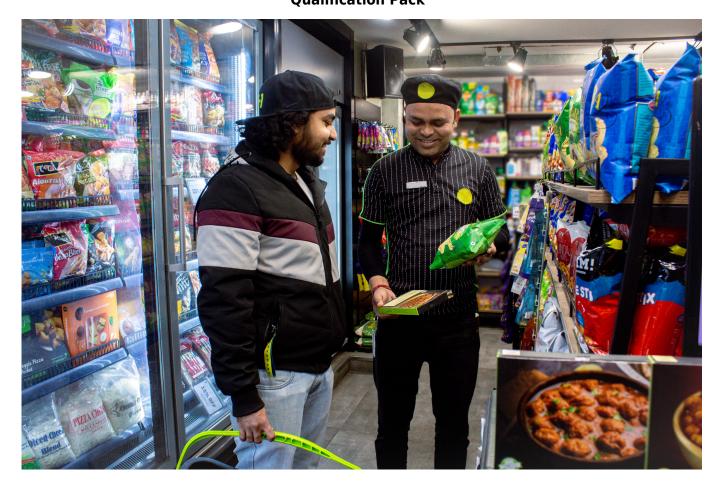# Food Sales Promoter

QP Code: FIC/Q9701

Version: 1.0

NSQF Level: 3

Food Industry Capacity & Skill Initiative || Shriram Bharatiya Kala kendra, 3rd floor, 1, Copernicus Marg, Mandi House, New Delhi
Delhi 110001

# Contents

# FIC/Q9701: Food Sales Promoter

## Brief Job Description

The Food Sales Promoter is responsible for implementation of product promotion campaigns and selling of food products in a retail environment. The individual organizes the food products in designated places, sets up food exhibitions and visual merchandise, facilitates the customer during sales, maintains the food retail stores, records necessary information as required and promotes new launches in adherence with standard work practices.

## Personal Attributes

The individual must be patient, pay attention to detail and possess a sense of responsibility for own work. Also, the individual must have physical strength, positive attitude and willingness to learn at all times.

## Applicable National Occupational Standards (NOS)

### Compulsory NOS:

1. FIC/N9701: Prepare for sale and promotion of food products

2. FIC/N9702: Perform various tasks for selling food products

3. FIC/N9703: Ensure upkeep of food products and related facilities

4. FIC/N9901: Implement health and safety practices at the workplace

5. FIC/N9902: Work effectively in an organisation

6. SGJ/N1702: Optimize resource utilization at workplace

## Qualification Pack (QP) Parameters

| Sector | Food Processing |
|---|---|
| Sub-Sector | Generic |
| Occupation | Food Sales and Retail Operations |
| Country | India |
| NSQF Level | 3 |
| Aligned to NCO/ISCO/ISIC Code | NCO-2015/5249.0301 |

| Minimum Educational Qualification & Experience | 12th Class<br>              OR<br>10th Class (and 2 years course in any stream)<br>              OR<br>10th Class with 2 Years of experience<br>              OR<br>10th Class + I.T.I (2 years ) |
| --- | --- |
| Minimum Level of Education for Training in School | |
| Pre-Requisite License or Training | NA |
| Minimum Job Entry Age | 18 Years |
| Last Reviewed On | 29/07/2021 |
| Next Review Date | 29/07/2024 |
| Deactivation Date | 29/07/2024 |
| NSQC Approval Date | 29/07/2021 |
| Version | 1.0 |
| Reference code on NQR | 2021/FI/FICSI/04378 |
| NQR Version | 1 |

# FIC/N9701: Prepare for sale and promotion of food products

## Description

This unit talks about planning and preparing for the sale and promotion of various types of food products.

## Scope

The scope covers the following :

- Prepare for the sale of food products
- Prepare for visual merchandising

## Elements and Performance Criteria

### Prepare for the sale of food products

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

**PC1.** procure the required quantity of food products from stores, warehouses, etc. as per supervisor's instructions

**PC2.** move food products to the designated place safely in adherence with standard work practices

**PC3.** unpack and sort the food stock at designated place appropriately

**PC4.** record stock delivery information as per standard work practices. Stock delivery information: based on type; quantity; consumer demand, shelf-life of products, etc.

**PC5.** inspect the stocks received for desired appropriateness (such as packaging, labelling, quality, etc.)

**PC6.** report discrepancies in the stocks received to the concerned authority

**PC7.** label the food products for identification

**PC8.** place the labelled products in respective shelves/places safely as per shelf life, sale preference, First In First Out (FIFO), First Expiry First Out (FEFO), First Manufactured First Out (FMFO), etc.

**PC9.** set the required temperature of refrigeration unit for storing the food products

### Prepare for visual merchandising

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

**PC10.** obtain merchandise, materials and equipment required for visual merchandising of food products. Materials: product labels, price tickets, associated equipment, chair, tables, banners, signages, etc.

