

# Small Food Business Operator

QP Code: FIC/Q9702

Version: 1.0

NSQF Level: 2

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

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## FIC/Q9702: Small Food Business Operator

### Brief Job Description

Petty Food Business Operator at work is responsible for the preparation and selling of food products at a particular location. Petty food business operators (FBO) himself manufacture, sells, any article of food or a petty retailers, hawkers, itinerant vendor or a temporary stall holder or small scale or cottage or any such other industries relating to food business operator. The Retail/ Street/ Petty Food Business Operator needs to effectively communicate with the guests and follow the basic food and health safety practices. He should also know and understand the FSSAI registration and licensing requirements.

### Personal Attributes

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

### Applicable National Occupational Standards (NOS)

#### Compulsory NOS:

1. [FIC/N9901: Implement health and safety practices at the workplace](#)
2. [FIC/N9005: Evaluate and develop entrepreneur skills](#)
3. [THC/N3009: Prepare for food vending operations](#)
4. [THC/N3010: Sell food to customers at vending location](#)
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>	2
<b>Credits</b>	10
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/NIL

<b>Minimum Educational Qualification &amp; Experience</b>	8th grade pass OR 5th grade pass with 3 Years of experience relevant experience OR Ability to read and write with 5 Years of experience relevant experience OR Previous relevant Qualification of NSQF Level with 6 Months of experience relevant experience
<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>	NA
<b>NSQC Approval Date</b>	
<b>Version</b>	1.0

## FIC/N9901: Implement health and safety practices at the workplace

### Description

This unit is about following health and safety procedures at the workplace.

### Scope

The scope covers the following :

- Ensure food safety and personal hygiene
- Follow safety measures to avoid accidents
- Follow emergency procedures
- Manage infection control

### Elements and Performance Criteria

#### *Ensure food safety and personal hygiene*

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

- PC1.** follow relevant practices to avoid cross contamination at all stages of food processing operations
- PC2.** follow organisational procedures for handling items that may cause allergic reactions
- PC3.** follow Good Manufacturing Practices (GMP) at the workplace. Good Manufacturing Practices: location and layout (ergonomics), cleaning and sanitation, equipment and containers, pest control, facilities (lighting, water supply, drainage and waste disposal, air quality and ventilation), food storage, transportation, and distribution (Source: Schedule IV, FSSAI Licensing and Registration, 2011)
- PC4.** follow Good Hygiene Practices (GHP) at the workplace appropriately. Good Hygiene Practices: use of gloves, hairnets, masks, ear plugs, goggles, shoes etc; washing hands regularly; treating injuries such as cuts, boils, skin infections and grazes; preventive health check-ups ; getting vaccinated whenever required. (Source: Schedule IV, FSSAI Licensing and Registration, 2011)

#### *Follow safety measures to avoid accidents*

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

- PC5.** use protective clothing/equipment for specific tasks and work conditions
- PC6.** identify job-site hazardous work and possible causes of risk or accident at the workplace
- PC7.** deal with hazards safely and appropriately to ensure safety of self and others as per organisational protocol
- PC8.** use various types of fire extinguishers effectively
- PC9.** respond promptly and appropriately to an accident situation or medical emergency
- PC10.** provide cardio-pulmonary resuscitation (CPR) as per the requirement (e.g. cardiac arrest)

#### *Follow emergency procedures*

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

- PC11.** follow workplace emergency and evacuation procedures
- PC12.** use safe methods to free a person from electrocution

**PC13.** administer appropriate first aid to victims in case of cuts, bleeding, burns, choking, electric shock, poisoning etc.

