



Dairy Products Processor

QP Code: FIC/Q2001

Version: 2.0

NSQF Level: 5

Food Industry Capacity & Skill Initiative || Shriram Bharatiya Kala kendra, 3rd floor, 1, Copernicus Marg, Mandi House, New Delhi
Delhi 110001

Qualification Pack

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FIC/Q2001: Dairy Products Processor

Brief Job Description

A Dairy Products Processor is responsible for processing milk to produce various types of dairy products. S/he is responsible for carrying out processes such as homogenizing, pasteurizing, cooling, mixing, curdling, forming, cutting, churning, fermenting, freezing, condensing, drying and flavoring of milk.

Personal Attributes

A Dairy Products Processor must have the the ability to plan, organize, prioritize, calculate, concentrate and handle pressure. The individual must possess reading, writing and communication skills.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [FIC/N2001: Prepare and maintain work area and process machineries for processing dairy products](#)
2. [FIC/N2002: Prepare for processing dairy products](#)
3. [FIC/N2003: Process dairy products](#)
4. [FIC/N2004: Complete documentation and record keeping related to processing of dairy products](#)
5. [FIC/N9001: Ensure food safety, hygiene and sanitation for processing food products](#)
6. [FIC/N9004: Manage and lead a team](#)

Qualification Pack (QP) Parameters

Sector	Food Processing
Sub-Sector	Dairy Products
Occupation	Processing-Dairy Products
Country	India
NSQF Level	5
Aligned to NCO/ISCO/ISIC Code	NCO-2004/7413.90

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Minimum Educational Qualification & Experience	10th Class (3 years of diploma in relevant field) OR 10th Class with 3 Years of experience dairy experience OR 10th Class + I.T.I (2 years) with 1 Year of experience OR 10th Class + I.T.I (1 year) with 2 Years of experience OR 12th Class (science stream) with 1 Year of experience
Minimum Level of Education for Training in School	10th Class
Pre-Requisite License or Training	1. Food standards and regulations 2. Operating different types of dairy processing equipments 3. Packing technology 4. GMP 5. HACCP 6. QMS 7. Computer basics and ERP system followed by the organization 8. Training in Food Safety Standards and Regulations (as per FSSAI) (Mandatory)
Minimum Job Entry Age	18 Years
Last Reviewed On	29/07/2021
Next Review Date	29/07/2024
Deactivation Date	29/07/2024
NSQC Approval Date	29/07/2021
Version	2.0
Reference code on NQR	2021/FI/FICSI/04373
NQR Version	1.0

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FIC/N2001: Prepare and maintain work area and process machineries for processing dairy products

Description

This unit is about preparing and maintaining work area and process machineries and tools for processing dairy products

Elements and Performance Criteria

Prepare and maintain work area (for processing dairy products)

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

- PC1.** clean and maintain the cleanliness of the work area using approved sanitizers and keep it free from dust, waste, flies and pests
- PC2.** ensure that work area is safe and hygienic for food processing
- PC3.** dispose waste materials as per organisation standards and industry requirements

Prepare and maintain process machineries and tools (for processing dairy products)

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

- PC4.** check the working and performance of all machineries and tools used for the process such as filter, homogenizer, pasteurizer, separator, clarifier, separator, cutter, packaging machines, etc.
- PC5.** clean the machineries and tools used with recommended sanitizers following the organization specifications and standards
- PC6.** place the necessary tools required for process
- PC7.** attend to the minor repairs/ faults of all machines, if required
- PC8.** select and set the machines and tools required

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organization standards, process standards and procedures followed in the organisation
- KU2.** types of products produced by the organisation
- KU3.** code of business conduct
- KU4.** dress code to be followed
- KU5.** job responsibilities/duties and standard operating procedures
- KU6.** internal processes such as procurement, store management, inventory management, quality management and key contact points for query resolution
- KU7.** provision of wages, working hours and accident compensation as per organisation policy
- KU8.** food safety and hygiene standards followed
- KU9.** types of products, materials and equipment required for cleaning and maintenance
- KU10.** process and products to disinfect equipment/ tools
- KU11.** supplier/manufacturers instructions related to cleaning and maintenance

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- KU12.** knowledge of food safety standards and regulations (as per FSSAI)
- KU13.** knowledge of legal regulations pertaining to work place like health and safety, recommended dosage for use of sanitizers, control of substances hazardous to health, handling/ storage/ disposal/ cautions of use of sanitizers and disinfectants, fire precautions, occurrences, hygiene practice, disposal of waste, environmental protection, etc.

Generic Skills (GS)

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

- GS1.** note the information communicated
- GS2.** note the raw materials used for production and the finished products produced
- GS3.** note the readings of the process parameters and provide necessary information to fill the process chart
- GS4.** note down observations (if any) related to the process
- GS5.** write information documents to internal departments/ internal teams
- GS6.** note down the data for online ERP or as per applicability in the organization
- GS7.** read and interpret the process required for producing various types of products
- GS8.** read and interpret and process flowchart for all products produced
- GS9.** read equipment manuals and process documents to understand the equipments operation and process requirement
- GS10.** read internal information documents sent by internal teams
- GS11.** discuss task lists, schedules and activities
- GS12.** effectively communicate with team members
- GS13.** question in order to understand the nature of the problem and to clarify queries
- GS14.** attentively listen and comprehend the information given by the speaker
- GS15.** communicate clearly on the issues being faced
- GS16.** analyse critical points in day to day tasks through experience and observation and identify control measures to solve the issue
- GS17.** handle issues in case the manager is not available (as per the authority matrix defined by the organization)
- GS18.** plan and organize the work order and jobs received
- GS19.** organize raw materials and packaging materials required for all products
- GS20.** plan and prioritize the work based on the instructions received
- GS21.** plan to utilise time and equipment's effectively
- GS22.** organize all process/ equipment manuals so as to access information easily
- GS23.** support the manager in scheduling tasks for helper(s)
- GS24.** understand customer requirements and their priority and respond as per their needs
- GS25.** support manager in solving problems by detailing out problems
- GS26.** discuss the possible solutions with the manager for problem solving
- GS27.** apply domain information about maintenance processes and technical knowledge about tools and equipment



