

Qualification Pack



Quality Assurance Manager (Processed Food Industry)

QP Code: FIC/Q7602

Version: 3.0

NSQF Level: 6

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

Qualification Pack

Contents

| | |
|---|----|
| FIC/Q7602: Quality Assurance Manager (Processed Food Industry) | 3 |
| <i>Brief Job Description</i> | 3 |
| Applicable National Occupational Standards (NOS) | 3 |
| <i>Compulsory NOS</i> | 3 |
| <i>Qualification Pack (QP) Parameters</i> | 3 |
| FIC/N7606: Develop and implement a quality assurance program in food processing units | 6 |
| FIC/N7607: Manage quality and conduct audits in food processing units | 12 |
| FIC/N9904: Ensure food safety at the workplace | 19 |
| FIC/N9903: Ensure workplace health and safety | 24 |
| DGT/VSQ/N0103: Employability Skills (90 Hours) | 31 |
| Assessment Guidelines and Weightage | 39 |
| <i>Assessment Guidelines</i> | 39 |
| <i>Assessment Weightage</i> | 40 |
| Acronyms | 41 |
| Glossary | 42 |

Qualification Pack

FIC/Q7602: Quality Assurance Manager (Processed Food Industry)

Brief Job Description

A Quality Assurance Manager (Processed Food Industry) is responsible for developing, implementing, and monitoring quality management systems to ensure that all food products meet regulatory standards and customer expectations. The individual oversees the entire production process, conduct regular audits, manages food safety protocols, and leads continuous improvement initiatives. The role involves training staff on quality standards, analyzing data to identify areas for improvement, and coordinating with suppliers to ensure the quality of raw materials.

Personal Attributes

The individual should have attention to detail, analytical thinking, and leadership and organizational skills. The person should be quality-conscious with good verbal and written communication skills.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [FIC/N7606: Develop and implement a quality assurance program in food processing units](#)
2. [FIC/N7607: Manage quality and conduct audits in food processing units](#)
3. [FIC/N9904: Ensure food safety at the workplace](#)
4. [FIC/N9903: Ensure workplace health and safety](#)
5. [DGT/VSQ/N0103: Employability Skills \(90 Hours\)](#)

Qualification Pack (QP) Parameters

| | |
|-------------------|---|
| Sector | Food Processing |
| Sub-Sector | Fruits and Vegetables, Food Grain Milling (Including oil seeds), Dairy Products, Meat and Poultry, Fish and Seafood, Bread and Bakery, Alcoholic Beverages, Aerated Water/Soft Drinks |
| Occupation | Quality Analysis/ Assurance |
| Country | India |
| NSQF Level | 6 |

Qualification Pack

| | |
|---|---|
| Credits | 20 |
| Aligned to NCO/ISCO/ISIC Code | NCO-2015/1213.0101 |
| Minimum Educational Qualification & Experience | <p>Completed 4 year UG program (or 3-year UG in Food Science or Applied Science) with 4.5 years of experience in Food Processing or Quality Assurance or Quality Control or Food Safety at Supervisor Level/ Assistant Manager</p> <p>OR</p> <p>Previous relevant Qualification of NSQF Level (5.5) with 3 Years of experience in Food Processing or Quality Assurance or Quality Control or Food Safety at Supervisor Level/Assistant Manager</p> <p>OR</p> <p>Previous relevant Qualification of NSQF Level (5) with 4.5 years of experience in Food Processing or Quality Assurance or Quality Control or Food Safety at Supervisor Level/ Assistant Manager</p> <p>OR</p> <p>PG in any field (Completed 1st-yr PG after 4-yr UG in Food Science or Applied Science) with 3 Years of experience in Food Processing Industry in different departments of Quality Assurance, Quality Control, or Food Safety Officer/Assistant Manager</p> <p>OR</p> <p>PG in any field (2-yr PG after 3- yr UG in Food Science or Applied Science) with 3 Years of experience in Food Processing Industry in different departments of Quality Assurance, Quality Control, or Food Safety Officer/Assistant Manager</p> |
| Minimum Level of Education for Training in School | Not Applicable |
| Pre-Requisite License or Training | NA |
| Minimum Job Entry Age | 21 Years |
| Last Reviewed On | NA |
| Next Review Date | 18/02/2028 |
| NSQC Approval Date | 18/02/2025 |
| Version | 3.0 |
| Reference code on NQR | QG-06-FI-03603-2025-V2-FICSI |
| NQR Version | 2.0 |

