

QUALIFICATION FILE

Food & Beverage Service Associate (Divyangjan)- ID

- ☒ 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

Submitted By:

Skill Council for Persons with Disability
501, City Centre, Plot No 5, Sector -12
Dwarka, New Delhi-110076
011 2808 5058-59
info@scpwd.in

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Section 1: Basic Details

1.	Qualification Name	Food & Beverage Service Associate (Divyangjan)- ID							
2.	Sector/s	Persons with Disability							
3.	Type of Qualification: ☐ New ☒ Revised ☐ Has Electives/Options ☐ OEM	NQR Code & version of existing/previous qualification: QG-03-PWD-01618-2023-V1.1-SCPWD V1.0	Qualification Name of existing/previous version: Food & Beverage Service Associate- (Divyangjan) V1.0						
4.	a. OEM Name b. Qualification Name (Wherever applicable)								
5.	National Qualification Register (NQR) Code &Version (Will be issued after NSQC approval)	QG-02-PD-03695-2025-V2-SCPWD	6. NCrF/NSQF Level: 2						
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	The individual greets, seats and serves the guests. The individual also works in different service areas like in-room dining (IRD), buffet, and conferences.							
9.	Eligibility Criteria for Entry for Studllent/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>Basic Literacy</td> <td>No experience</td> </tr> </tbody> </table>		S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)	1	Basic Literacy	No experience
S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)							
1	Basic Literacy	No experience							
10.	Credits Assigned to this Qualification, Subject to Assessment (as per National Credit Framework (NCrF))	18	11. Common Cost Norm Category (I/II/III) (wherever applicable) -II						
12.	Any Licensing requirements for Undertaking Training on This Qualification (wherever applicable)	Not applicable							

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" data-bbox="976 256 2074 448"> <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 (online)</td> <td>215(Including ES 70)</td> <td></td> <td></td> <td></td> <td>760</td> </tr> <tr> <td>Offline</td> <td></td> <td>335</td> <td>210</td> <td>-</td> <td></td> </tr> </tbody> </table>	Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	OJT Recommended (Hours)	Total (Hours)	Classroom (online)	215(Including ES 70)				760	Offline		335	210	-	
Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	OJT Recommended (Hours)	Total (Hours)															
Classroom (online)	215(Including ES 70)				760															
Offline		335	210	-																
14.	Aligned to NCO/ISCO Code/s (<i>if no code is available mention the same</i>)	NCO-2015/5123.20 and NCO-2015/5123.40																		
15.	Progression path after attaining the qualification (<i>Please show Professional and Academic progression</i>)	Food and Beverage Service Trainee THC/Q0209- Level 3																		
16.	Other Indian languages in which the Qualification & Model Curriculum are being submitted	English & Hindi																		
17.	Is similar Qualification(s) available on NQR-if yes, justification for this qualification	☐ Yes ☒ No URLs of similar Qualifications: Non duplication has been ensured by the Domain SSC.																		
18.	Is the Job Role Amenable to Persons with Disability	☐ Yes ☒ No If “Yes”, specify applicable type of Disability: Intellectual Disability (ID)																		
19.	How Participation of Women will be Encouraged	Involvement of Women with disabilities in learning skills is not just about addressing their needs; it's about recognizing their potential, strengths and contributions to the Society. The Council endeavors to create safe & collaborative inclusive learning environments which can address their unique challenges and needs. Counselling support is provided so that they can set their own goals, make preferences and participate in learning like their male counterparts. The staff of such organizations is sensitized to the needs of the women with disabilities as they face dual challenges-of gender bias in addition to their disability.																		
20.	Are Greening/ Environment Sustainability Aspects Covered (<i>Specify the NOS/Module which covers it</i>)	☒ Yes ☐ No																		
21.	Is Qualification Suitable to be Offered in	Schools ☐ Yes ☐ No Colleges ☒ Yes ☐ No																		