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- GS28.** use common sense and make judgments on day to day basis
- GS29.** use reasoning skills to identify and resolve basic problems
- GS30.** use intuition to detect any potential problems which could arise during operations
- GS31.** use acquired knowledge of the process for identifying and handling issues

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Prepare and maintain work area (for processing dairy products)</i>	18	32	-	-
PC1. clean and maintain the cleanliness of the work area using approved sanitizers and keep it free from dust, waste, flies and pests	10	15	-	-
PC2. ensure that work area is safe and hygienic for food processing	3	7	-	-
PC3. dispose waste materials as per organisation standards and industry requirements	5	10	-	-
<i>Prepare and maintain process machineries and tools (for processing dairy products)</i>	17	33	-	-
PC4. check the working and performance of all machineries and tools used for the process such as filter, homogenizer, pasteurizer, separator, clarifier, separator, cutter, packaging machines, etc.	5	10	-	-
PC5. clean the machineries and tools used with recommended sanitizers following the organization specifications and standards	5	10	-	-
PC6. place the necessary tools required for process	2	3	-	-
PC7. attend to the minor repairs/ faults of all machines, if required	2.5	5	-	-
PC8. select and set the machines and tools required	2.5	5	-	-
NOS Total	35	65	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	FIC/N2001
NOS Name	Prepare and maintain work area and process machineries for processing dairy products
Sector	Food Processing
Sub-Sector	Dairy Products
Occupation	Processing
NSQF Level	5
Credits	TBD
Version	1.0
Last Reviewed Date	29/07/2021
Next Review Date	29/07/2024
Deactivation Date	29/07/2024
NSQC Clearance Date	29/07/2021

Qualification Pack

FIC/N2002: Prepare for processing dairy products

Description

This unit is about preparing for processing dairy products by planning production, machinery utilization and manpower requirement organizing raw materials, packaging materials and machineries for production.

Elements and Performance Criteria

Plan production (for processing dairy products)

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

- PC1.** read and understand the production order from the supervisor
- PC2.** check the availability of raw materials, packaging materials, equipment and manpower
- PC3.** plan production sequence by grouping products of the same type take measures in order to avoid cip after each product plan maximum capacity utilization of machineries consider the process time for each product plan efficient utilization of resources/manpower prioritize urgent orders
- PC4.** calculate the raw materials, ingredients, packaging materials and manpower requirement for completing the order
- PC5.** calculate the batch size based on the production order and machine capacity
- PC6.** calculate the raw material requirement (considering the process loss) to produce the required quantity of finished product(s)

Plan equipment utilization and manpower (for processing dairy products)

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

- PC7.** ensure working and performance of all machineries required for the process
- PC8.** calculate the process time for effective utilization of machineries and manpower
- PC9.** plan batch size considering full capacity utilization of machineries
- PC10.** plan to utilize machineries for multiple products without affecting the quality of finished products, and to optimize production and saving energy
- PC11.** allot responsibilities/ work to the assistants and helpers

Organize raw material and equipment (for processing dairy products)

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

- PC12.** refer to the process chart/ product flow chart/formulation chart for product(s) produced
- PC13.** weigh the raw materials and ingredients required for the batch
- PC14.** check the conformance of raw material quality to organisation standards by verifying the quality analysis report from the supplier / internal lab and through analysis of physical parameters
- PC15.** connect pipes between holding tanks and process equipment
- PC16.** assemble fittings, valves, bowls, plates, disks, impeller shaft, and other parts to equipment
- PC17.** start machine and check the working condition and performance of the machine
- PC18.** make minor adjustments or repairs (if required)
- PC19.** keep the tools accessible to attend repairs/faults in case of breakdown

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Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organization standards, process standards and procedures followed in the organisation
- KU2.** types of products produced by the organisation
- KU3.** code of business conduct
- KU4.** dress code to be followed
- KU5.** job responsibilities/duties and standard operating procedures
- KU6.** internal processes like procurement, store management, inventory management, quality management and key contact points for query resolution
- KU7.** provision of wages, working hours and accident compensation as per organisation policy
- KU8.** food safety and hygiene standards followed
- KU9.** types of raw materials (types of milk) and its products
- KU10.** types of machineries used in processing and machineries used in the organisation
- KU11.** maintenance of process equipments
- KU12.** supplier/manufacturers instructions related to machineries
- KU13.** process requirement for producing each product
- KU14.** basic mathematics
- KU15.** calculation of raw material for required quantity of finished product
- KU16.** quality parameters, basic food microbiology and quality assessment based on physical parameters
- KU17.** food safety and hygiene
- KU18.** GMP
- KU19.** HACCP

Generic Skills (GS)

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

- GS1.** note the information communicated
- GS2.** note the raw materials used for production and the finished products produced
- GS3.** note the readings of the process parameters and provide necessary information to fill the process chart
- GS4.** note down observations (if any) related to the process
- GS5.** write information documents to internal departments/ internal teams
- GS6.** note down the data for online ERP or as per applicability in the organization
- GS7.** read and interpret the process required for producing various types of products
- GS8.** read and interpret and process flowchart for all products produced
- GS9.** read equipment manuals and process documents to understand the equipments operation and process requirement
- GS10.** internal information documents sent by internal teams