*Manage infection control*

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

**PC14.** use appropriate disinfectants to disinfect the work area and equipment as per organisational protocol

**PC15.** ensure personal hygiene by washing hands regularly using alcohol based sanitisers and wearing personal protective equipment (PPE)

**PC16.** report illness of self and others to the supervisor or concerned authority

## **Knowledge and Understanding (KU)**

The individual on the job needs to know and understand:

**KU1.** meaning of hazards and risks

**KU2.** possible causes of risk, hazard or accident in the workplace

**KU3.** where to find all the general health and safety equipment in the workplace

**KU4.** health and safety policy and procedures of the organization

**KU5.** health and safety hazards commonly present in the work environment

**KU6.** work practices and precautions used to control and prevent risks, hazards and accidents

**KU7.** applicable standards and regulations as listed in The Food Safety and Standards Act, 2006

**KU8.** importance of each personal protective equipment used such as eye protection, hard hats, gloves apron, rubber boots, etc.

**KU9.** importance of ensuring personal hygiene at the workplace

**KU10.** ways to prevent cross contamination at the workplace

**KU11.** importance of storing food at specified temperatures

**KU12.** various dangers associated with the use of electrical and other equipment

**KU13.** preventive and remedial actions to be taken in the case of exposure to toxic materials

**KU14.** various causes of fire and the ways to prevent them

**KU15.** techniques of using the different fire extinguishers

**KU16.** procedure followed for providing cardio-pulmonary resuscitation (CPR) to the affected

**KU17.** rescue techniques applied during a fire hazard

**KU18.** various types of safety signs and what they mean

**KU19.** workplace emergency and evacuation procedures

**KU20.** appropriate basic first aid treatment relevant to the condition e.g. shock, electrical shock, bleeding, breaks to bones, minor burns, resuscitation, poisoning, eye injuries

**KU21.** potential injuries and ill health conditions associated with incorrect manual handling

**KU22.** safe lifting and carrying practices

**KU23.** safe practices to be followed for ensuring sanitisation of self and work area

**KU24.** procedure for storing the sanitising materials appropriately

## **Generic Skills (GS)**

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

- GS1.** write an accident/incident report in local language or English
- GS2.** read and comprehend basic content to read labels, charts, signages, symbols and product manuals
- GS3.** communicate with coworkers appropriately in order to clarify instructions and other issues
- GS4.** make appropriate decisions pertaining to the concerned area of work regarding the work objective, span of authority, responsibility, laid down procedure and guidelines
- GS5.** plan and organize the work schedule, work area, tools, equipment and materials for improved productivity
- GS6.** identify probable solutions to the problems in hand and evaluate them
- GS7.** seek official and authorised sources of help and guidance to resolve problems that cannot be solved at one's level of authority

**Assessment Criteria**

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



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

**National Occupational Standards (NOS) Parameters**

<b>NOS Code</b>	FIC/N9901
<b>NOS Name</b>	Implement health and safety practices at the workplace
<b>Sector</b>	Food Processing
<b>Sub-Sector</b>	Generic
<b>Occupation</b>	Generic
<b>NSQF Level</b>	3
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	24/02/2022
<b>Next Review Date</b>	19/07/2023
<b>NSQ Clearance Date</b>	19/01/2023

## **FIC/N9005: Evaluate and develop entrepreneur skills**

### **Description**

This NOS unit is about evaluating and developing entrepreneur skills before starting a food processing unit

### **Scope**

The scope covers the following :

- Evaluate before starting food processing unit
- Develop Entrepreneur Skills

### **Elements and Performance Criteria**

#### *Evaluate before starting food processing unit*

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

- PC1.** self evaluate on the capability to start usiness, develop business, manage an organization, manage time, handle iffereent people (customers, vendors, government officials, bankers, onsulntants, etc),make independent and clear decisions under pressure, physical and emotional stamina work long hours
- PC2.** evaluate the performance of various food processing sectors and sale/market share of various category of processed foods, to decide on starting the food processing sector and food product
- PC3.** choose the right product based on trengths,potential,capability, market demand,profitability,personal preferences
- PC4.** conduct market survey to understand the market trend,market needs, opportunity, competition
- PC5.** review market demand based on ompetitors,customers, market requirement, current market status etc
- PC6.** consult with experts, experienced people and family on the ideas developed

