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QUALIFICATION FILE – CONTACT DETAILS OF SUBMITTING BODY

Name and address of submitting body:

Tourism and Hospitality Skill Council (THSC)

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Name and contact details of individual dealing with the submission

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Position in the organisation: Chief Executive Officer

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List of documents submitted in support of the Qualifications File:

- a) Annexure 1: Occupational Map of the Sector
- b) Annexure2: QP THC/Q0406: Commis Chef

Documents already submitted to QRC:

1. RFP for development of Occupational Standards
2. Selection process of the Consultants to develop Occupational Standards
3. Occupational Map for the Sector
4. List of companies and Industry Association partners who helped in creating the QPs
5. Minutes of the Meeting of the Governing Body to Appoint Subject Matter Experts (SMEs)
6. List of Subject matter experts appointed by the Governing Body
7. Putting up the Occupational Standards in public view
8. Qualification Pack
9. Assessment protocol and strategy
10. NSDC-IMaCS skill gap report
11. NSDC-KPMG skill gap report

QUALIFICATION FILE SUMMARY

Qualification Title	Commis Chef (THC/Q0406)		
Body/bodies which will assess candidates	Tourism and Hospitality Skill Council Affiliated Assessment partners		
Body/bodies which will award the certificate for the qualification.	Tourism and Hospitality Skill Council		
Body which will accredit providers to offer the qualification.	Tourism and Hospitality Skill Council		
Occupation(s) to which the qualification gives access	Food Production / Kitchen		
Proposed level of the qualification in the NSQF.	Level 4		
Anticipated volume of training/learning required to complete the qualification.	360hours		
Entry requirements / recommendations.	Preferable 8th Standard passed		
Maximum Qualifications	Craft course in Hotel Management		
International Comparability	Not yet established		
Progression from the qualification.	Chef-de-partie		
Planned arrangements for RPL.	RPL policy will be described as and when available		
Formal structure of the qualification			
Title of unit or other component (include any identification code used)	Mandatory/Optional	Estimated size (learning hours)	Level
THC/N0415: Assist in food preparation	M	120	4

THC/N0416: Set up and close kitchen	M	60	4
THC/N0417: Monitor stock movement	M	50	4
THC/N9901: Communicate with customer and colleagues	M	30	Common Across all Levels
THC/N9902: Maintain customer-centric service orientation	M	20	Common Across all Levels
THC/N9903: Maintain standard of etiquette and hospitable conduct	M	20	Common Across all Levels
THC/N9904: Follow gender and age sensitive service practices	M	20	Common Across all Levels
THC/N9905: Maintain IPR of company and customers	M	15	Common Across all Levels
THC/N9906: Maintain health and hygiene	M	10	Common Across all Levels
THC/N9907: Maintain safety at workplace	M	15	Common Across all Levels

Please attach any document giving further detail about the structure of the qualification – eg a Curriculum or Qualification Pack.

Give details of the document here:

1) Qualification pack attached- Annexure 2

SECTION 1

ASSESSMENT

Name of assessment body:

- Confederation of Indian Industry.

Will the assessment body be responsible for RPL assessment?

Yes. The RPL will be carried out through screening, identifying the skill gaps, provide bridge training to cover the competency gap & then conduct final assessments of the candidates.

Describe the overall assessment strategy and specific arrangements which have been put in place to ensure that assessment is always valid, consistent and fair and show that these are in line with the requirements of the NSQF:
 Assessment is done through third parties who are affiliated to THSC as Assessment Body. THSC has defined an **eligibility criterion for assessors for each QP**. The assessment agency looks for prospective assessor basis the eligibility criterion

defined by THSC & are henceforth appropriately interviewed & approved for that particular assessment. The assessors go through the assessment orientation before the final assessments.

THSC creates & develops an assessment strategy unique to each QP which bifurcates the theory & practical with higher emphasis on Practical assessment and comprises of the following:

- 1) NOS Mapped Questions/Activities/Skill Demonstration
- 2) Assessment methods/tools
- 3) Total marks Per Assessment Method/Tool
- 4) Number of Questions
- 5) Marks Allocation Per Question
- 6) Timelines
- 7) Exam Conduct
- 8) Assessment Design

The emphasis is on practical demonstration of skills & knowledge based on the Assessable Criteria. Each NOS is assessed & marked separately. Student is required to pass in all NOS's individually and marks are allotted per NOS as the unit of evaluation

Few examples of the Assessment Methods we use:

- 1) Theory- Written Assessment (Multiple Choice Questions)
- 2) Practical Assessment
 - a. Identification
 - b. Demonstration of Skills/ Activities
 - c. Role Play
 - d. Viva Voce

The assessment results are backed by evidences collected by assessors.

1 The assessor needs to collect a copy of the attendance for the training done under the scheme. The attendance sheets are signed and stamped by the In charge / Head of the Training Centre.

