

## Qualification Pack



# Hygiene Coordinator

QP Code: FIC/Q7606

Version: 2.0

NSQF Level: 4

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## Qualification Pack

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## Qualification Pack

### FIC/Q7606: Hygiene Coordinator

#### Brief Job Description

The individual must be able to communicate and work with others effectively. The individual must possess manual dexterity and be able to plan and prioritize tasks effectively.

#### Personal Attributes

The individual must be able to communicate and work with others effectively. The individual must possess manual dexterity and be able to plan and prioritize tasks effectively.

#### Applicable National Occupational Standards (NOS)

##### Compulsory NOS:

1. [FIC/N7615: Prepare for cleaning and sanitation of the work area](#)
2. [FIC/N7616: Supervise Hygiene Practices](#)
3. [FIC/N9901: Implement health and safety practices at the workplace](#)
4. [FIC/N9904: Ensure food safety at the workplace](#)
5. [FIC/N9902: Work effectively in an organisation](#)
6. [SGJ/N1702: Optimize resource utilization at workplace](#)
7. [DGT/VSQ/N0102: Employability Skills \(60 Hours\)](#)

#### Qualification Pack (QP) Parameters

<b>Sector</b>	Food Processing
<b>Sub-Sector</b>	Generic
<b>Occupation</b>	Quality Analysis/ Assurance
<b>Country</b>	India
<b>NSQF Level</b>	4
<b>Credits</b>	13

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<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/NIL
<b>Minimum Educational Qualification &amp; Experience</b>	<p>11th grade pass OR Completed 1st year of 3-year diploma (after 10th) and pursuing regular diploma OR 10th grade pass plus 1-year NTC/ NAC OR 10th grade pass with 2 Years of experience relevant experience OR Previous relevant Qualification of NSQF Level (3) with 2 Years of experience relevant experience OR Previous relevant Qualification of NSQF Level (3.5) with 1 Year of experience relevant experience</p>
<b>Minimum Level of Education for Training in School</b>	Not Applicable
<b>Pre-Requisite License or Training</b>	NA
<b>Minimum Job Entry Age</b>	18 Years
<b>Last Reviewed On</b>	NA
<b>Next Review Date</b>	30/12/2024
<b>NSQC Approval Date</b>	30/12/2021
<b>Version</b>	2.0
<b>Reference code on NQR</b>	2022/FI/FICSI/06687
<b>NQR Version</b>	1

### Remarks:

NA

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### FIC/N7615: Prepare for cleaning and sanitation of the work area

#### Description

This NOS unit talks about performing various tasks to prepare for supervision of food processing workplace to ensure desired levels of cleanliness and sanitation in and around the work area.

#### Scope

The scope covers the following :

- Prepare for cleaning and sanitation activities
- Facilitate hygiene practices

#### Elements and Performance Criteria

##### *Prepare for cleaning and sanitation activities*

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

- PC1.** prepare a schedule to be followed for sanitation activities being carried out for sanitization of the work area
- PC2.** provide instructions to the sanitation workers, helpers, etc. for carrying out routine sanitation activities and confirm they have understood it
- PC3.** identify the material requirements such as tools, equipment, chemicals, etc. for cleaning the work area (such as workstation, canteen, washrooms, administrative office, laboratories, warehouses, outside premises etc.)
- PC4.** select the appropriate personnel protective equipment (PPE) to be worn during the tasks and ensure that the sanitation workers have obtained it
- PC5.** ensure that the concerned workers have obtained the required cleaning agents and other materials (such as tools and equipment) as required in the job
- PC6.** allocate manpower for cleaning different areas and surfaces such as floors, cleaning equipment, fittings, fixtures, furniture, lights, windows, doors, floors, bins, wash basin, glass surfaces, etc.
- PC7.** inspect the tools and equipment to confirm they are working effectively
- PC8.** submit requirements to the concerned department in case of undesirable or shortage of cleaning equipment, chemical, tools and other materials
- PC9.** prepare cleaning mixtures as per the type of surface and areas to be cleaned with respect to their concentrations and handover to the concerned personnel safely
- PC10.** record information such as areas going to be cleaned, materials issued, time and date of cleaning, etc. and fill out checklists as per organizational practice at submit to the concern manager

##### *Facilitate hygiene practices*

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

- PC11.** prepare chemical solutions wherever required and hand over to the sanitation worker
- PC12.** ensure that adequate quantity of inventory is always maintained such as chemicals, PPEs, cleaning tools etc.