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- GS11.** task lists, schedules and activities
- GS12.** communicate with team members
- GS13.** in order to understand the nature of the problem and to clarify queries
- GS14.** listen and comprehend the information given by the speaker
- GS15.** clearly on the issues being faced
- GS16.** analyse critical points in day to day tasks through experience and observation and identify control measures to solve the issue
- GS17.** handle issues in case the manager is not available (as per the authority matrix defined by the organization)
- GS18.** plan and organize the work order and jobs received
- GS19.** organize raw materials and packaging materials required for all products
- GS20.** plan and prioritize the work based on the instructions received
- GS21.** plan to utilise time and equipment's effectively
- GS22.** organize all process/ equipment manuals so as to access information easily
- GS23.** support the manager in scheduling tasks for helper(s)
- GS24.** understand customer requirements and their priority and respond as per their needs
- GS25.** support manager in solving problems by detailing out problems
- GS26.** discuss the possible solutions with the manager for problem solving
- GS27.** apply domain information about maintenance processes and technical knowledge about tools and equipment
- GS28.** use common sense and make judgments on day to day basis
- GS29.** use reasoning skills to identify and resolve basic problems
- GS30.** use intuition to detect any potential problems which could arise during operations
- GS31.** use acquired knowledge of the process for identifying and handling issues

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Plan production (for processing dairy products)</i>	17	28	-	-
PC1. read and understand the production order from the supervisor	4	6	-	-
PC2. check the availability of raw materials, packaging materials, equipment and manpower	2	3	-	-
PC3. plan production sequence by grouping products of the same type take measures in order to avoid cip after each product plan maximum capacity utilization of machineries consider the process time for each product plan efficient utilization of resources/manpower prioritize urgent orders	5	10	-	-
PC4. calculate the raw materials, ingredients, packaging materials and manpower requirement for completing the order	2	3	-	-
PC5. calculate the batch size based on the production order and machine capacity	2	3	-	-
PC6. calculate the raw material requirement (considering the process loss) to produce the required quantity of finished product(s)	2	3	-	-
<i>Plan equipment utilization and manpower (for processing dairy products)</i>	8	17	-	-
PC7. ensure working and performance of all machineries required for the process	2	5	-	-
PC8. calculate the process time for effective utilization of machineries and manpower	2	5	-	-
PC9. plan batch size considering full capacity utilization of machineries	1	2	-	-
PC10. plan to utilize machineries for multiple products without affecting the quality of finished products, and to optimize production and saving energy	1	2	-	-
PC11. allot responsibilities/ work to the assistants and helpers	2	3	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Organize raw material and equipment (for processing dairy products)</i>	10	20	-	-
PC12. refer to the process chart/ product flow chart/formulation chart for product(s) produced	0.5	1.5	-	-
PC13. weigh the raw materials and ingredients required for the batch	0.5	1.5	-	-
PC14. check the conformance of raw material quality to organisation standards by verifying the quality analysis report from the supplier / internal lab and through analysis of physical parameters	2	3	-	-
PC15. connect pipes between holding tanks and process equipment	2	3	-	-
PC16. assemble fittings, valves, bowls, plates, disks, impeller shaft, and other parts to equipment	1	4	-	-
PC17. start machine and check the working condition and performance of the machine	1.5	3.5	-	-
PC18. make minor adjustments or repairs (if required)	2	3	-	-
PC19. keep the tools accessible to attend repairs/faults in case of breakdown	0.5	0.5	-	-
NOS Total	35	65	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	FIC/N2002
NOS Name	Prepare for processing dairy products
Sector	Food Processing
Sub-Sector	Dairy Products
Occupation	Processing
NSQF Level	5
Credits	TBD
Version	1.0
Last Reviewed Date	29/07/2021
Next Review Date	29/07/2024
Deactivation Date	29/07/2024
NSQF Clearance Date	29/07/2021

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FIC/N2003: Process dairy products

Description

This unit is about processing dairy products through use of machineries as per specifications and standards of the organization.

Elements and Performance Criteria

Process milk

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

- PC1.** read and understand the production order
- PC2.** receive milk from the raw material storage area/warehouse/holding tanks
- PC3.** check and conform the quality through physical parameters (impurities, colour, appearance, temperature etc) and by verifying the quality report
- PC4.** set and control metering devices to allow measured volume of milk for processing
- PC5.** open valves to pass measured quantity of milk through filter to remove sediment
- PC6.** adjust controls of the separator (like speed of spinner/agitator), and open valves to allow the milk to pass through the separator to separate cream from milk (skim milk)
- PC7.** set the homogenizer for required fat level in milk, and open valves to pass milk through homogenizer to produce standardized milk
- PC8.** set steam pressure and temperature of the pasteurizer, turn valves to allow steam, observe pressure and temperature, and open valves to allow milk into pasteurizer for pasteurization of milk
- PC9.** turn valve to circulate refrigerant through coils of the chilling tank to cool milk until packing
- PC10.** in continuous and fully automated process, set controls in plc to allow milk to pass through filter to remove sediments, through separator to separate cream from milk, through homogenizer to produce standardized milk, pasteurizer to pasteurize milk and chilling tank to cool milk

Produce milk products

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

- PC11.** open valve of the of separator to allow the separated cream into the cream holding tank
- PC12.** turn valve to circulate refrigerant through coils/jacket of the cream holding tank to keep the cream chill
- PC13.** set steam pressure and temperature of the pasteurizer, turn valves to allow steam, observe pressure and temperature, and open valves to allow cream into pasteurizer for pasteurization of cream for further processing into milk products like butter, ghee etc
- PC14.** weigh ingredients such as skim milk powder, starter culture, acid, stabilizer, emulsifiers, flavours etc
- PC15.** pump or add weighed quantity of ingredients into milk, set and maintain process parameters like temperature in the machine to produce dairy products like toned milk, flavoured milk, curd, paneer, ice-cream etc following SOP
- PC16.** check the quality of the milk and milk products during various stages of process to conform its quality to organisation standards