2 The assessor needs to verify the authenticity of the candidate by checking the photo ID card issued by the institute as well as any one Photo ID card issued by the Central/Government. The same needs to be mentioned in the attendance sheet. In case of suspicion, the assessor should authenticate and cross verify trainee's credentials in the enrolment form.

3 The assessor needs to punch the trainee's roll number on all the test pieces.

4 The assessor can take a photograph of all the students along with the assessor standing in the middle and with the centre name/banner at the back as evidence.

5 The assessor also needs to carry a photo ID card.

THSC is in process of putting an auditing partner in place to audit the assessments being conducted by the assessment bodies affiliated with THSC.

Please attach any documents giving further information about assessment and/or RPL.

Give details of the document(s) here:

ASSESSMENT EVIDENCE

Complete the following grid for each grouping of NOS, assessment unit or other component as listed in the entry on the structure of the qualification on page 1.

Job Role : Commis Chef Qualification Pack : THC/Q0406 Sector Skill Council : Tourism and Hospitality
Assessment Guidelines: <ol style="list-style-type: none"> Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Assessable Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for each PC. Each NOS will be assessed both for theoretical knowledge and practical which is being proportionately demonstrated in the table below. The assessment for the theory part will be based on knowledge bank of questions created by the SSC. To pass the Qualification Pack, every trainee should score a minimum of 75% in Functional NOS's and 60% in all Generic NOS's. In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification pack.

Title of NOS/Unit/Component:

Assessable Outcomes	Assessment Criteria	Total Marks (500)	Out of	Theory	Skills Practical
THC/N0415 Assist in food preparation	PC1. retrieve food items from the storage area, fridge or freezers per the instructions of the cook	50	2	0.5	1.5
	PC2. wash, peel, chop and/or cut food items including fruits, vegetables and meats as per the instructions of the cook		2	0.5	1.5
	PC3. put food cooking equipment like pressure cooker etc. containing raw food items on gas stove for boiling or do the basic cooking as per the instructions of the senior cook		2	0.5	1.5
	PC4. do the basic preparatory work like mixing of spices etc,		2	0.5	1.5
	PC5. weigh or measure ingredients		1.5	0.5	1
	PC6. prepare dough as per senior cook's instructions		2	0.5	1.5
	PC7. grind spices for usages		1.5	0.5	1
	PC8. portion or wrap food items or dishes using food wrappers for further processing as per the instructions of the senior cook		3	1	2
	PC9. store semi-cooked / left out cooked food in containers in the fridge or freezer as per the instructions of the cook		3	1	2

	PC10. collect all the required items / ingredients at cooking area for food production		2	0.5	1.5
	PC11. collect all the ingredients required for making basic sauces		2	0.5	1.5
	PC12. blanch the required vegetables as per organizational SOPs		2	0.5	1.5
	PC13. prepare the roux (thickening agent) as per organizational SOPs				
	a. weigh out fat and flour on a portioning scale				
	b. melt the fat in a heavy bottom skillet or sauté pan over medium heat.		2.5	1	1.5
	c. add flour to the fat				
	d. continuously stir till it gets thickened				
	PC14. add the roux to make different sauces as per organizational SOPs		2.5	1	1.5
	PC15. collect the required vegetables for salad preparation as per organizational SOPs		2.5	1	1.5
	PC16. wash and chop them as directed by the Commies 1 / Chef-de-Partie		2.5	1	1.5
	PC17. present salads as per organizational SOPs		2.5	1	1.5
	PC18. ask senior cook if any change in presentation is required		2.5	1	1.5
	PC19. making changes, if any, as directed by the Commies 1 / Chef-de-Partie and keep it at a specified place for serving		2.5	1	1.5
	PC20. arrange all the required ingredients for the preparation of cold starters as per organizational SOPs		2.5	1	1.5
	PC21. prepare cold starters as directed by the Commies 1 / Chef-de-Partie		2.5	1	1.5
	PC22. decorate and present it as per Commies 1 / Chef-de-Partie's directions		2.5	1	1.5
		Total	50	17	33
THC/N0416					
Set up and close kitchen	PC1. obtain the cleaning specification from organization's SOP		2	0.5	1.5
	PC2. move and protect raw food items and kitchen equipment, if required		2	0.5	1.5
	PC3. use the cleaning equipment that is suitable for the specific cleaning operation and location		2.5	1	1.5
	PC4. separate the faulty or damaged cleaning equipment and inform about them to the senior cook	50	2.5	1	1.5
	PC5. check that food preparation and cooking tools and kitchen equipment are clean, of the right type and in working order		3	1	2
	PC6. carry out the cleaning as per organizational SOP		2	0.5	1.5

