

Qualification Pack



Food Sales Promoter

QP Code: FIC/Q9701

Version: 2.0

NSQF Level: 3

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FIC/Q9701: Food Sales Promoter

Brief Job Description

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

Personal Attributes

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

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [FIC/N9701: Prepare for sale and promotion of food products](#)
2. [FIC/N9702: Perform various tasks for selling food products](#)
3. [FIC/N9703: Ensure upkeep of food products and related facilities](#)
4. [FIC/N9901: Implement health and safety practices at the workplace](#)
5. [FIC/N9902: Work effectively in an organisation](#)
6. [SGJ/N1702: Optimize resource utilization at workplace](#)
7. [DGT/VSQ/N0101: Employability Skills \(30 Hours\)](#)

Qualification Pack (QP) Parameters

Sector	Food Processing
Sub-Sector	Generic
Occupation	Food Sales and Retail Operations
Country	India
NSQF Level	3

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Credits	9
Aligned to NCO/ISCO/ISIC Code	NCO-2015/5249.0301
Minimum Educational Qualification & Experience	<p>8th grade pass and pursuing continuous schooling in regular school with vocational subject</p> <p>OR</p> <p>8th grade pass with 1 Year of experience relevant experience</p> <p>OR</p> <p>5th grade pass with 4 Years of experience relevant experience</p> <p>OR</p> <p>Ability to read and write with 5 Years of experience relevant experience</p> <p>OR</p> <p>Previous relevant Qualification of NSQF Level (2) with 1 Year of experience relevant experience</p> <p>OR</p> <p>Previous relevant Qualification of NSQF Level (2.5) with 6 Months of experience relevant experience</p>
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	NA
Next Review Date	29/07/2024
NSQC Approval Date	29/07/2021
Version	2.0
Reference code on NQR	2022/FI/FICSI/06683
NQR Version	1

Remarks:

NA

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

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Prepare for the sale of food products

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

- PC1.** procure the required quantity of food products from stores, warehouses, etc. as per supervisor's instructions
- PC2.** move food products to the designated place safely in adherence with standard work practices
- PC3.** unpack and sort the food stock at designated place appropriately
- PC4.** record stock delivery information as per standard work practices. Stock delivery information: based on type; quantity; consumer demand, shelf-life of products, etc.
- PC5.** inspect the stocks received for desired appropriateness (such as packaging, labelling, quality, etc.)
- PC6.** report discrepancies in the stocks received to the concerned authority
- PC7.** label the food products for identification
- PC8.** place the labelled products in respective shelves/places safely as per shelf life, sale preference, First In First Out (FIFO), First Expiry First Out (FEFO), First Manufactured First Out (FMFO), etc.
- PC9.** set the required temperature of refrigeration unit for storing the food products

Prepare for visual merchandising

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

- PC10.** obtain merchandise, materials and equipment required for visual merchandising of food products. Materials: product labels, price tickets, associated equipment, chair, tables, banners, signages, etc.
- PC11.** unpack the food products and materials to be displayed
- PC12.** check whether the food products to be sold are fit for purchase as per standard procedure
- PC13.** clean the work area thoroughly before placing the materials for merchandising
- PC14.** arrange the food products to be sold at designated places appropriately ensuring maximum visibility and accessibility to the customers
- PC15.** display food products using appropriate labels and price tickets as per standard operating procedure

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- PC16.** replenish the out-of-stock food items and replace the damaged food products and dispose them safely
- PC17.** return extra stock to the concerned authority and storage area in accordance with organisational work practices
- PC18.** monitor the display for appearance and required levels of cleanliness periodically as per work schedule