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- PC17.** load the packaging material in packaging machine, set the packaging machine for volume, weight, batch/date code etc and start packaging machine to pack milk and milk products
- PC18.** label the packed product as per organisation standards
- PC19.** check the weight of packed dairy products for conformance to organisation standards
- PC20.** sample the packed products and sent to quality lab for analysis and conformance to specifications and standards of the organisation
- PC21.** store the product as per organisation standards
- PC22.** report discrepancies/concerns to department supervisor for immediate action

Carry out post production cleaning and regular maintenance of equipments

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

- PC23.** turn valves to pump recommended sterilizing solution and rinse water through pipes for CIP of tanks and processing equipment following SOP
- PC24.** clean the work area using recommended cleaning agents and sanitizers
- PC25.** attend minor repairs/faults of all machines (if any)
- PC26.** ensure periodic (daily/weekly/monthly/quarterly/half yearly/annual) maintenance of all machines and equipment following the sop or suppliers instructions/manuals

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organization standards, process standards and procedures followed in the organisation
- KU2.** types of products produced by the organisation
- KU3.** code of business conduct
- KU4.** dress code to be followed
- KU5.** job responsibilities/duties and standard operating procedures
- KU6.** internal processes such as procurement, store management, inventory management, quality management and key contact points for query resolution
- KU7.** provision of wages, working hours and accident compensation as per organisation policy
- KU8.** food safety and hygiene standards followed
- KU9.** types of raw material (milk of various animals) and its products
- KU10.** production process, process parameters and product formulation for all types of products produced
- KU11.** types of machineries used in processing and machineries used in the organisation
- KU12.** handling all machineries
- KU13.** maintenance of machineries, equipments and tools
- KU14.** quality parameters, basic food microbiology and quality assessment based on physical parameters
- KU15.** types and category of packaging materials, packaging machineries
- KU16.** storage procedures for raw materials, packaging materials and finished goods
- KU17.** cleaning procedures like clean-in-place (CIP) and clean-out-place (COP)
- KU18.** knowledge on sanitizers and disinfectants and its handling and storing methods

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- KU19.** food laws and regulations on product, packaging and labelling
- KU20.** food safety and hygiene
- KU21.** GMP
- KU22.** HACCP

Generic Skills (GS)

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

- GS1.** note the information communicated
- GS2.** note the raw materials used for production and the finished products produced
- GS3.** note the readings of the process parameters and provide necessary information to fill the process chart
- GS4.** note down observations (if any) related to the process
- GS5.** write information documents to internal departments/ internal teams
- GS6.** note down the data for online erp or as per applicability in the organization
- GS7.** read and interpret the process required for producing various types of products
- GS8.** read and interpret and process flowchart for all products produced
- GS9.** read equipment manuals and process documents to understand the equipments operation and process requirement
- GS10.** read internal information documents sent by internal teams
- GS11.** discuss task lists, schedules and activities
- GS12.** effectively communicate with team members
- GS13.** question in order to understand the nature of the problem and to clarify queries
- GS14.** attentively listen and comprehend the information given by the speaker
- GS15.** communicate clearly on the issues being faced
- GS16.** analyse critical points in day to day tasks through experience and observation and identify control measures to solve the issue
- GS17.** handle issues in case the manager is not available (as per the authority matrix defined by the organization)
- GS18.** plan and organize the work order and jobs received
- GS19.** organize raw materials and packaging materials required for all products
- GS20.** plan and prioritize the work based on the instructions received
- GS21.** plan to utilise time and equipment's effectively
- GS22.** organize all process/ equipment manuals so as to access information easily
- GS23.** support the manager in scheduling tasks for helper(s)
- GS24.** understand customer requirements and their priority and respond as per their needs
- GS25.** support manager in solving problems by detailing out problems
- GS26.** discuss the possible solutions with the manager for problem solving
- GS27.** apply domain information about maintenance processes and technical knowledge about tools and equipment
- GS28.** use common sense and make judgments on day to day basis



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- GS29.** use reasoning skills to identify and resolve basic problems
- GS30.** use intuition to detect any potential problems which could arise during operations
- GS31.** use acquired knowledge of the process for identifying and handling issues

