

Qualification Pack



Food Handling and Service Assistant

QP Code: FIC/Q9703

Version: 1.0

NSQF Level: 2.5

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FIC/Q9703: Food Handling and Service Assistant

Brief Job Description

A Food Handling and Service Assistant is responsible for delivering prompt and friendly customer service, accurately handling orders and cash transactions, preparing food items per standard recipes, safely operating kitchen equipment, ensuring adherence to food safety standards, and assisting in efficient inventory management. The role demands high-volume production capabilities and effective customer interaction in a fast-paced environment.

Personal Attributes

The individual should be able to work collaboratively in a team and for long durations under pressure. The person should be hygiene conscious with good verbal and written communication skills.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [FIC/N9704: Support in menu development, recipe standardization, and quality assurance](#)
2. [FIC/N9705: Perform in high-volume production and kitchen workflow optimization](#)
3. [FIC/N9707: Support in delivering quality customer service and technology integration](#)
4. [FIC/N9706: Support in inventory management, cost control and ensuring food safety](#)
5. [FIC/N9906: Apply food safety guidelines in Food Processing](#)
6. [DGT/VSQ/N0101: Employability Skills \(30 Hours\)](#)

Qualification Pack (QP) Parameters

Sector	Food Processing
Sub-Sector	Generic
Occupation	Food Production and Kitchen Operations
Country	India
NSQF Level	2.5
Credits	8

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Aligned to NCO/ISCO/ISIC Code	NCO-2015/5120.0200
Minimum Educational Qualification & Experience	9th grade pass OR 8th grade pass with 1.5 years of experience in Food Industry OR Previous relevant Qualification of NSQF Level 2 with 6 Months of experience in Food Industry OR Previous relevant Qualification of NSQF Level (1) with 1.5 years of experience in Food Industry
Minimum Level of Education for Training in School	Not Applicable
Pre-Requisite License or Training	NA
Minimum Job Entry Age	16 Years
Last Reviewed On	NA
Next Review Date	08/05/2028
NSQC Approval Date	08/05/2025
Version	1.0
Reference code on NQR	QG-2.5-FI-04209-2025-V1-FICSI
NQR Version	1.0

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FIC/N9704: Support in menu development, recipe standardization, and quality assurance

Description

This unit focuses on supporting the creation and refinement of menus, standardizing recipes, and ensuring consistent quality across all culinary outputs in line with organizational standards.

Scope

The scope covers the following :

- Assist in menu development and dish selection
- Assist in recipe standardization and documentation
- Follow standard recipes
- Assist in quality assurance
- Maintain hygiene standards

Elements and Performance Criteria

Assist in menu development and dish selection

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

- PC1.** assist in gathering customer feedback on popular items or new ideas, and provide input to the supervisor
- PC2.** assist senior staff in selecting easy-to-prepare dishes, suitable for a quick-service environment
- PC3.** assist in identifying cost-effective and readily available ingredients that can be used in multiple dishes to optimize inventory

Assist in recipe standardization and documentation

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

- PC4.** assist in documenting recipes accurately, noting any variations or adjustments
- PC5.** ensure that recipe cards or digital files are easily accessible to all kitchen staff
- PC6.** adhere to recipe guidelines to maintain quality and customer satisfaction

Follow standard recipes

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

- PC7.** use measuring tools such as scales, cups, and spoons to ensure precise quantities are used in each recipe
- PC8.** assist in portioning ingredients according to standardized recipes, to reduce waste and control costs
- PC9.** follow standardized recipes accurately to ensure consistency in taste, presentation, and portion size for each dish
- PC10.** follow specific cooking procedures as outlined in the standardized recipes to maintain consistency

Assist in quality assurance

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

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- PC11.** assist in conducting basic quality checks on ingredients, ensuring they meet the restaurant's standards for freshness and appearance
- PC12.** assist in monitoring food preparation processes to ensure they align with the restaurant's quality standards
- PC13.** identify and report any substandard ingredients or issues to the supervisor for prompt resolution
- PC14.** assist in identifying any deviations from the recipe or procedure and report to the supervisor
- PC15.** assist in the final inspection of dishes before they are served, checking for presentation, portion size, and temperature

Maintain hygiene standards

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

- PC16.** follow basic hygiene and sanitation practices, such as proper handwashing, wearing gloves, and keeping workstations clean
- PC17.** assist in ensuring food is stored, handled, and prepared according to safety guidelines to prevent contamination