**PC11.** unpack the food products and materials to be displayed

**PC12.** check whether the food products to be sold are fit for purchase as per standard procedure

**PC13.** clean the work area thoroughly before placing the materials for merchandising

**PC14.** arrange the food products to be sold at designated places appropriately ensuring maximum visibility and accessibility to the customers

**PC15.** display food products using appropriate labels and price tickets as per standard operating procedure

**PC16.** replenish the out-of-stock food items and replace the damaged food products and dispose them safely

**PC17.** return extra stock to the concerned authority and storage area in accordance with organisational work practices

**PC18.** monitor the display for appearance and required levels of cleanliness periodically as per work schedule

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

**KU1.** organisational standards, policies, procedures, departments, range of products and services offered

**KU2.** workplace safety requirements, and hazard handling procedures

**KU3.** organisational reporting and documentation procedures

**KU4.** elements of preparation for selling food products

**KU5.** standard procedure to procure food products from stores, warehouse, etc.

**KU6.** standard practices to transport the food products from warehouses to retail stores/shops

**KU7.** importance of labelling the food products

**KU8.** safe methods for unpacking and arranging food products at designated places

**KU9.** how to configure the refrigeration unit for storing food products

**KU10.** product characteristics to be recorded

**KU11.** how to identify discrepancies in the stocks received

**KU12.** merchandise, materials and equipment required for food exhibition

**KU13.** how to clean the work area to ensure zero food contamination

**KU14.** safe practices for unpacking the merchandise, materials, equipment and food products

**KU15.** how to check the food products for required fitment for purchase

**KU16.** how to arrange merchandise, materials and equipment used in food exhibitions

**KU17.** standard procedure to display merchandise, labels and price tickets

**KU18.** how to replenish out of stock food products and return extra stock

**KU19.** how to identify damaged food products and dispose them

**KU20.** applicable regulations as listed in 'The Food Safety and Standards Act, 2006' for storage of products in a food processing industry

## Generic Skills (GS)

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

**GS1.** prepare reports and labels in local language or Hindi/English

**GS2.** perform arithmetic calculations

**GS3.** read and interpret information (symbols, dimensions, terminology, dates, labels, etc.) given in local language or Hindi/English

**GS4.** communicate with others effectively

**GS5.**  prioritize the tasks to achieve maximum productivity as per agreed timelines

**GS6.**  be punctual

**GS7.**  establish workable solutions for problems in hand in consultation with others

**GS8.**  identify ways to increase productivity and reduce errors

## Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|---|---|---|---|
| *Prepare for the sale of food products* | **14** | **34** | **-** | **-** |
| **PC1.** procure the required quantity of food products from stores, warehouses, etc. as per supervisor's instructions | 1 | 3 | - | - |
| **PC2.** move food products to the designated place safely in adherence with standard work practices | 1 | 4 | - | - |
| **PC3.** unpack and sort the food stock at designated place appropriately | 1 | 3 | - | - |
| **PC4.** record stock delivery information as per standard work practices. Stock delivery information: based on type; quantity; consumer demand, shelf-life of products, etc. | 2 | 4 | - | - |
| **PC5.** inspect the stocks received for desired appropriateness (such as packaging, labelling, quality, etc.) | 2 | 4 | - | - |
| **PC6.** report discrepancies in the stocks received to the concerned authority | 2 | 4 | - | - |
| **PC7.** label the food products for identification | 2 | 4 | - | - |
| **PC8.** place the labelled products in respective shelves/places safely as per shelf life, sale preference, First In First Out (FIFO), First Expiry First Out (FEFO), First Manufactured First Out (FMFO), etc. | 1 | 4 | - | - |
| **PC9.** set the required temperature of refrigeration unit for storing the food products | 2 | 4 | - | - |
| *Prepare for visual merchandising* | **16** | **36** | **-** | **-** |
| **PC10.** obtain merchandise, materials and equipment required for visual merchandising of food products. Materials: product labels, price tickets, associated equipment, chair, tables, banners, signages, etc. | 2 | 4 | - | - |
| **PC11.** unpack the food products and materials to be displayed | 1 | 4 | - | - |

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|---|---|---|---|
| **PC12.** check whether the food products to be sold are fit for purchase as per standard procedure | 2 | 4 | - | - |
| **PC13.** clean the work area thoroughly before placing the materials for merchandising | 2 | 4 | - | - |
| **PC14.** arrange the food products to be sold at designated places appropriately ensuring maximum visibility and accessibility to the customers | 1 | 4 | - | - |
| **PC15.** display food products using appropriate labels and price tickets as per standard operating procedure | 2 | 4 | - | - |
| **PC16.** replenish the out-of-stock food items and replace the damaged food products and dispose them safely | 2 | 4 | - | - |
| **PC17.** return extra stock to the concerned authority and storage area in accordance with organisational work practices | 2 | 4 | - | - |
| **PC18.** monitor the display for appearance and required levels of cleanliness periodically as per work schedule | 2 | 4 | - | - |
| **NOS Total** | **30** | **70** | **-** | **-** |

## National Occupational Standards (NOS) Parameters

| | |
|---|---|
| **NOS Code** | FIC/N9701 |
| **NOS Name** | Prepare for sale and promotion of food products |
| **Sector** | Food Processing |
| **Sub-Sector** | Generic |
| **Occupation** | Food Sales and Retail Operations |
| **NSQF Level** | 4 |
| **Credits** | TBD |
| **Version** | 1.0 |
| **Last Reviewed Date** | 29/07/2021 |
| **Next Review Date** | 29/07/2024 |
| **NSQC Clearance Date** | 29/07/2021 |

# FIC/N9702: Perform various tasks for selling food products

## Description

This unit talks about performing various tasks for selling different types of food products.