Qualification Pack

Remarks:

Nil

Qualification Pack

FIC/N7606: Develop and implement a quality assurance program in food processing units

Description

This unit is about establishing and executing a comprehensive quality assurance program to ensure compliance with industry standards and regulatory requirements, enhancing product quality and safety in food processing operations.

Scope

The scope covers the following :

- Develop and implement operational plans for quality function
- Manage the quality team
- Manage the budget

Elements and Performance Criteria

Develop and implement operational plans for quality function

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

- PC1.** develop and implement operational plans and SOPs for quality assurance, covering raw materials, final products, storage, and distribution
- PC2.** establish organizational quality systems including batch traceability, customer complaint handling, and supplier quality assurance
- PC3.** set and monitor objectives for the quality team
- PC4.** evaluate and adjust operational plans to align with organizational goals
- PC5.** design and implement new processes and structures to support changes in the organization
- PC6.** develop and implement quality systems for product development and approval
- PC7.** identify and establish quality systems for inspecting and approving new products

Manage the quality team

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

- PC8.** communicate organizational vision and values to the quality team
- PC9.** guide and motivate employees to achieve their Key Result Areas (KRAs) and organizational goals
- PC10.** identify training needs and provide necessary training to the quality team
- PC11.** engage with employees to understand their needs and support their development
- PC12.** address employee concerns and provide appropriate solutions
- PC13.** monitor employee performance and take appropriate actions, including promotions, transfers, or disciplinary measures

Manage the budget

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

- PC14.** prepare and submit the quality department's budget for approval to the management
- PC15.** delegate cost control responsibilities with clearly defined tasks

Qualification Pack

- PC16.** monitor and evaluate actual expenditure against the approved budget by appropriately establishing and implementing systems
- PC17.** identify and correct significant budget variances
- PC18.** explore and implement cost-saving measures
- PC19.** review the financial performance of the quality department periodically and recommend improvements

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the types of operational plans for quality management, including testing SOPs, quality systems, and regulatory guidelines
- KU2.** the methods for developing and implementing organizational systems, and designing work processes and procedures
- KU3.** the techniques for setting objectives, targets, and KPIs for the quality team
- KU4.** the strategies for monitoring and controlling operational plans to ensure alignment with goals
- KU5.** the procedures for traceability, handling customer complaints, and supplier quality assurance
- KU6.** the current industry trends in quality management and continuous improvement practices
- KU7.** the testing procedures and standards for raw materials, packaging, and finished products
- KU8.** the legal and regulatory requirements from FSSAI and other relevant bodies
- KU9.** the principles of human resource management and effective team leadership
- KU10.** the processes for identifying and addressing employee training needs
- KU11.** the key components of budget planning and financial management within the quality department
- KU12.** the techniques for analyzing and evaluating actual expenditure against the approved budget

Generic Skills (GS)

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

- GS1.** assess data, identify trends, and make informed decisions to improve processes
- GS2.** identify issues within the quality management system and develop effective solutions
- GS3.** communication quality standards, procedures, and expectations to the team and stakeholders in writing and verbally
- GS4.** lead, motivate, and manage a team, ensuring alignment with organizational goals and quality standards
- GS5.** ensure accuracy and compliance with quality standards throughout the production process
- GS6.** plan, execute, and oversee quality-related projects, ensuring they are completed on time and within budget
- GS7.** use quality assurance tools, technologies, and methodologies relevant to the food industry
- GS8.** make timely and well-considered decisions, especially in high-pressure situations

Qualification Pack

- GS9.** build and maintain positive relationships with internal teams and external stakeholders
- GS10.** follow industry trends, regulatory changes, and best practices in quality management

