



QUALIFICATION FILE

Food Handling and Service Assistant

☒ Short Term Training (STT) ☐ Long Term Training (LTT) ☐ Apprenticeship

☒ Upskilling ☐ Dual/Flexi Qualification ☒ For ToT ☒ For ToA

☒ General ☐ Multi-skill (MS) ☐ Cross Sectoral (CS) ☐ Future Skills ☐ OEM

NCrF/NSQF Level: 2.5

Submitted By:

Food Industry Capacity and Skill Initiative (FICSI)

Shriram Bharatiya Kala Kendra, 3rd floor

1, Copernicus Marg, Mandi House, New Delhi- 110001

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Section 1: Basic Details

1.	Qualification Name	Food Handling and Service Assistant																
2.	Sector/s	Food Processing																
3.	Type of Qualification: ☒ New ☐ Revised ☐ Has Electives/Options ☐ OEM	NQR Code & version of existing/previous qualification: NA	Qualification Name of existing/previous version: NA															
4.	a. OEM Name b. Qualification Name (Wherever applicable)	NA																
5.	National Qualification Register (NQR) Code &Version (Will be issued after NSQC approval)	QG-2.5-FI-04209-2025-V1-FICSI	6. NCrf/NSQF Level: 2.5															
7.	Award (Certificate/Diploma/Advance Diploma/ Any Other (Wherever applicable specify multiple entry/exits also & provide details in annexure)	Certificate																
8.	Brief Description of the Qualification	A Food Handling and Service Assistant is responsible for delivering prompt and friendly customer service, accurately handling orders and cash transactions, preparing food items per standard recipes, safely operating kitchen equipment, ensuring adherence to food safety standards, and assisting in efficient inventory management. The role demands high-volume production capabilities and effective customer interaction in a fast-paced environment.																
9.	Eligibility Criteria for Entry for Student/Trainee/Learner/Employee	a. Entry Qualification & Relevant Experience: <table border="1"> <thead> <tr> <th>S. No.</th> <th>Academic/Skill Qualification (with Specialization - if applicable)</th> <th>Required Experience (with Specialization - if applicable)</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>9th Grade Pass</td> <td></td> </tr> <tr> <td>2.</td> <td>8th Grade pass</td> <td>1.5-year experience in food industry</td> </tr> <tr> <td>3.</td> <td>Previous relevant Qualification of NSQF Level 2</td> <td>6 months experience in food industry</td> </tr> <tr> <td>4.</td> <td>Previous relevant Qualification of NSQF Level 1</td> <td>1.5-year experience in food industry</td> </tr> </tbody> </table> b. Age: NA		S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)	1.	9th Grade Pass		2.	8th Grade pass	1.5-year experience in food industry	3.	Previous relevant Qualification of NSQF Level 2	6 months experience in food industry	4.	Previous relevant Qualification of NSQF Level 1	1.5-year experience in food industry
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10.	Credits Assigned to this Qualification, Subject to Assessment (as per National Credit Framework (NCrf))	8	11. Common Cost Norm Category (I/II/III) (wherever applicable): I															
12.	Any Licensing requirements for Undertaking Training on This Qualification (wherever applicable)	NA																

13.	Training Duration by Modes of Training Delivery (<i>Specify Total Duration as per selected training delivery modes and as per requirement of the qualification</i>)	☒ Offline ☐ Online ☐ Blended <table border="1"> <thead> <tr> <th>Training Delivery Modes</th> <th>Theory (Hours)</th> <th>Practical (Hours)</th> <th>OJT Mandatory (Hours)</th> <th>OJT Recommended (Hours)</th> <th>Total (Hours)</th> </tr> </thead> <tbody> <tr> <td>Classroom (offline)</td> <td>90</td> <td>120</td> <td>30</td> <td></td> <td>240</td> </tr> <tr> <td>Online</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <i>(Refer Blended Learning Annexure for details)</i>	Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	OJT Recommended (Hours)	Total (Hours)	Classroom (offline)	90	120	30		240	Online					
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Online																				
14.	Aligned to NCO/ISCO Code/s (<i>if no code is available mention the same</i>)	NCO-2015/5120.0200																		
15.	Progression path after attaining the qualification (<i>Please show Professional and Academic progression</i>)	<pre> graph LR A[Food Handling and Service Assistant (L2.5)] --> B[Food Production and Service in-charge (L-3.5)] </pre>																		
16.	Other Indian languages in which the Qualification & Model Curriculum are being submitted	Hindi																		
17.	Is similar Qualification(s) available on NQR-if yes, justification for this qualification	☐ Yes ☒ No URLs of similar Qualifications:																		
18.	Is the Job Role Amenable to Persons with Disability	☐ Yes ☒ No If "Yes", specify the applicable type of Disability:																		
19.	How Participation of Women will be Encouraged	The food processing sector has witnessed significant participation of women at the household level. FICSI aims to further enhance this by providing targeted training programs for women entrepreneurs in various food processing activities, such as pickle, jam, jelly, squash preparation, and bread and bakery products. By equipping women with the necessary skills and knowledge, FICSI encourages them to start their own ventures and contributes to their economic empowerment. To support these initiatives, FICSI will offer handholding support for setting up businesses, ensuring that women have the guidance and resources they need to succeed. Additionally, FICSI proposes to upskill self-help groups through specialized training and capacity-building programs. These efforts aim to provide enhanced livelihood opportunities and foster entrepreneurial qualities among the beneficiaries, thereby increasing women's participation in the food processing sector. Furthermore, FICSI plans to undertake projects aimed at upskilling street food vendors, providing them with better livelihood opportunities and inculcating entrepreneurial qualities. FICSI is committed to creating an inclusive environment that supports and encourages the participation of women in various job roles within the food processing industry.																		
20.	Are Greening/ Environment Sustainability Aspects Covered (<i>Specify the NOS/Module which covers it</i>)	☒ Yes ☐ No (Covered in FIC/N9906 and DGT/VSQ/N0101)																		

21.	Is Qualification Suitable to be Offered in Schools/Colleges	Schools ☒ Yes ☐ No Colleges ☒ Yes ☐ No	
22.	Name and Contact Details of Submitting / Awarding Body SPOC <i>(In case of CS or MS, provide details of both Lead AB & Supporting ABs)</i>	Name: Mr. Sunil K Marwah Email: admin@ficsi.in Contact No.: 9711260230 Website: https://www.ficsi.in/	
23.	Final Approval Date by NSQC: 08-05-2025	24. Validity Duration: 3 years	25. Next Review Date: 07-05-2028

Section 2: Module Summary

NOS/s of Qualifications

(In exceptional cases these could be described as components)

Mandatory NOS/s:

Specify the training duration and assessment criteria at NOS/ Module level. For further details refer curriculum document.

