

QUALIFICATION FILE – Standalone NOS

Fundamentals of Managing a Cloud Kitchen

- ☐ Horizontal/Generic ☒ Vertical/Specialization
- ☒ Upskilling ☐ Dual/Flexi Qualification ☐ For ToT ☐ For ToA
- ☒ General ☐ Multi-skill (MS) ☐ Cross Sectoral (CS) ☐ Future Skills

NCrF/NSQF Level: 3.0

Submitted By:

Food Industry Capacity & Skill Initiative

Shriram Bharatiya Kala Kendra

3rd floor, 1, Copernicus Marg, Mandi House

New Delhi, Delhi 110001

Table of Contents

Section 1: Basic Details.....	3
Section 2: Training Related.....	5
Section 3: Assessment Related.....	6
Section 4: Evidence of the Need for the Standalone NOS.....	7
Section 5: Annexure & Supporting Documents Check List.....	7
Annexure 1: Evidence of Level.....	8
Annexure 2: Tools and Equipment (lab set-up).....	12
Annexure 3: Industry Validations Summary.....	14
Annexure 4: Training Details	17
Annexure 5: Blended Learning	18
Annexure 6: Standalone NOS- Performance Criteria details.....	19
Annexure 7: Assessment Criteria.....	23
Annexure 8: Assessment Strategy	24
Annexure 9: Acronym and Glossary	25

Section 1: Basic Details

1.	NOS-Qualification Name	Fundamentals of Managing a Cloud Kitchen																
2.	Sector/s	Food Processing																
3.	Type of Qualification ☒ New ☐ Revised	NQR Code & version of the existing /previous qualification: <i>(change to previous, once approved)</i>	Qualification Name of the existing/previous version: <i>(previous, once approved)</i>															
4.	National Qualification Register (NQR) Code & Version <i>(Will be issued after NSQC approval.)</i>	NG-03-FI-04211-2025-V1-FICSI	5. NCrF/NSQF Level: 3.0															
6.	Brief Description of the Standalone NOS	The Fundamentals of Managing a Cloud Kitchen course provides participants with a comprehensive understanding of food production tailored for delivery and takeaway, without the need for a dine-in space. The course covers key aspects including cuisine selection, menu development, and product portfolio planning. Participants will gain insight into the concept and benefits of operating a cloud kitchen, along with guidance on choosing the right location, designing the kitchen layout, selecting essential equipment, and adhering to relevant food safety regulations and licensing requirements																
7.	Eligibility Criteria for Entry for a 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>Relevant Experience (with Specialization - if applicable)</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>Grade 10 Pass or Equivalent</td> <td></td> </tr> <tr> <td>2.</td> <td>8th Grade Pass</td> <td>3-years of experience in food processing industry</td> </tr> <tr> <td>3.</td> <td>Previous relevant Qualification of NSQF Level 2</td> <td>3-years of experience in food processing industry</td> </tr> <tr> <td>4.</td> <td>Previous relevant qualification of NSQF Level 2.5</td> <td>1.5-years of experience in food processing industry</td> </tr> </tbody> </table> b. Age: NA		S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Relevant Experience (with Specialization - if applicable)	1.	Grade 10 Pass or Equivalent		2.	8 th Grade Pass	3-years of experience in food processing industry	3.	Previous relevant Qualification of NSQF Level 2	3-years of experience in food processing industry	4.	Previous relevant qualification of NSQF Level 2.5	1.5-years of experience in food processing industry
S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Relevant Experience (with Specialization - if applicable)																
1.	Grade 10 Pass or Equivalent																	
2.	8 th Grade Pass	3-years of experience in food processing industry																
3.	Previous relevant Qualification of NSQF Level 2	3-years of experience in food processing industry																
4.	Previous relevant qualification of NSQF Level 2.5	1.5-years of experience in food processing industry																
8.	Credits Assigned to this NOS-Qualification, Subject to Assessment <i>(as per National Credit Framework (NCrF))</i>	3	9. Common Cost Norm Category (I/II/III) <i>(wherever applicable): I</i>															