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- PC13.** ensure the chemicals are kept under locked at designated location away from food processing area
- PC14.** record procedures, policies, list of equipment, chemicals, and other relevant information as or when required
- PC15.** ensure that all staffs use the chemicals optimally as per material safety data sheet to keep the concentrations effective for cleaning
- PC16.** train sanitation workers and organize regular workshops to enhance their capabilities
- PC17.** observe and ensure all the staff should wear PPEs and follow standard practices to maintain the food safety and quality
- PC18.** check all cleaning equipment and supplies have been delivered as expected and in good condition
- PC19.** check and ensure the accuracy of documentation such as inventory schedules and product labels
- PC20.** store the tools and chemicals appropriately and take necessary actions to control the deviations

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** standards, policies, and procedures followed in the organisation for cleaning, sanitation and hazard handling at the workplace
- KU2.** importance of following laid down rules, procedures, instructions, and policies
- KU3.** workplace safety requirements, hazard reporting and handling procedures
- KU4.** organizational reporting and documentation procedures followed in the organisation
- KU5.** importance of sanitisation of the workplace
- KU6.** elements of preparation for sanitation of work area
- KU7.** site layout and infrastructure in the food processing workplace
- KU8.** information to be entered while preparing a work schedule as required in the process
- KU9.** instruction to be provided to the cleaning staff
- KU10.** basic tools, equipment and materials (such as chemicals and sanitising agents) used for cleaning and sanitization and their functions
- KU11.** different types of personal protective equipment (PPE) to be worn at the workplace
- KU12.** standard practice followed for allocation of manpower
- KU13.** various types of cleaning and sanitization methods used as per type of surface in the food processing plant
- KU14.** applicable regulations to be followed as listed in Food Safety and Standards Act2006
- KU15.** how to use and inspect cleaning tools and equipment safely
- KU16.** steps followed to prepare required chemicals while ensuring desired formulation, dilution, and concentration
- KU17.** appropriateness of information to be recorded and standard methods used (such as logbooks, checklists, etc.)
- KU18.** how to store chemicals in food processing unit

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- KU19.** importance of regular cleaning and sanitation in food processing unit and the risk associated without cleaning
- KU20.** how to train sanitation workers to enhance their capabilities

### Generic Skills (GS)

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

- GS1.** write common words/signs and set phrases used in the work
- GS2.** prepare checklists, reports, and fill out forms in local language or Hindi/English
- GS3.** perform arithmetic calculations of addition, subtraction, multiplication, and division processes
- GS4.** read the documents received from vendors for chemicals and tools and check against the specification
- GS5.** read and interpret information (symbols, dimensions, terminology, dates etc.) given in local language or Hindi
- GS6.** plan and prioritise daily tasks to achieve maximum productivity
- GS7.** establish priorities and deadlines in consultation with others and record them
- GS8.** be always punctual and courteous