Th.-Theory **Pr.**-Practical **OJT**-On the Job Training **Man.**-Mandatory **Rec.**-Recommended **Proj.**-Project

S. No	NOS/Module Name	NOS/Module Code & Version (if applicable)	Core/ Non-Core	NCrF/NS QF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%) (if applicable)
1.	Support in menu development, recipe standardisation, and quality assurance	FIC/N9704, v1.0	Core	2.5	1.00	10	20	00	-	30	30	50	-	20	100	20
2.	Perform in high-volume production and kitchen workflow optimisation	FIC/N9705, v1.0	Core	2.5	1.67	10	20	20	-	50	30	50	-	20	100	20
3.	Support in delivering quality customer service and technology integration	FIC/N9707, v1.0	Core	2.5	2.00	20	30	10	-	60	30	50	-	20	100	20
4.	Support in inventory management, cost control and ensuring food safety	FIC/N9706, v1.0	Core	2.5	1.33	10	30	-	-	40	30	50	-	20	100	20
5.	Apply food safety guidelines in Food Processing	FIC/N9906, v1.0	Non-Core	3.0	1.00	10	20	-	-	30	30	60	-	10	100	10
6.	Employability Skills (30 Hours)	DGT/VSQ/N0101, v1.0	Non-Core	2.0	1.00	30	-	-	-	30	20	30	-	-	50	10
Duration (in Hours) / Total Marks					8	90	120	30		240	170	290		90	550	100

Assessment - Minimum Qualifying Percentage

Please specify **any one** of the following:

Minimum Pass Percentage – Aggregate at qualification level: 50 % (Every Trainee should score specified minimum aggregate passing percentage at qualification level to successfully clear the assessment.)

Minimum Pass Percentage – NOS/Module-wise: - % (Every Trainee should score specified minimum passing percentage in each mandatory and selected elective NOS/Module to successfully clear the assessment.)

Section 3: Training Related

1.	Trainer's Qualification and experience in the relevant sector (in years) (as per NCVET guidelines)	B.Sc./B.Tech. in Food Processing/Food Technology/Food Engineering/Hotel Management with 2 years in food processing/ Hotel management/Culinary Arts/Food and Catering Technology and 1 year experience in training of QSR Associate OR M.Sc./M.Tech in Food Processing/Hotel Management/Food Technology/Food Engineering with 1 years in Food Processing/Hotel Management/Culinary Arts/Food and Catering Technology and 1 year experience in training of QSR Associate
2.	Master Trainer's Qualification and experience in the relevant sector (in years) (as per NCVET guidelines)	B.Sc./B.Tech. in Food Processing/Food Technology/Food Engineering/Hotel Management with 5 years in food processing/ Hotel management/Culinary Arts/Food and Catering Technology and 1 year experience in training of QSR Associate OR M.Sc./M.Tech in Food Processing/Hotel Management/Food Technology/Food Engineering with 3 years in Food Processing/Hotel Management/Culinary Arts/Food and Catering Technology and 1 year experience in training of QSR Associate
3.	Tools and Equipment Required for Training	☒ Yes ☐ No (If "Yes", details to be provided in Annexure)
4.	In Case of Revised Qualification, Details of Any Upskilling Required for Trainer	NA

Section 4: Assessment Related

1.	Assessor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)	B.Sc./B.Tech. in Food Processing/Food Technology/Food Engineering/Hotel Management with 3 years in food processing/ Hotel management/Culinary Arts/Food and Catering Technology and 1 year experience in training of QSR Associate
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		OR M.Sc./M.Tech in Food Processing/Hotel Management/Food Technology/Food Engineering with 2 years in Food Processing/Hotel Management/Culinary Arts/Food and Catering Technology and 1 year experience in training of QSR Associate
2.	Proctor's Qualification and experience in relevant sector (in years) <i>(as per NCVET guidelines)</i>	B.Sc./B.Tech. in Food Processing/Food Technology/Food Engineering/Hotel Management with 3 years in food processing/ Hotel management/Culinary Arts/Food and Catering Technology and 1 year experience in training of QSR Associate OR M.Sc./M.Tech in Food Processing/Hotel Management/Food Technology/Food Engineering with 2 years in Food Processing/Hotel Management/Culinary Arts/Food and Catering Technology and 1 year experience in training of QSR Associate
3.	Lead Assessor's/Proctor's Qualification and experience in relevant sector (in years) <i>(as per NCVET guidelines)</i>	B.Sc./B.Tech. in Food Processing/Food Technology/Food Engineering/Hotel Management with 6 years in food processing/ Hotel management/Culinary Arts/Food and Catering Technology and 1 year experience in training of QSR Associate OR M.Sc./M.Tech in Food Processing/Hotel Management/Food Technology/Food Engineering with 4 years in Food Processing/Hotel Management/Culinary Arts/Food and Catering Technology and 1 year experience in training of QSR Associate
4.	Assessment Mode <i>(Specify the assessment mode)</i>	Offline
5.	Tools and Equipment Required for Assessment	☒ Same as for training ☐ Yes ☐ No <i>(details to be provided in Annexure-if it is different for Assessment)</i>

Section 5: Evidence of the need for the Qualification

Provide Annexure/Supporting documents name.