10.	Any Licensing Requirements for Undertaking Training on This Qualification <i>(wherever applicable)</i>	NA																	
11.	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 Only ☐ Online Only ☐ Blended <table border="1"> <thead> <tr> <th>Training Delivery Mode</th> <th>Theory (Hours)</th> <th>Practical (Hours)</th> <th>Total (Hours)</th> </tr> </thead> <tbody> <tr> <td>Classroom (offline)</td> <td>30</td> <td>60</td> <td>90</td> </tr> <tr> <td>Online</td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <i>(Refer Blended Learning Annexure for details)</i>						Training Delivery Mode	Theory (Hours)	Practical (Hours)	Total (Hours)	Classroom (offline)	30	60	90	Online			
Training Delivery Mode	Theory (Hours)	Practical (Hours)	Total (Hours)																
Classroom (offline)	30	60	90																
Online																			
12.	Assessment Criteria	<table border="1"> <thead> <tr> <th>Theory (Marks)</th> <th>Practical (Marks)</th> <th>Project (Marks)</th> <th>Viva (Marks)</th> <th>Total (Marks)</th> <th>Passing %age</th> </tr> </thead> <tbody> <tr> <td>30</td> <td>50</td> <td>-</td> <td>20</td> <td>100</td> <td>50%</td> </tr> </tbody> </table>						Theory (Marks)	Practical (Marks)	Project (Marks)	Viva (Marks)	Total (Marks)	Passing %age	30	50	-	20	100	50%
Theory (Marks)	Practical (Marks)	Project (Marks)	Viva (Marks)	Total (Marks)	Passing %age														
30	50	-	20	100	50%														
13.	Is the NOS Amenable to Persons with Disability	☒ Yes ☐ No If “Yes”, specify the applicable type of Disability: Physical Disabilities, Hearing Impairments, Visual Impairments, Cognitive Disabilities																	
14.	Progression Path After Attaining the Qualification, wherever applicable <i>(Please show Professional and Academic progression)</i>	Not Applicable																	
15.	How will women’s participation be encouraged?	The program is gender-neutral. However, to increase women’s participation, organizations are keeping aside a few seats to encourage female candidates. Remote Work Opportunities: Provide options for remote work, especially for roles like customer service, marketing, and order management, allowing women to work from home if needed. Training and Skill Development: Offer targeted training programs and workshops to enhance skills and knowledge in areas such as kitchen management, culinary arts, business operations, and technology.																	

		Supportive Workplace Policies: Implement policies that promote gender equality, such as anti-harassment measures, parental leave, and childcare support.	
16.	Other Indian languages in which the Qualification & Model Curriculum are being submitted	Hindi	
17.	Is similar NOS available on NQR-if yes, justification for this qualification	☐ Yes ☒ No URLs of similar Qualifications:	
18.	Name and Contact Details Submitting / Awarding Body SPOC (In case of CS or MS, provide details of both Lead AB & Supporting ABs)	Name: Mr. Sunil K Marwah Email: admin@ficsi.in Website: https://www.ficsi.in/ Contact No.: 9711260230	
19.	Final Approval Date by NSQC: 08-05-2025	20. Validity Duration: 3 years	21. Next Review Date: 07-05-2028

Section 2: Training Related

1.	Trainer's Qualification and experience in the relevant sector (in years) (as per NCVET guidelines)	B.Sc./B.Tech. /B.Voc./BHM in Food Science//Hotel Management with 3 years of experience in food processing/ Hotel management/Culinary Arts/Food and Catering Technology and 1 year experience in training of Fundamentals of Managing Cloud Kitchen OR MBA/M.Sc./ M.Tech/M.Voc./MHM in Food Science/Hotel Management/Food Technology with 2 years in Food Processing/Hotel Management/Culinary Arts/Food and Catering Technology and 1 year experience in training of Fundamentals of Managing Cloud Kitchen
2.	Master Trainer's Qualification and experience in the relevant sector (in years) (as per NCVET guidelines)	B.Sc./B.Tech./BHM in Food Science/Food Technology/Hotel Management with 5 years in food processing/ Hotel management/Culinary Arts/Food and Catering Technology and 1 year experience in training of Fundamentals of Managing Cloud Kitchen OR MBA/M.Sc./ M.Tech in Food Processing/Hotel Management/Food Technology with 4 years in Food Processing/Hotel Management/Culinary Arts/Food and Catering Technology and 1 year experience in training of Fundamentals of Managing Cloud Kitchen

3.	Tools and Equipment Required for the Training	☒ Yes ☐ No (If “Yes”, details to be provided in Annexure)
4.	In Case of Revised NOS, details of Any Upskilling Required for Trainer	NA