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** different ingredients and their uses, including flavor profiles, textures, and seasonal availability
- KU2.** the customer preferences and dietary needs, including common allergens and popular diet trends
- KU3.** the selection of dishes based on the restaurant's theme, customer preferences, and target market
- KU4.** basics of portion sizes and costing to assist in creating cost-effective menu items
- KU5.** the format of standardized recipes, including measurements, cooking methods, and portion sizes
- KU6.** the techniques to ensure consistency in taste, texture, and presentation across multiple servings
- KU7.** the importance of cooking times, temperatures, and techniques to achieve the desired results
- KU8.** the importance of documenting recipes accurately
- KU9.** the basic quality control checks, such as taste testing, visual inspections, and temperature monitoring
- KU10.** the food safety standards, including personal hygiene, cleanliness of the kitchen, and safe food handling practices
- KU11.** the techniques to monitor the freshness and quality of ingredients used in recipes
- KU12.** the fundamental cooking techniques like boiling, grilling, frying, and baking to assist in recipe development
- KU13.** the food presentation and plating techniques to enhance the visual appeal of dishes
- KU14.** the nutritional principles, including the role of different food groups and how to create balanced meals

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- KU15.** the common dietary restrictions and how to modify recipes to accommodate them
- KU16.** the importance of effective communication and collaboration with senior chefs for menu development and recipe standardization
- KU17.** the importance of incorporating feedback from customers or supervisors into recipe adjustments and menu improvements
- KU18.** the record-keeping requirements concerning menu items, recipe adjustments, and quality checks to ensure consistency and compliance
- KU19.** how to keep track of ingredient usage and stock levels to support menu planning and quality assurance

Generic Skills (GS)

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

- GS1.** follow simple instructions
- GS2.** read and write basic text
- GS3.** communicate clearly and politely with clients/customers, team members and supervisors
- GS4.** perform simple mathematical calculations, such as counting, addition, and subtraction
- GS5.** prioritize tasks and manage time effectively to meet deadlines in a fast-paced environment
- GS6.** work collaboratively with others to contribute to achieving team goals
- GS7.** identify simple issues and apply basic reasoning to solve problems within the scope of work
- GS8.** adjust to changing work requirements, including shifts in task priorities and changes in work processes
- GS9.** use simple digital tools or equipment relevant to the job role
- GS10.** pay attention to small details to ensure accuracy in task completion and avoid errors

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Assist in menu development and dish selection</i>	7	12	-	4
PC1. assist in gathering customer feedback on popular items or new ideas, and provide input to the supervisor	2	4	-	1
PC2. assist senior staff in selecting easy-to-prepare dishes, suitable for a quick-service environment	3	4	-	2
PC3. assist in identifying cost-effective and readily available ingredients that can be used in multiple dishes to optimize inventory	2	4	-	1
<i>Assist in recipe standardization and documentation</i>	7	12	-	4
PC4. assist in documenting recipes accurately, noting any variations or adjustments	3	4	-	2
PC5. ensure that recipe cards or digital files are easily accessible to all kitchen staff	2	4	-	1
PC6. adhere to recipe guidelines to maintain quality and customer satisfaction	2	4	-	1
<i>Follow standard recipes</i>	8	14	-	5
PC7. use measuring tools such as scales, cups, and spoons to ensure precise quantities are used in each recipe	2	3	-	1
PC8. assist in portioning ingredients according to standardized recipes, to reduce waste and control costs	2	3	-	1
PC9. follow standardized recipes accurately to ensure consistency in taste, presentation, and portion size for each dish	2	4	-	2
PC10. follow specific cooking procedures as outlined in the standardized recipes to maintain consistency	2	4	-	1
<i>Assist in quality assurance</i>	5	8	-	5

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. assist in conducting basic quality checks on ingredients, ensuring they meet the restaurant's standards for freshness and appearance	1	2	-	1
PC12. assist in monitoring food preparation processes to ensure they align with the restaurant's quality standards	1	2	-	1
PC13. identify and report any substandard ingredients or issues to the supervisor for prompt resolution	1	2	-	1
PC14. assist in identifying any deviations from the recipe or procedure and report to the supervisor	1	1	-	1
PC15. assist in the final inspection of dishes before they are served, checking for presentation, portion size, and temperature	1	1	-	1
<i>Maintain hygiene standards</i>	3	4	-	2
PC16. follow basic hygiene and sanitation practices, such as proper handwashing, wearing gloves, and keeping workstations clean	2	2	-	1
PC17. assist in ensuring food is stored, handled, and prepared according to safety guidelines to prevent contamination	1	2	-	1
NOS Total	30	50	-	20

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National Occupational Standards (NOS) Parameters

NOS Code	FIC/N9704
NOS Name	Support in menu development, recipe standardization, and quality assurance
Sector	Food Processing
Sub-Sector	
Occupation	Food Production and Kitchen Operations
NSQF Level	2.5
Credits	1.5
Version	1.0
Last Reviewed Date	08/05/2025
Next Review Date	08/05/2028
NSQC Clearance Date	08/05/2025

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FIC/N9705: Perform in high-volume production and kitchen workflow optimization

Description

This unit covers the essential skills and knowledge required to efficiently support high-volume food production, ensuring smooth kitchen operations and effective workflow management in a fast-paced environment.