1.	Latest Skill Gap Study (not older than 2 years) (Yes/No): No
2.	Latest Market Research Reports or any other source (not older than 2 years) (Yes/No): No
3.	Government /Industry initiatives/ requirement (Yes/No): No
4.	Number of Industry validation provided: 30
5.	Estimated nos. of persons to be trained and employed: 500
6.	Evidence of Concurrence/Consultation with Line Ministry/State Departments: Yes If "No", why:

Section 6: Annexure & Supporting Documents Check List

Specify Annexure Name / Supporting document file name

1.	Annexure: NCrf/NSQF level justification based on NCrf level/NSQF descriptors <i>(Mandatory)</i>	Attached
2.	Annexure: List of tools and equipment relevant for qualification <i>(Mandatory, except in case of online course)</i>	Attached
3.	Annexure: Detailed Assessment Criteria <i>(Mandatory)</i>	Attached
4.	Annexure: Assessment Strategy <i>(Mandatory)</i>	Attached
5.	Annexure: Blended Learning <i>(Mandatory, in case selected Mode of delivery is “Blended Learning”)</i>	NA
6.	Annexure: Multiple Entry-Exit Details <i>(Mandatory, in case qualification has multiple Entry-Exit)</i>	NA
7.	Annexure: Acronym and Glossary <i>(Optional)</i>	Attached
8.	Supporting Document: Model Curriculum <i>(Mandatory – Public view)</i>	Attached
9.	Supporting Document: Career Progression <i>(Mandatory - Public view)</i>	Attached
10.	Supporting Document: Occupational Map <i>(Mandatory)</i>	Attached
11.	Supporting Document: Assessment SOP <i>(Mandatory)</i>	Attached
12.	Any other document you wish to submit:	No

Annexure 1: Evidence of Level

NCrF/NSQF Level Descriptors	Key requirements of the job role/ outcome of the qualification	How the job role/ outcomes relates to the NCrF/NSQF level descriptor	NCrF/NSQF Level
Professional Theoretical Knowledge/Process	The work requires familiar, predictable routines and situations with clear choices. Preparation for QSR Operations • Set up workstations and prepare tools. • Clean the prep area and identify hazards. • Check and calibrate cooking equipment. Starting and Maintenance of Kitchen Equipment • Start kitchen equipment and ensure proper operation. • Perform routine checks for wear and tear. • Clean and maintain kitchen tools. Handling and Preparing Food Products • Follow recipes to prepare menu items. • Portion ingredients accurately. • Store ingredients at correct temperatures. Adhering to Safety and Operational Protocols • Practice proper hygiene and wear protective gear. • Implement food safety guidelines. • Document preparation processes and ensure compliance.	Food Handling and Service Assistant during the job work should be able to identify materials, tools and equipment and basic operation. He should also understand the context of work and quality. Hence it falls under Level 2.5.	2.5
Professional and Technical Skills/ Expertise/ Professional Knowledge	Factual knowledge of field of employment or study • Knowledge of different ingredients and their uses, including flavor profiles, textures, and seasonal availability. • Understand the customer preferences and dietary needs, including common allergens and popular diet trends. • Know the selection of dishes based on the restaurant's theme, customer preferences, and target market. • Know how to assist in creating cost-effective menu items by understanding portion sizes and costing basics. • Understand the format of standardized recipes, including measurements, cooking methods, and portion sizes. • Knowledge of techniques to ensure consistency in taste, texture, and presentation across multiple servings.	The Food Handling and Service Assistant should be able to identify materials, tools and equipment and basic application. He should also understand the context of work and quality. The Food Handling and Service Assistant is required to know basic facts; process and principle applied in trade of employment and hence fall under level 2.5.	2.5

	• Understand the importance of cooking times, temperatures, and techniques to achieve desired results. • Know how to perform basic quality control checks, such as taste testing, visual inspections, and temperature monitoring. • Knowledge of food safety standards, including personal hygiene, cleanliness of the kitchen, and safe food handling practices. • Understand the importance of effective communication and collaboration with senior chefs for menu development and recipe standardization. • Know how to monitor inventory levels and identify the need for stock replenishment. • Understand the techniques for efficient stock rotation and waste minimization, such as First-In-First-Out (FIFO). • Knowledge of how to calculate and manage costs associated with food production, including ingredient costs, portion sizes, and waste. • Understand the cleaning and sanitation protocols for kitchen equipment, utensils, and surfaces to maintain a hygienic environment. • Knowledge of the appropriate health and safety protocols in food services to ensure a safe working environment.		
Employment Readiness & Entrepreneurship Skills & Mind-set/Professional Skill	The participant should be able to: • Apply effective time management techniques to ensure quick service and minimize customer wait times. • Maintain high standards of personal hygiene and food safety practices at all times. • Demonstrate efficient use of kitchen equipment and tools to optimize workflow. • Implement batch cooking methods to maintain consistency and minimize waste. • Adhere to portion control guidelines to ensure consistency and cost-effectiveness. • Utilize customer feedback to improve service quality and enhance menu offerings. • Manage inventory levels by monitoring stock usage and ordering supplies as needed. • Communicate effectively with team members to ensure smooth kitchen operations.	The Food Handling and Service Assistant handles the operation and maintenance of refrigeration systems and ensures the proper storage of food products. They identify the appropriate equipment and techniques needed for tasks such as setting up shelving, conducting temperature mapping, charging refrigerants, starting and monitoring the refrigeration system, and maintaining storage conditions. The associate may be required to demonstrate practical skills and perform routine operations with a focus on quality and safety. However, they work under the guidance and supervision of more	2.5

	- Follow standardized recipes and procedures to ensure consistency across all servings. - Adapt recipes to accommodate dietary restrictions and customer preferences. - Resolve customer complaints promptly and effectively to maintain customer satisfaction. - Perform regular maintenance and cleaning of kitchen equipment to ensure longevity and safety. - Execute efficient cash handling and point-of-sale (POS) transactions to streamline payment processes. - Coordinate food production activities to ensure timely service during peak hours. - Engage in continuous learning and improvement to stay updated on industry trends and best practices.	experienced personnel. Therefore, this job role is considered at level 2.5.	
Broad Learning Outcomes/Core Skill	Language to communicate written or oral, with required clarity, skill to basic arithmetic and algebraic principles, basic understanding of social political and natural environment. The job holder is expected to communicate with clarity, have basic arithmetic skills and a basic understanding of political and natural environment. For instance, s/he should be able to note the information communicated by the supervisor, note the readings of process parameters, write information documents to internal departments/internal teams, read and interpret the process flow chart for products produced, effectively communicate with team members and communicate clearly with cross department teams on the issues faced during process.	The Food Handling and Service Assistant receives oral / written instruction from the supervisor. He is responsible for maintaining cleanliness at his workplace and follows hygiene requirements as mentioned in the organization policy. Refer to evidence provided in adjacent column. Hence it falls under Level 2.5.	2.5
Responsibility	Responsibility for own work and learning. - Assist in recipe standardization and documentation - Follow standard recipes - Assist in quality assurance - Maintain hygiene standards - Assist in high-volume production - Optimize kitchen workflow - Provide quality customer service - Coordinate order deliveries - Assist in technology integration in QSR Operations - Assist in inventory management - Assist in cost control	Food Handling and Service Assistant should know to take responsibility of own work and learning. Refer to evidence provided in adjacent column. Hence it falls under Level 2.5.	2.5