#### *Develop Entrepreneur Skills*

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

- PC7.** acquire knowledge (through training or other sources like reading books) on communication skills, management skills, accounting skills, marketing skills
- PC8.** develop / acquire technical skills (through training or through work experience) on raw materials handling product processing, productpreservation, packaging ,quality control, roduct storage, processing machineries, relevant food laws and regulations, food safety hygiene and sanitation
- PC9.** develop skills on distribution, sales and marketing (through training or discussing and learning from experienced people)
- PC10.** learn to be realistic and objective while planning business, and discrete in sharing the ideas
- PC11.** acquire knowledge (through training or other sources like reading books) on communication skills, management skills, accounting skills,marketing skills

### **Knowledge and Understanding (KU)**

The individual on the job needs to know and understand:

- KU1.** relevant organisational standards, process standards and procedures required for the food processing unit
- KU2.** performance evaluation of food processing units
- KU3.** decision making on products to be produced in the organisation
- KU4.** methods and importance of market survey
- KU5.** understanding market demand
- KU6.** methods and importance of consulting with experts
- KU7.** various food processing industries, market trend and market share of various processed food
- KU8.** technical requirement for food processing sector like raw materials, packaging materials, process etc
- KU9.** food processing machineries
- KU10.** quality requirement for food
- KU11.** food laws and regulations
- KU12.** food safety and hygiene
- KU13.** good manufacturing practice (GMP)
- KU14.** hazard analysis and critical control point (HACCP)

### **Generic Skills (GS)**

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

- GS1.** note that information to be communicated
- GS2.** fill relevant applications required for food processing units
- GS3.** note the information required for establishing and operating food processing unit
- GS4.** document the process, process equipments and parameters for products processed
- GS5.** record the raw materials, finished products produced, inventory, stock distribution, marketing and sales
- GS6.** note down observations (if any) related to the process or organisation
- GS7.** write communications to government officials, financial institutions and employees
- GS8.** note down the data for erp or as required by the organization
- GS9.** read communications from various government departments
- GS10.** read and interpret and process flowchart and process required for all products produced
- GS11.** read internal communications from the employees
- GS12.** read communications from market, various trade related organisations
- GS13.** discuss task lists, schedules and activities with the employees
- GS14.** effectively communicate with the employees
- GS15.** question the employees in order to understand the nature of the problem and to clarify queries
- GS16.** attentively listen and comprehend the information given by the speaker
- GS17.** communicate clearly with the employees to understand and resolve issues

- GS18.** communicate clearly with the vendors, government officials, bankers, employees, customers, consumers etc with respect to organisation, process, product, sales etc
- GS19.** analyse critical points in day to day tasks through experience and observation and identify control measures to solve the issue
- GS20.** handle and resolve issues related to entire operation, in case of issues beyond the capability of the employees
- GS21.** plan and organize the work
- GS22.** plan and allot work/responsibilities to the employees
- GS23.** organize raw materials and packaging materials required for all products produced in the organisation
- GS24.** plan to prioritize work based on organisational needs
- GS25.** plan to prioritize the work based on the order/market requirement
- GS26.** plan to utilize the time and equipments effectively
- GS27.** plan to utilise the time effectively
- GS28.** support the employees in their tasks to achieve production and sales
- GS29.** understand customer requirements and their priority and respond as per their needs
- GS30.** support employees in solving problems by understanding the problems
- GS31.** arrive at possible solution for problems related to operation, by discussing with experienced/concerned people
- GS32.** apply domain information about maintenance processes and technical knowledge about tools and equipment
- GS33.** use common sense and make judgments on day to day basis
- GS34.** use reasoning skills to identify and resolve basic problems
- GS35.** use intuition to detect any potential problems which could arise during operations
- GS36.** use acquired knowledge of the process for identifying and handling issues