Scope

The scope covers the following :

- Assist in high-volume production
- Optimize kitchen workflow

Elements and Performance Criteria

Assist in high-volume production

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

- PC1.** carry out appropriate pre-preparations, such as chopping vegetables, marinating meats, and assembling components, to reduce the time needed for final cooking
- PC2.** follow batch cooking techniques to prepare large amounts of food in advance
- PC3.** use standardized recipes to maintain consistency in taste, portion size, and quality across large quantities
- PC4.** maintain the prepared food at the appropriate temperatures for quick service
- PC5.** utilize par-cooking methods, partially cooking the ingredients and finishing them before serving, to speed up the final preparation

Optimize kitchen workflow

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

- PC6.** organize the kitchen into specific stations (e.g., grill, fry, assembly) with all necessary tools and ingredients within reach to minimize movement and increase efficiency
- PC7.** follow First In, First Out (FIFO) inventory management to ensure older stock is used first to reduce waste and maintain freshness
- PC8.** use ergonomically designed workstations to minimize unnecessary movements and ensure a smooth flow of operations
- PC9.** sequence tasks logically to carry out cooking and assembly in a streamlined manner, reducing bottlenecks
- PC10.** maintain clear communication with kitchen staff to maintain a steady flow of orders
- PC11.** use and maintain various kitchen equipment such as ovens, fryers, and grills efficiently to avoid breakdowns during peak hours
- PC12.** ensure essential tools are in good condition and readily available to minimize downtime during operations
- PC13.** plan preparation times to ensure all ingredients and components are ready when needed to avoid delays in service

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Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the QSR operations and workflow
- KU2.** the applicable food safety standards, including HACCP and FSSAI standards and regulations
- KU3.** the appropriate high-volume production techniques
- KU4.** the use of different kitchen equipment and tools
- KU5.** the process of preparing ingredients in large quantities, including chopping, marinating, and portioning
- KU6.** the batch cooking methods to ensure consistency and quality while minimizing waste
- KU7.** recipe scaling to suit large volumes without compromising taste or texture
- KU8.** the optimal arrangement of workstations to facilitate smooth workflow and minimize movement
- KU9.** efficient time management techniques to ensure quick turnaround times and reduce waiting periods for customers
- KU10.** how to manage the flow of food production from preparation to service
- KU11.** the operation and maintenance of commercial kitchen equipment like grills, fryers, ovens, and mixers
- KU12.** the safety protocols related to the use of high-volume kitchen equipment
- KU13.** the importance of maintaining consistency in food quality across all servings
- KU14.** the importance of maintaining appropriate temperatures during food preparation and storage to ensure food safety
- KU15.** the techniques for ensuring accurate portion sizes to maintain cost control and product consistency
- KU16.** the appropriate practices to be followed to prevent and control pest infestations in a kitchen environment
- KU17.** the first-aid measures and emergency response in a kitchen setting

Generic Skills (GS)

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

- GS1.** follow simple instructions
- GS2.** read and write basic text
- GS3.** communicate clearly and politely with clients/customers, team members and supervisors
- GS4.** perform simple mathematical calculations, such as counting, addition, and subtraction
- GS5.** prioritize tasks and manage time effectively to meet deadlines in a fast-paced environment
- GS6.** work collaboratively with others to contribute to achieving team goals
- GS7.** identify simple issues and apply basic reasoning to solve problems within the scope of work
- GS8.** adjust to changing work requirements, including shifts in task priorities and changes in work processes
- GS9.** use simple digital tools or equipment relevant to the job role

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GS10. pay attention to small details to ensure accuracy in task completion and avoid errors

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Assist in high-volume production</i>	12	20	-	8
PC1. carry out appropriate pre-preparations, such as chopping vegetables, marinating meats, and assembling components, to reduce the time needed for final cooking	3	4	-	2
PC2. follow batch cooking techniques to prepare large amounts of food in advance	3	4	-	2
PC3. use standardized recipes to maintain consistency in taste, portion size, and quality across large quantities	2	4	-	1
PC4. maintain the prepared food at the appropriate temperatures for quick service	2	4	-	1
PC5. utilize par-cooking methods, partially cooking the ingredients and finishing them before serving, to speed up the final preparation	2	4	-	2
<i>Optimize kitchen workflow</i>	18	30	-	12
PC6. organize the kitchen into specific stations (e.g., grill, fry, assembly) with all necessary tools and ingredients within reach to minimize movement and increase efficiency	3	4	-	2
PC7. follow First In, First Out (FIFO) inventory management to ensure older stock is used first to reduce waste and maintain freshness	2	4	-	1
PC8. use ergonomically designed workstations to minimize unnecessary movements and ensure a smooth flow of operations	2	4	-	1
PC9. sequence tasks logically to carry out cooking and assembly in a streamlined manner, reducing bottlenecks	2	4	-	1
PC10. maintain clear communication with kitchen staff to maintain a steady flow of orders	2	4	-	1