Qualification Pack

Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <i>Develop and implement operational plans for quality function</i> | 10 | 19 | - | 8 |
| PC1. develop and implement operational plans and SOPs for quality assurance, covering raw materials, final products, storage, and distribution | 2 | 2 | - | 1 |
| PC2. establish organizational quality systems including batch traceability, customer complaint handling, and supplier quality assurance | 1 | 4 | - | 1 |
| PC3. set and monitor objectives for the quality team | 2 | 2 | - | 1 |
| PC4. evaluate and adjust operational plans to align with organizational goals | 1 | 1 | - | 2 |
| PC5. design and implement new processes and structures to support changes in the organization | 1 | 5 | - | 1 |
| PC6. develop and implement quality systems for product development and approval | 2 | 3 | - | 1 |
| PC7. identify and establish quality systems for inspecting and approving new products | 1 | 2 | - | 1 |
| <i>Manage the quality team</i> | 10 | 17 | - | 6 |
| PC8. communicate organizational vision and values to the quality team | 1 | 2 | - | 1 |
| PC9. guide and motivate employees to achieve their Key Result Areas (KRAs) and organizational goals | 1 | 2 | - | 1 |
| PC10. identify training needs and provide necessary training to the quality team | 2 | 4 | - | 1 |
| PC11. engage with employees to understand their needs and support their development | 1 | 2 | - | 1 |
| PC12. address employee concerns and provide appropriate solutions | 2 | 5 | - | 1 |

Qualification Pack

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| PC13. monitor employee performance and take appropriate actions, including promotions, transfers, or disciplinary measures | 3 | 2 | - | 1 |
| <i>Manage the budget</i> | 10 | 14 | - | 6 |
| PC14. prepare and submit the quality department's budget for approval to the management | 1 | 1 | - | 1 |
| PC15. delegate cost control responsibilities with clearly defined tasks | 2 | 2 | - | 1 |
| PC16. monitor and evaluate actual expenditure against the approved budget by appropriately establishing and implementing systems | 1 | 5 | - | 1 |
| PC17. identify and correct significant budget variances | 3 | 3 | - | 1 |
| PC18. explore and implement cost-saving measures | 1 | 1 | - | 1 |
| PC19. review the financial performance of the quality department periodically and recommend improvements | 2 | 2 | - | 1 |
| NOS Total | 30 | 50 | - | 20 |

Qualification Pack

National Occupational Standards (NOS) Parameters

| | |
|----------------------------|--|
| NOS Code | FIC/N7606 |
| NOS Name | Develop and implement a quality assurance program in food processing units |
| Sector | Food Processing |
| Sub-Sector | Generic |
| Occupation | Quality Analysis/ Assurance |
| NSQF Level | 6 |
| Credits | 6 |
| Version | 3.0 |
| Last Reviewed Date | 18/02/2025 |
| Next Review Date | 18/02/2028 |
| NSQC Clearance Date | 18/02/2025 |

Qualification Pack

FIC/N7607: Manage quality and conduct audits in food processing units

Description

This unit is about implementing quality management systems in food processing units by conducting regular audits, identifying non-conformities, and driving continuous improvement to meet industry standards and regulatory requirements.

Scope

The scope covers the following :

- Manage the quality in food manufacturing facilities
- Assist the management
- Implement and monitor quality systems
- Ensure product compliance
- Conduct audits and implement corrective actions

Elements and Performance Criteria

Manage the quality in food manufacturing facilities

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

- PC1.** set the objectives for the quality team
- PC2.** communicate the organization's quality philosophy to employees
- PC3.** analyze the quality of the manufacturer's product against internal and external standards
- PC4.** notify the senior management regarding quality issues and significant developments
- PC5.** prepare monthly quality summaries

Assist the management

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

- PC6.** assist the management in making key decisions, e.g. cost reviews, manufacturer contract approvals, etc.
- PC7.** assist management in developing cost-effective strategies for new suppliers, ingredients, packaging methods, etc.