**Assessment Criteria**

<b>Assessment Criteria for Outcomes</b>	<b>Theory Marks</b>	<b>Practical Marks</b>	<b>Project Marks</b>	<b>Viva Marks</b>
<i>Evaluate before starting food processing unit</i>	<b>19</b>	<b>41</b>	-	-
<b>PC1.</b> self evaluate on the capability to start business, develop business, manage an organization, manage time, handle different people (customers, vendors, government officials, bankers, consultants, etc), make independent and clear decisions under pressure, physical and emotional stamina work long hours	5	10	-	-
<b>PC2.</b> evaluate the performance of various food processing sectors and sale/market share of various category of processed foods, to decide on starting the food processing sector and food product	3	7	-	-
<b>PC3.</b> choose the right product based on strengths, potential, capability, market demand, profitability, personal preferences	3	7	-	-
<b>PC4.</b> conduct market survey to understand the market trend, market needs, opportunity, competition	3	7	-	-
<b>PC5.</b> review market demand based on competitors, customers, market requirement, current market status etc	3	7	-	-
<b>PC6.</b> consult with experts, experienced people and family on the ideas developed	2	3	-	-
<i>Develop Entrepreneur Skills</i>	<b>16</b>	<b>24</b>	-	-
<b>PC7.</b> acquire knowledge (through training or other sources like reading books) on communication skills, management skills, accounting skills, marketing skills	4	6	-	-
<b>PC8.</b> develop / acquire technical skills (through training or through work experience) on raw materials handling product processing, product preservation, packaging, quality control, product storage, processing machineries, relevant food laws and regulations, food safety hygiene and sanitation	4	6	-	-
<b>PC9.</b> develop skills on distribution, sales and marketing (through training or discussing and learning from experienced people)	4	6	-	-

<b>Assessment Criteria for Outcomes</b>	<b>Theory Marks</b>	<b>Practical Marks</b>	<b>Project Marks</b>	<b>Viva Marks</b>
<b>PC10.</b> learn to be realistic and objective while planning business, and discrete in sharing the ideas	2	3	-	-
<b>PC11.</b> acquire knowledge (through training or other sources like reading books) on communication skills, management skills, accounting skills,marketing skills	2	3	-	-
<b>NOS Total</b>	<b>35</b>	<b>65</b>	-	-

**National Occupational Standards (NOS) Parameters**

<b>NOS Code</b>	FIC/N9005
<b>NOS Name</b>	Evaluate and develop entrepreneur skills
<b>Sector</b>	Food Processing
<b>Sub-Sector</b>	Fruits and Vegetables, Food Grain Milling, Dairy Products, Meat and Poultry, Fish and Sea Food, Bread and Bakery, Alcoholic Beverages, Aerated Water/Soft Drinks, Soya Food, Packaged Foods
<b>Occupation</b>	Production
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	30/12/2021
<b>Next Review Date</b>	30/12/2024
<b>NSQ Clearance Date</b>	30/12/2021



## THC/N3009: Prepare for food vending operations

### Description

This OS unit is about preparing for street food vending operations by doing a pre-vending assessment of customer profile, location, and other requirements.

### Scope

The scope covers the following :

- Decide vending location
- Arrange cart, equipment and other resources

### Elements and Performance Criteria

#### *Decide vending location*

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

- PC1.** survey different locations for customer accessibility, security, cleanliness, condition of road, prior incidents, etc.
- PC2.** identify various state, local permits and licenses needed to set up vending cart in the surveyed area
- PC3.** assess customer profile for average income, professions, ethnicity, preferred food and beverages
- PC4.** identify the prime hours for each potential location
- PC5.** gather information on other vendors' food items, quality, and pricing
- PC6.** choose location considering products to be sold and expected income

#### *Arrange cart, equipment, and other resources*

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

- PC7.** assess vending cart requirements as per the products to be sold
- PC8.** arrange for a vending cart by renting or buying
- PC9.** register the food cart as per government policy
- PC10.** customize cart as per business requirement
- PC11.** arrange for cooking and serving equipment like ovens, stove, utensils, crockery, cutlery, etc.
- PC12.** arrange for commercial cylinder, if required
- PC13.** plan and create menu for the food items to be sold
- PC14.** price the menu items based on target customer profile and competitors' rates
- PC15.** assess the number of helpers needed
- PC16.** hire employees as per business requirement

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** food safety and hygiene standards as stipulated by FSSAI, HACCP and ISO 22000