	Assist in maintaining food safety		
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Annexure 2: Tools and Equipment (Lab Set-Up)

List of Tools and Equipment

Batch Size: 30

S. No.	Tool / Equipment Name	Specification	Quantity for specified Batch size
1.	Grill	Nos	2
2.	Fryer	Nos	2
3.	Oven	Nos	2
4.	Mixer	Nos	2
5.	Refrigerator/Freezer	Nos	3
6.	Microwave	Nos	2
7.	Cutting Boards	Nos	15
8.	Chef's Knives	Nos	15
9.	Paring Knives	Nos	15
10.	Measuring Cups	Set	10
11.	Measuring Spoons	Set	10
12.	Mixing Bowls	Set	15
13.	Whisks	Nos	10
14.	Spatulas	Nos	15
15.	Tongs	Nos	10
16.	Scales	Nos	10
17.	Sanitizing Solutions	Nos	5
18.	Disposable Gloves	Nos	30
19.	Aprons	Nos	30
20.	Thermometers	Nos	15
21.	pH Meters	Nos	15
22.	Humidity Meters	Nos	15
23.	Fire Extinguisher	Nos	3
24.	Storage Bins	Nos	20
25.	Containers	Nos	30
26.	Labeling Machine	Nos	2
27.	Plates	Nos	60
28.	Platters	Nos	15
29.	Garnishing Tools (e.g., peelers, zesters)	Nos	30
30.	Recipe Cards	Nos	30
31.	Notebooks	Nos	30
32.	Logbooks	Nos	30
33.	Record-Keeping Software	Nos	2
34.	Hairnets	Nos	60

35.	Caps	Nos	30
36.	Non-slip Shoes	Pair	30
37.	Color-coded bins and waste logbooks	Nos	1
38.	Measuring jars, portion scales	Set	1
39.	Robotic floor cleaner (demo or operational)	Nos	1
40.	Sensor-based taps and lights	Set	1
41.	Eco-friendly packaging materials	Set	15

Classroom Aids

The aids required to conduct sessions in the classroom are:

1. Whiteboard
2. Projector
3. Computer/Laptop
4. Chairs
5. Tables
6. Whiteboard marker
7. Duster

Annexure 3: Industry Validations Summary

Provide the summary information of all the industry validations in table. This is not required for OEM qualifications.

S. No	Organization Name	Representative Name	Designation	Contact Address	Contact Phone No	E-mail ID	LinkedIn Profile (if available)
1	Amity Institute of Food Technology	Dr. Alok Saxena	Associate Professor	Amity University Uttar Pradesh I-1 Block, Fourth Floor, Sector-125, Noida 201313, India	9899690717	asaxena3@amity.edu	
2	Ruhi Corporation	Vaibhav Kumar Jain	Chairman	No. 7, Namkeen & Allied Food Cluster, Industrial Park, Karamdi Rd, Ratlam, Madhya Pradesh 457001	7771970097	ruhicorp@gmail.com	
3	Hari Ram Masala Co.	Hemant Saini	Owner	Plot No 8 khewra Bahalgarh Road Sonipat Haryana -131021	8070605111	Info.hrmfoods@gmail.com	

4	Foodyaari Education & Media Pvt Ltd	Harish Vaishnav	Co-Founder	Plot.No.49; Mahalaxmi Colony Vinayak Nagar; Chahura. BK; Ahmednagar; Maharashtra; 414001	8308516485	harish@foodyaari.co.in	
5	Perfetti Van Melle India Pvt. Ltd.	Saurabh Gupta	Manager Food Regulatory Affairs and Sustainability	47th Milestone Delhi Jaipur Highway Village Manesar Gurgaon 1220050 Haryana	9991123892	saurav.gupta709@gmail.com, saurabh.gupta@perfettivanmelle.com	
6	Freakat Foods Opc Pvt Ltd	Rishabh Mahajan	Director	Plot no.2230,Phase ii,Sector 38, HSIIDC Rai, Industrial area, Sonipat-131029,Haryana	9996290209	freakatfoods@gmail.com	
7	Kayem Foods Ind Pvt.Ltd.	Rajender Kumar Sharma.	GM Operations & R&D	G.T Road Panipat ,132103	7206026011	rajender.sharma@kayemfoods.in	
8	Pravin Masalewale Pvt.Ltd (Suhana Masale)	Hariom Bhargava	Senior Territory Manager	Hadapsar Industrial Estate ,Pune	9358887812	hariom.bhargava@suhana.co.in	
9	DS Group (Dharampal Satyapal Group)	Bikash Jain	Marketing Manager	C6-10 , Dharampal Satyapal DS Road,Sector 67 ,Noida 201309	9999009564	bikash.jain@dsgroup.com	
10	Prahana Products Private Limited	Ms. Archana Devi Vijayaraman	Founder and CEO	Ground floor, Old no 18, new no 2A/6, Thiruvengadam Street, Kasturibai Nagar, Adyar Chennai 600020	9717262377	archana@prahana.in	
11	Sahasra Food Consultancy	CH.Subramanyam	CEO	25-6-79/1, Vijay Nagar Colony, Rahamatnagar, Kazipet, Telangana 506003	9393406062/8884627255	sahasra.chs@gmail.com	https://www.linkedin.com/in/subramanyamchinthalapati/
12	Diamond Foods	Anoop Tewari	Director	GF-20 Street 76 , Sector 76 Noida	9971190364	anooptewari14@gmail.com, anooptewari14@rediff.com	
13	Mordip Food Industries	Kunal M.Funde	Proprietor/Technical Head	102,Walani Road ,Asgaon, Tah Pauni District Bhandara-441910	9403373016	kunalfunde94@gmail.com	