Implement and monitor quality systems

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

- PC8.** establish and enforce food quality and safety standards to ensure compliance with the regulatory and organizational policies
- PC9.** coordinate with marketing and sales to align with customer expectations
- PC10.** manage the inspection and testing processes to maintain continuous quality control over raw materials, production processes, facilities, packaging, finished products, etc.
- PC11.** monitor and report on the quality management system's performance
- PC12.** analyze the statistical data and prepare relevant reports
- PC13.** prepare employees for quality audits and certifications
- PC14.** establish and evaluate key performance indicators.

Qualification Pack

- PC15.** advise Research and Development (R&D), marketing, and packaging teams on regulatory and quality requirements
- PC16.** conduct cross-functional assessments and guide on quality procedures
- PC17.** develop a customer feedback system to reduce complaints
- PC18.** compile quality reports, manage non-conformance, and recommend improvements
- PC19.** monitor production processes to ensure quality outputs

Ensure product compliance

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

- PC20.** ensure products meet organizational quality standards.
- PC21.** monitor the sampling, testing, and inspection of raw material, packing materials, production on-line samples, and finished products
- PC22.** ensure appropriate calibration of the testing equipment
- PC23.** maintain up-to-date legal licenses as per the SOP
- PC24.** analyze and address consumer complaints

Conduct audits and implement corrective actions

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

- PC25.** define the scope, responsibilities, and procedures for audits
- PC26.** perform internal audits to identify deviations from standard quality procedures
- PC27.** identify and address non-conformances with appropriate corrective actions
- PC28.** ensure audit recommendations are implemented
- PC29.** conduct cross-functional audits and external audits of suppliers and distributors to ensure adherence to the applicable quality standards
- PC30.** manage third-party audits, as required
- PC31.** ensure non-conformance closures within the agreed timeline
- PC32.** maintain proper documentation for audits and identified non-conformance and closures

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the process of establishing objectives, roadmaps, and budgets
- KU2.** the process of implementing quality systems in food manufacturing facilities
- KU3.** the relevant quality management processes, including internal and external standards
- KU4.** the food quality and safety regulations, including FSSAI standards, packaging, labelling, and legal metrology laws
- KU5.** the procedures for maintaining compliance with food safety and quality norms
- KU6.** the methods for conducting audits, detecting non-conformances, and preparing documentation
- KU7.** the process of conducting Root Cause Analysis (RCA) and implementing appropriate Corrective and Preventive Actions (CAPA)
- KU8.** how to analyze statistical data to measure and improve quality performance

Qualification Pack

- KU9.** the techniques for monitoring the effectiveness of quality systems and implementing continuous improvement
- KU10.** the process of developing cost-effective solutions for quality management, including process optimization and supplier management
- KU11.** the appropriate strategies to deliver quality results at a reasonable cost and acceptable risk levels
- KU12.** the importance of organizing training and awareness programs for the quality team
- KU13.** the decision-making processes related to quality and cost management
- KU14.** the methods to improve business processes, quality systems, and procedures
- KU15.** the supplier management processes, including supplier quality assessments and audits to ensure compliance with food safety and quality standards
- KU16.** the quality complaint handling procedures and customer feedback systems

Generic Skills (GS)

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

- GS1.** assess data, identify trends, and make informed decisions to improve processes
- GS2.** identifying issues within the quality management system and develop effective solutions
- GS3.** communication quality standards, procedures, and expectations to the team and stakeholders in writing and verbally
- GS4.** lead, motivate, and manage a team, ensuring alignment with organizational goals and quality standards
- GS5.** ensure accuracy and compliance with quality standards throughout the production process
- GS6.** plan, execute, and oversee quality-related projects, ensuring they are completed on time and within budget
- GS7.** use quality assurance tools, technologies, and methodologies relevant to the food industry
- GS8.** make timely and well-considered decisions, especially in high-pressure situations
- GS9.** build and maintain positive relationships with internal teams and external stakeholders
- GS10.** follow industry trends, regulatory changes, and best practices in quality management