- KU2.** legal and regulatory requirements related to food vending
- KU3.** features of vending locations for profitable business
- KU4.** customer's profile analysis
- KU5.** types and features of vending carts/vehicles e.g., open wooden cart, glass-walled cart, ice cream cart, table cart, etc.
- KU6.** types of cooking and serving equipment e.g. cylinders, oven, utensils, crockery, cutlery, etc.
- KU7.** tools and techniques for resource planning
- KU8.** minimum wage policy and compensation rules
- KU9.** types of menu e.g. fast food, snacks, North Indian, Chinese, etc.
- KU10.** menu planning and pricing techniques
- KU11.** competitor analysis techniques
- KU12.** detailed geography of designated vending areas
- KU13.** procedure to conduct market survey

### **Generic Skills (GS)**

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

- GS1.** read and interpret regulations, procedures, information on government guidelines
- GS2.** plan, prioritize and sequence work operations to increase efficiency
- GS3.** improve and modify own work practices
- GS4.** handle day-to-day operational problems pertaining to the work area

**Assessment Criteria**

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Decide vending location</i>	<b>10</b>	<b>10</b>	-	<b>5</b>
<b>PC1.</b> survey different locations for customer accessibility, security, cleanliness, condition of road, prior incidents, etc.	-	-	-	-
<b>PC2.</b> identify various state, local permits and licenses needed to set up vending cart in the surveyed area	-	-	-	-
<b>PC3.</b> assess customer profile for average income, professions, ethnicity, preferred food and beverages	-	-	-	-
<b>PC4.</b> identify the prime hours for each potential location	-	-	-	-
<b>PC5.</b> gather information on other vendors' food items, quality, and pricing	-	-	-	-
<b>PC6.</b> choose location considering products to be sold and expected income	-	-	-	-
<i>Arrange cart, equipment, and other resources</i>	<b>10</b>	<b>10</b>	-	<b>5</b>
<b>PC7.</b> assess vending cart requirements as per the products to be sold	-	-	-	-
<b>PC8.</b> arrange for a vending cart by renting or buying	-	-	-	-
<b>PC9.</b> register the food cart as per government policy	-	-	-	-
<b>PC10.</b> customize cart as per business requirement	-	-	-	-
<b>PC11.</b> arrange for cooking and serving equipment like ovens, stove, utensils, crockery, cutlery, etc.	-	-	-	-
<b>PC12.</b> arrange for commercial cylinder, if required	-	-	-	-
<b>PC13.</b> plan and create menu for the food items to be sold	-	-	-	-

<b>Assessment Criteria for Outcomes</b>	<b>Theory Marks</b>	<b>Practical Marks</b>	<b>Project Marks</b>	<b>Viva Marks</b>
<b>PC14.</b> price the menu items based on target customer profile and competitors' rates	-	-	-	-
<b>PC15.</b> assess the number of helpers needed	-	-	-	-
<b>PC16.</b> hire employees as per business requirement	-	-	-	-
<b>NOS Total</b>	<b>20</b>	<b>20</b>	-	<b>10</b>

**National Occupational Standards (NOS) Parameters**

<b>NOS Code</b>	THC/N3009
<b>NOS Name</b>	Prepare for food vending operations
<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Restaurant
<b>Occupation</b>	Roadside Eateries
<b>NSQF Level</b>	4
<b>Credits</b>	4
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	16/12/2020
<b>Next Review Date</b>	24/06/2024
<b>NSQC Clearance Date</b>	24/06/2021

## THC/N3010: Sell food to customers at vending location

### Description

This OS unit is about loading the vending cart with food, supplies, cooking and serving equipment, and travelling to the vending location. It also involves setting up the vending cart as per statutory regulations, cooking and serving quality food, and performing end of business activities like cleaning, waste disposal etc.