Section 3: Assessment Related

1.	Assessor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)	B.Sc./B.Tech./B.Voc./BHM in Food Science//Hotel Management with 4 years of experience in food processing/ Hotel management/Culinary Arts/Food and Catering Technology and 1 year experience in assessment of Fundamentals of Managing Cloud Kitchen OR MBA/M.Sc./ M.Tech/M.Voc/MHM in Food Science/Hotel Management/Food Technology with 3 years in Food Processing/Hotel Management/Culinary Arts/Food and Catering Technology and 1 year experience in assessment of Fundamentals of Managing Cloud Kitchen
2.	Proctor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines), (wherever applicable)	B.Sc./B.Tech. /B.Voc./BHM in Food Science//Hotel Management with 4 years of experience in food processing/ Hotel management/Culinary Arts/Food and Catering Technology and 1 year experience in assessment of Fundamentals of Managing Cloud Kitchen OR MBA/M.Sc./ M.Tech/M.Voc./MHM in Food Science/Hotel Management/Food Technology with 3 years in Food Processing/Hotel Management/Culinary Arts/Food and Catering Technology and 1 year experience in assessment of Fundamentals of Managing Cloud Kitchen
3.	Lead Assessor's/Proctor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)	B.Sc./B.Tech./BHM in Food Science//Hotel Management with 6 years of experience in food processing/ Hotel management/Culinary Arts/Food and Catering Technology and 1 year experience in assessment of Fundamentals of Managing Cloud Kitchen OR MBA/M.Sc./ M.Tech./MHM in Food Science/Hotel Management/Food Technology with 5 years in Food Processing/Hotel Management/Culinary Arts/Food and Catering Technology and 1 year experience in assessment of Fundamentals of Managing Cloud Kitchen
4.	Assessment Mode (Specify the assessment mode)	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 4: Evidence of the Need for the Standalone NOS

Provide Annexure/Supporting documents name.

1.	Government /Industry initiatives/ requirement (Yes/No): Yes
2.	Number of Industry validation provided: 30
3.	Estimated number of people to be trained: Approx. 500
4.	Evidence of Concurrence/Consultation with Line/State Departments (In case of regulated sectors): (Yes/No): Yes

Section 5: Annexure & Supporting Documents Check List

Specify Annexure Name / Supporting document file name

1.	Annexure: NCrf/NSQF level justification based on NCrf/NSQF descriptors <i>(Mandatory)</i>	Annexure 1, Evidence of level
2.	Annexure: List of tools and equipment relevant for NOS <i>(Mandatory, except in case of online course)</i>	Annexure 2, Tools and Equipment (lab set-up)
3.	Annexure: Performance and Assessment Criteria <i>(Mandatory)</i>	Annexure 7, Assessment Criteria
4.	Annexure: Assessment Strategy <i>(Mandatory)</i>	Annexure 8, Assessment Strategy
5.	Annexure: Blended Learning <i>(Mandatory, in case selected Mode of delivery is Blended Learning)</i>	Annexure 5, Blended Learning
6.	Annexure: Acronym and Glossary <i>(Optional)</i>	Annexure 9, Acronym and Glossary

7.	Annexure/Supporting Document: Standalone NOS- Performance Criteria Details Annexure/Document with PC-wise detailing as per NOS format (Mandatory- Public view)	Annexure 7, Assessment Criteria
8.	Supporting Document: Model Curriculum (<i>Mandatory – Public view</i>)	Attached

Annexure 1: Evidence of Level

NCrF/NSQF Level Descriptors	Key requirements of the job role/ outcome of the qualification	How the job role/ outcomes relate to the NCrF/NSQF level descriptor	NCrF/NSQF Level
Professional Theoretical Knowledge/Process	• Process of cloud kitchen order management, including order receipt and processing • Process of recipe standardization and ingredient preparation • Process of cooking different cuisines, including the use of timers and quality control measures to ensure food is cooked correctly • Process of packing and labelling different types of food items • Process of order delivery, including integration with delivery platforms, scheduling and dispatch • Process of material handling, including stock monitoring and reordering to maintain the required stock levels • Food quality control requirements, including the relevant health and safety measures • Payment processing systems • Process of using different e-commerce platforms	The individual should have skills in different processes related to cloud kitchen operations, such as order handling , ingredient preparation, food preparation, packaging, labelling, quality control, payment processing. These competencies are appropriate to an NSQF level 3 job role.	3.0