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. use and maintain various kitchen equipment such as ovens, fryers, and grills efficiently to avoid breakdowns during peak hours	3	4	-	2
PC12. ensure essential tools are in good condition and readily available to minimize downtime during operations	2	3	-	3
PC13. plan preparation times to ensure all ingredients and components are ready when needed to avoid delays in service	2	3	-	1
NOS Total	30	50	-	20

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National Occupational Standards (NOS) Parameters

NOS Code	FIC/N9705
NOS Name	Peform in high-volume production and kitchen workflow optimization
Sector	Food Processing
Sub-Sector	
Occupation	Food Production and Kitchen Operations
NSQF Level	2.5
Credits	1.5
Version	1.0
Last Reviewed Date	08/05/2025
Next Review Date	08/05/2028
NSQC Clearance Date	08/05/2025

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FIC/N9707: Support in delivering quality customer service and technology integration

Description

This unit covers the skills required to enhance customer satisfaction by supporting quality service delivery and integrating technological solutions to streamline operations and improve the customer experience.

Scope

The scope covers the following :

- Provide quality customer service
- Coordinate order deliveries
- Assist in technology integration in QSR Operations

Elements and Performance Criteria

Provide quality customer service

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

- PC1.** maintain a warm behaviour and a positive attitude with customers
- PC2.** follow appropriate probing techniques to determine the customer's preferences, dietary restrictions, or special requests
- PC3.** provide clear and concise information about menu items, promotions, loyalty programs and any specials, ensuring the customer understands the options
- PC4.** capture customer orders accurately, ensuring all details such as portion size, side dishes, and modifications are correctly noted
- PC5.** carry out restocking of necessary items, such as napkins, condiments, and utensils to ensure their adequate availability for customers
- PC6.** input orders into the Point of Sale (POS) system efficiently, ensuring the correct items are selected and any special instructions are included
- PC7.** listen to customer complaints or concerns attentively, showing empathy and understanding
- PC8.** encourage customers to provide feedback on their experience and note their comments for future improvement
- PC9.** coordinate with the kitchen, management, and technology teams to ensure customer orders are fulfilled accurately and promptly
- PC10.** follow the restaurant's guidelines to resolve issues or escalate the situation to the supervisor

Coordinate order deliveries

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

- PC11.** coordinate the delivery of customer orders or deliver them, as required
- PC12.** prepare orders for deliveries as per customer instructions, adhering to any special requirements communicated by customers
- PC13.** provide clear instructions with accurate customer information to delivery partners
- PC14.** ensure timely delivery of orders as per the agreed timescales

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PC15. maintain appropriate records concerning order deliveries

PC16. follow the road safety and driving guidelines when delivering orders

Assist in technology integration in QSR Operations

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

PC17. operate the POS system efficiently for processing orders, managing payments, and issuing receipts

PC18. ensure orders are communicated accurately to the kitchen, to reduce errors and improve speed

PC19. guide customers on the use of self-service kiosks for placing orders

PC20. provide basic troubleshooting support to customers who encounter issues with the kiosks, or escalate to the relevant personnel, as required

PC21. manage orders received through mobile apps or online platforms, ensuring they are processed accurately and on time

PC22. assist customers with questions or issues related to mobile ordering, helping them navigate the app or understand order tracking

PC23. check the Kitchen Display System (KDS), ensuring the kitchen team receives and processes orders promptly

PC24. monitor the Kitchen Display System (KDS) for real-time updates on order status and ensure customers are informed of any delays

PC25. handle digital payments using various methods such as credit/debit cards, mobile payment apps, or contactless payments

PC26. follow basic security practices to protect customer data during digital transactions, such as not sharing sensitive information

PC27. assist in entering customer data into Customer Relationship Management (CRM) tools for tracking preferences, order history, and feedback

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. the principles of effective customer interaction and communication

KU2. the strategies for managing customer expectations in a fast-paced environment

KU3. the techniques for handling difficult customers and resolving complaints

KU4. different restaurant menu items, including ingredients, preparation methods, and any special promotions or offers, to assist customers in making informed choices

KU5. the handling cash, credit card transactions, and using point-of-sale (POS) systems for processing payments

KU6. the importance of speed and efficiency in a QSR's high-volume quick-service environment

KU7. the use of POS systems for processing orders, handling payments, and tracking sales

KU8. the importance of guiding customers on the use of self-service kiosks for placing orders

KU9. how to use software systems that manage online orders, kitchen display systems, and order tracking

KU10. the use of POS systems for processing orders, handling payments, and tracking sales in a quick-service restaurant.