	PC7. follow the manufacturer's instructions and safe working practices when taking apart, handling kitchen equipment used for food production		3.5	1	2.5
	PC8. check that the kitchen equipment in correct working order after the cleaning		4	1	3
	PC9. record and report to senior cook about faults e.g. missing or damaged food equipment parts, pest infestation etc.		4	1	3
	PC10. check that all the food preparation and cooking tools and kitchen equipment are available in the kitchen		3.5	1	2.5
	PC11. turn on the appropriate kitchen equipment at the correct time and to the correct setting		3.5	1	2.5
	PC12. arrange all the tools and kitchen equipment in the kitchen as per organizational SOP		3.5	1	2.5
	PC13. assist chef in the preparation of mise-en-place		3.5	1	2.5
	PC14. check that cooking equipment is turned off, unplugged where necessary, and cleaned following manufacturers' and organization's instructions		3.5	1	2.5
	PC15. clean and dry all other kitchen tools and equipment and store them as per organizational SOP		2.5	1	1.5
	PC16. check food storage area is properly secured		2	0.5	1.5
	PC17. follow all the workplace procedures related to keeping kitchen hygienic before closing down the kitchen after day's operations		2.5	1	1.5
		Total	50	30	70
THC/N0417 Monitor stock movement	PC1. receive all the provisions, supplies and daily consumables sent by supplier(s) as per company's SOP	50	7	2	5
	PC2. check all the incoming stock against the invoice and bills		8	2	6
	PC3. sort provisions, supplies and daily consumables for proper storing		6	2	4
	PC4. distribute supplies and daily consumables to different work stations		7	2	5
	PC5. re-fill kitchen condiment bottles and shakers		6	2	4
	PC6. store non distributed provisions, supplies and daily consumables in cupboards, refrigerators etc. as per company's work instructions		7	2	5
	PC7. ensure that supplies and daily consumables are stored in the appropriate conditions		6	2	4
	PC8. keep track of the quantities of supplies used on day		7	2	5
	PC9. keep track of the fuel consumptions and report to Commies 1 / Chef		7	2	5
	PC10. inform Commies 1 / Chef		7	2	5
	PC11. carry out daily and weekly procedures to check movements of stocks		8	2	6

	PC12. understand menu planning and ways to control stocks		8	2	6
	PC13. ensure stock is controlled and rotated		8	2	6
	PC14. ensure effective usage of materials and zero wastage		8	2	6
		Total	50	14	36
THC/9901 Communicate with customer and colleagues	PC1. receive job order and instructions from reporting superior	50	1	0.5	0.5
	PC2. understand the work output requirements, targets, performance indicators and incentives		0.5	0.5	0
	PC3. deliver quality work on time and report any anticipated reasons for delays		0.5	0.5	0
	PC4. escalate unresolved problems or complaints to the relevant senior		1	0.5	0.5
	PC5. communicate maintenance and repair schedule proactively to the superior		0.5	0.5	0
	PC6. receive feedback on work standards		1	0.5	0.5
	PC7. document the completed work schedule and handover to the superior		1	0.5	0.5
	PC8. exhibit trust, support and respect to all the colleagues in the workplace		1.5	0.5	1
	PC9. aim to achieve smooth workflow		1.5	0.5	1
	PC10. help and assist colleagues with information and knowledge		1	0.5	0.5
	PC11. seek assistance from the colleagues when required		1	0.5	0.5
	PC12. identify the potential and existing conflicts with the colleagues and resolve		1.5	0.5	1
	PC13. pass on essential information to other colleagues on timely basis		1.5	0.5	1
	PC14. maintain the etiquette, use polite language, demonstrate responsible and disciplined behaviours to the colleagues		1.5	0.5	1
	PC15. interact with colleagues from different functions clearly and effectively on all aspects to carry out the work among the team and understand the nature of their work		1.5	0.5	1
	PC16. put team over individual goals and multi task or share work where necessary supporting the colleagues		1.5	0.5	1
	PC17. highlight any errors of colleagues, help to rectify and ensure quality output		1.5	0.5	1
	PC18. work with cooperation, coordination, communication and collaboration, with shared goals and supporting each other's performance		1	0.5	0.5
	PC19. ask more questions to the customers and identify their needs		1	0.5	0.5
	PC20. possess strong knowledge on the product, services and market		0.5	0.5	0
	PC21. brief the customers clearly		0.5	0.5	0