	Schools/Colleges		
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. Ravindra Singh Email: ravindra.singh@scpwd.in Contact No.: + 91-011-2808558-59 Website: www.scpwd.in	
23.	Final Approval Date by NSQC: 18-02-2025	24. Validity Duration: 3 years	25. Next Review Date : 18-02-2028

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** **Man.-Mandatory Training** **Rec.-Recommended** **Proj.-Project**

S.No	NOS/Module Name	NOS/Module Code & Version (if applicable)	Core/ Non-Core	NCrF/ NSQF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					
						Th.	Pr.	OJT- Ma- n.	OJT- Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%) (if applicable)
1.	Bridge Module PwD	PWD/M/ID/04 V1.0	Non core	2	-	30	180	-	-	210	-	-	-	-	-	-
2.	Receive and serve the guests efficiently	PWD/N7301 v2.0	core	2	1	10	20	-	-	30	13	37	-	-	50	20
3.	Perform different service operations	PWD/N7302 v2.0	core	2	2	30	30	-	-	60	10	40	-	-	50	20
4.	Perform buffet set-up and clearance	PWD/N7303 v2.0	core	2	2	30	30	-	-	60	10	40	-	-	50	35
5.	Follow Health, safety and hygiene practices	PWD/N9901 v1.0	Core	2	2.5	30	45	-	-	75	20	30	-	-	50	10
6.	Communicate with others effectively	PWD/N9902 v1.0	Core	2	1.5	15	30	-	-	45	26	38	-	10	74	10

7.	Employability Skills for Persons with Disabilities (70 hours)	PWD/N0501 V1.0	Non-core	4	2	70	-	-	-	70	40	60	-	-	100	5	
8.	OJT	-	Core	2	7	-	-	210	-	210	-	-	-	-	-	-	
Duration (in Hours) / Total Marks				-		18	215	335	210	-	760	119	245	-	10	347	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: 50 % (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)	Trainer Prerequisites							
2.	Master Trainer’s Qualification and experience in the relevant sector (in years) (as per NCVET guidelines)	Minimum Educational Qualification	Academic Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
3.	Tools and Equipment Required for the Training				Years	Specialization	Years	Specialization	
4.	In Case of Revised Qualification, Details of Any Upskilling Required for Trainer	12th Pass	Diploma / Degree	Special Education	Minimum 2 years	Experience in working with Persons with Intellectual Disability as Trainers or Assistant	1 year preferable	Experience in working with Persons with Intellectual Disability	
		Trainer Certification							
		Domain Certification		Platform Certification					
		Food and Beverage Service Associate”, “PWD/THC/Q7301, V2.0”, Minimum accepted score is 50%		Recommended that the trainer is certified for the job role “Trainer (VET and skills)” ,mapped to the qualification pack “MEP/Q2601, V2.0” . The		The Inclusive Trainer should be certified in Disability Specific Top Up Training/ PWD/Q0101, v1.0 Trainer-PwD conducted by SCPwD with minimum accepted score of 80% as per SCPwD guidelines.			

				minimum accepted score is 80% aggregate	
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Section 4: Assessment Related

1.	Assessor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)		Assessor Prerequisites						
		Minimum Educational Qualification	Academic Qualification	Specialization	Relevant Industry Experience		Training/Assessment Experience		Remarks
					Years	Specialization	Years	Specialization	
2.	Proctor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines) wherever applicable	Certificate in Food and Beverage Service Associate	Certificate / Diploma/ Degree/ Master/ PhD	Hotel/ Hospitality Management / Food and Beverage Service	5	Hotel/ Hospitality Management / Food and Beverage Service Associate	1	Hotel/ Hospitality Management/ Food and Beverage Service	NA
3.	Lead Assessor's/Proctor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines) wherever applicable								
4.	Assessment Mode (Specify the assessment mode)								