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- KU11.** the benefits of technology integration in QSRs to monitor inventory levels, place orders with suppliers, and track stock usage in real-time
- KU12.** the safety precautions to be followed while operating automated or smart kitchen appliances such as robotic stirrers, ovens, or fryers under supervision
- KU13.** the correct method of starting, monitoring, and shutting down a smart appliance (e.g., robotic cleaning equipment) while ensuring safety protocols are followed
- KU14.** the basics of CRM tools used to track customer preferences, manage loyalty programs, and personalize service
- KU15.** the use of mobile ordering apps and contactless payment technologies used in quick-service restaurants
- KU16.** the benefits of technology integration in QSRs to monitor inventory levels, place orders with suppliers, and track stock usage in real-time
- KU17.** how to enter and maintain accurate records using digital tools, including customer orders, sales data, and inventory information
- KU18.** the monitoring of the Kitchen Display System (KDS) for real-time updates on order status and inform customers of any delays
- KU19.** the importance of effective communication and teamwork in delivering quality customer service and efficiently using technology
- KU20.** the role of customer feedback in improving service quality and how to use technology to gather and analyze this feedback
- KU21.** the process of food order deliveries and the appropriate precautions to be taken
- KU22.** how to assist in entering customer data into CRM tools for tracking preferences, order history, and feedback
- KU23.** the applicable road safety and driving guidelines

Generic Skills (GS)

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

- GS1.** follow simple instructions
- GS2.** read and write basic text
- GS3.** communicate clearly and politely with clients/customers, team members and supervisors
- GS4.** perform simple mathematical calculations, such as counting, addition, and subtraction
- GS5.** prioritize tasks and manage time effectively to meet deadlines in a fast-paced environment
- GS6.** work collaboratively with others to contribute to achieving team goals
- GS7.** identify simple issues and apply basic reasoning to solve problems within the scope of work
- GS8.** adjust to changing work requirements, including shifts in task priorities and changes in work processes
- GS9.** use simple digital tools or equipment relevant to the job role
- GS10.** pay attention to small details to ensure accuracy in task completion and avoid errors

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Provide quality customer service</i>	11	18	-	7
PC1. maintain a warm behaviour and a positive attitude with customers	1	2	-	1
PC2. follow appropriate probing techniques to determine the customer's preferences, dietary restrictions, or special requests	2	2	-	1
PC3. provide clear and concise information about menu items, promotions, loyalty programs and any specials, ensuring the customer understands the options	1	2	-	1
PC4. capture customer orders accurately, ensuring all details such as portion size, side dishes, and modifications are correctly noted	1	2	-	0.5
PC5. carry out restocking of necessary items, such as napkins, condiments, and utensils to ensure their adequate availability for customers	1	2	-	0.5
PC6. input orders into the Point of Sale (POS) system efficiently, ensuring the correct items are selected and any special instructions are included	1	2	-	1
PC7. listen to customer complaints or concerns attentively, showing empathy and understanding	1	2	-	0.5
PC8. encourage customers to provide feedback on their experience and note their comments for future improvement	1	1	-	0.5
PC9. coordinate with the kitchen, management, and technology teams to ensure customer orders are fulfilled accurately and promptly	1	2	-	0.5
PC10. follow the restaurant's guidelines to resolve issues or escalate the situation to the supervisor	1	1	-	0.5
<i>Coordinate order deliveries</i>	7	10	-	4
PC11. coordinate the delivery of customer orders or deliver them, as required	1	2	-	1

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. prepare orders for deliveries as per customer instructions, adhering to any special requirements communicated by customers	2	2	-	1
PC13. provide clear instructions with accurate customer information to delivery partners	1	2	-	0.5
PC14. ensure timely delivery of orders as per the agreed timescales	1	1	-	0.5
PC15. maintain appropriate records concerning order deliveries	1	2	-	0.5
PC16. follow the road safety and driving guidelines when delivering orders	1	1	-	0.5
<i>Assist in technology integration in QSR Operations</i>	12	22	-	9
PC17. operate the POS system efficiently for processing orders, managing payments, and issuing receipts	2	2	-	1
PC18. ensure orders are communicated accurately to the kitchen, to reduce errors and improve speed	1	2	-	1
PC19. guide customers on the use of self-service kiosks for placing orders	1	2	-	1
PC20. provide basic troubleshooting support to customers who encounter issues with the kiosks, or escalate to the relevant personnel, as required	1	2	-	1
PC21. manage orders received through mobile apps or online platforms, ensuring they are processed accurately and on time	1	2	-	1
PC22. assist customers with questions or issues related to mobile ordering, helping them navigate the app or understand order tracking	1	2	-	1
PC23. check the Kitchen Display System (KDS), ensuring the kitchen team receives and processes orders promptly	1	2	-	1
PC24. monitor the Kitchen Display System (KDS) for real-time updates on order status and ensure customers are informed of any delays	1	2	-	0.5