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Process milk</i>	14	26	-	-
PC1. read and understand the production order	1	1	-	-
PC2. receive milk from the raw material storage area/warehouse/holding tanks	0.5	1.5	-	-
PC3. check and conform the quality through physical parameters (impurities, colour, appearance, temperature etc) and by verifying the quality report	1.5	1.5	-	-
PC4. set and control metering devices to allow measured volume of milk for processing	1	2	-	-
PC5. open valves to pass measured quantity of milk through filter to remove sediment	1	2	-	-
PC6. adjust controls of the separator (like speed of spinner/agitator), and open valves to allow the milk to pass through the separator to separate cream from milk (skim milk)	2	4	-	-
PC7. set the homogenizer for required fat level in milk, and open valves to pass milk through homogenizer to produce standardized milk	2	4	-	-
PC8. set steam pressure and temperature of the pasteurizer, turn valves to allow steam, observe pressure and temperature, and open valves to allow milk into pasteurizer for pasteurization of milk	2	4	-	-
PC9. turn valve to circulate refrigerant through coils of the chilling tank to cool milk until packing	1	2	-	-
PC10. in continuous and fully automated process, set controls in plc to allow milk to pass through filter to remove sediments, through separator to separate cream from milk, through homogenizer to produce standardized milk, pasteurizer to pasteurize milk and chilling tank to cool milk	2	4	-	-
<i>Produce milk products</i>	18	32	-	-
PC11. open valve of the of separator to allow the separated cream into the cream holding tank	1	2	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. turn valve to circulate refrigerant through coils/jacket of the cream holding tank to keep the cream chill	1	2	-	-
PC13. set steam pressure and temperature of the pasteurizer, turn valves to allow steam, observe pressure and temperature, and open valves to allow cream into pasteurizer for pasteurization of cream for further processing into milk products like butter, ghee etc	4	6	-	-
PC14. weigh ingredients such as skim milk powder, starter culture, acid, stabilizer, emulsifiers, flavours etc	1	3	-	-
PC15. pump or add weighed quantity of ingredients into milk, set and maintain process parameters like temperature in the machine to produce dairy products like toned milk, flavoured milk, curd, paneer, ice-cream etc following SOP	3	7	-	-
PC16. check the quality of the milk and milk products during various stages of process to conform its quality to organisation standards	2	3	-	-
PC17. load the packaging material in packaging machine, set the packaging machine for volume, weight, batch/date code etc and start packaging machine to pack milk and milk products	1	2	-	-
PC18. label the packed product as per organisation standards	1	2	-	-
PC19. check the weight of packed dairy products for conformance to organisation standards	1	2	-	-
PC20. sample the packed products and sent to quality lab for analysis and conformance to specifications and standards of the organisation	1	1	-	-
PC21. store the product as per organisation standards	1	1	-	-
PC22. report discrepancies/concerns to department supervisor for immediate action	1	1	-	-
<i>Carry out post production cleaning and regular maintenance of equipments</i>	3	7	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC23. turn valves to pump recommended sterilizing solution and rinse water through pipes for CIP of tanks and processing equipment following SOP	1	3	-	-
PC24. clean the work area using recommended cleaning agents and sanitizers	0.5	1.5	-	-
PC25. attend minor repairs/faults of all machines (if any)	0.5	1.5	-	-
PC26. ensure periodic (daily/weekly/monthly/quarterly/half yearly/annual) maintenance of all machines and equipment following the sop or suppliers instructions/manuals	1	1	-	-
NOS Total	35	65	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	FIC/N2003
NOS Name	Process dairy products
Sector	Food Processing
Sub-Sector	Dairy Products
Occupation	Processing
NSQF Level	5
Credits	TBD
Version	1.0
Last Reviewed Date	29/07/2021
Next Review Date	29/07/2024
Deactivation Date	29/07/2024
NSQC Clearance Date	29/07/2021

Qualification Pack

FIC/N2004: Complete documentation and record keeping related to processing of dairy products

Description

This unit is about documenting and maintaining records of raw materials, process and finished products related to processing of dairy products

Elements and Performance Criteria

Document and maintain records of raw material (for processing dairy products)

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

- PC1.** record details of all raw materials, packaging materials used such as milk type (cow/buffalo/goat), source, collection centre, receiving date, expiry date, quality parameters of milk, ingredient details like supplier name, receiving date/ date of manufacture, expiry date, supplier quality document, internal quality analysis report, etc. as per company standards
- PC2.** maintain record of observations (if any) related to raw materials (including ingredients), packaging materials
- PC3.** load the raw material details in ERP for future reference
- PC4.** verify the documents and track from finished product to raw materials, in case of quality concerns and during quality management system audits

Document and maintain records of production schedule and process parameters (for processing dairy products)

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

- PC5.** document production plan with details such as product details, production sequence, equipments and machinery details, efficiency and capacity, utilization of equipment, etc.
- PC6.** document process details such as type of raw material used, process parameters (temperature, time, pressure etc as applicable) for entire production in process chart or production log for all products produced
- PC7.** document batch size, raw material used, yield after each stage of process, wastage, energy utilization and final products produced
- PC8.** maintain record on observations (if any) or deviations related to production and process
- PC9.** load the production and process details in ERP for future reference
- PC10.** verify documents and track from finished product to raw materials, in case of quality concerns and for quality management system audits

Document and maintain records of the finished products (for processing dairy products)

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

- PC11.** document and maintain records on types of finished products produced
- PC12.** document the finished products details such as batch number, time of packing, date of manufacture, date of expiry, other label details, primary, secondary and other packaging materials for all finished products, storage conditions, etc. as per company standards
- PC13.** maintain record on observations or deviations (if any) related to finished products
- PC14.** load the finished product details in ERP for future reference

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- PC15.** verify the documents and track from finished product to raw materials, in case of quality concerns and for quality management system audits

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organization standards, process standards and procedures followed in the organisation
- KU2.** types of products produced by the organisation
- KU3.** code of business conduct
- KU4.** dress code to be followed
- KU5.** job responsibilities/duties and standard operating procedures
- KU6.** internal processes such as procurement, store management, inventory management, quality management and key contact points for query resolution
- KU7.** provision of wages, working hours and accident compensation as per organisation policy
- KU8.** food safety and hygiene standards followed
- KU9.** documentation system followed in the organization such as production chart, process chart and finished products chart
- KU10.** details to be recorded on raw materials and finished products
- KU11.** details to be recorded and maintained on production and process parameters
- KU12.** methods to records and maintain records on observations (if any) related to raw materials, process and finished products
- KU13.** methods to track back the record from finished product to raw material
- KU14.** basic computer knowledge
- KU15.** entering the details in ERP system followed by the organisation

Generic Skills (GS)

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

- GS1.** note the information communicated
- GS2.** note the raw materials used for production and the finished products produced
- GS3.** note the readings of the process parameters and provide necessary information to fill the process chart
- GS4.** note down observations (if any) related to the process
- GS5.** write information documents to internal departments/ internal teams
- GS6.** note down the data for online ERP or as per applicability in the organization
- GS7.** read and interpret the process required for producing various types of products
- GS8.** read and interpret and process flowchart for all products produced
- GS9.** read equipment manuals and process documents to understand the equipments operation and process requirement
- GS10.** read internal information documents sent by internal teams
- GS11.** discuss task lists, schedules and activities