10

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): Yes
4.	Number of Industry validation provided: 9
5.	Estimated nos. of persons to be trained and employed: 100
6.	Evidence of Concurrence/Consultation with Line Ministry/State Departments: Yes If "No", why: Yes Attached

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>	Annexure 1-Evidence of level
2.	Annexure: List of tools and equipment relevant for qualification <i>(Mandatory, except in case of online course)</i>	Annexure 2-Tools and Equipment
3.	Annexure: Detailed Assessment Criteria <i>(Mandatory)</i>	Annexure 3 Detailed Assessment Criteria
4.	Annexure: Assessment Strategy <i>(Mandatory)</i>	Yes
5.	Annexure: Blended Learning <i>(Mandatory, in case selected Mode of delivery is "Blended Learning")</i>	Yes
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>	Yes

8.	Supporting Document: Model Curriculum (<i>Mandatory – Public view</i>)	Model Curriculum- Food & Beverage Service Associate (Divyangjan)- ID
9.	Supporting Document: Career Progression (<i>Mandatory - Public view</i>)	Yes (As per Domain) – SCPwD being horizontal follows the same Career Progression
10.	Supporting Document: Occupational Map (<i>Mandatory</i>)	Yes (As per Domain) – SCPwD being horizontal follows the same Occupational Map
11.	Supporting Document: Assessment SOP (<i>Mandatory</i>)	NA (As per Domain)
12.	Any other document you wish to submit:	NA (As per Domain)

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
Process	Manipulate various crockery and food appropriately and hygienically Adopt methods and techniques for setting and clearing the buffet Prepare the service area Carry out In-room dining services Set up the conference and meeting area	The job holder will be required to choose appropriate tools, equipment, procedures as per the requirement of the job.	2
Professional knowledge	Various types of equipment, appliances and tools used in a restaurant Various linen used in a restaurant Various types of meals Types of alcoholic and non- alcoholic beverages	The job holder should be able to serve different foods and beverages in accordance with time and demand.	2
Professional skill	Receive the guests, seating at the table, offer pre meal services Work effectively with colleagues and supervisors Maintain personal hygiene Practice inclusion at work Administer appropriate safety and emergency procedures	The job holder is expected to recall and demonstrate practical skill which is routine and repetitive in nature and apply it appropriately in restaurant. They should work effectively with colleagues and supervisors.	2
Core skill	Maintain the tools Set up and Clearance activities	The job holder should know how to maintain various tools and equipments used and how to perform clearance activities	2
Responsibility	Take responsibility for his/her own work and learning. Check availability of all tools and equipment required for various services.	The role holder is required to perform the work as per specifications and time. They are responsible for their own quality work and learning to ensure the conformance of given job requirements.	2

Annexure 2: Tools and Equipment (Lab Set-Up)**List of Tools and Equipment Batch Size: 30**

Job Role Code	Job Role name	Name of Equipment	Sub Equipment	RequirmentForBatch of 15 Trainees	Unit type (number/set/piece)	Is mandatory?	Remarks
PWD/Q7301	F&Bservice Associate	Cutlery	AP Fork	4	Nos	Yes	
			AP Spoon	4	Nos	Yes	
			AP Knife	4	Nos	Yes	
			Bread Knife	4	Nos	No	
			Tea Spoon	4	Nos	Yes	
			Soup Spoon	4	Nos	Yes	
			Service Spoon	4	Nos	Yes	
			Ice Tong	4	Nos	Yes	
			Ladle	4	Nos	Yes	
			Fish Knife	4	Nos	No	
			Desert Spoon	4	Nos	No	
			Desert Fork	4	Nos	No	
			Starter Fork	4	Nos	No	
			Service Gear (For serving Bread)	2	Nos	Yes	
			Ice Bucket	4	Nos	No	
			Water Jug (Steel one)	4	Nos	Yes	
			Bread Basket	4	Nos	No	
		Crockery	B&B Plate	8	Nos	Yes	
			Half Plate/Desert Plate	8	Nos	Yes	
			Dinner Plate	8	Nos	Yes	
			Soup Bowl	8	Nos	Yes	
			Daal Bowl	8	Nos	Yes	
			Serving Bowl(for	8	Nos	Yes	