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC25. handle digital payments using various methods such as credit/debit cards, mobile payment apps, or contactless payments	1	2	-	0.5
PC26. follow basic security practices to protect customer data during digital transactions, such as not sharing sensitive information	1	2	-	0.5
PC27. assist in entering customer data into Customer Relationship Management (CRM) tools for tracking preferences, order history, and feedback	1	2	-	0.5
NOS Total	30	50	-	20

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National Occupational Standards (NOS) Parameters

NOS Code	FIC/N9707
NOS Name	Support in delivering quality customer service and technology integration
Sector	Food Processing
Sub-Sector	
Occupation	Food Production and Kitchen Operations
NSQF Level	2.5
Credits	1.7
Version	1.0
Last Reviewed Date	08/05/2025
Next Review Date	08/05/2028
NSQC Clearance Date	08/05/2025

Qualification Pack

FIC/N9706: Support in inventory management, cost control and ensuring food safety

Description

This unit involves assisting in efficient inventory management, implementing cost control measures, and maintaining rigorous food safety standards to optimize kitchen operations and minimize waste.

Scope

The scope covers the following :

- Assist in inventory management
- Assist in cost control
- Assist in maintaining food safety

Elements and Performance Criteria

Assist in inventory management

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

- PC1.** assist in managing inventory by applying the First In, First Out (FIFO) method to ensure older stock is used before newer stock
- PC2.** assist in organizing storage areas to ensure items are easily accessible
- PC3.** assist in properly labelling the items with expiration dates
- PC4.** assist in checking deliveries against orders to ensure the correct items and quantities are received
- PC5.** assist in inspecting the quality of ingredients upon delivery, rejecting any items that do not meet the restaurant's standards
- PC6.** assist in maintaining accurate records of inventory levels, noting when items are running low or nearing their expiration dates
- PC7.** use inventory sheets or digital systems to log inventory data, ensuring it is up-to-date and accurate
- PC8.** monitor inventory levels and report to supervisors when supplies are running low, helping to prevent stock shortages

Assist in cost control

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

- PC9.** use portion control tools, such as scales, scoops, and ladles, to ensure each dish is served with the correct amount of ingredients, reducing waste and maintaining cost control
- PC10.** assist in implementing waste reduction practices, such as repurposing leftover ingredients or finding ways to minimize trimming waste
- PC11.** identify and report excessive waste during food preparation or service
- PC12.** use all resources, e.g. ingredients, water, and energy, efficiently to reduce operational costs
- PC13.** report any equipment malfunctions or inefficiencies that could lead to higher costs, such as malfunctioning refrigerators

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- PC14.** assist in maintaining accurate records of ingredient usage to help in calculating food costs and pricing menu items appropriately

Assist in maintaining food safety

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

- PC15.** follow personal hygiene practices, including regular handwashing, wearing clean uniforms, and using hairnets or caps
- PC16.** follow appropriate practices to avoid cross-contamination by using separate cutting boards and utensils for different food types
- PC17.** maintain the dining area, counters, and other customer-facing areas clean and presentable
- PC18.** apply safe food handling practices, such as keeping raw and cooked foods separately
- PC19.** ensure food is cooked to the appropriate internal temperatures
- PC20.** store food properly maintaining the recommended temperature in refrigerators and freezers
- PC21.** maintain a hygienic kitchen environment by regularly cleaning and sanitizing work surfaces, equipment, and utensils
- PC22.** follow the recommended guidelines to prevent common foodborne illnesses, such as avoiding the use of expired ingredients and ensuring proper cooking and cooling procedures
- PC23.** dispose of waste properly to prevent contamination and pest infestations

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** how to monitor inventory levels and identify the need of stock replenishment
- KU2.** the record-keeping requirements concerning stock levels, usage, and deliveries
- KU3.** the appropriate methods for maintaining accurate inventory records
- KU4.** the techniques for efficient stock rotation and waste minimization, e.g. First-In-First-Out (FIFO)
- KU5.** the supply chain management in the context of QSR
- KU6.** the optimal storage conditions for different types of food items to maintain quality and prevent spoilage
- KU7.** how to calculate and manage costs associated with food production, including ingredient costs, portion sizes, and waste
- KU8.** the techniques to ensure consistent portion sizes to avoid over-serving and minimize waste
- KU9.** the methods to reduce waste in the kitchen, such as repurposing leftovers and efficient use of ingredients
- KU10.** basic understanding of how to adhere to a budget in purchasing and using ingredients
- KU11.** the safe food handling practices, e.g. proper handwashing, avoiding cross-contamination, and using separate cutting boards for different food types
- KU12.** the importance of maintaining appropriate temperatures during food storage, preparation, and service to prevent foodborne illnesses
- KU13.** the cleaning and sanitation protocols for kitchen equipment, utensils, and surfaces to maintain a hygienic environment
- KU14.** the standard colour codes and placement guidelines for segregated waste bins