Qualification Pack

Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <i>Manage the quality in food manufacturing facilities</i> | 5 | 8 | - | 3 |
| PC1. set the objectives for the quality team | 1 | 2 | - | 0.5 |
| PC2. communicate the organization's quality philosophy to employees | 1 | 2 | - | 0.5 |
| PC3. analyze the quality of the manufacturer's product against internal and external standards | 1 | 1 | - | 0.5 |
| PC4. notify the senior management regarding quality issues and significant developments | 1 | 2 | - | 1 |
| PC5. prepare monthly quality summaries | 1 | 1 | - | 0.5 |
| <i>Assist the management</i> | 2 | 7 | - | 3 |
| PC6. assist the management in making key decisions, e.g. cost reviews, manufacturer contract approvals, etc. | 1 | 3 | - | 2 |
| PC7. assist management in developing cost-effective strategies for new suppliers, ingredients, packaging methods, etc. | 1 | 4 | - | 1 |
| <i>Implement and monitor quality systems</i> | 11 | 18 | - | 6 |
| PC8. establish and enforce food quality and safety standards to ensure compliance with the regulatory and organizational policies | 0.5 | 1 | - | 0.5 |
| PC9. coordinate with marketing and sales to align with customer expectations | 0.5 | 1 | - | 0.5 |
| PC10. manage the inspection and testing processes to maintain continuous quality control over raw materials, production processes, facilities, packaging, finished products, etc. | 1 | 2 | - | 0.5 |
| PC11. monitor and report on the quality management system's performance | 1 | 2 | - | 0.5 |
| PC12. analyze the statistical data and prepare relevant reports | 1 | 1 | - | 0.5 |

Qualification Pack

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| PC13. prepare employees for quality audits and certifications | 1 | 2 | - | 0.5 |
| PC14. establish and evaluate key performance indicators. | 1 | 1 | - | 0.5 |
| PC15. advise Research and Development (R&D), marketing, and packaging teams on regulatory and quality requirements | 1 | 1 | - | 0.5 |
| PC16. conduct cross-functional assessments and guide on quality procedures | 1 | 1 | - | 0.5 |
| PC17. develop a customer feedback system to reduce complaints | 1 | 2 | - | 0.5 |
| PC18. compile quality reports, manage non-conformance, and recommend improvements | 1 | 2 | - | 0.5 |
| PC19. monitor production processes to ensure quality outputs | 1 | 2 | - | 0.5 |
| <i>Ensure product compliance</i> | 5 | 9 | - | 3 |
| PC20. ensure products meet organizational quality standards. | 1 | 1 | - | 1 |
| PC21. monitor the sampling, testing, and inspection of raw material, packing materials, production on-line samples, and finished products | 1 | 2 | - | 0.5 |
| PC22. ensure appropriate calibration of the testing equipment | 1 | 1 | - | 0.5 |
| PC23. maintain up-to-date legal licenses as per the SOP | 1 | 2 | - | 0.5 |
| PC24. analyze and address consumer complaints | 1 | 3 | - | 0.5 |
| <i>Conduct audits and implement corrective actions</i> | 7 | 8 | - | 5 |
| PC25. define the scope, responsibilities, and procedures for audits | 1 | 1 | - | 1 |
| PC26. perform internal audits to identify deviations from standard quality procedures | 0.5 | 1 | - | 1 |

Qualification Pack

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| PC27. identify and address non-conformances with appropriate corrective actions | 1 | 1 | - | 0.5 |
| PC28. ensure audit recommendations are implemented | 0.5 | 1 | - | 0.5 |
| PC29. conduct cross-functional audits and external audits of suppliers and distributors to ensure adherence to the applicable quality standards | 1 | 1 | - | 0.5 |
| PC30. manage third-party audits, as required | 1 | 1 | - | 0.5 |
| PC31. ensure non-conformance closures within the agreed timeline | 1 | 1 | - | 0.5 |
| PC32. maintain proper documentation for audits and identified non-conformance and closures | 1 | 1 | - | 0.5 |
| NOS Total | 30 | 50 | - | 20 |