## Scope

The scope covers the following :

- Sell and promote food products to customers
- Manage Point-of-Sale (POS) systems

## Elements and Performance Criteria

*Sell and promote food products to customers*

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

**PC1.**   identify the customer requirements by assessing their needs and interests including organoleptic evaluation. Organoleptic evaluation: taste, colour, appearance, odour, etc.

**PC2.**   prepare sample food items for the customers such as ready-to-eat products

**PC3.**   dispose the used plates, glasses, etc. appropriately

**PC4.**   wrap, package or plate food items as per standard practices

**PC5.**   provide product information to the customer appropriately. Product information: such as variants, nutritional value, pricing, new launches/promotions, etc.

**PC6.**   address customer issues and complaints with respect to the desired food product and services using current and accurate information

*Manage Point-of-Sale (POS) systems*

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

**PC7.**   calculate sale price information and generate invoice as per the products sold

**PC8.**   confirm the amount to be paid by the customer and process payments for the products sold as per the mode of payment

**PC9.**   coordinate with the concerned person for any system errors

**PC10.**  record information such as type of products sold, customer feedback, etc. as per standard procedure

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

**KU1.**   organisational quality procedures and processes associated with selling

**KU2.**   organisational policies on delivery standards, safety and hazards, integrity, dress code, etc.

**KU3.**   individuals' role in the workflow

**KU4.**   risk and impact of not following defined procedures/work instructions

**KU5.**   interests, demands and queries of the customer arising out of organoleptic evaluation

**KU6.** factors that help in deciding the type of exhibition layout for food display

**KU7.** how to prepare samples of food items for display

**KU8.** information to be shared with the customer during sales

**KU9.** complementary products, offers, specials and seasonal promotions of the organisation

**KU10.** how to inspect the food products for defects

**KU11.** how to wrap, pack and plate food items for sale

**KU12.** transaction type, procedure followed, hardware and software used for point-of-sale transactions

**KU13.** calculations performed during selling

**KU14.** how to operate the point-of-sale (POS) system to enter sales information

**KU15.** transaction errors and the resolution techniques to maintain accurate records for selling

**KU16.** information to be recorded while selling a product

## Generic Skills (GS)

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

**GS1.** prepare checklists and reports in local language or Hindi/English

**GS2.** perform basic arithmetic calculations

**GS3.** read and interpret information (symbols, dimensions, terminology, dates etc.) given in local language or Hindi/English

**GS4.** communicate with others effectively in local language or Hindi/English

**GS5.** establish priorities and deadlines effectively

**GS6.** be punctual

**GS7.** listen to customer's concerns and doubts carefully and address them

**GS8.** be courteous

**GS9.** establish workable solutions for problems in hand in consultation with others

**GS10.** identify ways to increase productivity and reduce errors

## Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|---|---|---|---|
| *Sell and promote food products to customers* | **18** | **42** | **-** | **-** |
| **PC1.** identify the customer requirements by assessing their needs and interests including organoleptic evaluation. Organoleptic evaluation: taste, colour, appearance, odour, etc. | 3 | 7 | - | - |
| **PC2.** prepare sample food items for the customers such as ready-to-eat products | 3 | 7 | - | - |
| **PC3.** dispose the used plates, glasses, etc. appropriately | 3 | 7 | - | - |
| **PC4.** wrap, package or plate food items as per standard practices | 3 | 7 | - | - |
| **PC5.** provide product information to the customer appropriately. Product information: such as variants, nutritional value, pricing, new launches/promotions, etc. | 3 | 7 | - | - |
| **PC6.** address customer issues and complaints with respect to the desired food product and services using current and accurate information | 3 | 7 | - | - |
| *Manage Point-of-Sale (POS) systems* | **12** | **28** | **-** | **-** |
| **PC7.** calculate sale price information and generate invoice as per the products sold | 3 | 7 | - | - |
| **PC8.** confirm the amount to be paid by the customer and process payments for the products sold as per the mode of payment | 3 | 7 | - | - |
| **PC9.** coordinate with the concerned person for any system errors | 3 | 7 | - | - |
| **PC10.** record information such as type of products sold, customer feedback, etc. as per standard procedure | 3 | 7 | - | - |
| **NOS Total** | **30** | **70** | **-** | **-** |

## National Occupational Standards (NOS) Parameters

| | |
|---|---|
| **NOS Code** | FIC/N9702 |
| **NOS Name** | Perform various tasks for selling food products |
| **Sector** | Food Processing |
| **Sub-Sector** | Generic |
| **Occupation** | Food Sales and Retail Operations |
| **NSQF Level** | 4 |
| **Credits** | TBD |
| **Version** | 1.0 |
| **Last Reviewed Date** | 29/07/2021 |
| **Next Review Date** | 29/07/2024 |
| **NSQC Clearance Date** | 29/07/2021 |

# FIC/N9703: Ensure upkeep of food products and related facilities

## Description

This unit talks about carrying out tasks for the upkeep of stored food products and related facilities.