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organisational standards, policies, procedures, departments, range of products and services offered
- KU2.** workplace safety requirements, and hazard handling procedures
- KU3.** organisational reporting and documentation procedures
- KU4.** elements of preparation for selling food products
- KU5.** standard procedure to procure food products from stores, warehouse, etc.
- KU6.** standard practices to transport the food products from warehouses to retail stores/shops
- KU7.** importance of labelling the food products
- KU8.** safe methods for unpacking and arranging food products at designated places
- KU9.** how to configure the refrigeration unit for storing food products
- KU10.** product characteristics to be recorded
- KU11.** how to identify discrepancies in the stocks received
- KU12.** merchandise, materials and equipment required for food exhibition
- KU13.** how to clean the work area to ensure zero food contamination
- KU14.** safe practices for unpacking the merchandise, materials, equipment and food products
- KU15.** how to check the food products for required fitment for purchase
- KU16.** how to arrange merchandise, materials and equipment used in food exhibitions
- KU17.** standard procedure to display merchandise, labels and price tickets
- KU18.** how to replenish out of stock food products and return extra stock
- KU19.** how to identify damaged food products and dispose them
- KU20.** applicable regulations as listed in 'The Food Safety and Standards Act, 2006' for storage of products in a food processing industry

Generic Skills (GS)

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

- GS1.** prepare reports and labels in local language or Hindi/English
- GS2.** perform arithmetic calculations
- GS3.** read and interpret information (symbols, dimensions, terminology, dates, labels, etc.) given in local language or Hindi/English
- GS4.** communicate with others effectively

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- GS5.** prioritize the tasks to achieve maximum productivity as per agreed timelines
- GS6.** be punctual
- GS7.** establish workable solutions for problems in hand in consultation with others
- GS8.** identify ways to increase productivity and reduce errors

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Assessment Criteria

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

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

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National Occupational Standards (NOS) Parameters

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

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FIC/N9702: Perform various tasks for selling food products

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Sell and promote food products to customers

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

- PC1.** identify the customer requirements by assessing their needs and interests including organoleptic evaluation. Organoleptic evaluation: taste, colour, appearance, odour, etc.
- PC2.** prepare sample food items for the customers such as ready-to-eat products
- PC3.** dispose the used plates, glasses, etc. appropriately
- PC4.** wrap, package or plate food items as per standard practices
- PC5.** provide product information to the customer appropriately. Product information: such as variants, nutritional value, pricing, new launches/promotions, etc.
- PC6.** address customer issues and complaints with respect to the desired food product and services using current and accurate information

Manage Point-of-Sale (POS) systems

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

- PC7.** calculate sale price information and generate invoice as per the products sold
- PC8.** confirm the amount to be paid by the customer and process payments for the products sold as per the mode of payment
- PC9.** coordinate with the concerned person for any system errors
- PC10.** record information such as type of products sold, customer feedback, etc. as per standard procedure

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organisational quality procedures and processes associated with selling
- KU2.** organisational policies on delivery standards, safety and hazards, integrity, dress code, etc.
- KU3.** individuals' role in the workflow
- KU4.** risk and impact of not following defined procedures/work instructions
- KU5.** interests, demands and queries of the customer arising out of organoleptic evaluation

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- KU6.** factors that help in deciding the type of exhibition layout for food display
- KU7.** how to prepare samples of food items for display
- KU8.** information to be shared with the customer during sales
- KU9.** complementary products, offers, specials and seasonal promotions of the organisation
- KU10.** how to inspect the food products for defects
- KU11.** how to wrap, pack and plate food items for sale
- KU12.** transaction type, procedure followed, hardware and software used for point-of-sale transactions
- KU13.** calculations performed during selling
- KU14.** how to operate the point-of-sale (POS) system to enter sales information
- KU15.** transaction errors and the resolution techniques to maintain accurate records for selling
- KU16.** information to be recorded while selling a product

Generic Skills (GS)

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

- GS1.** prepare checklists and reports in local language or Hindi/English
- GS2.** perform basic arithmetic calculations
- GS3.** read and interpret information (symbols, dimensions, terminology, dates etc.) given in local language or Hindi/English
- GS4.** communicate with others effectively in local language or Hindi/English
- GS5.** establish priorities and deadlines effectively
- GS6.** be punctual
- GS7.** listen to customer's concerns and doubts carefully and address them
- GS8.** be courteous
- GS9.** establish workable solutions for problems in hand in consultation with others
- GS10.** identify ways to increase productivity and reduce errors