Qualification Pack

National Occupational Standards (NOS) Parameters

| | |
|----------------------------|--|
| NOS Code | FIC/N7607 |
| NOS Name | Manage quality and conduct audits in food processing units |
| Sector | Food Processing |
| Sub-Sector | Generic |
| Occupation | Quality Analysis/ Assurance |
| NSQF Level | 6 |
| Credits | 9 |
| Version | 3.0 |
| Last Reviewed Date | 18/02/2025 |
| Next Review Date | 18/02/2028 |
| NSQC Clearance Date | 18/02/2025 |

Qualification Pack

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.

Qualification Pack

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

Qualification Pack

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 | - | - | - | - |

Qualification Pack

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| 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. | - | - | - | - |
| NOS Total | 30 | 70 | - | - |

Qualification Pack

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 | 18/02/2025 |
| Next Review Date | 18/02/2028 |
| NSQF Clearance Date | 18/02/2025 |

Qualification Pack

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

Qualification Pack

- 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

Qualification Pack

- 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

Qualification Pack

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 | - | - | - | - |

Qualification Pack

| 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 | - | - | - | - |

Qualification Pack

| 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 | - | - |

Qualification Pack

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 | 08/05/2025 |
| Next Review Date | 08/05/2028 |
| NSQC Clearance Date | 08/05/2025 |

Qualification Pack

DGT/VSQ/N0103: Employability Skills (90 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.** understand the significance of employability skills in meeting the current job market requirement and future of work
- PC2.** identify and explore learning and employability relevant portals
- PC3.** research about the different industries, job market trends, latest skills required and the available opportunities

Constitutional values – Citizenship

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

- PC4.** 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.
- PC5.** follow environmentally sustainable practices

Becoming a Professional in the 21st Century

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

- PC6.** recognize the significance of 21st Century Skills for employment

Qualification Pack

- PC7.** 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
- PC8.** adopt a continuous learning mindset for personal and professional development

Basic English Skills

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

- PC9.** use basic English for everyday conversation in different contexts, in person and over the telephone
- PC10.** read and understand routine information, notes, instructions, mails, letters etc. written in English
- PC11.** 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:

- PC12.** identify career goals based on the skills, interests, knowledge, and personal attributes
- PC13.** prepare a career development plan with short- and long-term goals

Communication Skills

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

- PC14.** follow verbal and non-verbal communication etiquette while communicating in professional and public settings
- PC15.** use active listening techniques for effective communication
- PC16.** communicate in writing using appropriate style and format based on formal or informal requirements
- PC17.** work collaboratively with others in a team

Diversity & Inclusion

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

- PC18.** communicate and behave appropriately with all genders and PwD
- PC19.** 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:

- PC20.** identify and select reliable institutions for various financial products and services such as bank account, debit and credit cards, loans, insurance etc.
- PC21.** carry out offline and online financial transactions, safely and securely, using various methods and check the entries in the passbook
- PC22.** identify common components of salary and compute income, expenses, taxes, investments etc
- PC23.** 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:

- PC24.** operate digital devices and use their features and applications securely and safely
- PC25.** carry out basic internet operations by connecting to the internet safely and securely, using the mobile data or other available networks through Bluetooth, Wi-Fi, etc.
- PC26.** display responsible online behaviour while using various social media platforms

Qualification Pack

- PC27.** create a personal email account, send and process received messages as per requirement
- PC28.** carry out basic procedures in documents, spreadsheets and presentations using respective and appropriate applications
- PC29.** utilize virtual collaboration tools to work effectively

Entrepreneurship

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

- PC30.** identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research
- PC31.** develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion
- PC32.** 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:

- PC33.** identify different types of customers and ways to communicate with them
- PC34.** identify and respond to customer requests and needs in a professional manner
- PC35.** use appropriate tools to collect customer feedback
- PC36.** follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

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

- PC37.** create a professional Curriculum vitae (Résumé)
- PC38.** search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively
- PC39.** apply to identified job openings using offline /online methods as per requirement
- PC40.** answer questions politely, with clarity and confidence, during recruitment and selection
- PC41.** 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