## Scope

The scope covers the following :

- Maintain food products in retail stores and promotion sites
- Carry out facility maintenance

## Elements and Performance Criteria

*Maintain food products in retail stores and promotion sites*

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

**PC1.** identify physical, chemical and biological hazards that could affect the quality of stored food products

**PC2.** inspect the quality of food products and identify damaged, deteriorated, spoiled or out of date food items

**PC3.** mark to identify and separate food products until disposal of damaged products is complete

**PC4.** dispose potentially damaged food from the storage space appropriately

**PC5.** record required information (such as spoiled food items, equipment breakdowns, etc.) as per organisational work process

**PC6.** rotate the stocks as per sales preference and manufacturing date

**PC7.** maintain appropriate environmental conditions for storing perishable items. Environmental Conditions: absence of materials that can cause contamination; required freshness, quality, appearance, etc.

**PC8.** monitor the heating and cooling processes to ensure required microbiological safety of food

*Carry out facility maintenance*

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

**PC9.** clean and sanitise food handling equipment, implements, surfaces and utensils as per standard practices

**PC10.** dispose broken, chipped or cracked food handling equipment safely

**PC11.** inspect the work area to ensure it is free from insects, pests, vermin, etc.

**PC12.** report issues such as faulty equipment, food spoilage, pest infestations, etc. to the supervisor

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

**KU1.** organisational quality procedures and processes associated with the work

**KU2.** organisation's policies on delivery standards, safety and hazards, integrity, dress code, etc.

**KU3.** individual's role in the workflow

**KU4.** risk and impact of not following defined procedures/work instructions

**KU5.** physical, chemical and biological hazards that could harm the quality of food products

**KU6.** how to inspect the quality of stored food products

**KU7.** safe disposal of spoiled food products

**KU8.** importance of marking in food retail industry

**KU9.** rotation of stocks as per sales preference and manufacturing date

**KU10.** impact of unfavourable conditions on stored food products

**KU11.** optimal level of heating and cooling required to ensure food safety

**KU12.** how to sanitise food handling equipment, implements, surfaces and utensils and materials used

**KU13.** safe disposal of broken, chipped or cracked food handling equipment

**KU14.** how to inspect the work area for presence of insects, pests, vermin etc.

**KU15.** standard practice to be followed to report issues such as faulty equipment, food spoilage, pest infestations, etc. to the supervisor

**KU16.** applicable regulations as listed in 'The Food Safety and Standards Act, 2006' for storage of products in a food processing industry

## Generic Skills (GS)

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

**GS1.** perform basic arithmetic calculations

**GS2.** interpret information (symbols, dimensions, terminology, dates etc.) given in local language or Hindi/English

**GS3.** communicate with others effectively

**GS4.** prioritise own tasks as per specified timelines

**GS5.** be punctual

**GS6.** be courteous

**GS7.** establish workable solutions for problems in hand in consultation with others

**GS8.** identify ways to increase productivity and reduce errors

## Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|---|---|---|---|
| *Maintain food products in retail stores and promotion sites* | **20** | **47** | - | - |
| **PC1.** identify physical, chemical and biological hazards that could affect the quality of stored food products | 2 | 5 | - | - |
| **PC2.** inspect the quality of food products and identify damaged, deteriorated, spoiled or out of date food items | 3 | 6 | - | - |
| **PC3.** mark to identify and separate food products until disposal of damaged products is complete | 2 | 6 | - | - |
| **PC4.** dispose potentially damaged food from the storage space appropriately | 2 | 6 | - | - |
| **PC5.** record required information (such as spoiled food items, equipment breakdowns, etc.) as per organisational work process | 3 | 6 | - | - |
| **PC6.** rotate the stocks as per sales preference and manufacturing date | 3 | 6 | - | - |
| **PC7.** maintain appropriate environmental conditions for storing perishable items. Environmental Conditions: absence of materials that can cause contamination; required freshness, quality, appearance, etc. | 3 | 6 | - | - |
| **PC8.** monitor the heating and cooling processes to ensure required microbiological safety of food | 2 | 6 | - | - |
| *Carry out facility maintenance* | **10** | **23** | - | - |
| **PC9.** clean and sanitise food handling equipment, implements, surfaces and utensils as per standard practices | 2 | 6 | - | - |
| **PC10.** dispose broken, chipped or cracked food handling equipment safely | 3 | 6 | - | - |
| **PC11.** inspect the work area to ensure it is free from insects, pests, vermin, etc. | 3 | 6 | - | - |

