orders or schedules to ascertain product details such as type of products to be produced, quantities, specifications of products and scheduled delivery dates in order to plan production process	1	1	-	-
PC7. check and ensure production area is safe and clean	1	3	-	-
PC8. verify the quality report and veterinary certificate on raw materials (animals, birds) to ensure its conformance to quality standards	1	1	-	-
PC9. monitor control panel of each processing machinery and ensure applicable process parameters such as temperature, time etc (as applicable) are set in accordance with standards for processing of meat and poultry to produce various products	1	3	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. observe control points and equipments at regular intervals to ensure operational performance and optimum utilization	1	2	-	-
PC11. stop production following stop procedure, in case of machine breakdowns during production process	1	2	-	-
PC12. co-ordinate with maintenance team and ensure machine breakdowns are attended to immediately in order to prevent operational delays	1	3	-	-
PC13. suggest control measures and corrective actions for any problems related to production, process and products, if required consult with manager and resolve problems	2	3	-	-
PC14. ensure product quality by establishing and enforcing organization standards in each stage of production process	1	2	-	-
PC15. monitor packaging of finished products, perform random check on weight of packed products, check label details like date of manufacture, batch number, expiry date etc and ensure products are packed as per organisation and regulatory standards	1.5	3	-	-
PC16. monitor production activities, coordinate with cross function team and ensure production is started and completed as scheduled	1.5	3	-	-
PC17. ensure timely production with minimum or no wastage, and quality of products produced meets organisation and regulatory standards	1.5	3	-	-
PC18. analyze production performance records and data, investigate issues related to meat and poultry processing, discuss with manger and identify solutions to prevent/correct problems, and ensure to implement suggested corrective action	1.5	3	-	-
PC19. evaluate new equipment and techniques while producing new products and on installation of new machineries	1	3	-	-
PC20. maintain safe and clean work environment by educating team on procedures to maintain compliance	1.5	3	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC21. monitor activities and performance of assistants, line in-charge, machine operators, slaughterers, butchers, workers and helpers	1	3	-	-
PC22. provide production information to the manager by compiling, sorting, and analyzing production performance records of all shifts	1	3	-	-
PC23. update manager on day-to-day activities, discuss problem, suggest or understand suggested preventive and corrective action, and implement corrective actions immediately	1	3	-	-
PC24. contribute to team effort by handling production activities in absence of assistants or shortage of workers, to accomplishing required results	0.5	3	-	-
<i>Ensure post production cleaning and regular maintenance of equipments</i>	3	7	-	-
PC25. monitor cleaning of work area, equipments and tools using recommended cleaning agents and sanitizers	1	3	-	-
PC26. ensure minor repairs/faults (if any) of all components and machines are attended to before the start of next production	1	3	-	-
PC27. ensure periodic (daily/weekly/monthly/quarterly/half yearly/annual) maintenance of all machines and equipment following the sop or following suppliers structions/manuals	1	1	-	-
NOS Total	30	70	-	-

National Occupational Standards (NOS) Parameters

NOS Code	FIC/N3023
NOS Name	Supervise the production of meat and poultry products
Sector	Food Processing
Sub-Sector	Meat and Poultry
Occupation	Processing-Meat and Poultry
NSQF Level	5
Credits	TBD
Version	1.0
Next Review Date	NA

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
4. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criterion.
6. To pass the Qualification Pack, every trainee should score a minimum of 70% of aggregate marks to successfully clear the assessment.
7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

Minimum Aggregate Passing % at QP Level : 70

(Please note: Every Trainee should score a minimum aggregate passing percentage as specified above, to successfully clear the Qualification Pack assessment.)

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
FIC/N1026.Ensure preparedness for production	35	65	-	-	100	20
FIC/N9029.Supervise the operations at food processing unit	30	70	-	-	100	30
FIC/N9005.Evaluate and develop entrepreneur skills	35	65	-	-	100	20
FIC/N9904.Ensure food safety at the workplace	30	70	-	-	100	15
FIC/N9903.Ensure workplace health and safety	30	70	-	-	100	10
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	0	0	50	5
Total	180	370	-	-	550	100

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training

Glossary

Sector	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the Knowledge and Understanding (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria (PC)	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
Unit Title	Unit title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Scope	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.
Knowledge and Understanding (KU)	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.

Organisational Context	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/ Generic Skills (GS)	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
Electives	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
Options	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.