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- GS12.** effectively communicate with team members
- GS13.** question in order to understand the nature of the problem and to clarify queries
- GS14.** attentively listen and comprehend the information given by the speaker
- GS15.** communicate clearly on the issues being faced
- GS16.** analyse critical points in day to day tasks through experience and observation and identify control measures to solve the issue
- GS17.** handle issues in case the manager is not available (as per the authority matrix defined by the organization)
- GS18.** plan and organize the work order and jobs received
- GS19.** organize raw materials and packaging materials required for all products
- GS20.** plan and prioritize the work based on the instructions received
- GS21.** plan to utilise time and equipment's effectively
- GS22.** organize all process/ equipment manuals so as to access information easily
- GS23.** support the manager in scheduling tasks for helper(s)
- GS24.** understand customer requirements and their priority and respond as per their needs
- GS25.** support manager in solving problems by detailing out problems
- GS26.** discuss the possible solutions with the manager for problem solving
- GS27.** apply domain information about maintenance processes and technical knowledge about tools and equipment
- GS28.** use common sense and make judgments on day to day basis
- GS29.** use reasoning skills to identify and resolve basic problems
- GS30.** use intuition to detect any potential problems which could arise during operations
- GS31.** use acquired knowledge of the process for identifying and handling issues

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Document and maintain records of raw material (for processing dairy products)</i>	15	10	-	-
PC1. record details of all raw materials, packaging materials used such as milk type (cow/buffalo/goat), source, collection centre, receiving date, expiry date, quality parameters of milk, ingredient details like supplier name, receiving date/ date of manufacture, expiry date, supplier quality document, internal quality analysis report, etc. as per company standards	6	4	-	-
PC2. maintain record of observations (if any) related to raw materials (including ingredients), packaging materials	3	2	-	-
PC3. load the raw material details in ERP for future reference	3	2	-	-
PC4. verify the documents and track from finished product to raw materials, in case of quality concerns and during quality management system audits	3	2	-	-
<i>Document and maintain records of production schedule and process parameters (for processing dairy products)</i>	30	20	-	-
PC5. document production plan with details such as product details, production sequence, equipments and machinery details, efficiency and capacity, utilization of equipment, etc.	6	4	-	-
PC6. document process details such as type of raw material used, process parameters (temperature, time, pressure etc as applicable) for entire production in process chart or production log for all products produced	9	6	-	-
PC7. document batch size, raw material used, yield after each stage of process, wastage, energy utilization and final products produced	6	4	-	-
PC8. maintain record on observations (if any) or deviations related to production and process	3	2	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC9. load the production and process details in ERP for future reference	3	2	-	-
PC10. verify documents and track from finished product to raw materials, in case of quality concerns and for quality management system audits	3	2	-	-
<i>Document and maintain records of the finished products (for processing dairy products)</i>	15	10	-	-
PC11. document and maintain records on types of finished products produced	2	1	-	-
PC12. document the finished products details such as batch number, time of packing, date of manufacture, date of expiry, other label details, primary, secondary and other packaging materials for all finished products, storage conditions, etc. as per company standards	4	3	-	-
PC13. maintain record on observations or deviations (if any) related to finished products	3	2	-	-
PC14. load the finished product details in ERP for future reference	3	2	-	-
PC15. verify the documents and track from finished product to raw materials, in case of quality concerns and for quality management system audits	3	2	-	-
NOS Total	60	40	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	FIC/N2004
NOS Name	Complete documentation and record keeping related to processing of dairy products
Sector	Food Processing
Sub-Sector	Dairy Products
Occupation	Processing
NSQF Level	5
Credits	TBD
Version	1.0
Last Reviewed Date	29/07/2021
Next Review Date	29/07/2024
Deactivation Date	29/07/2024
NSQC Clearance Date	29/07/2021

Qualification Pack

FIC/N9001: Ensure food safety, hygiene and sanitation for processing food products

Description

This unit is about maintaining food safety, hygiene and sanitation in work area and processing unit for processing food products

Elements and Performance Criteria

Perform safety and sanitation related functions (for processing food products)

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

- PC1.** comply with food safety and hygiene procedures followed in the organization
- PC2.** ensure personal hygiene by use of gloves, hairnets, masks, ear plugs, goggles, shoes, etc.
- PC3.** ensure hygienic production of food by inspecting raw materials, ingredients, finished products etc. for compliance to physical, chemical and microbiological parameters
- PC4.** pack products in appropriate packaging materials, label and store them in designated area, free from pests, flies and infestations
- PC5.** clean, maintain and monitor food processing equipment periodically, using it only for the specified purpose
- PC6.** use safety equipment such as fire extinguisher, eye wash unit, first aid kit when required
- PC7.** follow housekeeping practices by having designated area for machines/tools
- PC8.** follow industry standards like GMP, HACCP and product recall process
- PC9.** attend training on hazard management to understand types of hazards such as physical, chemical and biological hazards and measures to control and prevent them
- PC10.** Identify, document and report problems such as rodents and pests to management
- PC11.** conduct workplace checklist audit before and after work to ensure safety and hygiene
- PC12.** document and maintain raw material, packaging material, process and finished products for the credibility and effectiveness of the food safety control system

Apply food safety practices (for processing food products)

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

- PC13.** determine the quality of food using criteria such as odour, appearance, taste and best before date, and take immediate measures to prevent spoilage
- PC14.** store raw materials, finished products and allergens separately to prevent cross contamination
- PC15.** label raw materials and finished products and store them in different storage areas according to safe food practices
- PC16.** follow stock rotation based on FEFO/FIFO

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organization standards, process standards and procedures followed in the organisation