			Main course)				
			Pasta Plate	8	Nos	Yes	
			Pizza Plate (14"x 6")	8	Nos	No	
			Saucer (for soup/for Tea)	8	Nos	Yes	
			Tea cup	8	Nos	Yes	
			Coffee cup	8	Nos	Yes	
			Cremer/tea pot	8	Nos	No	
			Plater (for starter)	8	Nos	Yes	
			Finger Bowl	8	Nos	No	
		Glassware	Water Glass	8	Nos	Yes	
			Juice Glass	8	Nos	Yes	
			High-Ball Glass	8	Nos	No	
			Bear Mug/Bear Pilsner	8	Nos	No	
			Wine Glass	8	Nos	No	
			Old Fashion	8	Nos	No	
			Shot Glass/Shooter glass	8	Nos	No	
			Champagne flute glass	8	Nos	No	
			Decanter	8	Nos	No	
		Salver		4	Nos	Yes	
		Jack		2	Nos	Yes	
		Jack tray		2	Nos	Yes	
		Cruet set		4	Nos	Yes	
		Sugar Caddy		4	Nos	Yes	
		Table Mat		10	Nos	Yes	
		Napkin	Cloth Napkin	10	Nos	Yes	
			Paper Napkin	10	Nos	Yes	

					This will be specific to the activity and numbers may vary
	Flash Card			Yes	
	Laptop	1	Nos	Yes	
	Projector	1	Nos	Yes	
	Me-Book	15	Sets	No	
	Table	5	Nos	Yes	
	Chair	20	Nos	Yes	
	White Board	1	Nos	Yes	
	Marker	1	Nos	Yes	
	Duster	1	Nos	Yes	
	Wiping sheet	10	Nos	Yes	
	Printer	1	Nos	Yes	
	Copy	15	Nos	Yes	
	Pen/Pencil/Colour	1	Set	Yes	
	Napkin Stand/holder	5	Nos	yes	

Classroom Aids The aids required to conduct sessions in the classroom are:

1. Computer/Laptop
2. Projector
3. Whiteboard
4. Marker
5. Worktable

Annexure: 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	Nemesia	Mr. Satendra Kumar	HR Manager	Haryana	9311300460	hrm.ggn@nemesiahotels.com	NA
2	Country Inn and Suits	Mr. Ganesh	Assistant Manager	Haryana	7503140406	hrm@cis12gurgaon.com	NA
3	Radisson	Mr. Harpreet Kaur	Associate Director-HR	Haryana	7838660030	adhr@rdgurugram.in	NA
4	Dighent café	Mr. Balwinder Singh	CEO	Haryana	9910249492	bal@dighent.com	NA
5	Quicky Foods LLP	Ms. Aishwarya Ranjan	Director	Uttar Praddesh	9971066492	contact@quickyburger.com	NA
6	Vitthal's Kitchen	Mr. Ashish Vitthal Sharma	Proprietor	Rajasthan	9694910007	ashishvitthal01@gmail.com	NA
7	Lemon Tree Hotels Limited	Ms. Aradhna Lal	Vice President-Brand, communication s and Sustainability initiatives	New Delhi	9818451600	vp_sustainability@lemontreehotels.cm	NA
8	Four Points by Sheraton	Ms. Neha Kapoor	AM-HR	New Delhi	9999585306	nehaa.kapoor@fourpointsnewdelhi.com	NA
9	Club Aralias	Mr. Rajat Sharma	Club Manager	New Delhi	9654744146	jnb.ara@superluxury.in	NA

Annexure: 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
	100	100	30	30	100	100

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
		41	41	38		14	14	14		41	41	38	

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.
- 2.

