

## Qualification Pack



# Assistant Food Sales Promoter

QP Code: FIC/Q9701

Version: 3.0

NSQF Level: 3

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

## Qualification Pack

## Contents

FIC/Q9701: Assistant Food Sales Promoter .....	3
<i>Brief Job Description</i> .....	3
Applicable National Occupational Standards (NOS) .....	3
<i>Compulsory NOS</i> .....	3
<i>Qualification Pack (QP) Parameters</i> .....	3
FIC/N9701: Prepare for sale and promotion of food products .....	5
FIC/N9702: Perform various tasks for selling food products .....	11
FIC/N9703: Ensure upkeep of food products and related facilities .....	15
FIC/N9906: Apply food safety guidelines in Food Processing .....	20
DGT/VSQ/N0101: Employability Skills (30 Hours) .....	27
Assessment Guidelines and Weightage .....	32
<i>Assessment Guidelines</i> .....	32
<i>Assessment Weightage</i> .....	33
Acronyms .....	34
Glossary .....	35

## Qualification Pack

### FIC/Q9701: Assistant Food Sales Promoter

#### Brief Job Description

An Assistant Food Sales Promoter implements product promotion campaigns and sells 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 their own work. Also, the individual must have physical strength, a positive attitude, and a 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/N9906: Apply food safety guidelines in Food Processing](#)
5. [DGT/VSQ/N0101: Employability Skills \(30 Hours\)](#)

#### Qualification Pack (QP) Parameters

<b>Sector</b>	Food Processing
<b>Sub-Sector</b>	Generic
<b>Occupation</b>	Food Sales and Retail Operations
<b>Country</b>	India
<b>NSQF Level</b>	3
<b>Credits</b>	9

### Qualification Pack

<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/5249.0301
<b>Minimum Educational Qualification &amp; Experience</b>	10th grade pass (or Equivalent) OR 8th Class pass (or Equivalent) with 3 Years of experience of relevant experience in Food processing industry OR Previous relevant Qualification of NSQF Level 2.5 with 1.5 years of experience of relevant experience in Food processing industry OR Previous relevant Qualification of NSQF Level 2 with 3 Years of experience of relevant experience in Food processing industry
<b>Minimum Level of Education for Training in School</b>	
<b>Pre-Requisite License or Training</b>	NA
<b>Minimum Job Entry Age</b>	16 Years
<b>Last Reviewed On</b>	NA
<b>Next Review Date</b>	27/08/2027
<b>NSQC Approval Date</b>	27/08/2024
<b>Version</b>	3.0
<b>Reference code on NQR</b>	QG-03-FI-02935-2024-V2-FICSI
<b>NQR Version</b>	3.0

#### Remarks:

NA
----

## Qualification Pack

### 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.** label the food products for identification
- PC7.** 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.
- PC8.** 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:

- PC9.** obtain merchandise, materials and equipment required for visual merchandising of food products. Materials: product labels, price tickets, associated equipment, chair, tables, banners, signages, etc.
- PC10.** unpack the food products and materials to be displayed
- PC11.** clean the work area thoroughly before placing the materials for merchandising
- PC12.** arrange the food products to be sold at designated places appropriately ensuring maximum visibility and accessibility to the customers
- PC13.** display food products using appropriate labels and price tickets as per standard operating procedure
- PC14.** replenish the out-of-stock food items and replace the damaged food products and dispose them safely



## Qualification Pack

**PC15.** monitor the display for appearance and required levels of cleanliness periodically as per work schedule

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

### Generic Skills (GS)

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

- GS1.** prepare reports and labels in local language or Hindi/English
- GS2.** perform arithmetic calculations
- GS3.** read and interpret information (symbols, dimensions, terminology, dates, labels, etc.) given in local language or Hindi/English
- GS4.** communicate with others effectively
- GS5.** prioritize the tasks to achieve maximum productivity as per agreed timelines
- GS6.** be punctual
- GS7.** establish workable solutions for problems in hand in consultation with others