	PC22. communicate with the customers in a polite, professional and friendly manner		1.5	0.5	1
	PC23. build effective but impersonal relationship with the customers		1.5	0.5	1
	PC24. ensure the appropriate language and tone are used to the customers		1.5	0.5	1
	PC25. listen actively in a two way communication		1.5	0.5	1
	PC26. be sensitive to the gender, cultural and social differences such as modes of greeting, formality, etc.		1.5	0.5	1
	PC27. understand the customer expectations correctly and provide the appropriate products and services		1.5	0.5	1
	PC28. understand the customer dissatisfaction and address to their complaints effectively		2	0.5	1.5
	PC29. maintain a positive, sensible and cooperative manner all time		1.5	0.5	1
	PC30. ensure to maintain a proper body language, dress code, gestures and etiquettes towards the customers		2	0.5	1.5
	PC31. avoid interrupting the customers while they talk		1	0.5	0.5
	PC32. ensure to avoid negative questions and statements to the customers		1	0.5	0.5
	PC33. inform the customers on any issues or problems before hand and also on the developments involving them		2	0.5	1.5
	PC34. ensure to respond back to the customer immediately for their voice messages, e-mails, etc.		2	0.5	1.5
	PC35. develop good rapport with the customers and promote suitable products and services		2	0.5	1.5
	PC36. seek feedback from the customers on their understanding to what was discussed		2	0.5	1.5
	PC37. explain the terms and conditions clearly		3	0.5	2.5
		Total	50	18.5	31.5
THC/N9902 Maintain customer-centric service orientation	PC1. keep in mind the profiles of expected customers	50	2.5	0.5	2
	PC2. understand the target customers and their needs as defined by the company		1.5	0.5	1
	PC3. organize regular customer events and feedback session frequently		2.5	0.5	2
	PC4. build a good rapport with the customers including the ones who complain		2.5	0.5	2
	PC5. have frequent discussions with regular customers on general likes and dislikes in the market, latest trends, customer expectations, etc.		2.5	0.5	2
	PC6. receive regular feedbacks from the clients on current service, complaints, and improvements to be made, etc.		2.5	0.5	2
	PC7. compulsively seek customer rating of service to help develop a set of regularly improved procedures		2.5	0.5	2

	PC8. ingrain customer oriented behaviour in service at all level		2.5	0.5	2
	PC9. aim to gain their long lasting loyalty and satisfaction		2.5	0.5	2
	PC10. engage with customers without intruding on privacy		2	0	2
	PC11. ensure clarity, honesty and transparency with the customers		2.5	0.5	2
	PC12. treat the customers fairly and with due respect		2.5	0.5	2
	PC13. focus on executing company's marketing strategies and product development		2.5	0.5	2
	PC14. focus on enhancing brand value of company through customer satisfaction		2.5	0.5	2
	PC15. ensure that customer expectations are met		2.5	0.5	2
	PC16. learn to read customers' needs and wants		2.5	0.5	2
	PC17. willingly accept and implement new and innovative products and services that help improve customer satisfaction		2.5	0.5	2
	PC18. communicate feedback of customer to senior, especially, the negative feedback		2.5	0.5	2
	PC19. maintain close contact with the customers and focus groups		2	0.5	1.5
	PC20. offer promotions to improve product satisfaction level to the customers periodically		2	0.5	1.5
	PC21. weigh the cost of fulfilling unscheduled customer requests, consult with senior and advise the customer on alternatives		2	0.5	1.5
		Total	50	10	40
THC/N9903 Maintain standard of etiquette and hospitable conduct	PC1. greet the customers with a handshake or appropriate gesture based on the type of customer on their arrival	50	0.5	0	0.5
	PC2. welcome the customers with a smile		0.5	0	0.5
	PC3. ensure to maintain eye contact		0.5	0	0.5
	PC4. address the customers in a respectable manner		1	0.5	0.5
	PC5. do not eat or chew while talking		0.5	0	0.5
	PC6. use their names as many times as possible during the conversation		0.5	0	0.5
	PC7. ensure not to be too loud while talking		0.5	0	0.5
	PC8. maintain fair and high standards of practice		2.5	1	1.5
	PC9. ensure to offer transparent prices		2	0.5	1.5
	PC10. maintain proper books of accounts for payment due and received		2	0.5	1.5
	PC11. answer the telephone quickly and respond back to mails faster		2	0.5	1.5
	PC12. ensure not to argue with the customer		2	0.5	1.5
	PC13. listen attentively and answer back politely		2	0.5	1.5
	PC14. maintain personal integrity and ethical behaviour		2.5	1	1.5