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### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Prepare for cleaning and sanitation activities</i>	<b>15</b>	<b>35</b>	-	-
<b>PC1.</b> prepare a schedule to be followed for sanitation activities being carried out for sanitization of the work area	-	-	-	-
<b>PC2.</b> provide instructions to the sanitation workers, helpers, etc. for carrying out routine sanitation activities and confirm they have understood it	-	-	-	-
<b>PC3.</b> identify the material requirements such as tools, equipment, chemicals, etc. for cleaning the work area (such as workstation, canteen, washrooms, administrative office, laboratories, warehouses, outside premises etc.)	-	-	-	-
<b>PC4.</b> select the appropriate personnel protective equipment (PPE) to be worn during the tasks and ensure that the sanitation workers have obtained it	-	-	-	-
<b>PC5.</b> ensure that the concerned workers have obtained the required cleaning agents and other materials (such as tools and equipment) as required in the job	-	-	-	-
<b>PC6.</b> allocate manpower for cleaning different areas and surfaces such as floors, cleaning equipment, fittings, fixtures, furniture, lights, windows, doors, floors, bins, wash basin, glass surfaces, etc.	-	-	-	-
<b>PC7.</b> inspect the tools and equipment to confirm they are working effectively	-	-	-	-
<b>PC8.</b> submit requirements to the concerned department in case of undesirable or shortage of cleaning equipment, chemical, tools and other materials	-	-	-	-
<b>PC9.</b> prepare cleaning mixtures as per the type of surface and areas to be cleaned with respect to their concentrations and handover to the concerned personnel safely	-	-	-	-



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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC10.</b> record information such as areas going to be cleaned, materials issued, time and date of cleaning, etc. and fill out checklists as per organizational practice at submit to the concern manager	-	-	-	-
<i>Facilitate hygiene practices</i>	<b>15</b>	<b>35</b>	-	-
<b>PC11.</b> prepare chemical solutions wherever required and hand over to the sanitation worker	-	-	-	-
<b>PC12.</b> ensure that adequate quantity of inventory is always maintained such as chemicals, PPEs, cleaning tools etc.	-	-	-	-
<b>PC13.</b> ensure the chemicals are kept under locked at designated location away from food processing area	-	-	-	-
<b>PC14.</b> record procedures, policies, list of equipment, chemicals, and other relevant information as or when required	-	-	-	-
<b>PC15.</b> ensure that all staffs use the chemicals optimally as per material safety data sheet to keep the concentrations effective for cleaning	-	-	-	-
<b>PC16.</b> train sanitation workers and organize regular workshops to enhance their capabilities	-	-	-	-
<b>PC17.</b> observe and ensure all the staff should wear PPEs and follow standard practices to maintain the food safety and quality	-	-	-	-
<b>PC18.</b> check all cleaning equipment and supplies have been delivered as expected and in good condition	-	-	-	-
<b>PC19.</b> check and ensure the accuracy of documentation such as inventory schedules and product labels	-	-	-	-
<b>PC20.</b> store the tools and chemicals appropriately and take necessary actions to control the deviations	-	-	-	-
<b>NOS Total</b>	<b>30</b>	<b>70</b>	-	-

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### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	FIC/N7615
<b>NOS Name</b>	Prepare for cleaning and sanitation of the work area
<b>Sector</b>	Food Processing
<b>Sub-Sector</b>	Generic
<b>Occupation</b>	Quality Analysis/ Assurance
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	30/12/2021
<b>Next Review Date</b>	30/12/2024
<b>NSQF Clearance Date</b>	30/12/2021

## Qualification Pack

### FIC/N7616: Supervise Hygiene Practices

#### Description

This NOS unit is about supervision and quality review of hygiene practices involving inspection of work, handling of resource, handling escalations from the cleaning and sanitation team and ensuring timely completion of task as per workplace requirements.

#### Scope

The scope covers the following :

- Monitor the cleaning and sanitisation tasks
- Supervise cleaning activities at the workplace

#### Elements and Performance Criteria

##### *Monitor the cleaning and sanitisation tasks*

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

- PC1.** check whether appropriate signages have been displayed at the required places
- PC2.** inform the individuals and departments to be affected by the cleaning and sanitation work and obtain approvals from them as per organisational practice
- PC3.** allocate manpower to the critical areas which need to be cleaned and sanitized immediately in case of sudden spillages
- PC4.** take the orders from the other department employees, management and prioritize the cleaning activities
- PC5.** re-assign resources well in time to ensure timely completion of duties evaluate the quality of tasks carried out and provide corrective actions promptly to achieve required hygiene standards
- PC6.** replenish stocks such as cleaning agents and sanitizers in case required during the work
- PC7.** obtain approvals from respective departments after the area has been cleaned appropriately