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Assessment Criteria

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

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National Occupational Standards (NOS) Parameters

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

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

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Maintain food products in retail stores and promotion sites

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

- PC1.** identify physical, chemical and biological hazards that could affect the quality of stored food products
- PC2.** inspect the quality of food products and identify damaged, deteriorated, spoiled or out of date food items
- PC3.** mark to identify and separate food products until disposal of damaged products is complete
- PC4.** dispose potentially damaged food from the storage space appropriately
- PC5.** record required information (such as spoiled food items, equipment breakdowns, etc.) as per organisational work process
- PC6.** rotate the stocks as per sales preference and manufacturing date
- PC7.** maintain appropriate environmental conditions for storing perishable items. Environmental Conditions: absence of materials that can cause contamination; required freshness, quality, appearance, etc.
- PC8.** monitor the heating and cooling processes to ensure required microbiological safety of food

Carry out facility maintenance

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

- PC9.** clean and sanitise food handling equipment, implements, surfaces and utensils as per standard practices
- PC10.** dispose broken, chipped or cracked food handling equipment safely
- PC11.** inspect the work area to ensure it is free from insects, pests, vermin, etc.
- PC12.** report issues such as faulty equipment, food spoilage, pest infestations, etc. to the supervisor

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organisational quality procedures and processes associated with the work
- KU2.** organisation's policies on delivery standards, safety and hazards, integrity, dress code, etc.

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- KU3.** individual's role in the workflow
- KU4.** risk and impact of not following defined procedures/work instructions
- KU5.** physical, chemical and biological hazards that could harm the quality of food products
- KU6.** how to inspect the quality of stored food products
- KU7.** safe disposal of spoiled food products
- KU8.** importance of marking in food retail industry
- KU9.** rotation of stocks as per sales preference and manufacturing date
- KU10.** impact of unfavourable conditions on stored food products
- KU11.** optimal level of heating and cooling required to ensure food safety
- KU12.** how to sanitise food handling equipment, implements, surfaces and utensils and materials used
- KU13.** safe disposal of broken, chipped or cracked food handling equipment
- KU14.** how to inspect the work area for presence of insects, pests, vermin etc.
- KU15.** standard practice to be followed to report issues such as faulty equipment, food spoilage, pest infestations, etc. to the supervisor
- KU16.** applicable regulations as listed in 'The Food Safety and Standards Act, 2006' for storage of products in a food processing industry

Generic Skills (GS)

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

- GS1.** perform basic arithmetic calculations
- GS2.** interpret information (symbols, dimensions, terminology, dates etc.) given in local language or Hindi/English
- GS3.** communicate with others effectively
- GS4.** prioritise own tasks as per specified timelines
- GS5.** be punctual
- GS6.** be courteous
- GS7.** establish workable solutions for problems in hand in consultation with others
- GS8.** identify ways to increase productivity and reduce errors

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Assessment Criteria

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

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

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National Occupational Standards (NOS) Parameters