	PC15. dress professionally		2	0.5	1.5
	PC16. deliver positive attitude to work		2	0.5	1.5
	PC17. maintain well groomed personality		2	0.5	1.5
	PC18. achieve punctuality and body language		2	0.5	1.5
	PC19. maintain the social and telephonic etiquette		2	0.5	1.5
	PC20. provide small gifts as token of appreciation and thanks giving to the customer		2	0.5	1.5
	PC21. use appropriate tone, pitch and language to convey politeness, assertiveness, care and professionalism		2	0.5	1.5
	PC22. demonstrate responsible and disciplined behaviours at the workplace		2	0.5	1.5
	PC23. escalate grievances and problems to appropriate authority as per procedure to resolve them and avoid conflict		2	0.5	1.5
	PC24. use appropriate titles and terms of respect to the customers		2	0.5	1.5
	PC25. use polite language		1	0.5	0.5
	PC26. maintain professionalism and procedures to handle customer grievances and complaints		1.5	0.5	1
	PC27. offer friendly, courteous and hospitable service and assistance to the customer upholding levels and responsibility		1	0.5	0.5
	PC28. provide assistance to the customers maintaining positive sincere attitude and etiquette		1	0.5	0.5
	PC29. provide special attention to the customer at all time		1.5	0.5	1
	PC30. achieve 100% customer satisfaction on a scale of standard		1.5	0.5	1
	PC31. gain customer loyalty		1.5	0.5	1
	PC32. enhance brand value of company		2	0.5	1.5
		Total	50	14	36
THC/N9904 Follow gender and age sensitive service practices	PC1. educate the tourists, employers and the colleagues at workplace on women rights and the respect that is to be given to them	50	1.5	1.5	0
	PC2. inform about company's policies to prevent women from sexual harassments, both physical and verbal, and objectifications by other customers and staff		1.5	1.5	0
	PC3. list all the facilities available with respect to transportation facilities, night trips and safeguards, reporting abuse, maternity related and other grievance		1	1	0
	PC4. inform about methods adopted to ensure safety and personal and baggage security of women, e.g., CCTV cameras, security guards, women's helpline		2	0.5	1.5

PC5. provide the necessary comfort to the female traveller customers such as secure and safe environment, chain locks/latches, smoke detector, comfortable accommodation, etc.	2	0.5	1.5
PC6. Maintain compliant etiquette while dealing with women customers such as asking permission before entering room and for cleaning, avoiding touch contact, using abusive language or gesture, etc.	2	0.5	1.5
PC7. ensure that the customer feels safe at all times without being over threatened by the security procedures and related environment	2	0.5	1.5
PC8. ensure that in the event of terrorist attacks customers are calmly handled, led to safer places and instructed properly in order to achieve zero casualties	2	0.5	1.5
PC9. ensure the quality of facilities and services offered cater to the needs of every individual, be it man, woman, child, particularly the very young and the aged	2	0.5	1.5
PC10. be aware of the customer unique needs and wants of each category of customer, e.g., for an infant, for a young woman, for an old person, others	3	0.5	2.5
PC11. coordinate with team to meet these unique needs, also keeping in mind their diverse cultural backgrounds	3	0.5	2.5
PC12. provide entertainment programs and events suited for the children tourists	2	0.5	1.5
PC13. educate parents and attendants of senior citizens on basic safeguards and procedures for them in case of emergencies	2	0.5	1.5
PC14. arrange for transport and equipment as required by senior citizens	2	0.5	1.5
PC15. ensure availability of medical facilities and doctor	2	0.5	1.5
PC16. treat women equally across both the horizontal as well as vertical segregation of roles in the workplace	2	0.5	1.5
PC17. ensure a fair and equal pay to the women as men, more of formal training, advancement opportunities, better benefits, etc.	2	0.5	1.5
PC18. involve women in the decision making processes and management professions	2	0.5	1.5
PC19. avoid specific discrimination and give women their due respect	2	0.5	1.5
PC20. motivate the women in the work place towards utilizing their skills	2	0.5	1.5
PC21. educate the tourists, employers and the colleagues at workplace on women rights and the respect that is to be given to them	2	0.5	1.5

	PC22. establish policies to protect the women from sexual harassments, both physical and verbal, and objectifications by customers and colleagues		2	0.5	1.5
	PC23. frame women friendly work practices such as flexible working hours, maternity leave, transportation facilities, night shift concessions, women grievance cell.		2	0.5	1.5
	PC24. ensure the safety and security of women in the workplace, particularly when their nature of job is to deal with night shifts, attend guest rooms, back end work, etc.		2	0.5	1.5
	PC25. ensure safety and security of women at all levels		2	0.5	1.5
		Total	50	15	35
THC/N9905 Maintain IPR of organisation and customers	PC1. prevent leak of new plans and designs to competitors by reporting on time	50	7.5	3.5	4
	PC2. be aware of any of company's product, service or design patents		7	7	0
	PC3. report IPR violations observed in the market, to supervisor or company head		7.5	3.5	4
	PC4. read copyright clause of the material published on the internet and any other printed material		7	3	4
	PC5. protect infringement upon customer's business or design plans		7	3.5	3.5
	PC6. consult supervisor or senior management when in doubt about using information available from customer		7	3.5	3.5
	PC7. report any infringement observed by anyone in the company		7	3.5	3.5
		Total	50	27.5	22.5
THC/N9906 Maintain health and hygiene	PC1. keep the workplace regularly clean and cleared-off of food waste or other litter	50	1.5	0.5	1
	PC2. ensure that waste is disposed-off as per prescribed standards or in trash cans earmarked for waste disposal		1.5	0.5	1
	PC3. ensure that the trash cans or waste collection points are cleared everyday		1.5	0.5	1
	PC4. arrange for regular pest control activities at the workplace		1.5	0.5	1
	PC5. to maintain records for cleanliness and maintenance schedule		1.5	0.5	1
	PC6. ensure the workplace is well ventilated with fresh air supply		1.5	0.5	1
	PC7. check the air conditioner and other mechanical systems on a regular basis and maintain them well		1.5	0.5	1
	PC8. ensure the workplace is provided with sufficient lighting		1.5	0.5	1
	PC9. ensure clean work environment where food is stored, prepared, displayed and served		1.5	0.5	1