##### *Supervise cleaning activities at the workplace*

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

- PC8.** monitor the tasks being performed by the sanitation workers as per laid down procedures and timelines
- PC9.** ensure that the work area has been organized while ensuring materials are kept at their respective places post completion of tasks
- PC10.** ensure that the waste is being collected, segregated, and disposed safely with no spillage
- PC11.** check and store the chemicals, tools and equipment used in the process safely after use
- PC12.** check whether the tasks as listed in the maintenance schedule and checklists have been completed successfully
- PC13.** record information such as areas cleaned, pest infestations, chemicals required, date and time of cleaning, etc. and submit an overall monthly report to the concerned authority
- PC14.** conduct training of staff as per organisational practices on good manufacturing practices (GMP), good hygiene practices (GHP), etc.

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- PC15.** inspect each area after cleaning and sanitation with the concerned sanitation worker and highlighted the cleaning issues, if identified
- PC16.** address issues as they arise during the work process and escalate the ones beyond scope to the concerned personnel
- PC17.** maintain the cleaning chemicals, tools, equipment and information records as per defined schedules and organizational practices
- PC18.** perform required action in case of pest infestations, presence of hazards and unwanted materials, spillages, spoilages, etc.

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational quality procedures and processes associated with cleaning, sanitation, hazard handling, reporting, documentation, etc.
- KU2.** individuals role in the workflow
- KU3.** risk and impact of not following defined procedures/work instructions
- KU4.** importance of monitoring the cleaning and sanitation tasks being performed
- KU5.** applicable guidelines as listed in the Food Safety and Standards Authority of India (FSSAI) documents
- KU6.** types of signages to be erected in and around the areas to be cleaned
- KU7.** importance of informing concerned individuals and departments before starting the cleaning and sanitation process and obtaining approvals from post completion of tasks
- KU8.** how to organise materials already present at the areas to be cleaned and sanitised
- KU9.** how to inspect the quality of work done by sanitation workers
- KU10.** procedure to store materials post completion of tasks appropriately importance of adhering to the maintenance schedule and updating it post completion of tasks
- KU11.** information to be recorded in the process
- KU12.** procedure for training the workforce and steps followed
- KU13.** importance of following GHP and GMP at the workplace
- KU14.** issues to be escalated and require expert intervention
- KU15.** how to maintain the cleaning chemicals, tools, equipment and information records
- KU16.** ISO 14000, ISO 45001, ISO 22000, ISO 9000
- KU17.** how to replenish stocks as per standard practices
- KU18.** safe practices for disposing waste while ensuring zero spillage and spoilage of materials in the vicinity
- KU19.** importance of conducting workplace audits and review meetings and key factors to be examined during the process
- KU20.** action to be taken in case of non-conformance of the work area as per desired standards
- KU21.** legislation related to food safety and hygiene, occupational health and safety and environment management

## Generic Skills (GS)



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

- GS1.** write common words/signs and set phrases used in the work
- GS2.** prepare checklists, reports, and fill out forms in local language or Hindi/English
- GS3.** perform arithmetic calculations of addition, subtraction, multiplication, and division processes
- GS4.** read and interpret information (symbols, dimensions, terminology etc.) given in local language or Hindi
- GS5.** plan and prioritise daily tasks to achieve maximum productivity
- GS6.** establish priorities and deadlines in consultation with others and record them
- GS7.** be always punctual and courteous
- GS8.** take inputs from superiors wherever required and reciprocate understanding