## Qualification Pack

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

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Prepare for the sale of food products</i>	<b>14</b>	<b>23</b>	-	<b>12</b>
<b>PC1.</b> procure the required quantity of food products from stores, warehouses, etc. as per supervisor's instructions	1	2	-	1
<b>PC2.</b> move food products to the designated place safely in adherence with standard work practices	1	2	-	2
<b>PC3.</b> unpack and sort the food stock at designated place appropriately	2	3	-	2
<b>PC4.</b> record stock delivery information as per standard work practices. Stock delivery information: based on type; quantity; consumer demand, shelf-life of products, etc.	2	3	-	2
<b>PC5.</b> inspect the stocks received for desired appropriateness (such as packaging, labelling, quality, etc.)	2	3	-	1
<b>PC6.</b> label the food products for identification	2	3	-	1
<b>PC7.</b> 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.	2	4	-	2
<b>PC8.</b> set the required temperature of refrigeration unit for storing the food products	2	3	-	1
<i>Prepare for visual merchandising</i>	<b>16</b>	<b>27</b>	-	<b>8</b>
<b>PC9.</b> obtain merchandise, materials and equipment required for visual merchandising of food products. Materials: product labels, price tickets, associated equipment, chair, tables, banners, signages, etc.	3	4	-	2
<b>PC10.</b> unpack the food products and materials to be displayed	2	3	-	1
<b>PC11.</b> clean the work area thoroughly before placing the materials for merchandising	2	4	-	1



### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC12.</b> arrange the food products to be sold at designated places appropriately ensuring maximum visibility and accessibility to the customers	2	4	-	1
<b>PC13.</b> display food products using appropriate labels and price tickets as per standard operating procedure	3	4	-	1
<b>PC14.</b> replenish the out-of-stock food items and replace the damaged food products and dispose them safely	2	4	-	1
<b>PC15.</b> monitor the display for appearance and required levels of cleanliness periodically as per work schedule	2	4	-	1
<b>NOS Total</b>	<b>30</b>	<b>50</b>	<b>-</b>	<b>20</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	FIC/N9701
<b>NOS Name</b>	Prepare for sale and promotion of food products
<b>Sector</b>	Food Processing
<b>Sub-Sector</b>	Generic
<b>Occupation</b>	Food Sales and Retail Operations
<b>NSQF Level</b>	3
<b>Credits</b>	2
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	27/08/2024
<b>Next Review Date</b>	27/08/2027
<b>NSQC Clearance Date</b>	27/08/2024

## Qualification Pack

### 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

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organisational quality procedures and processes associated with selling
- KU2.** organisational policies on delivery standards, safety and hazards, integrity, dress code, etc.
- KU3.** individuals' role in the workflow
- KU4.** risk and impact of not following defined procedures/work instructions
- KU5.** interests, demands and queries of the customer arising out of organoleptic evaluation
- KU6.** factors that help in deciding the type of exhibition layout for food display
- KU7.** how to prepare samples of food items for display
- KU8.** information to be shared with the customer during sales

## Qualification Pack

- 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.** calculations performed during selling
- KU13.** how to operate the point-of-sale (POS) system to enter sales information
- KU14.** 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

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Sell and promote food products to customers</i>	<b>23</b>	<b>37</b>	-	<b>15</b>
<b>PC1.</b> identify the customer requirements by assessing their needs and interests including organoleptic evaluation. Organoleptic evaluation: taste, colour, appearance, odour, etc.	4	6	-	2
<b>PC2.</b> prepare sample food items for the customers such as ready-to-eat products	4	6	-	2
<b>PC3.</b> dispose the used plates, glasses, etc. appropriately	3	6	-	2
<b>PC4.</b> wrap, package or plate food items as per standard practices	4	6	-	3
<b>PC5.</b> provide product information to the customer appropriately. Product information: such as variants, nutritional value, pricing, new launches/promotions, etc.	4	6	-	3
<b>PC6.</b> address customer issues and complaints with respect to the desired food product and services using current and accurate information	4	7	-	3
<i>Manage Point-of-Sale (POS) systems</i>	<b>7</b>	<b>13</b>	-	<b>5</b>
<b>PC7.</b> calculate sale price information and generate invoice as per the products sold	4	7	-	3
<b>PC8.</b> confirm the amount to be paid by the customer and process payments for the products sold as per the mode of payment	3	6	-	2
<b>NOS Total</b>	<b>30</b>	<b>50</b>	-	<b>20</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	FIC/N9702
<b>NOS Name</b>	Perform various tasks for selling food products
<b>Sector</b>	Food Processing
<b>Sub-Sector</b>	Generic
<b>Occupation</b>	Food Sales and Retail Operations
<b>NSQF Level</b>	3
<b>Credits</b>	3
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	27/08/2024
<b>Next Review Date</b>	27/08/2027
<b>NSQF Clearance Date</b>	27/08/2024



## Qualification Pack

### 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.** identify 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.** segregate 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.