14	Auli Services Private Limited	Mohammad Anas	Founder (Director)	Near Caramel School, Mussoorie road Chamba, Uttarakhand	+91-9899877866	dp65800@hotmail.com	
15	Marks and Spencer Reliance India Private Limited	Deepak Shivhare	Head – Quality Assurance	Gurugram, Haryana	+91 98200 56179	deepak.shivhare@gmail.com	
16	Dhenki Foods Pvt. Ltd.	Md. Arifuzzaman	Assistant Manager – Product Development	4th Floor, Monibhandar Building, WEBEL Bhaban Sector V, Salt Lake, Kolkata – 700091	7003490034	md.arifuzzaman@ingreens.in	
17	Shree Sharnam Spices	Aayush Chandaliya	Chairperson & Partner	lalakheda chauraha,ujjain Bypass Road, Jaora, Madhya Pradesh	7000697722	shreesarnamspices@gmail.com	
18	Freshbite India (Nagpal Foods)	Manpreet Nagpal	MD	Fatehgarh Sahib, Punjab	9780100128	infor@freshbiteindia.com	
19	Sirius Foods Pvt. Ltd.	Ram Raja Yadav	Assistant Manager – Food Production	Noida	9208574082	yadav.ramraja06@gmail.com	
20	Divya Multigrains Pvt. Ltd.	Banikant Dalai	Director	Bhubneshwar, Odisha	9040270270	dmgrains@gmail.com	
21	Dev Milk Foods	Arun Sharma	BD Manager	Jaipur, Rajasthan	9602506028	Arunsharma.ny@gmail.com	
22	Jiwaji University	Dr Manoj Sharma	Coordinator- Food Technology	Gwalior	9926294789	manojdrde@gmail.com	
23	Suhana Foods	Hariom Bhargava	Senior Territory Manager	Kota	9358887812	Hariom.bhargava@suhana.co.in	
24	Zhagram Bakes	Ms. Vishnupriya	Founder and Director	Tiruchirappalli, Tamil Nadu	9500070958	zhagarambakes@gmail.com	
25	Ambrion Cacao Blends Pvt Ltd	Shubham Joshi	General Manager	Mumbai	7999833329	ambrionablends@gmail.com	
26	Department of Food Science and Nutrition, Yuvaraja's College (Autonomous) University of Mysore,	Dr. Devaki C S	Sr. Food Scientist	Mysore	9845308181	devaki.s.kiran@gmail.com	

27	Hatsun Agro Product Lts	Narsh Kumar R	QA Officer	Chennai	9080224273	Naresh.rr@hap.in	
28	Directorate of Technical Education and Training, Govt. of West Bengal	Molla Salauddin	Lecturer in Food Processing Technology	West Bengal	8777268683	mollasalauddin2010@gmail.com	
29	Country Delight	Vishal Verma	Visiting Faculty and Consultant	Indore	9415626526	cppm24b10vishalv@iimdr.ac.in	
30	Reliance Consumer Products Limited	Bharath J	R&D Scientist	Chennai, Tamilnadu	9566776689	bharathjagasha@gmail.com	

Annexure 4: Training & Employment Details

Training and Employment Projections:

Year	Total Candidates		Women		People with Disability	
	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities
2025	100	50	10	10	-	
2026	200	150	20	15	-	
2027	200	150	20	15	-	

Data to be provided year-wise for next 3 years

Training, Assessment, Certification, and Placement Data for previous versions of qualifications:

Qualification Version	Year	Total Candidates				Women				People with Disability			
		Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed

Applicable for revised qualifications only, data to be provided year-wise for past 3 years.

List Schemes in which the previous version of Qualification was implemented:

1.

Content availability for previous versions of qualifications:

☒ Participant Handbook ☐ Facilitator Guide ☐ Digital Content ☐ Qualification Handbook ☐ Any Other:

Languages in which Content is available:

Annexure 5: Blended Learning

Blended Learning Estimated Ratio & Recommended Tools:

Refer NCVET “Guidelines for Blended Learning for Vocational Education, Training & Skilling” available on:

<https://ncvet.gov.in/sites/default/files/Guidelines%20for%20Blended%20Learning%20for%20Vocational%20Education,%20Training%20&%20Skilling.pdf>

S. No.	Select the Components of the Qualification	List Recommended Tools – for all Selected Components	Offline : Online Ratio
1	☐ Theory/ Lectures - Imparting theoretical and conceptual knowledge	- Books/ e-books - Presentations - Reference Material - Audio / Video Modules	40:60
2	☐ Imparting Soft Skills, Life Skills, and Employability Skills /Mentorship to Learners	- Self-Learning Videos - Broadcasts - Mobile Learning - Curated Digital content	40:60
3	☐ Showing Practical Demonstrations to the learners	- Video Content - E-Resource library - AR/ VR/ XR	40:60
4	☐ Imparting Practical Hands-on Skills/ Lab Work/ workshop/ shop floor training	- Training tools (tools list attached) - Video Play - Presentations	40:60
5	☐ Tutorials/ Assignments/ Drill/ Practice	- Online Question Bank - Mobile Quick test app - MCQ based tests	40:60
6	☐ Proctored Monitoring/ Assessment/ Evaluation/ Examinations	- Assessment engine for Essays - Up-loadable file examinations - Mock test sessions	40:60
7	☐ On the Job Training (OJT)/ Project Work Internship/ Apprenticeship Training	- Online tests - Offline assessments	40:60

Annexure 6: Detailed Assessment Criteria

Detailed assessment criteria for each NOS/Module are as follows:

NOS/Module Name	Assessment Criteria for Performance Criteria/Learning Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
FIC/N9704: Support in menu development, recipe standardization, and quality assurance	<i>Assist in menu development and dish selection</i>	7	12	-	4
	PC1. assist in gathering customer feedback on popular items or new ideas, and provide input to the supervisor	2	4	-	1
	PC2. assist senior staff in selecting easy-to-prepare dishes, suitable for a quick-service environment	3	4	-	2
	PC3. assist in identifying cost-effective and readily available ingredients that can be used in multiple dishes to optimize inventory	2	4	-	1
	<i>Assist in recipe standardization and documentation</i>	7	12	-	4
	PC4. assist in documenting recipes accurately, noting any variations or adjustments	3	4	-	2
	PC5. ensure that recipe cards or digital files are easily accessible to all kitchen staff	2	4	-	1
	PC6. adhere to recipe guidelines to maintain quality and customer satisfaction	2	4	-	1
	<i>Follow standard recipes</i>	8	14	-	5
	PC7. use measuring tools such as scales, cups, and spoons to ensure precise quantities are used in each recipe	2	3	-	1
	PC8. assist in portioning ingredients according to standardized recipes, to reduce waste and control costs	2	3	-	1
	PC9. follow standardized recipes accurately to ensure consistency in taste, presentation, and portion size for each dish	2	4	-	2
	PC10. follow specific cooking procedures as outlined in the standardized recipes to maintain consistency	2	4	-	1
	<i>Assist in quality assurance</i>	5	8	-	5
	PC11. assist in conducting basic quality checks on ingredients, ensuring they meet the restaurant's standards for freshness and appearance	1	2	-	1
	PC12. assist in monitoring food preparation processes to ensure they align with the restaurant's quality standards	1	2	-	1
	PC13. identify and report any substandard ingredients or issues to the supervisor for prompt resolution	1	2	-	1
	PC14. assist in identifying any deviations from the recipe or procedure and report to the supervisor	1	1	-	1
	PC15. assist in the final inspection of dishes before they are served, checking for presentation, portion size, and temperature	1	1	-	1
	<i>Maintain hygiene standards</i>	3	4	-	2
	PC16. follow basic hygiene and sanitation practices, such as proper handwashing, wearing gloves, and keeping workstations clean	2	2	-	1
	PC17. assist in ensuring food is stored, handled, and prepared according to safety guidelines to prevent contamination	1	2	-	1
		30	50	-	20