Qualification Pack

- KU11.** components of salary and 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
- KU16.** use applications such as word processors, spreadsheets etc.
- KU17.** how to identify business opportunities
- KU18.** types and needs of customers
- KU19.** how to apply for a job and prepare for an interview
- KU20.** 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 in English and other languages
- GS2.** communicate effectively using appropriate language in formal and informal settings
- GS3.** behave politely and appropriately with all to maintain effective work relationship
- GS4.** how to work in a virtual mode, using various technological platforms
- 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

Qualification Pack

Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <i>Introduction to Employability Skills</i> | 1 | 1 | - | - |
| PC1. understand the significance of employability skills in meeting the current job market requirement and future of work | - | - | - | - |
| PC2. identify and explore learning and employability relevant portals | - | - | - | - |
| PC3. research about the different industries, job market trends, latest skills required and the available opportunities | - | - | - | - |
| <i>Constitutional values – Citizenship</i> | 1 | 1 | - | - |
| PC4. 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. | - | - | - | - |
| PC5. follow environmentally sustainable practices | - | - | - | - |
| <i>Becoming a Professional in the 21st Century</i> | 1 | 3 | - | - |
| PC6. recognize the significance of 21st Century Skills for employment | - | - | - | - |
| PC7. 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 | - | - | - | - |
| PC8. adopt a continuous learning mindset for personal and professional development | - | - | - | - |
| <i>Basic English Skills</i> | 3 | 4 | - | - |
| PC9. use basic English for everyday conversation in different contexts, in person and over the telephone | - | - | - | - |

Qualification Pack

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| PC10. read and understand routine information, notes, instructions, mails, letters etc. written in English | - | - | - | - |
| PC11. write short messages, notes, letters, e-mails etc. in English | - | - | - | - |
| <i>Career Development & Goal Setting</i> | 1 | 2 | - | - |
| PC12. identify career goals based on the skills, interests, knowledge, and personal attributes | - | - | - | - |
| PC13. prepare a career development plan with short- and long-term goals | - | - | - | - |
| <i>Communication Skills</i> | 2 | 2 | - | - |
| PC14. follow verbal and non-verbal communication etiquette while communicating in professional and public settings | - | - | - | - |
| PC15. use active listening techniques for effective communication | - | - | - | - |
| PC16. communicate in writing using appropriate style and format based on formal or informal requirements | - | - | - | - |
| PC17. work collaboratively with others in a team | - | - | - | - |
| <i>Diversity & Inclusion</i> | 1 | 1 | - | - |
| PC18. communicate and behave appropriately with all genders and PwD | - | - | - | - |
| PC19. escalate any issues related to sexual harassment at workplace according to POSH Act | - | - | - | - |
| <i>Financial and Legal Literacy</i> | 2 | 3 | - | - |
| PC20. identify and select reliable institutions for various financial products and services such as bank account, debit and credit cards, loans, insurance etc. | - | - | - | - |
| PC21. carry out offline and online financial transactions, safely and securely, using various methods and check the entries in the passbook | - | - | - | - |

Qualification Pack

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| PC22. identify common components of salary and compute income, expenses, taxes, investments etc | - | - | - | - |
| PC23. identify relevant rights and laws and use legal aids to fight against legal exploitation | - | - | - | - |
| <i>Essential Digital Skills</i> | 3 | 5 | - | - |
| PC24. operate digital devices and use their features and applications securely and safely | - | - | - | - |
| PC25. carry out basic internet operations by connecting to the internet safely and securely, using the mobile data or other available networks through Bluetooth, Wi-Fi, etc. | - | - | - | - |
| PC26. display responsible online behaviour while using various social media platforms | - | - | - | - |
| PC27. create a personal email account, send and process received messages as per requirement | - | - | - | - |
| PC28. carry out basic procedures in documents, spreadsheets and presentations using respective and appropriate applications | - | - | - | - |
| PC29. utilize virtual collaboration tools to work effectively | - | - | - | - |
| <i>Entrepreneurship</i> | 2 | 3 | - | - |
| PC30. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research | - | - | - | - |
| PC31. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion | - | - | - | - |
| PC32. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity | - | - | - | - |
| <i>Customer Service</i> | 1 | 2 | - | - |
| PC33. identify different types of customers and ways to communicate with them | - | - | - | - |