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- KU15.** how to segregate different types of waste using colour-coded bins and follow the proper procedures for disposal, recycling, or composting
- KU16.** the benefits and functions of automation tools such as robotic cleaners and sensor-based taps
- KU17.** how to operate basic water-saving tools like low-flow taps to minimize wastage
- KU18.** the ways to use water, energy, and raw materials efficiently and safely in food industry settings
- KU19.** how to identify common sources of wastage in energy, water, and raw materials, and follow sustainable practices like reducing, reusing, or switching off unused resources
- KU20.** how to implement waste reduction practices, such as repurposing leftover ingredients or minimizing trimming waste
- KU21.** how to identify and report excessive waste during food preparation or service
- KU22.** how to use resources, such as ingredients, water, and energy, efficiently to reduce operational costs
- KU23.** how to identify common sources of wastage in energy, water, and raw materials, and follow sustainable practices like reducing, reusing, or switching off unused resources
- KU24.** how to prevent and control pests in the kitchen, including proper waste disposal and storage practices
- KU25.** the common food allergens and how to avoid cross-contact in food preparation
- KU26.** the applicable food safety regulations and standards that must be adhered to in the kitchen
- KU27.** the importance of maintaining records and documentation to demonstrate compliance with food safety regulations
- KU28.** the appropriate health and safety protocols in food services
- KU29.** the procedures for maintaining hygiene and sanitation in the kitchen

Generic Skills (GS)

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

- GS1.** follow simple instructions
- GS2.** read and write basic text
- GS3.** communicate clearly and politely with clients/customers, team members and supervisors
- GS4.** perform simple mathematical calculations, such as counting, addition, and subtraction
- GS5.** prioritize tasks and manage time effectively to meet deadlines in a fast-paced environment
- GS6.** work collaboratively with others to contribute to achieving team goals
- GS7.** identify simple issues and apply basic reasoning to solve problems within the scope of work
- GS8.** adjust to changing work requirements, including shifts in task priorities and changes in work processes
- GS9.** use simple digital tools or equipment relevant to the job role
- GS10.** pay attention to small details to ensure accuracy in task completion and avoid errors

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Assist in inventory management</i>	10	16	-	7
PC1. assist in managing inventory by applying the First In, First Out (FIFO) method to ensure older stock is used before newer stock	2	2	-	1
PC2. assist in organizing storage areas to ensure items are easily accessible	1	2	-	0.5
PC3. assist in properly labelling the items with expiration dates	1	2	-	1
PC4. assist in checking deliveries against orders to ensure the correct items and quantities are received	1	2	-	1
PC5. assist in inspecting the quality of ingredients upon delivery, rejecting any items that do not meet the restaurant's standards	2	2	-	1
PC6. assist in maintaining accurate records of inventory levels, noting when items are running low or nearing their expiration dates	1	2	-	1
PC7. use inventory sheets or digital systems to log inventory data, ensuring it is up-to-date and accurate	1	2	-	1
PC8. monitor inventory levels and report to supervisors when supplies are running low, helping to prevent stock shortages	1	2	-	0.5
<i>Assist in cost control</i>	8	14	-	5
PC9. use portion control tools, such as scales, scoops, and ladles, to ensure each dish is served with the correct amount of ingredients, reducing waste and maintaining cost control	2	3	-	1
PC10. assist in implementing waste reduction practices, such as repurposing leftover ingredients or finding ways to minimize trimming waste	1	2	-	1
PC11. identify and report excessive waste during food preparation or service	1	2	-	0.5

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. use all resources, e.g. ingredients, water, and energy, efficiently to reduce operational costs	1	2	-	1
PC13. report any equipment malfunctions or inefficiencies that could lead to higher costs, such as malfunctioning refrigerators	2	3	-	1
PC14. assist in maintaining accurate records of ingredient usage to help in calculating food costs and pricing menu items appropriately	1	2	-	0.5
<i>Assist in maintaining food safety</i>	12	20	-	8
PC15. follow personal hygiene practices, including regular handwashing, wearing clean uniforms, and using hairnets or caps	2	3	-	1
PC16. follow appropriate practices to avoid cross-contamination by using separate cutting boards and utensils for different food types	1	3	-	1
PC17. maintain the dining area, counters, and other customer-facing areas clean and presentable	1	2	-	1
PC18. apply safe food handling practices, such as keeping raw and cooked foods separately	1	2	-	1
PC19. ensure food is cooked to the appropriate internal temperatures	2	2	-	1
PC20. store food properly maintaining the recommended temperature in refrigerators and freezers	1	2	-	0.5
PC21. maintain a hygienic kitchen environment by regularly cleaning and sanitizing work surfaces, equipment, and utensils	2	2	-	1
PC22. follow the recommended guidelines to prevent common foodborne illnesses, such as avoiding the use of expired ingredients and ensuring proper cooking and cooling procedures	1	2	-	1
PC23. dispose of waste properly to prevent contamination and pest infestations	1	2	-	0.5
NOS Total	30	50	-	20