	PC10. ensure safe and clean handling and disposal of linen and laundry, storage area, accommodation, public areas, storage areas, garbage areas, etc.		1.5	0.5	1
	PC11. identify and report poor organizational practices with respect to hygiene, food handling, cleaning		1.5	0.5	1
	PC12. ensure adequate supply of cleaning consumables such as equipment, materials, chemicals, liquids		1.5	0.5	1
	PC13. ensure to clean the store areas with appropriate materials and procedures		1.5	0.5	1
	PC14. identify the different types of wastes, e.g., liquid, solid, food, non-food, and the ways of handling them for disposal		1.5	0.5	1
	PC15. wash hands on a regular basis		2	0.5	1.5
	PC16. ensure to wash hands using suggested material such as soap		1.5	0.5	1
	PC17. wash the cups		1.5	0.5	1
	PC18. ensure to maintain personal hygiene of daily bath		1.5	0.5	1
	PC19. ensure to maintain dental hygiene in terms of brushing teeth every day		1.5	0.5	1
	PC20. ensure no cross contaminations of items such as linen		1.5	0.5	1
	PC21. report on personal health issues related to injury, food, air and infectious diseases		1.5	0.5	1
	PC22. ensure not to go for work if unwell, to avoid the risk of being spread to other people		1.5	0.5	1
	PC23. use a tissue, cover the mouth and turn away from people while sneezing or coughing		2	0.5	1.5
	PC24. wash hands on using these tissues after coughing and sneezing and after using the wastes		2	0.5	1.5
	PC25. ensure to use single use tissue and dispose these tissues immediately		2	0.5	1.5
	PC26. coordinate for the provision of adequate clean drinking water		2	0.5	1.5
	PC27. ensure to get appropriate vaccines regularly		2	0.5	1.5
	PC28. avoid serving adulterated or contaminated food		2	0.5	1.5
	PC29. undergo preventive health check-ups at regular intervals		2	0.5	1.5
	PC30. take prompt treatment from the doctor in case of illness		1.5	0.5	1
	PC31. have a general sense of hygiene and appreciation for cleanliness for the benefit of self and the customers or local community		1.5	0.5	1
		Total	50	15.5	34.5
THC/N9907 Maintain safety at	PC1. assess the various work hazards	50	1	1	0
	PC2. take necessary steps to eliminate or minimize them		1.5	0.5	1

workplace	PC3. suggest methods to improve the existing safety procedures at the workplace	1.5	0.5	1
	PC4. analyse the causes of accidents at the workplace	1.5	0.5	1
	PC5. suggest measures to prevent such accidents from taking place	1.5	0.5	1
	PC6. take preventive measures to avoid risk of burns and other injury due to contact with hot surfaces such as stoves, gas, fire, hot liquids, hot foods, hot oil, etc.	1.5	0.5	1
	PC7. be aware of the locations of fire extinguishers, emergency exits, etc.	1.5	0.5	1
	PC8. practice correct emergency procedures	1.5	0.5	1
	PC9. check and review the storage areas frequently	1.5	0.5	1
	PC10. stack items in an organized way and use safe lifting techniques to reduce risk of injuries from handling procedures at the storage areas	1.5	0	1.5
	PC11. ensure to be safe while using handling materials, tools, acids, chemicals, detergents, etc.	1.5	0.5	1
	PC12. store these chemicals and acids in a well-ventilated and locked areas with warning signs not to touch	1.5	0.5	1
	PC13. ensure safe techniques while moving furniture and fixtures	1.5	0.5	1
	PC14. ensure to reduce risk of injury from use of mixers, slicers, grinders, heaters, fridge, ironer and other electrical tools	1.5	0.5	1
	PC15. read the manufacturers manual carefully before use of any equipment	1.5	0.5	1
	PC16. unplug the electrical equipment before performing housekeeping, cleaning and maintenance to avoid injuries	2	0.5	1.5
	PC17. keep the floors free from water and grease to avoid slippery surface	2	0.5	1.5
	PC18. ensure to use non slip liquids and waxes to polish and treat floors	1.5	0.5	1
	PC19. use rubber mats to the places where floors are constantly wet	2	0.5	1.5
	PC20. ensure safety from injuries of cuts to loss of fingers, while handling sharp tools such as knives, needles, etc.	2	0.5	1.5
	PC21. use flat surfaces, secure holding and protective wear while using such sharp tools	2	0.5	1.5
	PC22. use health and safety practices for storing, cleaning, and maintaining tools, equipment, and supplies	2	0.5	1.5
	PC23. practice personal safety when lifting, bending, or moving equipment and supplies	2	0.5	1.5
	PC24. ensure the workers have access to first aid kit when needed	1	0	1