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

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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>	7	19	-	-
PC1. follow relevant practices to avoid cross contamination at all stages of food processing operations	1	4	-	-
PC2. follow organisational procedures for handling items that may cause allergic reactions	1	4	-	-
PC3. follow Good Manufacturing Practices (GMP) at the workplace. Good Manufacturing Practices: location and layout (ergonomics), cleaning and sanitation, equipment and containers, pest control, facilities (lighting, water supply, drainage and waste disposal, air quality and ventilation), food storage, transportation, and distribution (Source: Schedule IV, FSSAI Licensing and Registration, 2011)	3	7	-	-
PC4. follow Good Hygiene Practices (GHP) at the workplace appropriately. Good Hygiene Practices: use of gloves, hairnets, masks, ear plugs, goggles, shoes etc; washing hands regularly; treating injuries such as cuts, boils, skin infections and grazes; preventive health check-ups ; getting vaccinated whenever required. (Source: Schedule IV, FSSAI Licensing and Registration, 2011)	2	4	-	-
<i>Follow safety measures to avoid accidents</i>	11	24	-	-
PC5. use protective clothing/equipment for specific tasks and work conditions	2	4	-	-
PC6. identify job-site hazardous work and possible causes of risk or accident at the workplace	2	4	-	-
PC7. deal with hazards safely and appropriately to ensure safety of self and others as per organisational protocol	2	4	-	-
PC8. use various types of fire extinguishers effectively	2	4	-	-
PC9. respond promptly and appropriately to an accident situation or medical emergency	1	4	-	-

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

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National Occupational Standards (NOS) Parameters

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

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

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	FIC/N9902
NOS Name	Work effectively in an organisation
Sector	Food Processing
Sub-Sector	Generic
Occupation	Generic
NSQF Level	3
Credits	TBD
Version	1.0
Last Reviewed Date	24/02/2022
Next Review Date	24/02/2025
NSQF Clearance Date	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>	4	8	-	-
PC1. identify ways to optimize usage of material including water in various tasks/activities/processes	1	2	-	-
PC2. check for spills/leakages in various tasks/activities/processes	1	2	-	-
PC3. plug spills/leakages and escalate to appropriate authority if unable to rectify	1	2	-	-
PC4. carry out routine cleaning of tools, machines and equipment	1	2	-	-
<i>Energy/electricity conservation practices</i>	4	8	-	-
PC5. identify ways to optimize usage of electricity/energy in various tasks/activities/processes	1	2	-	-
PC6. check if the equipment/machine is functioning normally before commencing work and rectify wherever required	1	2	-	-
PC7. report malfunctioning (fumes/sparks/emission/vibration/noise) and lapse in maintenance of equipment	1	2	-	-
PC8. ensure electrical equipment and appliances are properly connected and turned off when not in use	1	2	-	-
<i>Effective waste management/recycling practices</i>	5	10	-	-
PC9. identify recyclable and non-recyclable, and hazardous waste generated	1	2	-	-
PC10. segregate waste into different categories	1	2	-	-
PC11. dispose non-recyclable waste appropriately	1	2	-	-
PC12. deposit recyclable and reusable material at identified location	1	2	-	-
PC13. follow processes specified for disposal of hazardous waste	1	2	-	-

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

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

Qualification Pack

DGT/VSQ/N0101: Employability Skills (30 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
- 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 job requirements

Constitutional values – Citizenship

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

PC2. identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices

Becoming a Professional in the 21st Century

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

PC3. explain 21st Century Skills such as Self-Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc.

Basic English Skills

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

PC4. speak with others using some basic English phrases or sentences

Communication Skills

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

PC5. follow good manners while communicating with others

PC6. work with others in a team

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Diversity & Inclusion

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

PC7. communicate and behave appropriately with all genders and PwD

PC8. report any issues related to sexual harassment

Financial and Legal Literacy

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

PC9. use various financial products and services safely and securely

PC10. calculate income, expenses, savings etc.

PC11. approach the concerned authorities for any exploitation as per legal rights and laws

Essential Digital Skills

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

PC12. operate digital devices and use its features and applications securely and safely

PC13. use internet and social media platforms securely and safely

Entrepreneurship

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

PC14. identify and assess opportunities for potential business

PC15. identify sources for arranging money and associated financial and legal challenges

Customer Service

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

PC16. identify different types of customers

PC17. identify customer needs and address them appropriately

PC18. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

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

PC19. create a basic biodata

PC20. search for suitable jobs and apply

PC21. identify and register apprenticeship opportunities as per requirement

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. need for employability skills

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 basic spoken English language