## Qualification Pack

- 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 segregation of spoiled food products
- KU8.** rotation of stocks as per sales preference and manufacturing date
- KU9.** impact of unfavourable conditions on stored food products
- KU10.** optimal level of heating and cooling required to ensure food safety
- KU11.** how to sanitise food handling equipment, implements, surfaces and utensils and materials used
- KU12.** safe segregation of broken, chipped or cracked food handling equipment
- KU13.** how to inspect the work area for presence of insects, pests, vermin etc.
- KU14.** standard practice to be followed to report issues such as faulty equipment, food spoilage, pest infestations, etc. to the supervisor
- KU15.** 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

## Qualification Pack

### 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>	<b>20</b>	<b>34</b>	-	<b>13</b>
<b>PC1.</b> identify physical, chemical and biological hazards that could affect the quality of stored food products	2	4	-	2
<b>PC2.</b> inspect the quality of food products and identify damaged, deteriorated, spoiled or out of date food items	3	5	-	2
<b>PC3.</b> mark to identify and separate food products until disposal of damaged products is complete	2	4	-	2
<b>PC4.</b> identify potentially damaged food from the storage space appropriately	2	3	-	1
<b>PC5.</b> record required information (such as spoiled food items, equipment breakdowns, etc.) as per organisational work process	3	4	-	1
<b>PC6.</b> rotate the stocks as per sales preference and manufacturing date	3	5	-	1
<b>PC7.</b> maintain appropriate environmental conditions for storing perishable items. Environmental Conditions: absence of materials that can cause contamination; required freshness, quality, appearance, etc.	3	5	-	2
<b>PC8.</b> monitor the heating and cooling processes to ensure required microbiological safety of food	2	4	-	2
<i>Carry out facility maintenance</i>	<b>10</b>	<b>16</b>	-	<b>7</b>
<b>PC9.</b> clean and sanitise food handling equipment, implements, surfaces and utensils as per standard practices	2	4	-	2
<b>PC10.</b> segregate broken, chipped or cracked food handling equipment safely	3	4	-	2
<b>PC11.</b> inspect the work area to ensure it is free from insects, pests, vermin, etc.	3	5	-	2

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC12.</b> report issues such as faulty equipment, food spoilage, pest infestations, etc. to the supervisor	2	3	-	1
<b>NOS Total</b>	<b>30</b>	<b>50</b>	<b>-</b>	<b>20</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	FIC/N9703
<b>NOS Name</b>	Ensure upkeep of food products and related facilities
<b>Sector</b>	Food Processing
<b>Sub-Sector</b>	Generic
<b>Occupation</b>	Food Sales and Retail Operations
<b>NSQF Level</b>	3
<b>Credits</b>	2
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	27/08/2024
<b>Next Review Date</b>	27/08/2027
<b>NSQC Clearance Date</b>	27/08/2024

## Qualification Pack

### FIC/N9906: Apply food safety guidelines in Food Processing

#### Description

This unit covers the essential components of food safety, Good Manufacturing Practices (GMP), and personal hygiene in the food industry. It emphasizes the importance of individuals working in the food industry in protecting the health and well-being of consumers by following food safety protocols and procedures and ensuring the production of safe and high-quality food products.

#### Scope

The scope covers the following :

- Apply personal hygiene and follow Good Manufacturing practices at the workplace.
- Implement Food Safety and pre-requisite programs (PRP) at the workplace.

#### Elements and Performance Criteria

##### *Apply personal hygiene and follow Good Manufacturing practices at workplace*

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

- PC1.** PC1. follow a site relevant documented procedure for Personal Hygiene and Visitor/ Contractor rules.
- PC2.** PC2. follow work instructions at levels of employees inside a food manufacturing site and ensure that the relevant instructions are well communicated and being followed at the fixed timelines.
- PC3.** PC3. ensure timely participate and carry out the relevant training and awareness sessions on personal hygiene, GMP, and related topics.
- PC4.** PC4. ensure timely medical examination from a prescribed and authorized doctor and comply with the guidelines of Schedule IV as described in Food Safety Standard Authority of India (FSSAI) guidelines.
- PC5.** PC5. fill in data in the daily monitoring checklist related to personal hygiene, food safety, and GMP.
- PC6.**
  - PC6. follow a site-relevant documented procedure and area-wise work instructions for Good Manufacturing Practices (GMP) to be followed on the site.
  - procedure: Hand washing requirements, Gowning & De gowning protocols, cleaning, and sanitation of employee lockers, follow the protocols as laid down in the different categories of processing areas like Low Risk, High Risk, High Care areas, etc.
- PC7.** PC7. follow all validated Do's & Don'ts inside a food manufacturing firm.
- PC8.** PC8. follow man and materials movement throughout the production facility, to restrict unwanted hazards to cross-contaminate the products which are being manufactured in the facility.
- PC9.** PC9. refer to the process flow charts, HACCP summary plan, and critical process parameters in each and respective areas of the production line.
- PC10.** PC10. identify the material requirements such as manufacturing equipments, Utensils, and other processing aids, cleaning chemicals, and cleaning work instructions in all the relevant areas of the manufacturing facility. Also, a special focus shall be given to Allergens and their risks. Wherever required, the allergen requirements shall be separately addressed.