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- KU2.** types of products produced by the organisation
- KU3.** code of business conduct
- KU4.** dress code to be followed
- KU5.** job responsibilities/duties and standard operating procedures
- KU6.** internal processes such as procurement, store management, inventory management, quality management and key contact points for query resolution
- KU7.** provision of wages, working hours as per organisation policy
- KU8.** food safety and hygiene standards followed
- KU9.** possible physical, chemical and biological hazards and methods of prevention of various hazards
- KU10.** personal hygiene requirement
- KU11.** different types of sanitizers used for process area, equipment and the procedure to use them
- KU12.** knowledge on food safety standards and regulations (as per fssai)
- KU13.** quality parameters and quality assessment based on physical parameters, basic food microbiology
- KU14.** labelling/marketing requirements for raw materials, finished goods, stored materials, packaging materials and their designated storage area
- KU15.** cleaning and sanitation of equipment and work area
- KU16.** CIP and COP methods and procedures
- KU17.** storage norms for raw materials, packaging material and finished products
- KU18.** stock rotation of ingredients and finished products based on FEFO/FIFO
- KU19.** method of maintaining safety check lists for all machineries
- KU20.** GHP
- KU21.** GMP
- KU22.** HACCP

Generic Skills (GS)

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

- GS1.** note the information communicated by the supervisor
- GS2.** note the raw materials used for production and the finished products produced
- GS3.** note the readings of the process parameters and provide necessary information to fill the process chart
- GS4.** note down observations (if any) related to the process
- GS5.** write information documents to internal departments/ internal teams
- GS6.** note down the data for online ERP or as per applicability in the organization
- GS7.** read and interpret the process required for producing various types of products
- GS8.** read and interpret and process flowchart for all products produced
- GS9.** read equipment manuals and process documents to understand the equipment operation and process requirement
- GS10.** read internal information documents sent by internal teams

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- GS11.** discuss task lists, schedules and activities with the supervisor
- GS12.** effectively communicate with the team members
- GS13.** question the supervisor in order to understand the nature of the problem and to clarify queries
- GS14.** attentively listen and comprehend the information given by the speaker
- GS15.** communicate clearly with the supervisor and cross department teams on the issues faced during process
- GS16.** analyse critical points in day to day tasks through experience and observation and identify control measures to solve the issue
- GS17.** handle issues in case the supervisor is not available (as per the authority matrix defined by the organization)
- GS18.** plan and organize the work order and jobs received from the supervisor
- GS19.** organize raw materials and packaging materials required for all products following the instruction provided by the supervisor
- GS20.** plan and prioritize the work based on the instructions received from the supervisor
- GS21.** plan to utilise time and equipment's effectively
- GS22.** organize all process/ equipment manuals so as to access information easily
- GS23.** support the supervisor in scheduling tasks for helper(s)
- GS24.** understand customer requirements and their priority and respond as per their needs
- GS25.** support supervisor in solving problems by detailing out problems
- GS26.** discuss the possible solutions with the supervisor for problem solving
- GS27.** apply domain information about maintenance processes and technical knowledge about tools and equipment
- GS28.** use common sense and make judgments on day to day basis
- GS29.** use reasoning skills to identify and resolve basic problems
- GS30.** use intuition to detect any potential problems which could arise during operations
- GS31.** use acquired knowledge of the process for identifying and handling issues

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Perform safety and sanitation related functions (for processing food products)</i>	25	50	-	-
PC1. comply with food safety and hygiene procedures followed in the organization	2	3	-	-
PC2. ensure personal hygiene by use of gloves, hairnets, masks, ear plugs, goggles, shoes, etc.	1	5	-	-
PC3. ensure hygienic production of food by inspecting raw materials, ingredients, finished products etc. for compliance to physical, chemical and microbiological parameters	2	3	-	-
PC4. pack products in appropriate packaging materials, label and store them in designated area, free from pests, flies and infestations	4	6	-	-
PC5. clean, maintain and monitor food processing equipment periodically, using it only for the specified purpose	2	3	-	-
PC6. use safety equipment such as fire extinguisher, eye wash unit, first aid kit when required	4	6	-	-
PC7. follow housekeeping practices by having designated area for machines/tools	2	3	-	-
PC8. follow industry standards like GMP, HACCP and product recall process	4	6	-	-
PC9. attend training on hazard management to understand types of hazards such as physical, chemical and biological hazards and measures to control and prevent them	1	4	-	-
PC10. Identify, document and report problems such as rodents and pests to management	1	4	-	-
PC11. conduct workplace checklist audit before and after work to ensure safety and hygiene	1	4	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. document and maintain raw material, packaging material, process and finished products for the credibility and effectiveness of the food safety control system	1	3	-	-
<i>Apply food safety practices (for processing food products)</i>	10	15	-	-
PC13. determine the quality of food using criteria such as odour, appearance, taste and best before date, and take immediate measures to prevent spoilage	2	3	-	-
PC14. store raw materials, finished products and allergens separately to prevent cross contamination	2	3	-	-
PC15. label raw materials and finished products and store them in different storage areas according to safe food practices	2	3	-	-
PC16. follow stock rotation based on FEFO/FIFO	4	6	-	-
NOS Total	35	65	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	FIC/N9001
NOS Name	Ensure food safety, hygiene and sanitation for processing food products
Sector	Food Processing
Sub-Sector	Fruits and Vegetables
Occupation	Generic
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	30/09/2021
Next Review Date	30/07/2024
Deactivation Date	30/07/2024
NSQC Clearance Date	30/09/2021

Qualification Pack

FIC/N9004: Manage and lead a team

Description

Manage the team on day to day basis, ensuring their deployment, motivating them by involving them in various engagement initiatives at the work area, helping them improve the skills levels and managing their grievances in the best possible manner in order to maximize the people productivity