PC25. ensure all equipment and tools are stored and maintained properly and safe to use		1.5	0.5	1
PC26. ensure to use personal protective equipment and safe wear like gloves, mask, headwear, footwear, glasses, goggles, etc. for specific tasks and work conditions where required		1.5	0.5	1
PC27. Ensure to display safety signs at places where necessary for people to be cautious		1	0	1
PC28. take all electrical precautions like insulated clothing, adequate equipment insulation, dry work area, switch off the power supply when not required, etc.		1.5	0.5	1
PC29. ensure availability of general health and safety equipment such as fire extinguishers, first aid equipment, safety equipment, clothing, safety installations like fire exits, exhaust fans, etc. are available		1.5	0.5	1
PC30. document all the first aid treatments, inspections, etc. conducted to keep track of the safety measures undertaken		1.5	0.5	1
PC31. comply with the established safety procedures of the workplace		1	0.5	0.5
PC32. report to the supervisor on any problems and hazards identified		0.5	0	0.5
PC33. ensure zero accident at workplace		0.5	0	0.5
PC34. adhere to safety standards and ensure no material damage		1	0.5	0.5
	Total	50	15	35

SECTION 2

EVIDENCE OF NEED

What evidence is there that the qualification is needed?

Attached is Annexure 1 as Occupational Map which lists the job role & occupations & their career paths which have been derived through extensive industry interactions facilitated from around 08 workshops & site visits conducted and interactions with over 300+ representatives from different organizations all over the country.

What is the estimated uptake of this qualification and what is the basis of this estimate?

- IMaCS Industry Estimation-570131
- Skills Gap analysis Reports for industry demand
- Training duration and current and potential capacity envisaged for potential supply
- An LMIS development initiative is being put in place to be more precise regarding the demand and supply

What steps were taken to ensure that the qualification(s) does/do not duplicate already existing or planned qualifications in the NSQF?

- NSDC list of Approved and Under-Development QPs was checked prior to commissioning the work to ensure that there is no duplicity.
- NSDC QRC team also confirmed the same

What arrangements are in place to monitor and review the qualification(s)? What data will be used and at what point will the qualification(s) be revised or updated?

- 1) Agencies have been planned by the SSC to interact with training providers to gather feedback in implementation.
- 2) Monitoring of results of assessments
- 3) Employer feedback will be sought post-placement
- 4) A formal review is scheduled in 2 years' time (2017)

Please attach any documents giving further information about any of the topics above.
Give details of the document(s) here:

SECTION 3

SUMMARY EVIDENCE OF LEVEL

Summary of Direct Evidence:

Process Required	Professional Knowledge	Professional Skills	Core Skills	Responsibility	Level
<p>The job holder is expected to:</p> <ol style="list-style-type: none"> 1. distribute supplies and daily consumables to different work stations 2. turn on the appropriate kitchen equipment at the correct time and to the correct setting 3. arrange all the tools and kitchen equipment in the kitchen as per organizational SOP 4. ensure stock is controlled and rotated 5. ensure effective usage of materials and zero wastage <p>Considering that these outcomes are required to be perfected and performed consistently within the defined</p>	<p>The incumbent has factual knowledge of field of knowledge or study which is in this case includes Food Production, Customer Service and arrange and manage kitchen relate resources for food preparation and related processes.</p> <p>The person is expected to :</p> <ol style="list-style-type: none"> 1. different type of food ingredients in the kitchen 2. food material handling procedure 3. different types of kitchen and cuisines prepared in respective kitchen 4. recipe of food items in the restaurant 5. quantity levels of different ingredient for food preparation 6. chief food ingredient used in specific food type (Chinese, Italian, etc.) 	<p>The job holder is expected to be able to recall and and demonstrate:</p> <p>The outcomes are repetitive and require narrow range of application.</p> <ol style="list-style-type: none"> 1. check that food preparation and cooking tools and kitchen equipment are clean, of the right type and in working order 2. clean and dry all other kitchen tools and equipment and store them as per organizational SOP 3. collect all the required items / ingredients at cooking area for food production 4. collect all the ingredients required for 	<p>The job holder is expected to have behavioural, personal and telephone etiquettes, establish effective rapport with customers, responding appropriately to customers, communicating information to customers (verbal & non-verbal), skill to basic arithmetic and algebraic principles, basic understanding of social political and natural environment for example, providing interim feedback to customers, in case of delays, processing compliances.</p> <p>The person is also required to</p> <ol style="list-style-type: none"> 1. communicate effectively with guests and respond to their queries 2. communicate with people in respectful form and manner in line with 	<p>The individual working in this job role works both independently and under instruction, but has responsibility for delivering quality of his own work and can be placed at level 4.</p> <ol style="list-style-type: none"> 1. take responsibility for own work outcomes 2. collect all the ingredients required for making basic sauces 3. blanch the required vegetables as per organizational SOPs 4. prepare the roux (thickening agent) as per organizational SOPs, e.g., weigh out fat and flour on a portioning scale, melt the fat in a heavy bottom skillet or sauté pan over medium heat, add flour to the fat, continuously stir till it gets thickened 5. add the roux 	4