FIC/N9705: Perform in high-volume production and kitchen workflow optimization	<i>Assist in high-volume production</i>	<i>12</i>	<i>20</i>		<i>8</i>
	PC1. carry out appropriate pre-preparations, such as chopping vegetables, marinating meats, and assembling components, to reduce the time needed for final cooking	3	4	-	2
	PC2. follow batch cooking techniques to prepare large amounts of food in advance	3	4	-	2
	PC3. use standardized recipes to maintain consistency in taste, portion size, and quality across large quantities	2	4	-	1
	PC4. maintain the prepared food at the appropriate temperatures for quick service	2	4	-	1
	PC5. utilize par-cooking methods, partially cooking the ingredients and finishing them before serving, to speed up the final preparation	2	4	-	2
	<i>Optimize kitchen workflow</i>	<i>18</i>	<i>30</i>		<i>12</i>
	PC6. organize the kitchen into specific stations (e.g., grill, fry, assembly) with all necessary tools and ingredients within reach to minimize movement and increase efficiency	3	4	-	2
	PC7. follow First In, First Out (FIFO) inventory management to ensure older stock is used first to reduce waste and maintain freshness	2	4	-	1
	PC8. use ergonomically designed workstations to minimize unnecessary movements and ensure a smooth flow of operations	2	4	-	1
	PC9. sequence tasks logically to carry out cooking and assembly in a streamlined manner, reducing bottlenecks	2	4	-	1
	PC10. maintain clear communication with kitchen staff to maintain a steady flow of orders	2	4	-	2
	PC11. use and maintain various kitchen equipment such as ovens, fryers, and grills efficiently to avoid breakdowns during peak hours	3	4	-	2
	PC12. ensure essential tools are in good condition and readily available to minimize downtime during operations	2	3	-	2
	PC13. plan preparation times to ensure all ingredients and components are ready when needed to avoid delays in service	2	3	-	1
	Total Marks	30	50	-	20
FIC/N9707: Support in delivering quality customer service and technology integration	<i>Provide quality customer service</i>	<i>11</i>	<i>18</i>		<i>7</i>
	PC1. maintain a warm behaviour and a positive attitude with customers	1	2	-	1
	PC2. follow appropriate probing techniques to determine the customer's preferences, dietary restrictions, or special requests	2	2	-	1
	PC3. provide clear and concise information about menu items, promotions, loyalty programs and any specials, ensuring the customer understands the options	1	2	-	1
	PC4. capture customer orders accurately, ensuring all details such as portion size, side dishes, and modifications are correctly noted	1	2	-	0.5
	PC5. carry out restocking of necessary items, such as napkins, condiments, and utensils to ensure their adequate availability for customers	1	2	-	0.5
	PC6. input orders into the Point of Sale (POS) system efficiently, ensuring the correct items are selected and any special instructions are included	1	2	-	1
	PC7. listen to customer complaints or concerns attentively, showing empathy and understanding	1	2	-	0.5

	PC8.	encourage customers to provide feedback on their experience and note their comments for future improvement	1	1	-	0.5
	PC9.	coordinate with the kitchen, management, and technology teams to ensure customer orders are fulfilled accurately and promptly	1	2	-	0.5
	PC10.	follow the restaurant's guidelines to resolve issues or escalate the situation to the supervisor	1	1	-	0.5
	<i>Coordinate order deliveries</i>		7	10	-	4
	PC11.	coordinate the delivery of customer orders or deliver them, as required	1	2	-	1
	PC12.	prepare orders for deliveries as per customer instructions, adhering to any special requirements communicated by customers	2	2	-	1
	PC13.	provide clear instructions with accurate customer information to delivery partners	1	2	-	0.5
	PC14.	ensure timely delivery of orders as per the agreed timescales	1	1	-	0.5
	PC15.	maintain appropriate records concerning order deliveries	1	2	-	0.5
	PC16.	follow the road safety and driving guidelines when delivering orders	1	1	-	0.5
	<i>Assist in technology integration in QSR Operations</i>		12	22	-	9
	PC17.	operate the POS system efficiently for processing orders, managing payments, and issuing receipts	2	2	-	1
	PC18.	ensure orders are communicated accurately to the kitchen, to reduce errors and improve speed	1	2	-	1
	PC19.	guide customers on the use of self-service kiosks for placing orders	1	2	-	1
	PC20.	provide basic troubleshooting support to customers who encounter issues with the kiosks, or escalate to the relevant personnel, as required	1	2	-	1
	PC21.	manage orders received through mobile apps or online platforms, ensuring they are processed accurately and on time	1	2	-	1
	PC22.	assist customers with questions or issues related to mobile ordering, helping them navigate the app or understand order tracking	1	2	-	1
	PC23.	check the Kitchen Display System (KDS), ensuring the kitchen team receives and processes orders promptly	1	2	-	1
	PC24.	monitor the Kitchen Display System (KDS) for real-time updates on order status and ensure customers are informed of any delays	1	2	-	0.5
	PC25.	handle digital payments using various methods such as credit/debit cards, mobile payment apps, or contactless payments	1	2	-	0.5
	PC26.	follow basic security practices to protect customer data during digital transactions, such as not sharing sensitive information	1	2	-	0.5
	PC27.	assist in entering customer data into Customer Relationship Management (CRM) tools for tracking preferences, order history, and feedback	1	2	-	0.5
	Total Marks		30	50	-	20
FIC/N9706: Support in inventory management, cost control and ensuring food safety	<i>Assist in inventory management</i>		10	16		7
	PC1.	assist in managing inventory by applying the First In, First Out (FIFO) method to ensure older stock is used before newer stock	2	2	-	1
	PC2.	assist in organizing storage areas to ensure items are easily accessible	1	2	-	0.5
	PC3.	assist in properly labelling the items with expiration dates	1	2	-	1