Professional and Technical Skills/ Expertise/ Professional Knowledge	• Basics of legal requirements for operating a cloud kitchen, including licenses and permits • Different cuisines and cooking techniques • Kitchen setup and equipment maintenance • Menu planning and recipe development • Use of different kitchen tools and equipment • Portion control and food plating • FSSAI food safety regulations and applicable health codes • Proper methods for cleaning and sanitizing kitchen equipment • Safe storage and handling of ingredients to prevent foodborne illnesses • Material handling and basics of supply chain management • Techniques for tracking inventory levels and minimizing waste. • Understanding of First In, First Out (FIFO) and Last In, First Out (LIFO) inventory methods • Use of Point-of-Sale systems and their integration with order handling platforms • Use of different e-commerce platforms, such as Zomato and Swiggy • Use of kitchen display systems for efficient order processing • Basic techniques for managing customer data and personalizing customer interactions • Use of logistics services for coordinating deliveries and managing delivery times • Use of order delivery software and integrating with third-party delivery services • Procedures for maintaining consistency in food quality and presentation • Methods for improving customer satisfaction	The individual should have variety of knowledge for efficient cloud kitchen operations, such as cooking techniques, use of different kitchen equipment, and applicable health and safety regulations among others. These knowledge requirements are appropriate to an NSQF level 3 job role.	3.0
---	--	---	-----

	Handling customer complaints and resolving issues promptly		
Employment Readiness & Entrepreneurship Skills & Mind-set/Professional Skill	- Basic verbal and written communication skills - Teamwork - Time utilization skills - Problem-solving skills - Health and safety awareness - Customer service and feedback handling - Basic understanding of business operations - Basic financial literacy - Basics of marketing, promotions and sales - Sustainability practices in food service	The individual should have different basic skills for being employment ready in the field of cloud kitchen. These are appropriate communications skills, teamwork, Problem-solving skills, Basic financial literacy, etc. The listed requirements are appropriate to an NSQF level 3 job role.	3.0
Broad Learning Outcomes/Core Skill	- Differentiate between cloud kitchens and traditional restaurants - Comprehend the end-to-end workflow of cloud kitchen operations from order receipt to delivery - Demonstrate basic cooking methods such as boiling, frying, grilling, and baking - Perform essential food preparation tasks including chopping, marinating, and mixing - Apply portion control techniques - Follow food safety practices to prevent contamination and foodborne illnesses - Maintain cleanliness and sanitation of kitchen equipment and workspaces - Use various kitchen appliances and tools - Perform basic troubleshooting of common kitchen equipment issues - Use Personal Protective Equipment (PPE) correctly - Track material stock levels using basic inventory handling techniques	The individual is expected to learn a variety of skills concerning cloud kitchen operations. The listed learning outcomes are appropriate to an NSQF level 3 job role.	3.0

	• Apply the principles of stock rotation (FIFO and LIFO). • Ensure the proper storage of food ingredients to maintain freshness • Handle electronic and printed order tickets efficiently • Communicate effectively with team members and supervisors • Handle customer inquiries and feedback professionally		
Responsibility	This course on Cloud Kitchen, or Virtual Kitchen, will equip participants with an understanding of food service focused on delivery and takeaway without a dine-in area. It provides an overview of running a cloud kitchen, covering its concept, benefits, location selection, kitchen layout, necessary equipment, and applicable food safety regulations.	The listed job responsibilities are suitable for an NSQF level 3 job role.	3.0

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.	Oven (convection, combi, etc.)	Nos.	3
2.	Stovetop (gas or electric)	Nos.	3
3.	Grill	Nos.	3
4.	Fryer	Nos.	3
5.	Cutting board	Nos.	30
6.	Knives	Nos.	30
7.	Food processor	Nos.	3
8.	Mixer (stand and hand mixers)	Nos.	3
9.	Blender	Nos.	3
10.	Peeler and grater	Nos.	3
11.	Refrigerator (walk-in or standard)	Nos.	1
12.	Freezer	Nos.	1
13.	Shelving unit	Nos.	1
14.	Pantry storage bin	Nos.	1
15.	Pots	Nos.	1
16.	Pans	Nos.	3
17.	Mixing bowls	Nos.	3
18.	Whiskers	Nos.	3
19.	Spatulas	Nos.	3
20.	Tongs	Nos.	3
21.	Measuring cups and spoons	Nos.	3
22.	Disposable containers	Nos.	3
23.	Plastic wrap and foil	Nos.	3
24.	Food packaging machines (vacuum sealers, etc.)	Nos.	3
25.	Receipt printer	Nos.	3
26.	Kitchen display system	Nos.	3