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|---|---|---|---|
| **PC12.** report issues such as faulty equipment, food spoilage, pest infestations, etc. to the supervisor | 2 | 5 | - | - |
| **NOS Total** | **30** | **70** | **-** | **-** |

## National Occupational Standards (NOS) Parameters

| | |
|---|---|
| **NOS Code** | FIC/N9703 |
| **NOS Name** | Ensure upkeep of food products and related facilities |
| **Sector** | Food Processing |
| **Sub-Sector** | Generic |
| **Occupation** | Food Sales and Retail Operations |
| **NSQF Level** | 4 |
| **Credits** | TBD |
| **Version** | 1.0 |
| **Last Reviewed Date** | 29/07/2021 |
| **Next Review Date** | 29/07/2024 |
| **NSQC Clearance Date** | 29/07/2021 |

# FIC/N9901: Implement health and safety practices at the workplace

## Description

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

## Scope

The scope covers the following :

- Ensure food safety and personal hygiene
- Follow safety measures to avoid accidents
- Follow emergency procedures
- Manage infection control

## Elements and Performance Criteria

### Ensure food safety and personal hygiene

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

**PC1.** follow relevant practices to avoid cross contamination at all stages of food processing operations

**PC2.** follow organisational procedures for handling items that may cause allergic reactions

**PC3.** follow Good Manufacturing Practices (GMP) at the workplace. Good Manufacturing Practices: 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 (Source: Schedule IV, FSSAI Licensing and Registration, 2011)

**PC4.** follow Good Hygiene Practices (GHP) at the workplace appropriately. Good Hygiene Practices: use of gloves, hairnets, masks, ear plugs, goggles, shoes etc; washing hands regularly; treating injuries such as cuts, boils, skin infections and grazes; preventive health check-ups ; getting vaccinated whenever required. (Source: Schedule IV, FSSAI Licensing and Registration, 2011)

### Follow safety measures to avoid accidents

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

**PC5.** use protective clothing/equipment for specific tasks and work conditions

**PC6.** identify job-site hazardous work and possible causes of risk or accident at the workplace

**PC7.** deal with hazards safely and appropriately to ensure safety of self and others as per organisational protocol

**PC8.** use various types of fire extinguishers effectively

**PC9.** respond promptly and appropriately to an accident situation or medical emergency

**PC10.** provide cardio-pulmonary resuscitation (CPR) as per the requirement (e.g. cardiac arrest)

### Follow emergency procedures

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

**PC11.** follow workplace emergency and evacuation procedures

**PC12.** use safe methods to free a person from electrocution

**PC13.** administer appropriate first aid to victims in case of cuts, bleeding, burns, choking, electric shock, poisoning etc.

*Manage infection control*

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

**PC14.** use appropriate disinfectants to disinfect the work area and equipment as per organisational protocol

**PC15.** ensure personal hygiene by washing hands regularly using alcohol based sanitisers and wearing personal protective equipment (PPE)

**PC16.** report illness of self and others to the supervisor or concerned authority

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

**KU1.** meaning of hazards and risks

**KU2.** possible causes of risk, hazard or accident in the workplace

**KU3.** where to find all the general health and safety equipment in the workplace

**KU4.** health and safety policy and procedures of the organization

**KU5.** health and safety hazards commonly present in the work environment

**KU6.** work practices and precautions used to control and prevent risks, hazards and accidents

**KU7.** applicable standards and regulations as listed in The Food Safety and Standards Act, 2006

**KU8.** importance of each personal protective equipment used such as eye protection, hard hats, gloves apron, rubber boots, etc.

**KU9.** importance of ensuring personal hygiene at the workplace

**KU10.** ways to prevent cross contamination at the workplace

**KU11.** importance of storing food at specified temperatures

**KU12.** various dangers associated with the use of electrical and other equipment

**KU13.** preventive and remedial actions to be taken in the case of exposure to toxic materials

**KU14.** various causes of fire and the ways to prevent them

**KU15.** techniques of using the different fire extinguishers

**KU16.** procedure followed for providing cardio-pulmonary resuscitation (CPR) to the affected

**KU17.** rescue techniques applied during a fire hazard

**KU18.** various types of safety signs and what they mean

**KU19.** workplace emergency and evacuation procedures

**KU20.** appropriate basic first aid treatment relevant to the condition e.g. shock, electrical shock, bleeding, breaks to bones, minor burns, resuscitation, poisoning, eye injuries

**KU21.** potential injuries and ill health conditions associated with incorrect manual handing

**KU22.** safe lifting and carrying practices

**KU23.** safe practices to be followed for ensuring sanitisation of self and work area

**KU24.** procedure for storing the sanitising 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, symbols and product manuals