PC4.	assist in checking deliveries against orders to ensure the correct items and quantities are received	1	2	-	1
PC5.	assist in inspecting the quality of ingredients upon delivery, rejecting any items that do not meet the restaurant's standards	2	2	-	1
PC6.	assist in maintaining accurate records of inventory levels, noting when items are running low or nearing their expiration dates	1	2	-	1
PC7.	use inventory sheets or digital systems to log inventory data, ensuring it is up-to-date and accurate	1	2	-	1
PC8.	monitor inventory levels and report to supervisors when supplies are running low, helping to prevent stock shortages	1	2	-	0.5
<i>Assist in cost control</i>		<i>8</i>	<i>14</i>	<i>-</i>	<i>5</i>
PC9.	use portion control tools, such as scales, scoops, and ladles, to ensure each dish is served with the correct amount of ingredients, reducing waste and maintaining cost control	2	3	-	1
PC10.	assist in implementing waste reduction practices, such as repurposing leftover ingredients or finding ways to minimize trimming waste	1	2	-	1
PC11.	identify and report excessive waste during food preparation or service	1	2	-	0.5
PC12.	use all resources, e.g. ingredients, water, and energy, efficiently to reduce operational costs	1	2	-	1
PC13.	report any equipment malfunctions or inefficiencies that could lead to higher costs, such as malfunctioning refrigerators	2	3	-	1
PC14.	assist in maintaining accurate records of ingredient usage to help in calculating food costs and pricing menu items appropriately	1	2	-	0.5
<i>Assist in maintaining food safety</i>		<i>12</i>	<i>20</i>	<i>-</i>	<i>8</i>
PC15.	follow personal hygiene practices, including regular handwashing, wearing clean uniforms, and using hairnets or caps	2	3	-	1
PC16.	follow appropriate practices to avoid cross-contamination by using separate cutting boards and utensils for different food types	1	3	-	1
PC17.	maintain the dining area, counters, and other customer-facing areas clean and presentable	1	2	-	1
PC18.	apply safe food handling practices, such as keeping raw and cooked foods separately	1	2	-	1
PC19.	ensure food is cooked to the appropriate internal temperatures	2	2	-	1
PC20.	store food properly maintaining the recommended temperature in refrigerators and freezers	1	2	-	0.5
PC21.	maintain a hygienic kitchen environment by regularly cleaning and sanitizing work surfaces, equipment, and utensils	2	2	-	1
PC22.	follow the recommended guidelines to prevent common foodborne illnesses, such as avoiding the use of expired ingredients and ensuring proper cooking and cooling procedures	1	2	-	1
PC23.	dispose of waste properly to prevent contamination and pest infestations	1	2	-	0.5
Total Marks		30	50	-	20
<i>Apply personal hygiene and follow Good Manufacturing practices at workplace</i>		<i>22</i>	<i>44</i>	<i>-</i>	<i>6</i>

FIC/N9906: Apply food safety guidelines in Food Processing	PC1. follow a site relevant documented procedure for Personal Hygiene and Visitor/ Contractor rules.	2	4	-	-
	PC2. follow work instructions at levels of employees inside a food manufacturing site and ensure that the relevant instructions are well communicated and being followed at the fixed timelines.	2	4	-	2
	PC3. ensure timely participate and carry out the relevant training and awareness sessions on personal hygiene, GMP, and related topics.	2	4	-	-
	PC4. ensure timely medical examination from a prescribed and authorized doctor and comply with the guidelines of Schedule IV as described in Food Safety Standard Authority of India (FSSAI) guidelines.	2	4	-	-
	PC5. fill in data in the daily monitoring checklist related to personal hygiene, food safety, and GMP.	2	4	-	-
	PC6. follow a site-relevant documented procedure and area-wise work instructions for Good Manufacturing Practices (GMP) to be followed on the site. Procedure: Hand washing requirements, Gowning & De gowning protocols, cleaning, and sanitation of employee lockers, follow the protocols as laid down in the different categories of processing areas like Low Risk, High Risk, High Care areas, etc.	2	4	-	2
	PC7. follow all validated Do's & Don'ts inside a food manufacturing firm.	1	2	-	1
	PC8. follow man and materials movement throughout the production facility, to restrict unwanted hazards to cross-contaminate the products which are being manufactured in the facility.	2	4	-	-
	PC9. refer to the process flow charts, HACCP summary plan, and critical process parameters in each and respective areas of the production line.	1	2	-	1
	PC10. identify the material requirements such as manufacturing equipments, Utensils, and other processing aids, cleaning chemicals, and cleaning work instructions in all the relevant areas of the manufacturing facility. Also, a special focus shall be given to Allergens and their risks. Wherever required, the allergen requirements shall be separately addressed.	2	4	-	-
	PC11. ensure to properly tag and number all the equipment, machinery, tools, and other processing aids to keep proper traceability of the product being manufactured and handled at the site.	1	2	-	-
	PC12. follow and implement all training and awareness guidelines in the manufacturing area and regularly participate in training effectiveness for evaluation.	1	2	-	-
	PC13. participate in audits and address the aspects of Good Manufacturing Procedures, personal hygiene, and food safety.	1	2	-	-
	PC14. ensure the record keeping and documentation such as Daily Monitoring Sheets, Batch Traceability Records, machine records, product parameters, process control parameters, etc.	1	2	-	-
	<i>Implement food safety practices at the workplace</i>	<i>8</i>	<i>16</i>	<i>-</i>	<i>4</i>
	PC15. maintain updated facilities, equipment, and tool and design requirements to minimize the risks associated with the products being handled at the site.	2	4	-	-
	PC16. follow the instruction in the raw and packaging materials warehouse and ensure receiving material parameters match all the laid requirements. parameters: Incoming vehicles Visual report, storage, and handling requirements, hazardous	1	2	-	1