Content availability for previous versions of qualifications:

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

Languages in which Content is available:

Annexure: Blended Learning**Blended Learning Estimated Ratio & Recommended Tools:*****Refer NCVET “Guidelines for Blended Learning for Vocational Education, Training & Skilling” available on:***

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	NA	NA
2	☐ Imparting Soft Skills, Life Skills, and Employability Skills /Mentorship to Learners	NA	NA
3	☐ Showing Practical Demonstrations to the learners	NA	NA
4	☐ Imparting Practical Hands-on Skills/ Lab Work/ workshop/ shop floor training	NA	NA
5	☐ Tutorials/ Assignments/ Drill/ Practice	NA	NA
6	☐ Proctored Monitoring/ Assessment/ Evaluation/ Examinations	NA	NA
7	☐ On the Job Training (OJT)/ Project Work Internship/ Apprenticeship Training	NA	NA

Annexure 3 : Detailed Assessment Criteria

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

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Greet and receive the guests	15	35	-	-
PC1. greet guests using appropriate titles and terms of respect.	3	7	-	-
PC2. assist the guests in finding seats.	-	5	-	-
PC3. ensure that guests are seated comfortably.	-	3	-	-
PC4. ensure the music is organized at the right noise level.	-	2	-	-
PC5. offer pre-meal services such as water, welcome drink and snacks etc.	-	5	-	-
PC6. ensure menu card is placed on the table.	3	5	-	-
PC7. maintain proper body posture while interacting with and serving the guests.	2	5	-	-
PC8. inform supervisor/ colleague if there are specific requirements from the guests.	5	5	-	-
NOS Total	13	37	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Prepare the service and dining area	4	8	-	-
PC1. set the table with linens, tableware and glasses and cutlery.	2	3	-	-
PC2. arrange essentials such as paper napkins, ketchup, pickle, salt and pepper, etc. properly on the table	2	3	-	-
PC3. set up and check the side station with essential equipment's for smooth service	-	2	-	-
Prepare the conference and meeting area as per organizational policy	-	6	-	-
PC4. set up trolley with essential equipment	-	2	-	-
PC5. arrange tea/ coffee and snacks for tea breaks	-	2	-	-
PC6. ensure the availability of conference pad and pens etc. if required	-	2	-	-
Provide in room dining services as per organizational policy	2	6	-	-
PC7. set up IRD trolley with IRD tray, cutlery, etc. as per the order under supervision.	2	4	-	-
PC8. ensure delivery of food and beverage as per the requirement of the guest	-	2	-	-
Perform cleaning activities as per organizational policy	2	12	-	-
PC9. ensure the cleanliness of the food				

service area such as dining tables, sideboards, trolleys, counters, etc. as per the organizational standards.	-	2	-	-
PC10. ensure that service equipment (glasses, platters, bowls, etc.) is clean, functional, free of damage and located where it should be.	2	2	-	-
PC11. check if there is sufficient stock of service ready clean and damage free items such as salver, service spoons, bread basket, tongs	-	2	-	-
Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. ensure that dining furniture, table linen and table items are undamaged and properly polished.	-	2	-	-
PC13. check the menus and promotional items for cleanliness.	-	2	-	-
PC14. ensure the cleanliness of IRD tray, trolley, and side station.	-	2	-	-
Perform clearance activities as per organisational policies	2	8	-	-
PC15. clean and rearrange the tables when the guest has left.	2	2	-	-
PC16. ensure plates are removed without disturbing guests when they finish an item.	-	2	-	-
PC17. send plate, cutlery, crockery and glassware for cleaning.	-	2	-	-
PC18. dispose-off broken, cracked items and other waste if required.	-	2	-	-