**GS3.** communicate with coworkers appropriately in order to clarify instructions and other issues

**GS4.** make appropriate decisions pertaining to the concerned area of work regarding the work objective, span of authority, responsibility, laid down procedure and guidelines

**GS5.** plan and organize the work schedule, work area, tools, equipment and materials for improved productivity

**GS6.** identify probable solutions to the problems in hand and evaluate them

**GS7.** seek official and authorised sources of help and guidance to resolve problems that cannot be solved at one's level of authority

## Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|---|---|---|---|
| *Ensure food safety and personal hygiene* | **7** | **19** | **-** | **-** |
| **PC1.** follow relevant practices to avoid cross contamination at all stages of food processing operations | 1 | 4 | - | - |
| **PC2.** follow organisational procedures for handling items that may cause allergic reactions | 1 | 4 | - | - |
| **PC3.** follow Good Manufacturing Practices (GMP) at the workplace. Good Manufacturing Practices: 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 (Source: Schedule IV, FSSAI Licensing and Registration, 2011) | 3 | 7 | - | - |
| **PC4.** follow Good Hygiene Practices (GHP) at the workplace appropriately. Good Hygiene Practices: use of gloves, hairnets, masks, ear plugs, goggles, shoes etc; washing hands regularly; treating injuries such as cuts, boils, skin infections and grazes; preventive health check-ups ; getting vaccinated whenever required. (Source: Schedule IV, FSSAI Licensing and Registration, 2011) | 2 | 4 | - | - |
| *Follow safety measures to avoid accidents* | **11** | **24** | **-** | **-** |
| **PC5.** use protective clothing/equipment for specific tasks and work conditions | 2 | 4 | - | - |
| **PC6.** identify job-site hazardous work and possible causes of risk or accident at the workplace | 2 | 4 | - | - |
| **PC7.** deal with hazards safely and appropriately to ensure safety of self and others as per organisational protocol | 2 | 4 | - | - |
| **PC8.** use various types of fire extinguishers effectively | 2 | 4 | - | - |
| **PC9.** respond promptly and appropriately to an accident situation or medical emergency | 1 | 4 | - | - |

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|---|---|---|---|
| **PC10.** provide cardio-pulmonary resuscitation (CPR) as per the requirement (e.g. cardiac arrest) | 2 | 4 | - | - |
| *Follow emergency procedures* | **6** | **12** | **-** | **-** |
| **PC11.** follow workplace emergency and evacuation procedures | 2 | 4 | - | - |
| **PC12.** use safe methods to free a person from electrocution | 2 | 4 | - | - |
| **PC13.** administer appropriate first aid to victims in case of cuts, bleeding, burns, choking, electric shock, poisoning etc. | 2 | 4 | - | - |
| *Manage infection control* | **6** | **15** | **-** | **-** |
| **PC14.** use appropriate disinfectants to disinfect the work area and equipment as per organisational protocol | 3 | 7 | - | - |
| **PC15.** ensure personal hygiene by washing hands regularly using alcohol based sanitisers and wearing personal protective equipment (PPE) | 1 | 4 | - | - |
| **PC16.** report illness of self and others to the supervisor or concerned authority | 2 | 4 | - | - |
| **NOS Total** | **30** | **70** | **-** | **-** |

## National Occupational Standards (NOS) Parameters

| | |
|---|---|
| **NOS Code** | FIC/N9901 |
| **NOS Name** | Implement health and safety practices at the workplace |
| **Sector** | Food Processing |
| **Sub-Sector** | Generic |
| **Occupation** | Generic |
| **NSQF Level** | 3 |
| **Credits** | TBD |
| **Version** | 1.0 |
| **Last Reviewed Date** | 25/11/2021 |
| **Next Review Date** | 25/11/2024 |
| **NSQC Clearance Date** | 25/11/2021 |

# FIC/N9902: Work effectively in an organisation

## Description

This unit is about working effectively with others.

## Scope

The scope covers the following :

- Communicate effectively
- Work in a team effectively
- Respect diversity

## Elements and Performance Criteria

### Communicate effectively

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

**PC1.**  obtain complete information and instructions from designated personnel

**PC2.**  reciprocate understanding and seek clarifications whenever required

**PC3.**  provide information accurately and clearly

**PC4.**  use inclusive language (verbal, non-verbal and written) that is gender, disability and culturally sensitive

### Work in a team effectively

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

**PC5.**  plan tasks to be performed as per priority and need

**PC6.**  consult with and assist others to maximize effectiveness and efficiency at work

**PC7.**  escalate problems and grievances beyond own scope to the concerned authority

**PC8.**  take appropriate action to resolve conflicts at the workplace

### Respect diversity

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

**PC9.**  maintain a gender-neutral behaviour with everyone at the workplace

**PC10.**  empathise with People with Disabilities (PwD) and offer help, if required

**PC11.**  recognise and report incidents of harassment and discrimination to appropriate authority

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

**KU1.**  organizational quality procedures and processes associated with work

**KU2.**  standards, policies, and procedures followed in the organization relevant to employment, harassment, discrimination and performance conditions