	and non- hazardous goods, allergens, cross-contamination risks, Quarantine, Accepted & rejected goods, monitoring temperature and humidity, etc.				
	PC17.follow FSSAI Schedule IV requirements related to Pest Control, Cleaning, and Sanitation, Utilities, Waste Disposal, Prevention of Cross- Contamination, allergen management, corrective action, preventive actions, food operation control etc.	2	4	-	2
	PC18.ensure timely check of the criticalcontrol points and product parameters.	1	2	-	-
	PC19.record keeping and documentation suchas daily monitoring sheets, cleaning sheets, parameters, etc.	1	2	-	1
	PC20.report any food safety and GMP issue tothe supervisor, if any.	1	2	-	-
	Total Marks	30	60	-	10
DGT/VSQ/N0101: Employability Skills (30 Hours)	<i>Introduction to Employability Skills</i>	1	1	-	-
	PC1. understand the significance of employability skills in meeting the job requirements	-	-	-	-
	<i>Constitutional values – Citizenship</i>	1	1	-	-
	PC2. identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices	-	-	-	-
	<i>Becoming a Professional in the 21st Century</i>	1	3	-	-
	PC3. explain 21st Century Skills such as Self- Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc.	-	-	-	-
	<i>Basic English Skills</i>	2	3	-	-
	PC4. speak with others using some basic English phrases or sentences	-	-	-	-
	<i>Communication Skills</i>	1	1	-	-
	PC5. follow good manners while communicating with others	-	-	-	-
	PC6. work with others in a team	-	-	-	-
	<i>Diversity & Inclusion</i>	1	1	-	-
	PC7. communicate and behave appropriately with all genders and PwD	-	-	-	-
	PC8. report any issues related to sexual harassment	-	-	-	-
	<i>Financial and Legal Literacy</i>	3	4	-	-
	PC9. use various financial products and services safely and securely	-	-	-	-
	PC10. calculate income, expenses, savings etc.	-	-	-	-
	PC11. approach the concerned authorities for any exploitation as per legal rights and laws	-	-	-	-
	<i>Essential Digital Skills</i>	4	6	-	-
	PC12. operate digital devices and use its features and applications securely and safely	-	-	-	-
	PC13. use internet and social media platforms securely and safely	-	-	-	-
	<i>Entrepreneurship</i>	3	5	-	-
	PC14. identify and assess opportunities for potential business	-	-	-	-
	PC15. identify sources for arranging money and associated financial and legal challenges	-	-	-	-
	<i>Customer Service</i>	2	2	-	-
	PC16. identify different types of customers	-	-	-	-
	PC17. identify customer needs and address them appropriately	-	-	-	-
	PC18. follow appropriate hygiene and grooming standards	-	-	-	-
	<i>Getting ready for apprenticeship & Jobs</i>	1	3	-	-

	PC19. create a basic biodata	-	-	-	-
	PC20. search for suitable jobs and apply	-	-	-	-
	PC21. identify and register apprenticeship opportunities as per requirement	-	-	-	-
	Total Marks	20	30	-	-
	Grand Total	170	290		90

Annexure 7: Assessment Strategy

This section includes the processes involved in identifying, gathering, and interpreting information to evaluate the Candidate on the required competencies of the program.

Assessment will be based on the concept of Independent Assessors empanelled with Assessment Agencies, identified, selected, trained and certified on Assessment techniques. These Assessors would be aligned to assess as per the laid down criteria.

Assessment Agency would conduct assessment only at the training centres of Training Partner or designated testing centers authorized by FICSI.

Ideally, the assessment will be a continuous process comprising of three distinct steps:

- A. Mid-term assessment
- B. Term/Final Assessment

Each National Occupational Standard (NOS) in the respective QPs will be assigned weightage. There in each Performance Criteria in the NOS will be assigned marks for theory and/or practical based on relative importance and criticality of function.

This will facilitate preparation of question bank / paper sets for each of the QPs. Each of these papers sets/question banks created by the Assessment Agency will be validated by the industry subject matter experts through FICSI, especially with regard to the practical test and the defined tolerances, finish, accuracy etc.

The following tools are proposed to be used for final assessment:

- i. Written Test: This will comprise of
 - (i) True/False Statements,
 - (ii) Multiple Choice Questions,
 - (iii) Matching Type Questions. Online system for this will be preferred.
- ii. Practical Test: This will comprise a test job to be prepared as per project briefing following appropriate working steps, using necessary tools, equipment and instruments. Through observation it will be possible to ascertain candidate's aptitude, attention to details, quality consciousness etc. The end product will be measured against the pre-decided MCQ filled by the Assessor to gauge the level of his skill achievements.
- iii. Structured Interview: This tool will be used to assess the conceptual understanding and the behavioral aspects as regards the job role and the specific task at hand.

On the Job:

1. Each module (which covers the job profile Food Handling and Service Assistant) will be assessed separately.
2. The candidate must score 50% in each module to successfully complete the OJT.

3. Tools of Assessment that will be used for assessing whether the candidate is having desired skills and etiquette of dealing with customers, understanding needs & requirements, assessing the customer and perform Soft Skills effectively:

- Videos of Trainees during OJT
- Answer Sheets of Question Banks
- Assessing the Logbook entries of Trainees at Employer location
- Employer Performance Feedback.

4. Assessment of each Module will ensure that the candidate is able to:

- menu development, recipe standardization, and quality assurance
- high-volume production and kitchen workflow optimization
- delivering quality customer service and technology integration
- inventory management, cost control and ensuring food safety
- applying food safety guidelines in food processing

Annexure 8: Acronym and Glossary

Acronym

Acronym	Description
AA	Assessment Agency
AB	Awarding Body
ISCO	International Standard Classification of Occupations
NCO	National Classification of Occupations
NCrF	National Credit Framework
NOS	National Occupational Standard(s)
NQR	National Qualification Register
NSQF	National Skills Qualifications Framework
OJT	On the Job Training
ES	Employability Skills
HACCP	Hazard Analysis and Critical Control Points
FSSAI	Food Safety and Standards Authority of India
NCVET	National Council for Vocational Education and Training
QSR	Quick Service Restaurant
POS	Point of Sale
KDS	Kitchen Display System
FIFO	First-In-First-Out
CRM	Customer Relationship Management

Glossary

Term	Description
National Occupational Standards (NOS)	NOS define the measurable performance outcomes required from an individual engaged in a particular task. They list down what an individual performing that task should know and also do.
Qualification	A formal outcome of an assessment and validation process which is obtained when a competent body determines that an individual has achieved learning outcomes to given standards
Qualification File	A Qualification File is a template designed to capture necessary information of a Qualification from the perspective of NSQF compliance. The Qualification File will be normally submitted by the awarding body for the qualification.
Sector	A grouping of professional activities on the basis of their main economic function, product, service or technology.
Long Term Training	Long-term skilling means any vocational training program undertaken for a year and above. https://ncvet.gov.in/sites/default/files/NCVET.pdf