KU6. Do and dont of effective communication

KU7. inclusivity and its importance

KU8. different types of disabilities and appropriate communication and behaviour towards PwD

KU9. different types of financial products and services

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- KU10.** how to compute income and expenses
- KU11.** importance of maintaining safety and security in financial transactions
- KU12.** different legal rights and laws
- KU13.** how to operate digital devices and applications safely and securely
- KU14.** ways to identify business opportunities
- KU15.** types of customers and their needs
- KU16.** how to apply for a job and prepare for an interview
- KU17.** apprenticeship scheme and the process of registering on apprenticeship portal

Generic Skills (GS)

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

- GS1.** communicate effectively using appropriate language
- GS2.** behave politely and appropriately with all
- GS3.** perform basic calculations
- GS4.** solve problems effectively
- GS5.** be careful and attentive at work
- GS6.** use time effectively
- GS7.** maintain hygiene and sanitisation 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 job requirements	-	-	-	-
<i>Constitutional values – Citizenship</i>	1	1	-	-
PC2. identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	1	3	-	-
PC3. explain 21st Century Skills such as Self-Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc.	-	-	-	-
<i>Basic English Skills</i>	2	3	-	-
PC4. speak with others using some basic English phrases or sentences	-	-	-	-
<i>Communication Skills</i>	1	1	-	-
PC5. follow good manners while communicating with others	-	-	-	-
PC6. work with others in a team	-	-	-	-
<i>Diversity & Inclusion</i>	1	1	-	-
PC7. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC8. report any issues related to sexual harassment	-	-	-	-
<i>Financial and Legal Literacy</i>	3	4	-	-
PC9. use various financial products and services safely and securely	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. calculate income, expenses, savings etc.	-	-	-	-
PC11. approach the concerned authorities for any exploitation as per legal rights and laws	-	-	-	-
<i>Essential Digital Skills</i>	4	6	-	-
PC12. operate digital devices and use its features and applications securely and safely	-	-	-	-
PC13. use internet and social media platforms securely and safely	-	-	-	-
<i>Entrepreneurship</i>	3	5	-	-
PC14. identify and assess opportunities for potential business	-	-	-	-
PC15. identify sources for arranging money and associated financial and legal challenges	-	-	-	-
<i>Customer Service</i>	2	2	-	-
PC16. identify different types of customers	-	-	-	-
PC17. identify customer needs and address them appropriately	-	-	-	-
PC18. follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship & Jobs</i>	1	3	-	-
PC19. create a basic biodata	-	-	-	-
PC20. search for suitable jobs and apply	-	-	-	-
PC21. identify and register apprenticeship opportunities as per requirement	-	-	-	-
NOS Total	20	30	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0101
NOS Name	Employability Skills (30 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	2
Credits	1
Version	1.0
Last Reviewed Date	23/06/2023
Next Review Date	23/06/2026
NSQC Clearance Date	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 the proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on the knowledge bank of questions created by the SSC.
3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
4. Individual assessment agencies will create unique question papers for the theory part for each candidate at each examination/training center (as per assessment criteria below).

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5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.

6. To pass the Qualification Pack assessment, every trainee should score a minimum of 70% of % aggregate marks to successfully clear the assessment.

7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

Minimum Aggregate Passing % at QP Level : 70

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

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
FIC/N9701.Prepare for the sale of food products	30	70	-	-	100	30
FIC/N9702.Perform various tasks for selling food products	30	70	-	-	100	25
FIC/N9703.Ensure upkeep of food products and related facilities	30	70	-	-	100	15
FIC/N9901.Implement health and safety practices at the workplace	30	70	-	-	100	10
FIC/N9902.Work effectively in an organisation	22	39	-	-	61	10
SGJ/N1702.Optimize resource utilization at workplace	13	26	0	0	39	5
DGT/VSQ/N0101.Employability Skills (30 Hours)	20	30	0	0	50	5

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National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
Total	175	375	0	0	550	100

Qualification Pack

Acronyms

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

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.

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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.