**KU3.**  reporting structure, inter-dependent functions, lines, and procedures applicable at the workplace

**KU4.** different types of harassment and discrimination based on gender, disability, caste, religion, and culture

**KU5.** components of effective communication and its importance

**KU6.** importance of teamwork in organizational and individual success

**KU7.** importance of ethics and discipline for professional success

**KU8.** how to express and address grievances appropriately and effectively

**KU9.** importance and ways of managing interpersonal conflict effectively

**KU10.** different types of disabilities and the challenges faced by persons with disability (PwD)

**KU11.** laws, acts and provisions defined for PwD

**KU12.** importance of gender sensitivity and equality

**KU13.** legislations, grievance redressal mechanisms, and penalties against harassment in the workplace

## Generic Skills (GS)

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

**GS1.** communicate information, doubts and concerns about work related matters in local language or Hindi/English

**GS2.** read and interpret information given in local language or Hindi/English

**GS3.** establish priorities and deadlines in consultation with other and record them

**GS4.** be punctual

**GS5.** listen to others concerns and doubts carefully and address them

**GS6.** be courteous

## Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|---|---|---|---|
| *Communicate effectively* | **8** | **13** | **-** | **-** |
| **PC1.** obtain complete information and instructions from designated personnel | 2 | 3 | - | - |
| **PC2.** reciprocate understanding and seek clarifications whenever required | 2 | 3 | - | - |
| **PC3.** provide information accurately and clearly | 2 | 3 | - | - |
| **PC4.** use inclusive language (verbal, non-verbal and written) that is gender, disability and culturally sensitive | 2 | 4 | - | - |
| *Work in a team effectively* | **8** | **14** | **-** | **-** |
| **PC5.** plan tasks to be performed as per priority and need | 2 | 4 | - | - |
| **PC6.** consult with and assist others to maximize effectiveness and efficiency at work | 2 | 3 | - | - |
| **PC7.** escalate problems and grievances beyond own scope to the concerned authority | 2 | 3 | - | - |
| **PC8.** take appropriate action to resolve conflicts at the workplace | 2 | 4 | - | - |
| *Respect diversity* | **6** | **12** | **-** | **-** |
| **PC9.** maintain a gender-neutral behaviour with everyone at the workplace | 2 | 4 | - | - |
| **PC10.** empathise with People with Disabilities (PwD) and offer help, if required | 2 | 4 | - | - |
| **PC11.** recognise and report incidents of harassment and discrimination to appropriate authority | 2 | 4 | - | - |
| **NOS Total** | **22** | **39** | **-** | **-** |

## National Occupational Standards (NOS) Parameters

| | |
|---|---|
| **NOS Code** | FIC/N9902 |
| **NOS Name** | Work effectively in an organisation |
| **Sector** | Food Processing |
| **Sub-Sector** | Generic |
| **Occupation** | Generic |
| **NSQF Level** | 3 |
| **Credits** | TBD |
| **Version** | 1.0 |
| **Last Reviewed Date** | 25/11/2021 |
| **Next Review Date** | 25/11/2024 |
| **NSQC Clearance Date** | 25/11/2021 |

# SGJ/N1702: Optimize resource utilization at workplace

## Description

This unit is about adopting sustainable practices and optimizing use of resources, especially material, energy and waste, in day-to-day operations at work

## Scope

The scope covers the following :

- Material conservation practices
- Energy/electricity conservation practices
- Effective waste management/recycling practices