27.	Menu board	Nos.	1
28.	Order printer	Nos.	3
29.	Commercial dishwasher or sinks	Nos.	3
30.	Sanitizers and disinfectants	Bottle	3
31.	Brush	Nos.	3
32.	Mops/ brooms	Nos.	3
33.	Trash bins	Nos.	3
34.	Gloves	Nos.	30
35.	Masks	Nos.	30
36.	Aprons	Nos.	30
37.	Fire extinguishers	Nos.	1
38.	First aid kits	Nos.	1

Classroom Aids

The aids required to conduct sessions in the classroom are:

1. Whiteboard/Blackboard
2. Computer/ laptop
3. Printer and scanner
4. Projector
5. Marker

Annexure 3: Industry Validations Summary

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	Freakeat Foods Opc Pvt Ltd	Rishabh Mahajan	Director	Plot no.2230,Phase ii,Sector 38, HSIIDC Rai, Industrial area, Sonipat-131029,Haryana	9996290209	freakeatfoods@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/su-bramanyamchinthalapati/
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 –	4th Floor, Monibhandar Building, WEBEL Bhaban	7003490034	md.arifuzzaman@ingreens.in	

			Product Development	Sector V, Salt Lake, Kolkata – 700091			
17	Shree Sharnam Spices	Aayush Chandaliya	Chairperson & Partner	lalakheda chauraha,ujjain Bypass Road, Jaora, Madhya Pradesh	7000697722	shreesharnamspices@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	Ambriona 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	cpcm24b10vishalv@iimdr.ac.in	
30	Reliance Consumer Products Limited	Bharath J	R&D Scientist	Chennai, Tamilnadu	9566776689	bharathjagasha@gmail.com	

Annexure 4: Training Details

Training Projections:

Year	Estimated Training # of Total Candidates	Estimated training # of Women	Estimated training # of People with Disability
2025-26	-	-	-
2026-27	200	100	-
2027-28	300	150	-

Data to be provided year-wise for the next 3 years.

Annexure 5: Blended Learning

Blended Learning Estimated Ratio & Recommended Tools:

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

<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 NOS	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/ Candidate Training	- Online tests - Offline assessments	40:60

Annexure 6: Standalone NOS- Performance Criteria details

1. Description:

This standalone NOS is about conducting cloud kitchen operations.

2. Scope:

The scope covers the following:

- Order handling and customer interaction
- Food preparation and safety
- Food packaging and dispatch
- Kitchen and supplies

3. Elements and Performance Criteria

Order handling and customer interaction

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

- PC1. register on food delivery applications following the applicable guidelines for smooth onboarding
- PC2. determine the customer's requirements by reading the online order
- PC3. navigate and use the delivery app (e.g. Zomato and Swiggy) interfaces for order handling
- PC4. coordinate with delivery services for timely delivery
- PC5. ensure accuracy in order fulfillment to meet customer expectations
- PC6. handle online orders efficiently, ensuring timely preparation and delivery
- PC7. handle basic customer inquiries and provide courteous service through digital communication channels

Food preparation and safety

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

- PC8. prepare food by following the applicable culinary techniques and food safety standards
- PC9. assist in the preparation of menu items and adjusting offerings based on preferences and demand

- PC10. follow fundamental food safety and hygiene standards and practices, e.g., proper waste disposal and pest control, to ensure a clean kitchen with safe food handling
- PC11. follow the FSSAI guidelines for caterers and applicable local and international food safety standards, such as HACCP, to maintain quality in cloud kitchen operations
- PC12. maintain basic standards of quality and consistency in the offerings
- PC13. assist in standardizing recipes to ensure consistency and quality

Food packaging and dispatch

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

- PC14. pack food items properly and prepare orders for dispatch to ensure they reach customers in optimal condition
- PC15. use sustainable packaging materials with thermal insulation to maintain food quality during transportation

Kitchen and supplies

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

- PC16. use the appropriate kitchen management software to ensure prompt processing and fulfilment of orders
- PC17. organize and use kitchen equipment as per the applicable procedures
- PC18. perform regular maintenance and calibration of kitchen equipment to ensure their optimal performance and longevity
- PC19. assist in checking material stock levels and report shortages or discrepancies
- PC20. assist in the costing of ingredients to ensure profitability and cost control
- PC21. use the food ingredients optimally to prevent any wastage
- PC22. assist in identifying and sourcing quality food ingredients from reliable suppliers
- PC23. assist in expanding the cloud kitchen's product portfolio based on customer feedback and market demand
- PC24. carry out the assigned tasks within the given timeframe to support overall kitchen efficiency
- PC25. assist in kitchen workflows and efficient material handling to avoid shortages or wastage
- PC26. assist in process improvement, including cost-control measures by tracking expenses, basic logistics, etc.