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### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Monitor the cleaning and sanitisation tasks</i>	<b>10</b>	<b>24</b>	-	-
<b>PC1.</b> check whether appropriate signages have been displayed at the required places	-	-	-	-
<b>PC2.</b> inform the individuals and departments to be affected by the cleaning and sanitation work and obtain approvals from them as per organisational practice	-	-	-	-
<b>PC3.</b> allocate manpower to the critical areas which need to be cleaned and sanitized immediately in case of sudden spillages	-	-	-	-
<b>PC4.</b> take the orders from the other department employees, management and prioritize the cleaning activities	-	-	-	-
<b>PC5.</b> re-assign resources well in time to ensure timely completion of duties evaluate the quality of tasks carried out and provide corrective actions promptly to achieve required hygiene standards	-	-	-	-
<b>PC6.</b> replenish stocks such as cleaning agents and sanitizers in case required during the work	-	-	-	-
<b>PC7.</b> obtain approvals from respective departments after the area has been cleaned appropriately	-	-	-	-
<i>Supervise cleaning activities at the workplace</i>	<b>22</b>	<b>44</b>	-	-
<b>PC8.</b> monitor the tasks being performed by the sanitation workers as per laid down procedures and timelines	-	-	-	-
<b>PC9.</b> ensure that the work area has been organized while ensuring materials are kept at their respective places post completion of tasks	-	-	-	-
<b>PC10.</b> ensure that the waste is being collected, segregated, and disposed safely with no spillage	-	-	-	-
<b>PC11.</b> check and store the chemicals, tools and equipment used in the process safely after use	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC12.</b> check whether the tasks as listed in the maintenance schedule and checklists have been completed successfully	-	-	-	-
<b>PC13.</b> record information such as areas cleaned, pest infestations, chemicals required, date and time of cleaning, etc. and submit an overall monthly report to the concerned authority	-	-	-	-
<b>PC14.</b> conduct training of staff as per organisational practices on good manufacturing practices (GMP), good hygiene practices (GHP), etc.	-	-	-	-
<b>PC15.</b> inspect each area after cleaning and sanitation with the concerned sanitation worker and highlighted the cleaning issues, if identified	-	-	-	-
<b>PC16.</b> address issues as they arise during the work process and escalate the ones beyond scope to the concerned personnel	-	-	-	-
<b>PC17.</b> maintain the cleaning chemicals, tools, equipment and information records as per defined schedules and organizational practices	-	-	-	-
<b>PC18.</b> perform required action in case of pest infestations, presence of hazards and unwanted materials, spillages, spoilages, etc.	-	-	-	-
<b>NOS Total</b>	<b>32</b>	<b>68</b>	-	-

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### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	FIC/N7616
<b>NOS Name</b>	Supervise Hygiene Practices
<b>Sector</b>	Food Processing
<b>Sub-Sector</b>	Generic
<b>Occupation</b>	Quality Analysis/ Assurance
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	30/12/2021
<b>Next Review Date</b>	30/12/2024
<b>NSQC Clearance Date</b>	30/12/2021



## Qualification Pack

### 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

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**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 handling

**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)



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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

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### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Ensure food safety and personal hygiene</i>	<b>7</b>	<b>19</b>	-	-
<b>PC1.</b> follow relevant practices to avoid cross contamination at all stages of food processing operations	1	4	-	-
<b>PC2.</b> follow organisational procedures for handling items that may cause allergic reactions	1	4	-	-
<b>PC3.</b> 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	-	-
<b>PC4.</b> 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	-	-
<i>Follow safety measures to avoid accidents</i>	<b>11</b>	<b>24</b>	-	-
<b>PC5.</b> use protective clothing/equipment for specific tasks and work conditions	2	4	-	-
<b>PC6.</b> identify job-site hazardous work and possible causes of risk or accident at the workplace	2	4	-	-
<b>PC7.</b> deal with hazards safely and appropriately to ensure safety of self and others as per organisational protocol	2	4	-	-
<b>PC8.</b> use various types of fire extinguishers effectively	2	4	-	-
<b>PC9.</b> respond promptly and appropriately to an accident situation or medical emergency	1	4	-	-