NOS Total	10	40	-	-
Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Perform pre-operation activities for buffet	8	30	-	-
PC1. layout buffet table as per instructions.	2	5	-	-
PC2. wipe crockery, cutlery and glass as per Standard Operating Procedure (SOP).	1	5	-	-
PC3. ensure cleanliness at the buffet counter.	2	3	-	-
PC4. refill the water in the buffet chafing dish and ice cream on ice counter.	-	3	-	-
PC5. place the salad stand on the salad counter.	-	3	-	-
PC6. place accessories at buffet counter as per Standard Operating Procedure (SOP).	-	2	-	-
PC7. pick up the dishes from the kitchen on the instruction of a supervisor.	2	3	-	-
PC8. switch the induction on/off as per the instruction from supervisor.	-	2	-	-
PC9. place buffet signs 10 minutes before the out time.	-	1	-	-
PC10. place dishes in their respective areas and open all the food pan cover/lid.	1	3	-	-
Perform post-operation activities for buffet	2	10	-	-

PC11. remove all name tags from the buffet counter.	-	2	-	-
PC12. remove dishes from the counter.	-	2	-	-
PC13. place all the food pans, wiping sheets, bread and butter plates in the washing area.	-	3	-	-
PC14. clean buffet counter as per Standard Operating Procedure (SOP).	-	3	-	-
NOS Total	10	40	-	-
Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Maintain personal and workplace hygiene	8	10	-	-
PC1. wash and sanitize hands at regular intervals using hand wash and alcohol-based sanitizers	2	4	-	-
PC2. clean the workplace with an appropriate cleaning solution and disinfectants as recommended	1	2	-	-
PC3. sanitize all tools and equipment requiring touch points at regular intervals	1	2	-	-
PC4. check that the trash cans are cleared regularly following the cleanliness and maintenance schedule	1	-	-	-
PC5. use appropriate Personal Protective Equipment (headwear, glasses, goggles, footwear etc.) considering the task to be performed and the working environment	1	2	-	-

PC6. maintain personal hygiene by brushing teeth regularly, wearing clean clothes, following a healthy diet etc	2	-	-	-
Take precautionary health measures	2	6	-	-
PC7. attend regular health check-ups organized by the management	-	2	-	-
PC8. report personal health issues related to injury, food, air and infectious disease	1	2	-	-
PC9. report to the concerned authority in case any coworker is unwell	1	2	-	-
Follow standard safety procedure	3	6	-	-
PC10. follow safety procedures while handling materials, tools, equipment etc	1	2	-	-
PC11. follow first aid procedures appropriately	1	2	-	-
PC12. identify hazards at the workplace and report to the concerned person in time	1	2	-	-
Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Follow effective waste management	7	8	-	-
PC13. identify and segregate recyclable, non- recyclable and hazardous waste at workplace	2	-	-	-
PC14. segregate waste into different coloured dustbins	-	2	-	-
PC15. recycle waste wherever applicable	1	2	-	-

PC16. dispose off the waste as per the prescribed standards	2	2	-	-
PC17. dispose off PPEs in a plastic bag, sealed and labelled as infectious waste	2	2	-	-
NOS Total	20	30	-	-
Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Work effectively with colleagues and superiors	14	26	-	5
PC1. follow job order and instructions received from reporting superior	1	3	-	-
PC2. deliver quality work and report reasons for delay	2	2	-	-
PC3. escalate unresolved problems or complaints to the relevant senior	1	2	-	-
PC4. incorporate feedback to improve the performance	2	2	-	-
PC5. trust, support and respect to colleagues and superiors	2	3	-	-
PC6. seek assistance from colleagues and superior when required	2	2	-	-
PC7. follow workplace etiquette while interacting with colleagues and superiors e.g., polite language, disciplined	2	3	-	-
PC8. offer friendly, courteous and hospitable service to others	-	3	-	-
PC9. provide assistance whenever required with a sincere attitude	-	2	-	-