### Scope

The scope covers the following :

- Load food and equipment on cart
- Travel to vending location
- Set the cart
- Cook and serve quality food
- Perform end of business activities

### Elements and Performance Criteria

#### *Load food and equipment on cart*

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

- PC1.** clean and sanitize the cart, counter top, benches/tables and chairs, and water pots
- PC2.** clean and disinfect all utensils, cooking and serving equipment and tools like ovens, stoves, cutlery, crockery, etc. before loading
- PC3.** ensure adequate quantity of supplies are loaded (vegetables, ingredients, meat, spices, cooking oil, fuel, etc.) for the day's operations and plan for additional supplies, if required
- PC4.** ensure that food items (pre-cooked, semi-cooked food and condiments) and beverages are packed properly (not open or leaking) to avoid any external damage or spillage during travel
- PC5.** ensure all food items meet food safety standards and can last the day's weather conditions
- PC6.** store the food items in insulated hot and cold bags or refrigeration unit to keep food at the appropriate temperature
- PC7.** load the potable water supplies
- PC8.** ensure the waste disposal unit and first-aid kit are loaded

#### *Travel to vending location*

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

- PC9.** select the shortest destination route considering the traffic condition to reach the location
- PC10.** adhere to local and state traffic laws and road regulations while carting or relocating cart
- PC11.** travel carefully to avoid damage or spillage of the food items
- PC12.** ensure safety of others on the road and not cause traffic jams or accidents
- PC13.** place the cart such that it does not block pathways

#### *Set the cart*

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

- PC14.** make sure that the surrounding area is clean, dry and devoid of any filth

- PC15.** ensure availability of potable water for cooking and drinking
- PC16.** set benches or tables and chairs for customer
- PC17.** ensure proper sanitization by using and placing hand sanitizers on counter, tables, and wash basins
- PC18.** place attractive banners strategically on the cart to grab attention
- PC19.** arrange attractively plated food items on display
- PC20.** display the menu with pricelist and applicable taxes
- PC21.** ensure compliance with all statutory regulations (e.g. fire safety, waste management, GST, child labour etc.)
- PC22.** ensure the waste is collected in the dustbin without spilling

#### *Cook and serve quality food*

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

- PC23.** sanitize and clean hands, crockery, cutlery, and cooking utensils and equipment before cooking and serving food
- PC24.** verify the quality of ingredients and condiments e.g., fresh vegetables, meat, milk, spices to prepare healthy food for the customer
- PC25.** check the expiry date for all food items
- PC26.** clear the stock before expiry
- PC27.** dispose of the expired products
- PC28.** greet the customer appropriately
- PC29.** present the menu or inform the customer about the available items
- PC30.** take order from the customer
- PC31.** confirm about any specific requirement
- PC32.** prepare the order as per recipe
- PC33.** serve cooked food as per customer's order
- PC34.** present the bill to the customer and process the payment

#### *Perform end of business activities*

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

- PC35.** clean the cart thoroughly with water, soap, and appropriate cleaning solution and disinfectants at the end of day to avoid accumulation of dirt, stains, fungi or pest infestation
- PC36.** ensure that work bench, serving equipment, cooking surfaces and equipment such as fryer/wok, juicer, meat slicer, stove, refrigeration unit, etc. are cleaned and maintained as per food safety standards
- PC37.** empty the garbage bin without spilling the garbage
- PC38.** segregate and dispose waste in designated bins as per local authority's waste management policy
- PC39.** ensure there is no stagnant waste water
- PC40.** ensure drains are not blocked with any leftover items
- PC41.** clean any litter and sweep the vending area before leaving

### **Knowledge and Understanding (KU)**

The individual on the job needs to know and understand:

- KU1.** legislation, standards, policies, and procedures for street food vending
- KU2.** all food safety and hygiene standards as stipulated by FSSAI, HACCP and ISO 22000
- KU3.** storage procedure for food items/ingredient (right temperature, expiry date, etc.)
- KU4.** inventory management techniques
- KU5.** procedure to maintain cleanliness standards at work area
- KU6.** techniques to plan travel routes
- KU7.** local and state traffic rules
- KU8.** GST and other applicable taxes
- KU9.** basic first-aid procedures
- KU10.** importance of sterilized/sanitized dishware and kitchenware for food preparation
- KU11.** quality standards for the food ingredients
- KU12.** types of health hazards due to poor quality or non-compliant food materials and equipment
- KU13.** food preparation techniques like marinating, chopping, slicing, etc.
- KU14.** different recipes as per the menu
- KU15.** different types of food ingredients and recipes
- KU16.** cooking methods like boiling, frying, grilling, steaming, sifting, kneading, etc.
- KU17.** types of tools/equipment required for preparing and cooking dishes
- KU18.** techniques to check dishes for correct flavour, texture, quality and finish
- KU19.** operating procedure for appliances such as stoves, ovens, grinders, mixers, juicers, etc.
- KU20.** handling potentially hazardous equipment e.g., cooking gas cylinder, pressure cooker
- KU21.** handling procedure of sharp objects such as knife, skewers, etc.
- KU22.** techniques to avoid accidental risks like burns, cuts, etc.
- KU23.** safe waste-disposal techniques
- KU24.** daily cash management techniques

### **Generic Skills (GS)**

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

- GS1.** read and interpret instructions, procedures, information on government guidelines
- GS2.** communicate effectively with customers and employees
- GS3.** plan, prioritize and sequence work operations to increase efficiency
- GS4.** handle day-to-day operational problems pertaining to the work area
- GS5.** analyze importance of personal hygiene
- GS6.** handle customer complaints regarding the quality of food or service
- GS7.** assess effort required for any dish preparation



**Assessment Criteria**

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Load food and equipment on cart</i>	<b>10</b>	<b>10</b>	-	<b>5</b>
<b>PC1.</b> clean and sanitize the cart, counter top, benches/tables and chairs, and water pots	-	-	-	-
<b>PC2.</b> clean and disinfect all utensils, cooking and serving equipment and tools like ovens, stoves, cutlery, crockery, etc. before loading	-	-	-	-
<b>PC3.</b> ensure adequate quantity of supplies are loaded (vegetables, ingredients, meat, spices, cooking oil, fuel, etc.) for the day's operations and plan for additional supplies, if required	-	-	-	-
<b>PC4.</b> ensure that food items (pre-cooked, semi-cooked food and condiments) and beverages are packed properly (not open or leaking) to avoid any external damage or spillage during travel	-	-	-	-
<b>PC5.</b> ensure all food items meet food safety standards and can last the day's weather conditions	-	-	-	-
<b>PC6.</b> store the food items in insulated hot and cold bags or refrigeration unit to keep food at the appropriate temperature	-	-	-	-
<b>PC7.</b> load the potable water supplies	-	-	-	-
<b>PC8.</b> ensure the waste disposal unit and first-aid kit are loaded	-	-	-	-
<i>Travel to vending location</i>	<b>15</b>	<b>15</b>	-	<b>5</b>
<b>PC9.</b> select the shortest destination route considering the traffic condition to reach the location	-	-	-	-
<b>PC10.</b> adhere to local and state traffic laws and road regulations while carting or relocating cart	-	-	-	-
<b>PC11.</b> travel carefully to avoid damage or spillage of the food items	-	-	-	-
<b>PC12.</b> ensure safety of others on the road and not cause traffic jams or accidents	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC13.</b> place the cart such that it does not block pathways	-	-	-	-
<i>Set the cart</i>	<b>10</b>	<b>10</b>	-	<b>5</b>
<b>PC14.</b> make sure that the surrounding area is clean, dry and devoid of any filth	-	-	-	-
<b>PC15.</b> ensure availability of potable water for cooking and drinking	-	-	-	-
<b>PC16.</b> set benches or tables and chairs for customer	-	-	-	-
<b>PC17.</b> ensure proper sanitization by using and placing hand sanitizers on counter, tables, and wash basins	-	-	-	-
<b>PC18.</b> place attractive banners strategically on the cart to grab attention	-	-	-	-
<b>PC19.</b> arrange attractively plated food items on display	-	-	-	-
<b>PC20.</b> display the menu with pricelist and applicable taxes	-	-	-	-
<b>PC21.</b> ensure compliance with all statutory regulations (e.g. fire safety, waste management, GST, child labour etc.)	-	-	-	-
<b>PC22.</b> ensure the waste is collected in the dustbin without spilling	-	-	-	-
<i>Cook and serve quality food</i>	<b>15</b>	<b>15</b>	-	<b>10</b>
<b>PC23.</b> sanitize and clean hands, crockery, cutlery, and cooking utensils and equipment before cooking and serving food	-	-	-	-
<b>PC24.</b> verify the quality of ingredients and condiments e.g., fresh vegetables, meat, milk, spices to prepare healthy food for the customer	-	-	-	-
<b>PC25.</b> check the expiry date for all food items	-	-	-	-
<b>PC26.</b> clear the stock before expiry	-	-	-	-
<b>PC27.</b> dispose of the expired products	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC28.</b> greet the customer appropriately	-	-	-	-
<b>PC29.</b> present the menu or inform the customer about the available items	-	-	-	-
<b>PC30.</b> take order from the customer	-	-	-	-
<b>PC31.</b> confirm about any specific requirement	-	-	-	-
<b>PC32.</b> prepare the order as per recipe	-	-	-	-
<b>PC33.</b> serve cooked food as per customer's order	-	-	-	-
<b>PC34.</b> present the bill to the customer and process the payment	-	-	-	-
<i>Perform end of business activities</i>	<b>10</b>	<b>10</b>	-	<b>5</b>
<b>PC35.</b> clean the cart thoroughly with water, soap, and appropriate cleaning solution and disinfectants at the end of day to avoid accumulation of dirt, stains, fungi or pest infestation	-	-	-	-
<b>PC36.</b> ensure that work bench, serving equipment, cooking surfaces and equipment such as fryer/wok, juicer, meat slicer, stove, refrigeration unit, etc. are cleaned and maintained as per food safety standards	-	-	-	-
<b>PC37.</b> empty the garbage bin without spilling the garbage	-	-	-	-
<b>PC38.</b> segregate and dispose waste in designated bins as per local authority's waste management policy	-	-	-	-
<b>PC39.</b> ensure there is no stagnant waste water	-	-	-	-
<b>PC40.</b> ensure drains are not blocked with any leftover items	-	-	-	-
<b>PC41.</b> clean any litter and sweep the vending area before leaving	-	-	-	-
<b>NOS Total</b>	<b>60</b>	<b>60</b>	-	<b>30</b>