4. Knowledge and Understanding (KU):

The individual on the job needs to know and understand:

- KU1. the cloud kitchen concept, its purpose, and how it differs from traditional restaurants
- KU2. the criteria for selecting a location for setting up a cloud kitchen

- KU3. the market size, business opportunities, and basic financial investment for cloud kitchens
- KU4. the appropriate kitchen layout for efficient operations and optimum productivity
- KU5. different cloud kitchen models and their operational differences
- KU6. the workflow of relevant e-commerce platforms, such as Zomato, Swiggy, etc.
- KU7. the basics concerning regulatory considerations and site selection for setting up a cloud kitchen
- KU8. the FSSAI guidelines for caterers
- KU9. the licensing, permit and registration requirements for operating a cloud kitchen, including health and safety certifications
- KU10. the process for registering the cloud kitchen on various food delivery applications and maintaining compliance with platform-specific requirements
- KU11. the cloud kitchen menu planning and recipe development
- KU12. the use of appropriate hardware and software systems essential for cloud kitchens
- KU13. how to organize, calibration, use and maintain the kitchen equipment safely and effectively
- KU14. the use of kitchen management software, online ordering platforms, and order handling tools
- KU15. various cuisines, trends, and customer preferences
- KU16. the ingredients and preparation methods for different food items
- KU17. the principles of ingredient costing and its impact on menu pricing and profitability
- KU18. how to track ingredient costs and make adjustments based on market price fluctuations
- KU19. the importance of following recipes accurately to maintain consistency and quality
- KU20. the order lifecycle for a cloud kitchen from order receipt to delivery, including order entry, preparation, packaging, and dispatch
- KU21. the basic packaging methods, including the use of appropriate packaging materials for efficient temperature control to maintain food quality
- KU22. the effective use of social media and other channels to promote cloud kitchen services
- KU23. the process of sourcing, storing, and utilizing raw materials for food products
- KU24. the basics of logistics and material handling and record maintenance
- KU25. the appropriate measures to be followed to efficient material handling to avoid shortages or wastage
- KU26. the food safety standards and practices to prevent contamination and ensure the safe handling of food
- KU27. the basic principles of customer service and engagement, including handling inquiries politely and providing good service
- KU28. how to work efficiently during peak hours to avoid delays
- KU29. the importance of accuracy and quality in order preparation and delivery
- KU30. the basic workplace safety procedures to prevent accidents and injuries
- KU31. the emergency protocols for kitchen emergencies
- KU32. the importance of working collaboratively in a fast-paced environment

- KU33. the importance of cost control through expense tracking and minimizing waste to support the financial health of the kitchen
- KU34. the basic principles of cash handling and transaction processing
- KU35. the importance of adapting to new processes and technologies
- KU36. the importance of incorporating customer feedback in the kitchen menu
- KU37. the process of building a product portfolio, including selecting and developing new items that align with customer preferences and brand identity
- KU38. the basic understanding of sustainable practices in food sourcing, waste handling, and energy use
- KU39. how to use social media platforms for marketing, customer engagement, and brand-building

5. Generic Skills (GS):

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

- GS1. maintain work-related notes and records
- GS2. read the relevant guides and literature to get the latest information about the field of work
- GS3. communicate clearly and politely
- GS4. perform basic calculations
- GS5. listen attentively to understand the instructions being given
- GS6. identify solutions to work-related issues
- GS7. plan and prioritize tasks to ensure timely completion
- GS8. make quick decisions in case of any emergencies

Annexure 7: Assessment Criteria

Detailed PC-wise assessment criteria and assessment marks for the NOS are as follows:

S. No.	Assessment Criteria for Performance Criteria	Theory Marks	Practical Marks	Project Marks	Viva Marks
	<i>Order handling and customer interaction</i>	7	10		4
PC1.	register on food delivery applications following the applicable guidelines for smooth onboarding	1	1	-	0.5
PC2.	determine the customer's requirements by reading the online order	1	2	-	0.5
PC3.	navigate and use the delivery app (e.g. Zomato and Swiggy) interfaces for order handling	1	1	-	0.5
PC4.	coordinate with delivery services for timely delivery	1	1	-	0.5
PC5.	ensure accuracy in order fulfillment to meet customer expectations	1	2	-	0.5
PC6.	handle online orders efficiently, ensuring timely preparation and delivery	1	2	-	1
PC7.	handle basic customer inquiries and provide courteous service through digital communication channels	1	1	-	0.5
	<i>Food preparation and safety</i>	6	13		4
PC8.	prepare food by following the applicable culinary techniques and food safety standards	1	2	-	0.5
PC9.	assist in the preparation of menu items and adjusting offerings based on preferences and demand	1	2	-	0.5
PC10.	follow fundamental food safety and hygiene standards and practices, e.g., proper waste disposal and pest control, to ensure a clean kitchen with safe food handling	1	3	-	1
PC11.	follow the FSSAI guidelines for caterers and applicable local and international food safety standards, such as HACCP, to maintain quality in cloud kitchen operations	1	2	-	0.5
PC12.	maintain basic standards of quality and consistency in the offerings	1	2	-	1
PC13.	assist in standardizing recipes to ensure consistency and quality	1	2	-	0.5
	<i>Food packaging and dispatch</i>	2	4	-	2
PC14.	pack food items properly and prepare orders for dispatch to ensure they reach customers in optimal condition	1	2	-	1
PC15.	use sustainable packaging materials with thermal insulation to maintain food quality during transportation	1	2	-	1
	<i>Kitchen and supplies</i>	15	23		10
PC16.	use the appropriate kitchen management software to ensure prompt processing and fulfilment of orders	2	3	-	1
PC17.	organize and use kitchen equipment as per the applicable procedures	1	3	-	1
PC18.	perform regular maintenance and calibration of kitchen equipment to ensure their optimal performance and longevity	2	3	-	1
PC19.	assist in checking material stock levels and report shortages or discrepancies	1	2	-	1

PC20.	assist in the costing of ingredients to ensure profitability and cost control	1	1	-	0.5
PC21.	use the food ingredients optimally to prevent any wastage	1	2	-	1
PC22.	assist in identifying and sourcing quality food ingredients from reliable suppliers	1	2	-	0.5
PC23.	assist in expanding the cloud kitchen's product portfolio based on customer feedback and market demand	1	1	-	1
PC24.	carry out the assigned tasks within the given timeframe to support overall kitchen efficiency	2	1	-	1
PC25.	assist in kitchen workflows and efficient material handling to avoid shortages or wastage	1	2	-	1
PC26.	assist in process improvement, including cost-control measures by tracking expenses, basic logistics, etc.	2	3		1
Total Marks		30	50	-	20

Annexure 8: 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 the Training Partner or designated testing centers authorized by FICSI.

Ideally, the assessment will be a continuous process comprising 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 the relative importance and criticality of function.

This will facilitate the preparation of question bank / paper sets for each of the QPs. Each of these paper 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. An 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 the candidate's aptitude, attention to detail, 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 behavioural aspects as regards the job role and the specific task at hand.

On the Job:

1. Each module (which covers the job profile of Fundamentals of Managing Cloud Kitchen 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 performing Soft Skills effectively:
 - Videos of Trainees during OJT
 - Answer Sheets of Question Banks
 - Assessing the Log Book entries of Trainees at Employer location
 - Employer Performance Feedback.
4. Assessment of each Module will ensure that the candidate is able to:
 - Handle customer orders efficiently while ensuring positive and professional interaction.
 - Prepare food following proper hygiene and safety standards.
 - Package food accurately and securely for timely dispatch.
 - Maintain the kitchen area and manage supplies to ensure smooth operations.

Annexure 9: Acronym and Glossary

Acronym

Acronym	Description
AA	Assessment Agency
AB	Awarding Body
NCrF	National Credit Framework
NOS	National Occupational Standard(s)
NQR	National Qualification Register
NSQF	National Skills Qualifications Framework

NOS	National Occupational Standards
NCO	National Classification of Occupations
ES	Employability Skills
HACCP	Hazard Analysis and Critical Control Points
FSSAI	Food Safety and Standards Authority of India

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 about 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.