PC10. use standard phrases in appropriate situations	2	2	-	-
PC11. avoid interrupting others while they talk	-	2	-	-
Practice inclusive behaviour	6	4	-	5
PC12. use inclusive language (verbal, non-verbal and written) that is gender, disability and culturally sensitive	3	2	-	-
PC13. report incidents of harassment and discrimination to appropriate authority	3	2	-	-
Digital Literacy	6	8	-	-
Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. operate and use common features of phones/smartphones correctly Operate: Start and shutdown, securing a device, charging the device, manage files and folders, apps, Use messaging service to send and receive messages, delete messages/files for restoring memory Common phone feature: Clock, calculator, calendar, alarm, radio, camera	2	2	-	-
PC15. follow effective safety and security measures related to information sharing on digital devices and platforms	1	-	-	-
PC16. connect with the internet on the phone, using the phone or other available network through Bluetooth, Wi-	1	2	-	-

Fi, etc.				
PC17. use relevant and common social media platforms and their basic features	1	2	-	-
PC18. create a personal email account, send and process received messages as per requirement	1	2	-	-
NOS Total	26	38	-	10

Employability Skills for Persons with Disabilities (70 hours) PWD/N0501				
Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Introduction to Employability Skills	2	1	-	-
PC1. identify employability skills required for jobs in various industries	-	-	-	-
PC2. identify and explore learning and employability portals	-	-	-	-
Constitutional values – Citizenship	1	1	-	-
PC3. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.	-	-	-	-
PC4. follow environmentally sustainable practices	-	-	-	-
Becoming a Professional in the 21st Century	2	3	-	-
PC5. recognize the significance of 21st Century Skills for employment	-	-	-	-

PC6. practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life	-	-	-	-
Basic English Skills	6	9	-	-
PC7. use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-
PC8. read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
PC9. write short messages, notes, letters, e-mails etc. in English	-	-	-	-
Communication Skills	4	6	-	-
PC10. follow verbal and non-verbal communication etiquette and active listening techniques in various settings	-	-	-	-
PC11. recognize how to eliminate barriers to effective communication	-	-	-	-
PC12. work collaboratively with others in a team	-	-	-	-
Essential Digital Skills	4	6	-	-
PC13. operate digital devices and carry out basic internet operations securely and safely	-	-	-	-

PC14. use e- mail and social media platforms, search engines and virtual collaboration tools to work effectively	-	-	-	-
PC15. use basic features of word processor, spreadsheets, and presentations	-	-	-	-
PC16. identify popular sites for learning & career growth	-	-	-	-
Diversity & Inclusion	1	2	-	-
PC17. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC18. explain business benefits of inclusive workplace	-	-	-	-
PC19. identify common barriers to Diversity & Inclusion	-	-	-	-
PC20. escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
Financial and Legal Literacy	2	4	-	-
PC21. select financial institutions, products, and services as per requirement	-	-	-	-
PC22. carry out offline and online financial transactions, safely and securely	-	-	-	-
PC23. identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
PC24. identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
Career Development & Goal Setting	4	6	-	-

PC25. understand the difference between job and career	-	-	-	-
PC26. prepare a career development plan with short- and long-term goals, based on aptitude, interest & explain steps involved in conducting a market scan	-	-	-	-
Customer Service	4	6	-	-
PC27. identify different types of customers	-	-	-	-
PC28. identify and respond to customer requests and needs in a professional manner.	-	-	-	-
PC29. Elaborate types and importance of closing techniques during customer interface	-	-	-	-
Getting ready for apprenticeship & Jobs	4	6	-	-
PC30. follow appropriate hygiene and grooming standards	-	-	-	-
PC31. identify four stages of action to prepare for employment	-	-	-	-
PC32. identify common workplace solutions for better output	-	-	-	-
PC33. create a professional Curriculum vitae (Résumé)	-	-	-	-
PC34. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
PC35. apply to identified job openings using offline /online methods as per requirement	-	-	-	-