Elements and Performance Criteria

Manage and lead a team

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

- PC1.** ensure that the team is aware of the schedule and job expectations on a daily basis
- PC2.** involve the team in regular meetings to communicate information intended for them
- PC3.** ensure communication to the team on any changes in policies/ processes by the organization through required verbal/ written mechanisms
- PC4.** ensure participation of the team in various engagement initiatives organized by the organization
- PC5.** counsel and address issues among the team for any work related issues
- PC6.** support the manager in deployment of the team as per production schedule and the organizational norms and guidelines
- PC7.** ensure periodic training of the team and support the team by delivering trainings
- PC8.** share knowledge of processes, techniques and products with the team to enhance their skill levels
- PC9.** provide feedback to the manager pertaining to performance of the team

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizations standards of performance, services and products
- KU2.** relevant hr policies and processes followed by the organization
- KU3.** knowledge of organizational norms and guidelines
- KU4.** how and when to measure performance of the team
- KU5.** how to share feedback with team members
- KU6.** applicable legislation relating to the workplace (for example health and safety, workplace regulations, use of work equipment, handling/ storage/ disposal/ cautions of use of products, fire precautions, hygiene practice, disposal of waste, environmental protection)

Generic Skills (GS)

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

- GS1.** note the information communicated

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- GS2.** note the raw materials used for production and the finished products produced
- GS3.** note the readings of the process parameters and provide necessary information to fill the process chart
- GS4.** note down observations (if any) related to the process
- GS5.** write information documents to internal departments/ internal teams
- GS6.** note down the data for online ERP or as per applicability in the organization
- GS7.** read and interpret the process required for producing various types of products
- GS8.** read and interpret and process flowchart for all products produced
- GS9.** read equipment manuals and process documents to understand the equipments operation and process requirement
- GS10.** read internal information documents sent by internal teams
- GS11.** discuss task lists, schedules and activities
- GS12.** effectively communicate with team members
- GS13.** question in order to understand the nature of the problem and to clarify queries
- GS14.** attentively listen and comprehend the information given by the speaker
- GS15.** communicate clearly on the issues being faced
- GS16.** analyze critical points in day to day tasks through experience and observation and identify control measures to solve the issue
- GS17.** handle issues in case the manager is not available (as per the authority matrix defined by the organization)
- GS18.** plan and organize the work order and jobs received
- GS19.** organize raw materials and packaging materials required for all products
- GS20.** plan and prioritize the work based on the instructions received
- GS21.** plan to utilize time and equipment's effectively
- GS22.** organize all process/ equipment manuals so as to access information easily
- GS23.** support the manager in scheduling tasks for helper(s)
- GS24.** understand customer requirements and their priority and respond as per their needs
- GS25.** support manager in solving problems by detailing out problems
- GS26.** discuss the possible solutions with the manager for problem solving
- GS27.** apply domain information about maintenance processes and technical knowledge about tools and equipment
- GS28.** use common sense and make judgments on day to day basis
- GS29.** use reasoning skills to identify and resolve basic problems
- GS30.** use intuition to detect any potential problems which could arise during operations SB16.use acquired knowledge of the process for identifying and handling issues
- GS31.** use acquired knowledge of the process for identifying and handling issues

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Manage and lead a team</i>	35	65	-	-
PC1. ensure that the team is aware of the schedule and job expectations on a daily basis	4	8	-	-
PC2. involve the team in regular meetings to communicate information intended for them	4	8	-	-
PC3. ensure communication to the team on any changes in policies/ processes by the organization through required verbal/ written mechanisms	4	8	-	-
PC4. ensure participation of the team in various engagement initiatives organized by the organization	4	8	-	-
PC5. counsel and address issues among the team for any work related issues	4	8	-	-
PC6. support the manager in deployment of the team as per production schedule and the organizational norms and guidelines	4	6	-	-
PC7. ensure periodic training of the team and support the team by delivering trainings	3	7	-	-
PC8. share knowledge of processes, techniques and products with the team to enhance their skill levels	4	6	-	-
PC9. provide feedback to the manager pertaining to performance of the team	4	6	-	-
NOS Total	35	65	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	FIC/N9004
NOS Name	Manage and lead a team
Sector	Food Processing
Sub-Sector	Fruits and Vegetables, Food Grain Milling (including oilseeds), Dairy Products, Meat and Poultry, Fish and Sea Food, Bread and Bakery, Alcoholic Beverages, Aerated Water/Soft Drinks, Soya Food, Packaged Foods
Occupation	GENERIC
NSQF Level	6
Credits	TBD
Version	1.0
Last Reviewed Date	29/07/2021
Next Review Date	29/07/2024
Deactivation Date	29/07/2024
NSQC Clearance Date	29/07/2021

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Element/ 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 Element/ 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 these criteria.

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6. To pass the Qualification Pack assessment, every trainee should score the Recommended Pass % aggregate for the QP.

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/N2001.Prepare and maintain work area and process machineries for processing dairy products	35	65	-	-	100	15
FIC/N2002.Prepare for processing dairy products	35	65	-	-	100	15
FIC/N2003.Process dairy products	35	65	-	-	100	20
FIC/N2004.Complete documentation and record keeping related to processing of dairy products	60	40	-	-	100	15
FIC/N9001.Ensure food safety, hygiene and sanitation for processing food products	35	65	-	-	100	20
FIC/N9004.Manage and lead a team	35	65	-	-	100	15
Total	235	365	-	-	600	100

Qualification Pack

Acronyms

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

Qualification Pack

Glossary

Sector	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the Knowledge and Understanding (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria (PC)	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
Unit Title	Unit title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Scope	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.

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Knowledge and Understanding (KU)	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
Organisational Context	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/ Generic Skills (GS)	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
Electives	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
Options	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.