<p>parameters of the job roles chosen by him/her. Similarly, though it is familiar & predictable & also has a choice of creativity to enrich the job & take an appropriate decision to handle the situation.</p> <p>Since the incumbent is not to make choices of procedures this will not qualify as level 5 and basic predictable choices as in menu offerings to suit the customer and recommendations therein, ensure this complies with level 4.</p>		<p>making basic sauces</p> <p>Hence, the job holder can be placed at level 04. The person is expected to</p> <p>Since the incumbent is not expected to apply a range of cognitive skills for problem solving, but operate within a limited range of activities with rules to guide performance, this does not qualify at level 5. And application of rules and tools mean this is not level 3, making level 4 most appropriate.</p>	<p>organizational protocol</p> <ol style="list-style-type: none"> 3. communicate with different department heads 4. decide on the quantity of ingredient to be used in each recipe 5. decide on preparing a dish with available constraints 6. decide on time required for preparation and inform guest accordingly 7. significance of etiquette such as maintaining the appropriate physical distance with guest during conversation 8. develop a rapport with customers 9. complete appropriate documentation 10. prepare reports for management review 	<p>to make different sauces as per organizational SOPs</p> <p>Since the incumbent is not responsible for work or learning of others this is clearly not level 5.</p> <ol style="list-style-type: none"> 6. participate in on-the-job and other learning, training and development interventions and assessment 7. seek to improve and modify own work practices 	
4	4	4	4	4	

Summary of other evidence (if used):

SECTION 4

EVIDENCE OF RECOGNITION OR PROGRESSION

What steps have been taken in the design of this or other qualifications to ensure that there is a clear path to other qualifications in this sector?

Please refer to the attached career path as per annexure 1 which clearly defines the career path.

Vertical progression – Commis 1

Horizontal progression – Multi Cuisine Cook

Please attach any documents giving further information about any of the topics above.

Give details of the document(s) here:

1. Occupational Map of the sector
2. QP: THC/Q0406

Validating companies:

1	DIH Project management Pvt Ltd	Large
2	Duet India Hotels	Large
3	Everstone Capital	Large
4	Specialty Restaurants Ltd	Large
5	Lemon Tree	Large
6	Oberoi	Large
7	Citrus hotels	Large
8	Old World	Large
9	Sarovar Portico	Large
10	Sarovar Hotels Pvt Ltd	Large
11	Bikanervala Foods Pvt Ltd	Large
12	Keys Hotels	Large
13	GRT Hotel Group	Large
14	Starwood Hotel	Large
15	Frontline group	Large
16	Aloft Hotel, Chennai	Large
17	La Marvella	Medium
18	My Fortune	Medium
19	SP Grand days, Trivandrum	Medium
20	Hycinth hotels	Medium
21	St Marks hotel	Medium

22	Sabari hotels	Medium
23	Biverah hotel and suites	Medium
24	Residency towers, Trivandrum	Medium
25	Hotel Park Inn, Jaipur	Medium
26	Amarpreet hotel	Medium
27	Pan India Foods	Medium
28	Radisson Blu	Medium
29	Select Group	Medium
30	Pind Balluchi	Medium
31	Harry's Singapore	Medium
32	Hotel Bhagini Palace	Small
33	Mandawa Haveli	Small
34	Hotel Castle Mandawa Pvt Ltd	Small
35	Angels in my Kitchen	Small
36	Jayamahal Palace	Small
37	Shintrewadi	Small
38	VP Travels	Small
39	Palmshore Multicuisine Restaurant	Small
40	GoKleen	Small
41	Hotel Mount Siniolchu	Small
42	Maharani bagh orchard retreat	Small
43	Connaught house	Small
44	Bal samand garden retreat	Small
45	Sardar samand lake resorts	Small
46	The Malabar house	Small
47	Eclat	Small
48	Mr Vaibhav Kumar	Small
49	Manla Homes Resort	Small
50	Utility Projects & Services	Small
51	Park Avenue Hotel	Small