PC36. answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
PC37. evaluate failures and rejections for future opportunities	-	-	-	-
PC38. identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
Disability Specific Skills	4	6	-	-
PC39. identify the requirements and challenges of employment in terms of one's limitations and strengths	-	-	-	-
PC40. apply four stages of action for employment	-	-	-	-
PC41. apply solutions for challenges associated with one's disability at workplace	-	-	-	-
PC42. discuss significance of workplace challenges for the Persons with Disability	-	-	-	-
PC43. describe importance and impact of independent functioning for a person with disability at home, work place or community at large	-	-	-	-
PC44. illustrate skills like independent mobility, note taking and communication.	-	-	-	-
PC45. discuss ways to break barriers with colleagues owing to one's disability	-	-	-	-
PC46. use positive language to communicate about one's disability and possible intervention	-	-	-	-
Entrepreneurship	2	4	-	-
PC47. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-

PC48. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
PC49. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
NOS Total	40	60	-	-

Annexure 4: Assessment Strategy

Assessment Strategy of SCPwD

Pre-Assessment Phase-

1. Batch allocated to the Assessment Agency by SCPwD through Portal/ Email.
2. Assessment Agency to connect with Training Provider and communicate/confirm the date of assessment through email.
3. Assessment Agency to share requisite lab infrastructure & checklist with TP and discuss about the availability through email.
4. Assessment Agency aligns the Assessor for the assessment (Assessor should be Dual Certified by the Domain SSC as well as SCPwD, and the certification should be valid).
5. Prepare the Assessment link, formats and share with the Assessor over an email.
6. Share the Assessment demo link with the Training Partner over an email

Assessment Phase-

1. The Assessor verifies the identity and disability through Aadhar Card and Disability Certificate and reports to SCPwD in-case of any discrepancy [*In case of J&K and NE Voter ID & Pan Card also allowed for Candidates Identification*].
2. The candidates are briefed on the assessment process (Prior to starting of the assessment).
3. The Assessor verifies the lab equipment and reports to SCPwD in-case of any variance.
4. Post validation of photo Id proof for each candidate, attendance of candidate is captured according to the scheme's requirement. i.e., under PMKVY, attendance of the candidates is captured through Aadhar Enabled Assessor Application, however, under other schemes candidates sign the attendance sheet.
5. The candidates attempt the assessment on TAB/Computer System.
6. The Assessor takes the photos and videos of respective activities and completes the documentation formalities.

Post Assessment Phase-

1. The Assessment Agency prepares the result based on responses captured in the server.
2. The Assessment Agency shares the result with SCPwD in the prescribed format.

Annexure 5: Acronym and Glossary**Acronym**

Term	Description
QP	Qualification Pack
NSQF	National Skill Qualification Framework
NSQC	National Skill Qualification Committee
NOS	National Occupational Standards
SSC	Skill Sectors Council
TVET	Technical and Vocational Education and Training
PWD	Persons with Disability
IDE	Integrated Development Environment

Glossary

Term	Description
Key Learning Outcome	Key learning outcome is the statement of what the learner needs to know, understand and be able to do in order to achieve the terminal outcomes. A set of key learning outcomes will make up the training outcomes. Training outcomes is specified in terms of knowledge, understanding (theory) and skills (practical application).
Training Outcome	Training outcome is a statement of what a learner will know, understand and be able to do upon the completion of the training.
Terminal Outcome	Training outcome is a statement of what a learner will know, understand and be able to do upon the completion of a module. A set of terminal outcomes help to achieve the training outcome.
National Occupational Standards	National Occupational Standard specify the standard of performance an individual must achieve when carrying out a function in the workplace.
Persons with Disability	Persons with Disability are those who have long-term physical, mental, intellectual or sensory impairments which in interaction with various barriers may hinder their full and effective participation in society on equal basis with others.
Integrated Development Environment	An integrated development environment is a software application that provides comprehensive facilities to computer programmers for software development.