## Qualification Pack

- PC11.** PC11. ensure to properly tag and number all the equipment, machinery, tools, and other processing aids to keep proper traceability of the product being manufactured and handled at the site.
- PC12.** PC12. follow and implement all training and awareness guidelines in the manufacturing area and regularly participate in training effectiveness for evaluation.
- PC13.** PC13. participate in audits and address the aspects of Good Manufacturing Procedures, personal hygiene, and food safety.
- PC14.** PC14. ensure the record keeping and documentation such as Daily Monitoring Sheets, Batch Traceability Records, machine records, product parameters, process control parameters, etc.

### *Implement food safety practices at the workplace*

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

- PC15.** PC15. maintain updated facilities, equipment, and tool and design requirements to minimize the risks associated with the products being handled at the site.
- PC16.** PC16. follow the instruction in the raw and packaging materials warehouse and ensure receiving material parameters match all the laid requirements. parameters: Incoming vehicles Visual report, storage, and handling requirements, hazardous and non-hazardous goods, allergens, cross-contamination risks, Quarantine, Accepted & rejected goods, monitoring temperature and humidity, etc.
- PC17.** PC17. follow FSSAI Schedule IV requirements related to Pest Control, Cleaning, and Sanitation, Utilities, Waste Disposal, Prevention of Cross-Contamination, allergen management, corrective action, preventive actions, food operation control etc.
- PC18.** PC18. ensure timely check of the critical control points and product parameters.
- PC19.** PC19. record keeping and documentation such as daily monitoring sheets, cleaning sheets, parameters, etc.
- PC20.** PC20. report any food safety and GMP issue to the supervisor, if any.

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** importance of personal hygiene, GMP, visitors & contractor's rules. Associated risk in case of deviation from the standard policies and how the requirement is linked with the site's FSSAI License.
- KU2.** KU2. importance of training and work instruction delivered by the supervisors.
- KU3.** KU3. importance of filling the records and checklists, formats and how to ensure that the timely and effective completion is achieved.
- KU4.** KU4. knowledge of trainings and skills required to perform in food processing premises.
- KU5.** KU5. understand FSSAI Schedule IV requirements of food handlers and PRPs within the processing area
- KU6.** KU6. importance of timely medical examinations and awareness of communicable diseases
- KU7.** Understanding of Do's & Don'ts, intellect mindset to understand the visual illustrations
- KU8.** KU8. understanding about Site Zoning plans.
- KU9.** KU9. awareness of layout which would help to demarcate the defined movements of RM, PM, FG, and wastes generated during the processing of goods. This one lays a framework to launch Good Manufacturing Practices (GMP) successfully and effectively on site.

## Qualification Pack

- KU10.** KU10. understand the manufacturing process, product parameters and process control parameters such as CCPs
- KU11.** KU11. understanding about Hazard Analysis and Critical Control Points (HACCP)
- KU12.** KU12. understanding about Allergens and their types and controls to monitor effective handling of allergen raw materials on site.
- KU13.** KU13. basic understanding of traceability and mock recall
- KU14.** KU14. awareness about Internal & external Audits
- KU15.** KU15. understanding for RCA CAPA, cleaning and sanitation
- KU16.** KU16. awareness about record keeping and data monitoring in various sheets as per organizational requirement

## Generic Skills (GS)

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

- GS1.** GS1. read and comprehend basic content to read labels, charts, signages, symbols and product manuals
- GS2.** GS2. communicate with coworkers appropriately to clarify instructions and other issues
- GS3.** GS3. plan and organize the work schedule, work area, tools, equipment, and materials for improved productivity
- GS4.** GS4. plan and prioritize tasks as per work requirements
- GS5.** GS5. always be punctual and courteous
- GS6.** GS6. good observations and intellect mindset