## National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	THC/N3010
<b>NOS Name</b>	Sell food to customers at vending location
<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Restaurant
<b>Occupation</b>	Roadside Eateries
<b>NSQF Level</b>	4
<b>Credits</b>	6
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	16/12/2020
<b>Next Review Date</b>	24/06/2024
<b>NSQC Clearance Date</b>	24/06/2021

## 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

#### *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

**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

**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	-	-	-	-
<b>PC10.</b> calculate income, expenses, savings etc.	-	-	-	-



Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<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>	-	-

## 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>	NA
<b>Next Review Date</b>	17/11/2025
<b>NSQC Clearance Date</b>	17/11/2022

## Assessment Guidelines and Assessment Weightage

### Assessment Guidelines

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

**Minimum Aggregate Passing % at QP Level : 70**

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

**Assessment Weightage**

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
FIC/N9901.Implement health and safety practices at the workplace	30	70	-	-	100	20
FIC/N9005.Evaluate and develop entrepreneur skills	35	65	-	-	100	30
THC/N3009.Prepare for food vending operations	20	20	-	10	50	25
THC/N3010.Sell food to customers at vending location	60	60	-	30	150	20
DGT/VSQ/N0101.Employability Skills (30 Hours)	20	30	-	-	50	5
<b>Total</b>	<b>165</b>	<b>245</b>	<b>-</b>	<b>40</b>	<b>450</b>	<b>100</b>

## 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>GMP</b>	Good Manufacturing Practices
<b>GHP</b>	Good Hygiene Practices
<b>CPR</b>	Cardio-Pulmonary Resuscitation
<b>PPE</b>	Personal Protective Equipment

## 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.

<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.