Qualification Pack

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| PC34. identify and respond to customer requests and needs in a professional manner | - | - | - | - |
| PC35. use appropriate tools to collect customer feedback | - | - | - | - |
| PC36. follow appropriate hygiene and grooming standards | - | - | - | - |
| <i>Getting ready for apprenticeship & Jobs</i> | 2 | 3 | - | - |
| PC37. create a professional Curriculum vitae (Résumé) | - | - | - | - |
| PC38. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively | - | - | - | - |
| PC39. apply to identified job openings using offline /online methods as per requirement | - | - | - | - |
| PC40. answer questions politely, with clarity and confidence, during recruitment and selection | - | - | - | - |
| PC41. identify apprenticeship opportunities and register for it as per guidelines and requirements | - | - | - | - |
| NOS Total | 20 | 30 | - | - |

Qualification Pack

National Occupational Standards (NOS) Parameters

| | |
|----------------------------|---------------------------------|
| NOS Code | DGT/VSQ/N0103 |
| NOS Name | Employability Skills (90 Hours) |
| Sector | Cross Sectoral |
| Sub-Sector | Professional Skills |
| Occupation | Employability |
| NSQF Level | 5 |
| Credits | 3 |
| Version | 1.0 |
| Last Reviewed Date | 30/05/2024 |
| Next Review Date | 30/05/2027 |
| NSQC Clearance Date | 30/05/2024 |

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Element/ 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 Element/ 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 these criteria.
6. To pass the Qualification Pack assessment, every trainee should score the Recommended Pass % aggregate for the QP.
7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

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/N7606.Develop and implement a quality assurance program in food processing units | 30 | 50 | 0 | 20 | 100 | 25 |
| FIC/N7607.Manage quality and conduct audits in food processing units | 30 | 50 | 0 | 20 | 100 | 25 |
| FIC/N9904.Ensure food safety at the workplace | 30 | 70 | - | - | 100 | 20 |
| FIC/N9903.Ensure workplace health and safety | 30 | 70 | - | - | 100 | 20 |
| DGT/VSQ/N0103.Employability Skills (90 Hours) | 20 | 30 | - | - | 50 | 10 |
| Total | 140 | 270 | - | 40 | 450 | 100 |

Qualification Pack

Acronyms

| | |
|--------------|--|
| NOS | National Occupational Standard(s) |
| NSQF | National Skills Qualifications Framework |
| QP | Qualifications Pack |
| TVET | Technical and Vocational Education and Training |
| NCVET | National Council for Vocational Education and Training |
| FICSI | Food Industry Capacity & Skill Initiative |
| QP | Qualification Pack |
| NSQF | National Skills Qualification Framework |
| NSQC | National Skills Qualification Committee |
| NOS | National Occupational Standards |
| NCO | National Classification of Occupations |
| ES | Employability Skills |
| SOP | Standard Operating Procedures |
| FSSAI | Food Safety and Standards Authority of India |
| KRAs | Key Result Areas |
| GMP | Good Manufacturing Practices |
| HACCP | Hazard Analysis Critical Control Points |
| VACCP | Vulnerability Assessment Critical Control Points |
| TACCP | Threat Assessment Critical Control Points |
| RCA | Root Cause Analysis |
| CAPA | Corrective and Preventive Actions |
| PPE | Personal Protective Equipment |
| GHP | Good Hygiene Practices |
| CPR | Cardiopulmonary Resuscitation |

Qualification Pack

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. |

Qualification Pack

| | |
|---|--|
| 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 district 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. |

Qualification Pack

| | |
|--|--|
| National Occupational Standard | 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 (K) | 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 (G) | 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. |