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Apply personal hygiene and follow Good Manufacturing practices at workplace</i>	<b>22</b>	<b>44</b>	-	<b>6</b>
<b>PC1.</b> PC1. follow a site relevant documented procedure for Personal Hygiene and Visitor/ Contractor rules.	2	4	-	-
<b>PC2.</b> PC2. follow work instructions at levels of employees inside a food manufacturing site and ensure that the relevant instructions are well communicated and being followed at the fixed timelines.	2	4	-	2
<b>PC3.</b> PC3. ensure timely participate and carry out the relevant training and awareness sessions on personal hygiene, GMP, and related topics.	2	4	-	-
<b>PC4.</b> PC4. ensure timely medical examination from a prescribed and authorized doctor and comply with the guidelines of Schedule IV as described in Food Safety Standard Authority of India (FSSAI) guidelines.	2	4	-	-
<b>PC5.</b> PC5. fill in data in the daily monitoring checklist related to personal hygiene, food safety, and GMP.	2	4	-	-
<b>PC6.</b> <ul style="list-style-type: none"> <li>PC6. follow a site-relevant documented procedure and area-wise work instructions for Good Manufacturing Practices (GMP) to be followed on the site.</li> <li>procedure: Hand washing requirements, Gowning &amp; De gowning protocols, cleaning, and sanitation of employee lockers, follow the protocols as laid down in the different categories of processing areas like Low Risk, High Risk, High Care areas, etc.</li> </ul>	2	4	-	2
<b>PC7.</b> PC7. follow all validated Do's & Don'ts inside a food manufacturing firm.	1	2	-	1
<b>PC8.</b> PC8. follow man and materials movement throughout the production facility, to restrict unwanted hazards to cross-contaminate the products which are being manufactured in the facility.	2	4	-	-
<b>PC9.</b> PC9. refer to the process flow charts, HACCP summary plan, and critical process parameters in each and respective areas of the production line.	1	2	-	1

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC10.</b> PC10. identify the material requirements such as manufacturing equipments, Utensils, and other processing aids, cleaning chemicals, and cleaning work instructions in all the relevant areas of the manufacturing facility. Also, a special focus shall be given to Allergens and their risks. Wherever required, the allergen requirements shall be separately addressed.	2	4	-	-
<b>PC11.</b> PC11. ensure to properly tag and number all the equipment, machinery, tools, and other processing aids to keep proper traceability of the product being manufactured and handled at the site.	1	2	-	-
<b>PC12.</b> PC12. follow and implement all training and awareness guidelines in the manufacturing area and regularly participate in training effectiveness for evaluation.	1	2	-	-
<b>PC13.</b> PC13. participate in audits and address the aspects of Good Manufacturing Procedures, personal hygiene, and food safety.	1	2	-	-
<b>PC14.</b> PC14. ensure the record keeping and documentation such as Daily Monitoring Sheets, Batch Traceability Records, machine records, product parameters, process control parameters, etc.	1	2	-	-
<i>Implement food safety practices at the workplace</i>	<b>8</b>	<b>16</b>	-	<b>4</b>
<b>PC15.</b> PC15. maintain updated facilities, equipment, and tool and design requirements to minimize the risks associated with the products being handled at the site.	2	4	-	-
<b>PC16.</b> PC16. follow the instruction in the raw and packaging materials warehouse and ensure receiving material parameters match all the laid requirements. parameters: Incoming vehicles Visual report, storage, and handling requirements, hazardous and non-hazardous goods, allergens, cross-contamination risks, Quarantine, Accepted & rejected goods, monitoring temperature and humidity, etc.	1	2	-	1

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC17.</b> PC17. follow FSSAI Schedule IV requirements related to Pest Control, Cleaning, and Sanitation, Utilities, Waste Disposal, Prevention of Cross-Contamination, allergen management, corrective action, preventive actions, food operation control etc.	2	4	-	2
<b>PC18.</b> PC18. ensure timely check of the critical control points and product parameters.	1	2	-	-
<b>PC19.</b> PC19. record keeping and documentation such as daily monitoring sheets, cleaning sheets, parameters, etc.	1	2	-	1
<b>PC20.</b> PC20. report any food safety and GMP issue to the supervisor, if any.	1	2	-	-
<b>NOS Total</b>	<b>30</b>	<b>60</b>	<b>-</b>	<b>10</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	FIC/N9906
<b>NOS Name</b>	Apply food safety guidelines in Food Processing
<b>Sector</b>	Food Processing
<b>Sub-Sector</b>	Generic
<b>Occupation</b>	Generic
<b>NSQF Level</b>	3
<b>Credits</b>	1
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	18/02/2025
<b>Next Review Date</b>	18/02/2028
<b>NSQC Clearance Date</b>	18/02/2025