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	FIC/N9706
NOS Name	Support in inventory management, cost control and ensuring food safety
Sector	Food Processing
Sub-Sector	
Occupation	Food Production and Kitchen Operations
NSQF Level	2.5
Credits	1.3
Version	1.0
Last Reviewed Date	08/05/2025
Next Review Date	08/05/2028
NSQC Clearance Date	08/05/2025

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.

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- 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.

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- 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

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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>	22	44	-	6
PC1. PC1. follow a site relevant documented procedure for Personal Hygiene and Visitor/ Contractor rules.	2	4	-	-
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.	2	4	-	2
PC3. PC3. ensure timely participate and carry out the relevant training and awareness sessions on personal hygiene, GMP, and related topics.	2	4	-	-
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.	2	4	-	-
PC5. PC5. fill in data in the daily monitoring checklist related to personal hygiene, food safety, and GMP.	2	4	-	-
PC6. <ul style="list-style-type: none"> 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. 	2	4	-	2
PC7. PC7. follow all validated Do's & Don'ts inside a food manufacturing firm.	1	2	-	1
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.	2	4	-	-
PC9. 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

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
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.	2	4	-	-
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.	1	2	-	-
PC12. PC12. follow and implement all training and awareness guidelines in the manufacturing area and regularly participate in training effectiveness for evaluation.	1	2	-	-
PC13. PC13. participate in audits and address the aspects of Good Manufacturing Procedures, personal hygiene, and food safety.	1	2	-	-
PC14. 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>	8	16	-	4
PC15. 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	-	-
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.	1	2	-	1

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
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.	2	4	-	2
PC18. PC18. ensure timely check of the critical control points and product parameters.	1	2	-	-
PC19. PC19. record keeping and documentation such as daily monitoring sheets, cleaning sheets, parameters, etc.	1	2	-	1
PC20. PC20. report any food safety and GMP issue to the supervisor, if any.	1	2	-	-
NOS Total	30	60	-	10

Qualification Pack

National Occupational Standards (NOS) Parameters

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

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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	15/03/2024
Next Review Date	14/03/2027
NSQC Clearance Date	15/03/2024

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualifications Pack will be approved by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on knowledge bank of questions approved by the SSC.
3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/ option NOS/ Set of NOS.
4. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training centre (as per assessment criteria below).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training centre based on this criterion.
6. To pass the Qualifications Pack, every trainee should score a minimum of 50 % of aggregate marks.
7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

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/N9704.Support in menu development, recipe standardization, and quality assurance	30	50	0	20	100	20
FIC/N9705.Perform in high-volume production and kitchen workflow optimization	30	50	0	20	100	20
FIC/N9707.Support in delivering quality customer service and technology integration	30	50	0	20	100	20
FIC/N9706.Support in inventory management, cost control and ensuring food safety	30	50	0	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
Total	170	290	-	90	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
HACCP	Hazard Analysis and Critical Control Points
FSSAI	Food Safety and Standards Authority of India
NCVET	National Council for Vocational Education and Training
QSR	Quick Service Restaurant
POS	Point of Sale
KDS	Kitchen Display System
FIFO	First-In-First-Out
CRM	Customer Relationship Management
NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualification Pack
TVET	Technical and Vocational Education and Training
MLF	Malolactic Fermentation
TA	Titrateable Acid
pH	Power of Hydrogen
FSSAI	Food Safety and Standards Authority of India
GMPs	Good Manufacturing Practices
HACCP	Hazard Analysis Critical Control Point
VACCP	Vulnerability Assessment Critical Control Points
TACCP	Threat Assessment Critical Control Points
RCA	Root Cause Analysis

Qualification Pack

CAPA	Corrective Action Preventive Action
PPE	Personal Protective Equipment
CPR	Cardio-Pulmonary Resuscitation
GHP	Good Hygiene Practices
SOPs	Standard Operating Procedures
PwD	People with Disabilities

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.
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.

Qualification Pack

Organisational Context	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/ Generic Skills (GS)	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
Electives	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
Options	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.
Sector	Sector is a conglomeration of different business operations having similar businesses 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 organization
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	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standard	NOS are occupational standards which apply uniquely in the Indian context.

Qualification Pack

Qualification Pack	QP comprises the set of OS, together with the educational, training, and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'.
Unit Title	Unit title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for
Scope	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.
Knowledge & Understanding (KU)	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.
Organizational Context	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.
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/Generic skills	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment. In 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.