## Elements and Performance Criteria

### Material conservation practices

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

**PC1.**    identify ways to optimize usage of material including water in various tasks/activities/processes

**PC2.**    check for spills/leakages in various tasks/activities/processes

**PC3.**    plug spills/leakages and escalate to appropriate authority if unable to rectify

**PC4.**    carry out routine cleaning of tools, machines and equipment

### Energy/electricity conservation practices

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

**PC5.**    identify ways to optimize usage of electricity/energy in various tasks/activities/processes

**PC6.**    check if the equipment/machine is functioning normally before commencing work and rectify wherever required

**PC7.**    report malfunctioning (fumes/sparks/emission/vibration/noise) and lapse in maintenance of equipment

**PC8.**    ensure electrical equipment and appliances are properly connected and turned off when not in use

### Effective waste management/recycling practices

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

**PC9.**    identify recyclable and non-recyclable, and hazardous waste generated

**PC10.**    segregate waste into different categories

**PC11.**    dispose non-recyclable waste appropriately

**PC12.**    deposit recyclable and reusable material at identified location

**PC13.**    follow processes specified for disposal of hazardous waste

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

**KU1.** potential hazards, risks and threats based on the nature of work

**KU2.** layout of the workstation and electrical and thermal equipment used

**KU3.** organizations procedures for minimizing waste

**KU4.** efficient and inefficient utilization of material and water

**KU5.** ways of efficiently managing material and water in the process

**KU6.** basics of electricity and prevalent energy efficient devices

**KU7.** ways to recognize common electrical problems

**KU8.** common practices of conserving electricity

**KU9.** usage of different colours of dustbins

**KU10.** categorization of waste into dry, wet, recyclable, non-recyclable and items of single-use plastics

**KU11.** waste management and methods of waste disposal

**KU12.** common sources of pollution and ways to minimize it

## Generic Skills (GS)

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

**GS1.** record data on waste disposal at workplace

**GS2.** complete statutory documents relevant to safety and hygiene

**GS3.** read Standard Operating Practices (SOP) documents

**GS4.** communicate with colleagues on the significance of greening of jobs

**GS5.** make timely decisions for efficient utilization of resources

**GS6.** complete tasks efficiently and accurately within stipulated time

**GS7.** work with supervisors/team members to carry out work related tasks

**GS8.** identify cause and effect of greening of jobs

## Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|---|---|---|---|
| *Material conservation practices* | **4** | **8** | **-** | **-** |
| **PC1.** identify ways to optimize usage of material including water in various tasks/activities/processes | 1 | 2 | - | - |
| **PC2.** check for spills/leakages in various tasks/activities/processes | 1 | 2 | - | - |
| **PC3.** plug spills/leakages and escalate to appropriate authority if unable to rectify | 1 | 2 | - | - |
| **PC4.** carry out routine cleaning of tools, machines and equipment | 1 | 2 | - | - |
| *Energy/electricity conservation practices* | **4** | **8** | **-** | **-** |
| **PC5.** identify ways to optimize usage of electricity/energy in various tasks/activities/processes | 1 | 2 | - | - |
| **PC6.** check if the equipment/machine is functioning normally before commencing work and rectify wherever required | 1 | 2 | - | - |
| **PC7.** report malfunctioning (fumes/sparks/emission/vibration/noise) and lapse in maintenance of equipment | 1 | 2 | - | - |
| **PC8.** ensure electrical equipment and appliances are properly connected and turned off when not in use | 1 | 2 | - | - |
| *Effective waste management/recycling practices* | **5** | **10** | **-** | **-** |
| **PC9.** identify recyclable and non-recyclable, and hazardous waste generated | 1 | 2 | - | - |
| **PC10.** segregate waste into different categories | 1 | 2 | - | - |
| **PC11.** dispose non-recyclable waste appropriately | 1 | 2 | - | - |
| **PC12.** deposit recyclable and reusable material at identified location | 1 | 2 | - | - |
| **PC13.** follow processes specified for disposal of hazardous waste | 1 | 2 | - | - |

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|---|---|---|---|
| **NOS Total** | **13** | **26** | **-** | **-** |

## National Occupational Standards (NOS) Parameters

| | |
|---|---|
| **NOS Code** | SGJ/N1702 |
| **NOS Name** | Optimize resource utilization at workplace |
| **Sector** | Green Jobs |
| **Sub-Sector** | Other Green Jobs |
| **Occupation** | Resource Optimization |
| **NSQF Level** | 3 |
| **Credits** | TBD |
| **Version** | 1.0 |
| **Last Reviewed Date** | 25/11/2021 |
| **Next Review Date** | 25/11/2024 |
| **NSQC Clearance Date** | 25/11/2021 |

## 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 the proportion of marks for Theory and Skills Practical for each PC.

2. The assessment for the theory part will be based on the 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 the 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 these criteria.

6. To pass the Qualification Pack assessment, 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/N9701.Prepare for the sale of food products | 30 | 70 | - | - | 100 | 30 |
| FIC/N9702.Perform various tasks for selling food products | 30 | 70 | - | - | 100 | 30 |
| FIC/N9703.Ensure upkeep of food products and related facilities | 30 | 70 | - | - | 100 | 15 |
| FIC/N9901.Implement health and safety practices at the workplace | 30 | 70 | - | - | 100 | 10 |
| FIC/N9902.Work effectively in an organisation | 22 | 39 | - | - | 61 | 10 |
| SGJ/N1702.Optimize resource utilization at workplace | 13 | 26 | - | - | 39 | 5 |

| National Occupational Standards | Theory Marks | Practical Marks | Project Marks | Viva Marks | Total Marks | Weightage |
|---|---|---|---|---|---|---|
| **Total** | **155** | **345** | **-** | **-** | **500** | **100** |

## Acronyms

| NOS | National Occupational Standard(s) |
|-----|-----------------------------------|
| NSQF | National Skills Qualifications Framework |
| QP | Qualifications Pack |
| TVET | Technical and Vocational Education and Training |
| PwD | Persons with Disability |

## 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. |
| 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 Standard | NOS are occupational standards which apply uniquely in the Indian context. |
| Qualification 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 idenitfier for an Occupational Standard, which is denoted by '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 | Knowledge and Understanding (KU) are statements that 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 or Generic Skills | 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 and work environment. In the context of the OS, these include communication-related skills that are applicable to most job roles. |