## 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

## Qualification Pack

### *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

## Qualification Pack

- 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>	<b>1</b>	<b>1</b>	-	-
<b>PC1.</b> understand the significance of employability skills in meeting the job requirements	-	-	-	-
<i>Constitutional values – Citizenship</i>	<b>1</b>	<b>1</b>	-	-
<b>PC2.</b> identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	<b>1</b>	<b>3</b>	-	-
<b>PC3.</b> 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>	<b>2</b>	<b>3</b>	-	-
<b>PC4.</b> speak with others using some basic English phrases or sentences	-	-	-	-
<i>Communication Skills</i>	<b>1</b>	<b>1</b>	-	-
<b>PC5.</b> follow good manners while communicating with others	-	-	-	-
<b>PC6.</b> work with others in a team	-	-	-	-
<i>Diversity &amp; Inclusion</i>	<b>1</b>	<b>1</b>	-	-
<b>PC7.</b> communicate and behave appropriately with all genders and PwD	-	-	-	-
<b>PC8.</b> report any issues related to sexual harassment	-	-	-	-
<i>Financial and Legal Literacy</i>	<b>3</b>	<b>4</b>	-	-
<b>PC9.</b> use various financial products and services safely and securely	-	-	-	-

### Qualification Pack

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

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	DGT/VSQ/N0101
<b>NOS Name</b>	Employability Skills (30 Hours)
<b>Sector</b>	Cross Sectoral
<b>Sub-Sector</b>	Professional Skills
<b>Occupation</b>	Employability
<b>NSQF Level</b>	2
<b>Credits</b>	1
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	08/05/2025
<b>Next Review Date</b>	08/05/2028
<b>NSQC Clearance Date</b>	08/05/2025

## 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).

## Qualification Pack

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 : 50

(**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 sale and promotion of food products	30	50	-	20	100	30
FIC/N9702.Perform various tasks for selling food products	30	50	-	20	100	30
FIC/N9703.Ensure upkeep of food products and related facilities	30	50	-	20	100	20
FIC/N9906.Apply food safety guidelines in Food Processing	30	60	-	10	100	10
DGT/VSQ/N0101.Employability Skills (30 Hours)	20	30	-	-	50	10
<b>Total</b>	<b>140</b>	<b>240</b>	<b>-</b>	<b>70</b>	<b>450</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
<b>NOS</b>	National Occupational Standard(s)
<b>NSQF</b>	National Skills Qualifications Framework
<b>QP</b>	Qualification Pack
<b>TVET</b>	Technical and Vocational Education and Training
<b>MLF</b>	Malolactic Fermentation
<b>TA</b>	Titrateable Acid
<b>pH</b>	Power of Hydrogen
<b>FSSAI</b>	Food Safety and Standards Authority of India
<b>HACCP</b>	Hazard Analysis Critical Control Point
<b>VACCP</b>	Vulnerability Assessment Critical Control Points
<b>TACCP</b>	Threat Assessment Critical Control Points
<b>RCA</b>	Root Cause Analysis
<b>CAPA</b>	Corrective Action Preventive Action
<b>PPE</b>	Personal Protective Equipment
<b>CPR</b>	Cardio-Pulmonary Resuscitation
<b>GHP</b>	Good Hygiene Practices
<b>SOPs</b>	Standard Operating Procedures
<b>GMPs</b>	Good Manufacturing Practices



## 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.
<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.

## Qualification Pack

<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.
<b>Sector</b>	Sector is a conglomeration of different business operations having similar businesses 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 organization
<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</b>	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
<b>National Occupational Standard</b>	NOS are occupational standards which apply uniquely in the Indian context.

## Qualification Pack

<b>Qualification Pack</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.
<b>Knowledge &amp; Understanding (KU)</b>	Knowledge and Understanding (KU) are statements that together specify, the technical, generic, professional, and organizational specific knowledge that an individual needs in order to perform to the required standard.
<b>Organizational Context</b>	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers has 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</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 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.