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

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### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	FIC/N9901
<b>NOS Name</b>	Implement health and safety practices at the workplace
<b>Sector</b>	Food Processing
<b>Sub-Sector</b>	Generic
<b>Occupation</b>	Generic
<b>NSQF Level</b>	3
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	23/06/2023
<b>Next Review Date</b>	23/06/2026
<b>NSQC Clearance Date</b>	23/06/2023

## 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>	<b>30</b>	<b>70</b>	-	-
<b>PC1.</b> 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.	-	-	-	-
<b>PC2.</b> 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	-	-	-	-
<b>PC3.</b> 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	-	-	-	-
<b>PC4.</b> 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.	-	-	-	-
<b>PC5.</b> establish and follow allergen management system for handling and storage of raw materials	-	-	-	-
<b>PC6.</b> 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
<b>PC7.</b> take appropriate action in instances such as VACCP (Vulnerability Assessment Critical Control Points) and TACCP (Threat Assessment Critical Control Points)	-	-	-	-
<b>PC8.</b> 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)	-	-	-	-
<b>PC9.</b> address issues pertaining to food safety and quality reported by the team members	-	-	-	-
<b>PC10.</b> record information such as food safety regulations followed, inspections done, faults observed, etc. as per standard procedure	-	-	-	-
<b>PC11.</b> organize trainings and workshops on food safety aspects such as Good Manufacturing Practices (GMP), HACCP, VACCP, TACCP, etc.	-	-	-	-
<b>NOS Total</b>	<b>30</b>	<b>70</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	FIC/N9904
<b>NOS Name</b>	Ensure food safety at the workplace
<b>Sector</b>	Food Processing
<b>Sub-Sector</b>	Generic
<b>Occupation</b>	Generic
<b>NSQF Level</b>	5
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	23/06/2023
<b>Next Review Date</b>	23/06/2026
<b>NSQC Clearance Date</b>	23/06/2023

## Qualification Pack

### 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

## Qualification Pack

- 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

## Qualification Pack

### Assessment Criteria

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

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	FIC/N9902
<b>NOS Name</b>	Work effectively in an organisation
<b>Sector</b>	Food Processing
<b>Sub-Sector</b>	Generic
<b>Occupation</b>	Generic
<b>NSQF Level</b>	3
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	24/02/2022
<b>Next Review Date</b>	24/02/2025
<b>NSQC Clearance Date</b>	24/02/2022

## Qualification Pack

### 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:



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- 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

## Qualification Pack

### Assessment Criteria

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



### Qualification Pack

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

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	SGJ/N1702
<b>NOS Name</b>	Optimize resource utilization at workplace
<b>Sector</b>	Green Jobs
<b>Sub-Sector</b>	Other Green Jobs
<b>Occupation</b>	Resource Optimization
<b>NSQF Level</b>	3
<b>Credits</b>	1
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	24/02/2022
<b>Next Review Date</b>	24/02/2025
<b>NSQC Clearance Date</b>	24/02/2022

## Qualification Pack

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

#### Description

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

#### Scope

The scope covers the following :

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

#### Elements and Performance Criteria

##### *Introduction to Employability Skills*

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

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

##### *Constitutional values - Citizenship*

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

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

##### *Becoming a Professional in the 21st Century*

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

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

##### *Basic English Skills*

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

## Qualification Pack

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

### *Career Development & Goal Setting*

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

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

### *Communication Skills*

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

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

### *Diversity & Inclusion*

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

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

### *Financial and Legal Literacy*

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

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

### *Essential Digital Skills*

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

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

### *Entrepreneurship*

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

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

### *Customer Service*

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

- PC26.** identify different types of customers
- PC27.** identify and respond to customer requests and needs in a professional manner.

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**PC28.** follow appropriate hygiene and grooming standards

*Getting ready for apprenticeship & Jobs*

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

**PC29.** create a professional Curriculum vitae (Résumé)

**PC30.** search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively

**PC31.** apply to identified job openings using offline /online methods as per requirement

**PC32.** answer questions politely, with clarity and confidence, during recruitment and selection

**PC33.** identify apprenticeship opportunities and register for it as per guidelines and requirements

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

**KU1.** need for employability skills and different learning and employability related portals

**KU2.** various constitutional and personal values

**KU3.** different environmentally sustainable practices and their importance

**KU4.** Twenty first (21st) century skills and their importance

**KU5.** how to use English language for effective verbal (face to face and telephonic) and written communication in formal and informal set up

**KU6.** importance of career development and setting long- and short-term goals

**KU7.** about effective communication

**KU8.** POSH Act

**KU9.** Gender sensitivity and inclusivity

**KU10.** different types of financial institutes, products, and services

**KU11.** how to compute income and expenditure

**KU12.** importance of maintaining safety and security in offline and online financial transactions

**KU13.** different legal rights and laws

**KU14.** different types of digital devices and the procedure to operate them safely and securely

**KU15.** how to create and operate an e- mail account and use applications such as word processors, spreadsheets etc.

**KU16.** how to identify business opportunities

**KU17.** types and needs of customers

**KU18.** how to apply for a job and prepare for an interview

**KU19.** apprenticeship scheme and the process of registering on apprenticeship portal

## Generic Skills (GS)

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

**GS1.** read and write different types of documents/instructions/correspondence

**GS2.** communicate effectively using appropriate language in formal and informal settings



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- GS3.** behave politely and appropriately with all
- GS4.** how to work in a virtual mode
- GS5.** perform calculations efficiently
- GS6.** solve problems effectively
- GS7.** pay attention to details
- GS8.** manage time efficiently
- GS9.** maintain hygiene and sanitization to avoid infection



## Qualification Pack

### Assessment Criteria

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

### Qualification Pack

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

### Qualification Pack

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

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	DGT/VSQ/N0102
<b>NOS Name</b>	Employability Skills (60 Hours)
<b>Sector</b>	Cross Sectoral
<b>Sub-Sector</b>	Professional Skills
<b>Occupation</b>	Employability
<b>NSQF Level</b>	4
<b>Credits</b>	2
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	23/06/2023
<b>Next Review Date</b>	23/06/2026
<b>NSQC Clearance Date</b>	23/06/2023

## Assessment Guidelines and Assessment Weightage

### Assessment Guidelines

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

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**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/N7615.Prepare for cleaning and sanitation of the work area	30	70	-	-	100	25
FIC/N7616.Supervise Hygiene Practices	32	68	-	-	100	20
FIC/N9901.Implement health and safety practices at the workplace	30	70	-	-	100	15
FIC/N9904.Ensure food safety at the workplace	30	70	-	-	100	15
FIC/N9902.Work effectively in an organisation	22	39	-	-	61	10
SGJ/N1702.Optimize resource utilization at workplace	13	26	0	0	39	10
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	0	0	50	5
<b>Total</b>	<b>177</b>	<b>373</b>	<b>0</b>	<b>0</b>	<b>550</b>	<b>100</b>

## Qualification Pack

### Acronyms

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

## Qualification Pack

### Glossary

<b>Sector</b>	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.
<b>Sub-sector</b>	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
<b>Occupation</b>	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
<b>Job role</b>	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
<b>Occupational Standards (OS)</b>	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.
<b>Performance Criteria (PC)</b>	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
<b>National Occupational Standards (NOS)</b>	NOS are occupational standards which apply uniquely in the Indian context.
<b>Qualifications Pack (QP)</b>	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.
<b>Unit Code</b>	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
<b>Unit Title</b>	Unit title gives a clear overall statement about what the incumbent should be able to do.
<b>Description</b>	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.
<b>Scope</b>	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

<b>Knowledge and Understanding (KU)</b>	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.
<b>Organisational Context</b>	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.
<b>Technical Knowledge</b>	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
<b>Core Skills/ Generic Skills (GS)</b>	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.
<b>Electives</b>	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.
<b>Options</b>	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.